Supplier Portal: Frequently Asked Questions

How do I become a supplier to Battelle?

Suppliers need to register on the Battelle Supplier Registration Portal. Suppliers should also review each of the Business Unit webpages to learn more about our products and services and find the best fit for your solutions. Links to those websites can be found at: www.battelle.org.

How can we get on Battelle's approved supplier list?

Please register on the Battelle Supplier Portal & refer to each of the Battelle Business Unit webpages at: www.battelle.org. Qualification requirements are also typically identified with specific solicitations from the Business Unit.

What does Battelle purchase?

Battelle purchases a wide variety of goods and services. These goods and services include raw materials, components, subsystems and assemblies, COTS products, Information Technology services, training, R&D, drilling, construction, laboratory, and engineering services.

What does Battelle look for in a supplier?

Battelle considers many factors when determining team composition or making purchasing decisions. These decisions may vary depending upon priorities and requirements, including:

- Core capabilities, product or services offering resource availability, and ability to recruit qualified candidates
- Geographic location or customer proximity
- Organizational Conflicts of Interest (OCI)
- Past performance and reputation
- Personnel experience
- Dependability, responsiveness and teamwork
- Market niche
- Core capabilities

Additionally, we expect suppliers to demonstrate the following (business units may have additional special technical or quality requirements unique to their environment): – Financial viability

- High ethical standards
- Competitive pricing
- Appropriate industry quality procedures and processes

- Cost reduction program
- Cycle time reduction program
- Ability to offer a technological or service advantage over competitors
- Innovations in the delivery of goods or services (to include applying e-commerce, EDI, etc.)

How do I find out which Battelle division is working on a specific contract?

You can learn more about programs, products and specific contracts by visiting our website at: www.battelle.org.

Will our company have the opportunity to meet with a Battelle representative or be included in the proposal and/or quoting process?

We meet with companies based on requirements for upcoming opportunities. Please register on Battelle's Supplier Portal to ensure your company is considered for current and future opportunities.

We currently do business with one business unit of Battelle. How can we get involved with other business units?

By registering on Battelle's Supplier Portal you will be given visibility across the company. You should also review our business at: www.battelle.org to get an understanding of our needs. Battelle will have a presence at outreach events such as those listed on the Supplier Diversity webpage and the Business Unit specific webpages.

I am a minority-owned business. Do I qualify for the Supplier Diversity Program automatically?

No. You must submit proof of certification as a minority-owned business to legitimately qualify for the program. Certification is necessary to give credibility to the Supplier Diversity Program.

What are the benefits of being a part of Battelle's Supplier Diversity Program? Some benefits include:

- Opportunity to compete for government and commercial contracts
- Affords partnering/subcontracting opportunities with large and small businesses
- Opportunity to cultivate new relationships and increase growth of your business. How does Battelle identify potential new partners for upcoming opportunities?
- Battelle identifies sources through various mechanisms, including our Supplier Portal, System for Award
- Management (SAM), Dynamic Small Business Search (DSBS), Center for Veterans Enterprise (CVE), VET BIZ, National Minority Supplier Development Council (NMSDC) and other area state, local and regional databases.
- We also meet new suppliers and teammates at the national, local and regional conferences we attend. Potential sources are also identified through our participation in local, regional and national associations such as Armed Forces Communications and Electronics Association (AFCEA), National Defense Industrial Association (NDIA), Industry Advisory Council (IAC), TRIAD, DoD

Regional Councils, Institute for Supply Management (ISM), local Minority Supplier Development Councils (MSDC), and others.

I understand Battelle mentors small businesses. How can I enter into a relationship to have Battelle mentor my company?

Formal mentoring is conducted through the Department of Defense (DoD) Mentor Protégé Program usually tied to a government contract. Suppliers interested in this program should have a strong history of working with Battelle in supporting government contracts. Contact your program manager on current programs to inquire about future opportunities and visit the [DoD Mentor Protégé Web Page](#) for additional information.

Informal mentoring consists of ongoing feedback to suppliers providing services to Battelle Business Units. As you work with Battelle employees, inquire about opportunities for improvement or growth.

Registering with Battelle

How can a supplier register as a potential source with Battelle?

A supplier can register as a potential source through the Battelle's Supplier Portal using the Potential Supplier Registration link. You will be asked to set-up a User ID and password. This allows you to update your information as needed. We strongly recommend you upload capabilities briefings or line cards (in the Documents Tab) and include unique and descriptive keywords in the Capabilities. Please complete the Capabilities Tab as thoroughly as possible, since this tab contains the most common type of search elements we would use in looking for small businesses.

If a supplier registers, will they be certain to receive requests for quotes or purchase orders from Battelle?

Battelle provides no guarantee registrants will receive any monetary or contractual benefit. Your registration allows Battelle's personnel across the enterprise to view your capabilities.

Does a supplier have to register in order to do business with Battelle?

While registration is not mandatory, we do ask suppliers to register as it provides a method for us to find companies to work with when opportunities arise. Only one registration is needed for your company to have visibility to all Battelle Business Units. Managers and buyers use our database to find subcontractors, vendors and teaming partners. While there is no guarantee of a contractual arrangement, your company will be considered whenever we are searching for subcontractors, vendors or teaming partners.

Once registered, is my supplier database profile visible throughout all Battelle business units?

Yes, once you have registered in the Battelle Supplier Portal your profile will be visible to all business units.

How do I determine my company's small business classification? NAICS codes, etc.?

The Small Business Administration (SBA) has established size standards based on a firm's primary industry using NAICS codes. Information on the SBA's methodology and size standards can be found at: http://www.sba.gov/contractingopportunities/officials/size/ index.html. The firm's primary NAICS code is used to determine the business size. Refer to *FAR 2.101* to determine specific small business classification definitions. You will be required to enter your firm's NAICS code by number and keyword, as well as your size standard when registering on the Battelle Supplier Portal.

How can a supplier confirm their registration is complete?

When you complete your registration, you will reach the "acknowledgement" page and receive an e-mail confirming your registration details, including username and password. It's important to retain this information for future use to keep your profile and certifications up to date.

Once registered, when can a supplier expect to be contacted by Battelle?

Your registration information will be kept in a database that will be used to identify potential candidates. Your registration enables Battelle's personnel across the corporation to view your capabilities. Registration is without obligation of any kind on the part of the supplier or Battelle.

I have been debarred in the past. Can I register on Battelle's Supplier Portal and participate in current or future procurement opportunities?

As a general rule, if you have been formally debarred by any agency, fund, or program, and have not been duly rehabilitated, you are not an eligible vendor. Please **do not** register on Battelle's Supplier Portal.

Who do I call if I need help?

If you need application assistance, please contact Supplier Gateway at: support@suppliergateway.zendesk.com or call 949-525-9209 in the United States.

Is training available for suppliers?

Suppliers are able to access training materials available in the "Help Tab" section of each application.

I am not a government contractor. Can I still do business with Battelle?

Yes. There are many opportunities to work with Battelle to support our enterprise business operations. From time to time opportunities exist in Information Technology, Contingent Labor, Professional Services, MRO, Engineer, R&D, Shipping/ Receiving, HR, Marketing and Facilities.

Once I have completed Battelle's Representations and Certifications, how long is my information kept on file?

Representations and Certifications are valid for one year.

Login User ID/Password

I am having trouble with the User ID and password I received. I cannot log in to the system.

Your User ID and password must be entered exactly as it appears in the email you received. Spaces or incorrect characters will cause your login attempt to fail. You may copy and paste your password from this email into the login area. Be careful to avoid copying any information other than the User ID or password (e.g., extra spaces).

I am logged in but having difficulty creating a new password.

- Due to enhanced security measures put in place for your protection, you will be prompted to create a new password after you log in. Your new password must contain a combination of upper case and lower case characters, numbers and symbols. You must have at least one of each and the password you create must be at least 8 characters long.
- For example, your password may look like this: PASSword@024. You must follow the prescribed guidelines or the system will not allow you to save your new password.
- Remember, your password must follow the guidelines below:
  - Must contain at least 8 characters
  - At least one character from each of the following four groups:
  - English Upper Case Letters: examples: A,B,C,... Z English Lower Case Letters: examples: a, b, c, ... z
  - Westernized Arabic Numerals: examples: 0, 1, 2, ... 9
  - Non-alphanumeric and "special characters" (e.g. punctuation, symbols):
  - **Examples:** ({}[],.<>;:'"?/|\`~!@#$%^&*()_-+=)
- During the process, you will be required to enter your existing password in order to make the change. If you recently utilized the "Forgot Password" function, the current password will be the password you received via email which you just used to login.

I tried the "Forgot Password" function several times and I am unable to login with the password I received.

Your User ID and password must be entered exactly as it appears in the email you received. Spaces or incorrect characters will cause your login attempt to fail. You may copy and paste your password from this email into the login area. Be careful to avoid copying any information other than the User ID or password (e.g., extra spaces).

I do not have a User ID and password – How do I access the system?

You will need to register as a user. Click on the Potential Supplier link on the Battelle Supplier Portal home page. Thereafter, you will need to start by entering your company's Tax ID and DUNS numbers. You must then complete the registration form with all of the information about your company asked on the form. Once you have completed the registration form your request to access the system will be submitted. You should receive your User ID and password shortly after you submit your information. If you are not the first user for your organization, the first user will be requested to approve your account request. You will not receive a login and password until that user approves your account request.

I am not sure if I already have a User ID and password and I would like to access the system.

If you are not sure if you have a User ID and password, try the "Forgot Password" function first. You will need to enter your first and last name, email address and company name as you originally registered in the system. If your information is found, your password will be reset and a temporary password will be sent via email. If the system is unable to find your account information, we recommend you follow the steps below:

- Register as a user by entering your company's Tax ID and DUNS numbers.
- If your company was previously registered, the system will recognize your information and provide an abbreviated registration form.
- Once you are done, you will receive a User ID and password you may use to access the site. My Login attempt was unsuccessful.

One common issue is related to your browser settings. As with most secured interactive web sites, it is necessary to set your Privacy settings at a level that will allow your browser to accept our cookie. This is purely for security reasons and not for data mining or other uses. You may want to update your Internet Explorer settings:

- In Microsoft® Internet Explorer version 6.0:
  - Choose Tools,
  - Select Internet Options,
  - Select the Privacy tab,
  - Move the slider bar to Medium for the Internet zone,
  - Click OK.

I still can't log on and my cookies have been enabled.

- Two Options: 1) Delete your Cookies (Open the Internet Options then choose the General tab and delete your cookies), Or 2) Close your browser and open a new one. I did not receive my User ID, Password and/or Registration Key.
- We strongly recommend you check your Spam Folder or Junk Folder to make sure the email containing your User ID and password were not marked as undesirable mail. In some corporate mail networks, this may happen at your firewall. In this case, you may need to check with your IT organization and make sure you can receive mail from "suppliergateway.com" (all User ID and password information is sent from accounts@suppliergateway.com).

I lost the emails sent to me with my registration number.

You can use the "Forgot Password" function on the Battelle home page of the web site to have your User ID and a new temporary password sent to your e-mail address. Just click on the "Forgot Your Password Click Here" link.

Organizational Profile

The person who used to be our contact for the system is no longer the contact and I want to update my company's information.

You will need to register in the system and establish an account for yourself under your company. Accounts that have not been approved by the primary user from your company within three days will be approved by the System Administrator. This approval will generate an email containing your User ID and password. After you receive your User ID and password, you will be able to access the system and update your company information, including contacts and any other information that may have changed. To complete your registration, you will need your company's Tax ID and DUNS numbers.

How do I update my company's diversity certification information in the system?

To update your profile, enter your User ID and password (if you forgot your User ID and password, click on "Forgot Your Password?" and an email will be sent to you immediately). NOTE: Because of a security upgrade, when you login, you will be asked to change your password.

Once you've logged in, click on "My Account" from the top menu bar and choose "Update Organizational Profile" from the dropdown menu. There are several blue underlined menu items at the top of the Organizational Profile page. To update your certification(s), click on the "Certifications" link(s) from the menu. NOTE: If you have registered in a portal with an application process, you will not be able to access the modules described until the application is complete, however each of these applications does have the "Certifications" page accessible in the application.

This will enable you to add/update diversity certifications such as State, City, NMSDC, WBENC, NWBOC, CPUC, 8a, and USPAACC, SDB or HUBZone certifications. You may also change or add new expiration dates for any expired certificates, delete expired certifications and those that will not be renewed, and add any new certifications. To view any certificate documentation currently attached to your listing, click each "View or Delete" link (if you only see the word "Upload Attachment" for a certification link, this means you still need to upload a copy of the certificate or fax a copy to Diversity Information Resources at 612.781.0109 to upload it for you).

REMEMBER, once you have finished updating your certification(s), you must upload your new certification document. If you do not have your certificate as an electronic image, you may fax a copy of any new or renewed certificate documentation to Diversity Information Resources in order for your certification information to be considered validated.

Registration

I received an email containing a registration key. What do I use this information for?

When you registered in the system, the primary contact email you received also contained a "Registration Key" (8 characters long containing numbers and letters).

Other members of your organization may use this key to register themselves. If the site you are registering on has a "Registration Key" option, they should use this option to register. They will not be

required to complete a full registration form - just information about themselves (Name, phone and email address).

Once they have completed the process, the primary contact from your organization will need to approve their account. Once the account is approved, an email containing their User ID and password will be sent immediately.

I registered at a site that used the SupplierGATEWAY system before, do I need to register each time?

Each corporation that uses a SupplierGATEWAY based solution typically maintains an individual point of entry for accessing their diversity systems. However, as a benefit to you, you need not complete a full registration application each time you encounter a system powered by SupplierGATEWAY. In such cases however, you will need to fill out the short registration form that gives your prospective customer permission to access and view your supplier profile.

The system indicates my DUNS and EIN do not match, what should I do?

Please provide the following information to support@suppliergateway.com so we can investigate this condition.

- Your Name
- Company Name
- Tax ID and DUNS Numbers
- Phone Number

I have been doing business with you for many years. Why am I being asked to provide this information now?

We are in the process of automating the maintenance of important information about suppliers and service providers. Part of the process includes secure Internet based systems such as this one as a means to collect and organize your information. The system is often used by buyers in the sourcing process and also makes communications and collaboration with Suppliers easier. The system should also reduce or eliminate the need for you to make redundant submissions of information to different departments/areas in our organization.

I am a manufacturer or distributor and you have never requested this kind of information before. Why am I now being asked for it?

From time to time, regulations, new business risks and the logistical issues of growing as a company, prompt companies to change/improve how we do business. The system is an attempt to address the increased demands of managing a growing supplier/vendor base, and increasing financial and legal exposures related to the supply chain.

What if I can't get all the info I need right away?

It is not mandatory you have all the information at the time you register. Enter as much information as you can and then return to the site to add the rest of the information as you receive it.

I am a current supplier. If I do not register in the system, will it adversely impact my ability to secure business with you in the future?

There is no definitive answer to this question. Many factors are involved in determining the answer on a case-by-case basis, including the specific service and/or material your company provides. We value each of our contractors, vendors and suppliers and it is our intent to maintain positive and mutually beneficial relationships with our suppliers. We may use the system to select vendors for future sourcing opportunities. Therefore, we strongly encourage companies with a desire to do business with us to register their information in the system. We believe better sourcing decisions are made when more information about prospective contractors and suppliers is available.

There are several sections that ask for information. Will I be required to fill everything in?

All required information is indicated in red lettering. All other information is optional. Please be advised the more information you give, the more beneficial this is to us. However, there may be some cases when a required question does not apply to you. In these cases, it's best to enter "N/A" in the case of text fields or "0" in the case of numeric fields.

How will registering in the system help my company?

Registration in the site will decrease the time and expense previously invested by your organization to respond to various/duplicate information requests, increase visibility of your firm's products and services to our buyers, and help improve internal processes that affect suppliers and vendors. How secure is my information?

Security measures, including data encryption, password authentication, and firewall controls are all at or above industry standard and configured to provide robust protection against data theft/ unauthorized usage. Also the very nature and use of this database is much more limited and very different (e.g. internal, not for sale) from those involved in recently publicized data-theft issues. I can't access the Registration page.

Check the browser version you are running. You must be running at least Internet Explorer 6.0.

General

Who is SupplierGATEWAY?

SupplierGATEWAY is a third party Supplier Information Management company to whom we've contracted the administration and monitoring of this System. SupplierGATEWAY is experienced in providing and hosting Supplier Registration sites for many other Fortune 500 companies. I am receiving an error message, what should I do?

Whenever you receive an error message on the screen, a notice is automatically sent to the System Support Team. If you are able to provide some additional information, we request you send an email to: support@suppliergateway.com. Please include as much information as you can about what you were doing at the time the error occurred e.g., "updating my profile". If you can, use the "back" button on your browser to return to the page you were on when the error occurred and click on the "print screen"

button on your keyboard. This will allow you to "paste" the image into your email so we can see what may have caused the problem.

My screen freezes when I try to enter the website.

Check and make sure you have an internet connection. Check your browser version, you must be running at least Internet Explorer 6.0.

My page is blank when I hit the submit key.

You need to scroll up to the top of the page after completing an action. This is a browser related issue and may only happen to you occasionally. We are continuing to work on alleviating this as we improve the system.

Our application was rejected, how do I contact the decision-maker to demonstrate the benefits of my products or services?

If your application was rejected, Battelle has determined there is no need for the products or services from your company.

Systems are great, but I want to talk to a live person.

Our process is designed in the most efficient way for supplier information to be reviewed by Battelle personnel. If, during any step of the process, you experience technical problems or have questions, email: support@suppliergateway.zendesk.com or call 949-525-9209 in the United States.