

Effective Date: February 12, 2007



Dear Vendor,

Mission Hospitals is committed to attracting vendors that provide us with high quality and innovative products, when we need them, at competitive pricing and advantaged terms. Such vendors enable Mission Hospitals to exceed the expectations of our own customers, delivering significant value resulting in our growth and increasing value to our customers. We intend to do business only with vendors that adhere to our philosophy of quality and compliance, and who will collaborate with us to help insure we enjoy an advantage in our marketplaces.

Realizing this, we have created the Mission Hospitals Vendor Program for online registration and vendor compliance management. The Mission Hospitals Vendor Program allows us to maintain a repository of contact, financial, legal, and product information for our vendors; in addition to establishing a platform for policy and documentation exchange.

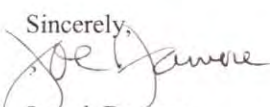
The Mission Hospitals Vendor Program provides the following benefits for participating vendors:

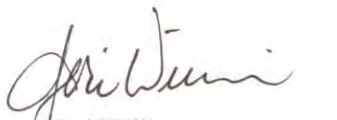
- **Contact information:** Have your contact information always accurate and current. Don't be dependent on the buyer finding the business card you left. Register in the Mission Hospitals Vendor Program where you can enter not only name, phone number, and address but also exactly which products you sell, your references, and upload all required certifications and licenses.
- **Extend your exposure:** Extend your visibility beyond the buyer you have developed a relationship with. As a registered vendor your contact and product information is accessible to all Mission Hospitals buyers.
- **Document exchange:** Policy and compliance documents are exchanged electronically, simplifying the tedious and redundant paperwork that is often required to conduct business. Further, the system notifies you via email when Mission Hospitals adds new policies or updates existing policies that require your attention or action. You will also be notified when business critical documentation (i.e., certificates of insurance, product certifications, professional licenses, etc.) that you provide is approaching expiration.
- **Marketing opportunities:** As a registered vendor you can leverage opportunities to market your company and products or services. Mission Hospitals' buyers access the system daily to search for, evaluate and select vendors. Have your logo featured on the Buyer Dashboard to increase your company's exposure. Load product collateral, presentations or fact sheets.
- **Directory:** By registering your business in the Mission Hospitals Vendor Program, you are automatically added to the universal directory managed by Vendormate. Being a part of the directory gives your company exposure to buyers from all participating organizations. When entering your sales representative information enter all relevant products/services you sell, not just those that apply to Mission Hospitals. Also in addition to identifying your products by UNSPSC codes, in the product and services description field enter brand names, acronyms, or anything that you think buyers would search on to find your offerings.


By **July 1, 2007**, existing vendors must be listed in the system in order to continue doing business with Mission Hospitals. Please direct the person responsible for managing your company's relationship with Mission Hospitals to the website address, www.missionhospitals.org, under the 'contact us' section, to register your business. Upon completing the registration process, a company profile will be created and various financial, legal, and government background checks performed. There is an annual fee for vendor registration which is per company registration, not per representative. This fee will depend on the dollar level of business you do with Mission Hospitals and is a very reasonable fee. We expect each of your sales representatives who sell to or interact with us to register and provide his/her representative details. Only the first representative to register will be charged the fee.

I thank you for your service to Mission Hospitals and appreciate your participation in this program. If you have business questions concerning the Mission Hospitals Vendor Program please contact vendors@msj.org. If you require technical assistance in completing the registration, please contact missionhospitals@vendormate.com.

Sincerely,


Joseph Damore
CEO


Jeri Williams
Chief Compliance Officer


Bill Myers
Director, Materials Management

Mission Hospitals Vendor Program

Phase	Phase Criteria	Cost	Begin Date	Deadline Date
1	High profile vendors: <ul style="list-style-type: none"> • Vendor representatives in procedural patient care areas to include but not limited to the Operating Room, Catherization Lab, Endoscopy, and Radiology • Vendors who have direct contact with patients • Vendors in the Pharmaceutical area • High Spend 	\$225 per year per company	February 9, 2007	July 1, 2007
2	Low profile vendors	\$50 per year per company	March 12, 2007	August 3, 2007
2	Local Vendors (To be determined the Director Materials Management – Contact the Director for a registration code)	\$50 per year per company	March 12, 2007	August 3, 2007

Vendor Instructions

To Registration

1. Navigate to <http://missionhospitals.org>
2. Select the link "Contact Us" from the top navigation bar
3. Scroll to the bottom of the page and locate the "**Mission Hospitals Vendor Program**"
4. Select the link "[Vendor Information](#)"
5. Select the button "[New User Registration](#)"
6. Complete the Pre-Registration page
7. Complete the Identification page
8. Complete the Basic Registration page
9. Complete Payment (Only if you are the first vendor registering)
10. Confirm your email address via an email sent to your email account

Important Note: You are now able to access your vendor information at anytime with your login.

To Download Documents

1. Log into the "**Mission Hospitals Vendor Program**" via the link "[Vendor Information](#)"
2. Select the link "[Document Repository>>](#)"
3. Select the name of the document to download
4. From the section "[View and Download Document](#)" select the document name to open the file
5. Print the form
6. Manually complete the form

To Upload Documents

1. Log into the "**Mission Hospitals Vendor Program**" via the link "[Vendor Information](#)"
2. Select the link "[Document Repository>>](#)"
3. Select the name of the document to upload
4. Self Scan Option:
 - a. From the section "[Document Information](#)" select the browse button
 - b. Navigate to the file and select open
 - c. Select "Save and Continue"
5. Fax Option:
 - a. Select the link "[cover page](#)"
 - b. Print and close the cover page
 - c. Select the box "I agree to fax this document in. (a processing fee will be charged)"
 - d. Select "Save and Continue"

Vendor Registration Frequently Asked Questions

What is the vendor registration system?

The vendor registration system has been implemented to collect, centralize, and credential vendor information. We believe this new process and system will protect both our organization and our business partners as we adapt to changes in federal compliance and billing regulations. Existing and potential vendors are required to register online so we can leverage the single, centralized system to enhance our vendor interactions. This vendor registration system will give your company and representatives exposure to our buyers; and allow us to maintain important information for our existing and potential vendors.

Why do we have to do this registration?

It is required you register to become compliant with our vendor management policies. Also it allows us to understand more about your company and maintain all contact and product information in a single directory. No longer will you need to coordinate with different buyers to maintain your information. All your company and representative information will be in a comprehensive database for all our buyers to access when making purchasing decisions.

There are several benefits to vendors of participating in the registration process.

- Become compliant with corporate compliance requirements quickly to show true partnership and business transparency
- Vendors are alerted of new or updated corporate policy documents and approaching expiration of certain documents
- Policy and compliance documents are exchanged electronically, simplifying the tedious and redundant paperwork that is often required to conduct business
- Management of all company, representative, product, and compliance information is made easy through secure, private, web based dashboard
- Participation in the vendor directory increases your company's visibility to member organizations nationwide.

Is there a cost to register?

There is an annual fee for vendor registration that is charged per company, not per representative. As such, only the first representative to register will be charged the fee. As many of your representatives as are needed may register for no additional cost, each of which may differentiate him/herself by the products he/she sells and the territories serviced.

What does the fee cover and why is it yearly?

This fee is used to purchase 3rd party data, perform screening and credentialing, store compliance information and documentation, perform analytics based on provided information, notify suppliers of training, policy changes, and compliance regulations, and monitor and alert company status throughout the year. All of these features are performed and maintained throughout the year and thereafter as you choose to have a relationship with our buyers.

How does the registration process work?

Step 1: Navigate to the vendor registration website.

Step 2: Enter business information including business address, phone, federal employer identification number (federal tax id), products sold, and acceptance of corporate company policies.

Step 3: Enter credit card information and pay the fee.

Step 4: Receive confirmation email and click on link provided to continue registration.

Step 5: Select links on the Vendor Dashboard to complete additional required information. This includes sales representative information like territory and references, additional business information like type, number of employees, date founded, company principles, geography, financials, insurance and diversity.

Once you have completed all steps, your company and representative information will be available to the purchasing group.

Can I update my information after the initial registration?

Yes, in addition to providing the additional required information via the Vendor Dashboard, you may also add to or edit your profile at any time by logging into the registration system using your user ID and password.

What are UNSPSC Codes?

The United Nations Standard Products and Services Code® (UNSPSC®) provides an open, global multi-sector standard for efficient, accurate classification of products and services. Search the code on this website to locate commodity codes that can be used by your company.

What information will I need to complete the registration?

Vendor registration requires general company information as well as sales representative details.

Required information is in red and italics

Initially you will need to enter the following required basic information...

- *Your name and email address*
- *Business name, type, address and phone*
- *Federal Employer Identification Number (FEIN)*
- *Products sold (based on the UNSPSC codes www.unspsc.org)*
- *Acceptance of corporate company policies*

At your convenience or a future date, the following additional information can be filled out from the Vendor Dashboard.

Field / Information	Required
Company Page (Completed only once per company)	
Doing Business As	
Parent company	
Description of your business	
<i>Business Functions</i>	<i>Required</i>
State/province of incorporation	
Dun & Bradstreet #	
<i>Date you were founded</i>	<i>Required</i>
<i>Number of employees</i>	<i>Required</i>
Company Principals	
<i>Company Contact Information</i>	<i>Required</i>
<i>Your (company) geographic sales capability</i>	<i>Required</i>
<i>Company Financials – Revenue & Net Income</i> (If this information is not available or not disclosed enter \$1.00)	<i>Required</i>
Company Financials – All other	
<i>Additional Information – EDI</i>	<i>Required</i>
Additional Information – All Other	
<i>Acknowledgments – All</i> (Adobe Reader Require)	<i>Required</i>
Compliance Page (Completed only once per company)	
Insurance Information	
Diversity Information	
Compliance Office Information	
Vendor Rep Page (Completed for each Rep that interacts or visits with the customer)	
<i>Name</i>	<i>Required</i>
Your title	
Years with company	
<i>Your contact phone #</i>	<i>Required</i>
Your fax number	
Address, City, State & Zip	
Briefly describe your role and the products / services you offer	
<i>Your sales territory</i>	<i>Required</i>
References	
<i>Representative Acknowledgments – All</i> (Adobe Reader Require)	<i>Required</i>
Vendor Rep Commodity/Category Page (Completed for each rep that interacts or visits with the customer)	
<i>Commodity/Category</i> (Based on the UNSPSC codes www.unspsc.org)	<i>Required</i>

How will my information be used?

Once collected, selected aspects of your information will be credentialed and monitored using various public records, proprietary third-party data sources, and government data bases. Buyers will use all of this information to help them assess vendor acceptability on an ongoing basis.

Additionally, buyers will access the system to find vendors for product and service needs. With the comprehensive information offered in the vendor registration system, buyers will be able to identify all relevant vendors based on commodity codes and business location. Thereby giving you exposure to all buyers, not just those with which you have been able to contact and build relationships.

Who will have access to the information?

Various departments will have access to portions of data specific to their responsibilities. This includes Procurement, Legal, Contract Management, Ethics/Compliance, and Executive Management. Also, you have access to your own information and can constantly update it as necessary.

What security precautions are in place to protect the loss, misuse, or alteration of my information?

Your Login is password protected. You may edit your profile by logging into the registration system using your user ID and password. We recommend that you do not divulge your password to anyone. We will never ask you for your password in an unsolicited phone call or in an unsolicited email. Also remember to sign out of your account and close your browser window when you have finished your work. This is to ensure that others cannot access your business information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us or from our registration forms, and online products or services, and you do so at your own risk. Once we receive your transmission, we make our best effort to ensure its security on our systems.

How is my information secured and protected?

Information is encrypted utilizing 128-bit SSL security. This system has been utilized in some form in the defense industry and is hardened against known security threats. Additionally, the registration system utilizes strong authentication and authorization controls.

Keeping your information private is vitally important to us. We comply with all applicable financial and information privacy and security laws.

We are committed to respecting the confidentiality of all vendor information. The information you provide will only be used to assess your application for vendor status. It will not be shared with any third party without your express consent.

Can I pay by check?

At this time only online payment is accepted. Visa, MasterCard, and American Express are valid cards for the registration system. (Please note credit cards that require preauthorization or procurement cards will be declined.)

How can a vendor representative or administrator add additional representatives?

Additional representatives can provide their information in the registration system. The new representatives can be added or invited by the first or subsequent registered representatives. The already registered representative can navigate via their login to the Vendor Dashboard and use the "Add a Company Representative" link and supply the new representative's email address. The system will send the new representative an email with an embedded link to help them access the vendor registration system.

The new representatives will need to click the link embedded in the email to start the process. The information required by subsequent representatives is much less than that required by the initial registrant. All that is asked of them is their individual contact information, identification of the products/services they provide, and to acknowledge corporate policies and guidelines.

What internet browsers are supported?

At this time only Microsoft Internet Explorer version 6.x or greater is supported. We are currently working to provide support for other widely used internet browsers.

Who is Vendormate®?

Vendormate® is the partner that supplies the system for capturing data, credentialing and monitoring vendors.

How do I allow emails from the Vendormate System?

In Outlook, Click on the menu option of "Actions → Junk E-mail → Junk E-mail Options..." Click on the "Safe Sender" tab. Click the "Add..." button. Add "@vendormate.com" and "@vision.vendormate.com" and click "Ok"

In Outlook Express, Click on the menu option of "Tools → Message Rules → Blocked Senders List..." Make sure that "@vendormate.com" and "@vision.vendormate.com" are not on the Blocked Senders List.

In Norton, Start up Norton AntiSpam. Click the Status & Settings tab. Click AntiSpam (middle of the screen). Click Yellow Configure Button (bottom right of screen). Click Allowed List tab (the 2nd Tab on the list of tabs). Click the Add button (lower left). In the Email Address box, enter "@vendormate.com" and "@vision.vendormate.com".
Click OK

In MacAfee, Click the Friends tab. Click Email Address or Domains tabs as indicated below to add us to your list. Click Email Address tab. Click the Down Arrow to view your Personal Friends List. Choose Add A Friend (right side). Click on the Domains tab and add "@vendormate.com" and "@vision.vendormate.com" Click Save.

Why did I receive a UNSPSC code change email?

During registration, you selected the products and services you provide by searching within The United Nations Standard Products and Services Code® (UNSPSC®) set. This code set is updated on a monthly basis as codes are added, deleted, or modified by the organization.

Some or all of the UNSPSC codes which you select during registration could change after the monthly upload of the new code set. If this is the case, you will receive an email from the system asking you to review and update your UNSPSC codes.

1. Please log into the Vendor System by using your username and password
2. From the Vendor Dashboard, click the "Product Information >> link
3. Follow the instructions on the page for Searching and Adding UNSPSC Codes to your profile

If my company or I have already registered with Vendormate, do we need to pay again?

Yes, the annual fee is charged for each Vendormate customer system.

This fee is used to purchase 3rd party data, perform screening and credentialing, store compliance information and documentation, perform analytics based on provided information, notify suppliers of training, policy changes, and compliance regulations, and monitor and alert company status throughout the year. All of these features are performed and maintained throughout the year and thereafter as you choose to have a relationship with our buyers

My company has multiple divisions, how is the fee assessed?

Companies with multiple divisions are assessed the fee based on their Employer Identification Number structure. Every unique Employer Identification Number (EIN) must register and pay the fee once annually. An Employer Identification Number (EIN), also known as a Federal Tax Identification Number, is a nine-digit number that the IRS assigns to business entities.

Example:

Company ABC has three divisions.

If the company operates under one Employer Identification Number then Company ABC pays the fee once per year per system.

If the company operates under three Employer Identification Numbers, one for each division, then Company ABC pays the fee three times per year per system.