

VENDORMATE DETAILED SERVICE SELECTION DESCRIPTION

Detailed Service Selection Description	OPEN ACCESS	MYCREDENTIAL MANGER	DOCUMENT REPOSITORY	CREDENTIALING MANAGED SERVICE
Vendormate Responsibilities				
Provide activation program.	X	X	X	X
Provide up to three logins for Customer's designated administrators.	X	X	X	X
Make registration websites available for each Vendormate Health System.	X			
Configure the Service for the number of Customer Representatives set forth in the Invoice Schedule.	X			
Configure Administrator and Reporting Dashboard for Designated Administrators		X	X	
Configure repository in accordance with the Customer approved document specifications.			X	
For Premium Document Upload only, upload Customer's credentialing related documents into the Service as instructed by Customer. Customer will not provide documents that contain personally identifiable information.			X	
Provide implementation oversight including: Develop proposed credentialing processes for Customer and Customer Representatives; Provide Customer Representative support via phone or email available from 8:00 AM to 8:00 PM Eastern time, Monday through Friday, excluding holidays, Develop proposed credentialing training materials for Customer Representatives; Provide enterprise technology infrastructure for case and call center management; Provide toll-free phone number for the Service; Notify Customer Representatives of availability of, and access to, the Service; Conduct and make available to Customer, for the Service Term, up to two remote Customer Representative training sessions.				X
Provide credentialing support for Customer and Customer Representatives' for Health Systems including: Provide instruction, based on Customer approved training materials, on how to complete documents, screenings, background checks, and other credentials according to Customer policies and procedures; Provide registration instructions, based on Customer approved training materials, for Health Systems according to Customer policies and procedures; If granted access by Customer and any applicable third party systems, to the extent commercially reasonable, monitor Customer Representative compliance at Health Systems, facilitate completion of the credential requirements and upload the documentation required for compliance; If granted access by Customer and any applicable third party systems, to the extent commercially reasonable, facilitate policy reviews and escalations as defined by Customer during the implementation process.				X
Provide notice of Service availability to designated administrator.	X	X	X	X
Customer Responsibilities				
Provide the names, email addresses and phone numbers of up to three designated administrators to be the primary contacts between Vendormate and Customer.	X	X	X	X
Obtain access to Vendormate servers through the World Wide Web at Customer's own expense. Customer will maintain internet browsers so that the Service works appropriately.	X	X	X	
Require Customer Representatives to register with the Service at each Vendormate Health System with which Customer has a relationship and will provide the information necessary for Customer's and Customer's Affiliates' representatives to register. A Customer Representative is consumed when one of Customer's or its Affiliate's Customer Representatives registers under Customer's or its Affiliate's respective FEIN for any Vendormate Health System; Reinforce to Customer Representatives that any information placed on Vendormate's system must be accurate; Customer Representatives will comply with all Service requirements.	X			

Detailed Service Selection Description	OPEN ACCESS	MYCREDENTIAL MANGER	DOCUMENT REPOSITORY	CREDENTIALING MANAGED SERVICE
Customer will make available necessary resources and provide requested data and/or information in electronic format to support the implementation of, and subscription to, the Service.	X	X	X	
Notify Vendormate of any Customer Representative removals so that Vendormate can make the Service available for future use during the Service Term for a new Customer Representative.	X	X	X	
Provide document specifications to be configured into the Service.			X	
Provide initial list of Customer Representatives prior to Service launch.			X	X
Customer subscribes to MyCredential Manager.			X	X
If Premium Document Upload is selected, Customer or Customer's Affiliates' will send all documents to be uploaded into the Service in an electronic format acceptable to Vendormate. Customer will not provide documents that contain personally identifiable information.			X	
Provide access to data that proves completion of requirements, as set forth by the applicable Vendormate Health System.				X
Make available necessary resources and provide necessary data and information to support the implementation of, and subscription to, the Service, including Customer's internal stakeholders for implementation of Service which, as examples, may be sales, sales operations, sales training, human resources, compliance, and enterprise technology infrastructure. Subscribe to Document Repository with Premium Document Upload				X
Notify Customer Representatives of Service availability after Acceptance.	X		X	
Milestones				
Provide Service activation program.	X	X	X	X
Provide notice of Service availability to one designated administrator.	X	X	X	
Make one Customer Representative Training available to Customer.				X
Acceptance				
The Service is accepted when Vendormate provides Customer notice that the purchased Customer Representatives are configured and available.	X			
The Service is accepted when Vendormate has provided notice to one designated administrator that the Service is available.		X	X	
The Service is accepted when Vendormate notifies one Customer Representative that the Service is available.				X