

Table of Contents

APEX Vendor Portal Frequently Asked Questions	2
1. What is the Vendor Portal?.....	2
2. How will this benefit me/my company?	2
3. Will I be charged to join Vendor Portal?.....	2
4. What are the requirements to join Vendor Portal?.....	2
5. Who do I contact if I have questions?.....	3
6. How can I access Vendor Portal?	3
7. How do I set up an account with Vendor Portal? How long does it take?	3
Ariba Network Frequently Asked Questions	3
8. What is the Ariba Network?.....	3
9. Will I be charged to join the Ariba Network? Where can I get more information on the Ariba Network?	3
10. How/Where do I go to join the Ariba Network?.....	4
11. Who do I contact if I have questions?.....	4
12. How can I access the Ariba Network?.....	4
General Frequently Asked Questions	4
13. What is the difference between Ariba and APEX Vendor Portal?	4
14. How do I know which one would most benefit me/my company?	4

APEX Vendor Portal Frequently Asked Questions

1. What is the Vendor Portal?

The new MHE Accounts Payable Vendor Portal is an easy to use, fully self-service tool that allows vendors to create a unique secure profile. Using the Vendor Portal, vendors will be able to view and update their account information, such as contact and company information, supplier type, industry code, banking information, as well as relevant company tax forms directly sourced and validated from the IRS. Additionally, vendors will be able to view the status of their invoices and payment details. The Vendor Portal also provides a direct link to the MHE Accounts Payable Helpdesk if there are any questions.

2. How will this benefit me/my company?

- Ability to add or modify account information, such as address, contact information, banking and remittance information.
- Eliminates the paper submission of sensitive tax and banking form. These will now be entered directly by the vendor into the Vendor Portal and validated by the IRS and US Department of Treasury.
- Other validations include address and OFAC watch list.
- Up to date transaction level status of invoice and payments.
- Ability to contact the Accounts Payable Department with inquiries about status and/or request stop payments on lost checks. Reduction of IRS B-Notice and State Unclaimed Property filings with the validation of TINs and the move to ACH or electronic payments.

3. Will I be charged to join Vendor Portal?

No, the Vendor Portal is free of charge to all vendors and users.

4. What are the requirements to join Vendor Portal?

- The Vendor Portal is by invitation only. A MHE employee must initiate the process by sending an invitation to you through the Vendor Portal. At that time, you will be given temporary login credentials, and then upon first login you will be prompted to create a new secure password to begin the creation process. Once you have completed the steps, if there are no errors, you will receive a confirmation email once your account has been approved.
- MHE strongly recommends that a representative from your Accounts Receivable or Billing department completes the vendor set-up and creation process as they are typically the individuals that would have the access to the sensitive banking, tax, and payment information needed to complete the account. They are also the ones that will be using the Vendor Portal the most frequently to access invoice and payment status.
- No unsolicited company will be able to join or create an account in the Vendor Portal.

5. Who do I contact if I have questions?

For questions/concerns relating to McGraw-Hill Education business practices and functionality please contact:

- (877) 876 – 9658
- MHE.AccountsPayable@mheducation.com

For questions/concerns relating to the Vendor Portal (technical, system requirements, etc.) please contact:

- +1 (855) 447 – 6782
- portalsupport@apexanalytix.com

6. How can I access Vendor Portal?

[Click Here](#) to access the Vendor Portal.

7. How do I set up an account with Vendor Portal? How long does it take?

Registration to the MHE Vendor Portal is by invitation only, and is required for any company or individual that is interested in doing business with McGraw-Hill Education. Although the invitation process is simple for our employees to complete, we request that the registration is completed by the Billing/Receivable Departments. This is because the representative(s) from the Billing/Receivable Departments will have the majority of the information needed to register within the system. The representative(s) from either department will also be the most frequent user(s) in the system, therefore highly benefiting those user(s) to be the main contact for the registration process. If there are no errors, the set-up process takes approximately 10-15 minutes to complete.

Ariba Network Frequently Asked Questions

8. What is the Ariba Network?

The Ariba Network (AN) is a business-to-business e-commerce application that streamlines the overall procurement process with suppliers and improves the invoice to payment cycle by faster invoice reconciliation leading to on-time payments. Using the AN is MHE's preferred way of doing business. Suppliers will receive MHE contracts and/or purchase orders electronically, which they are then able to invoice against. Suppliers have the ability to track invoices and payment status over the AN.

9. Will I be charged to join the Ariba Network? Where can I get more information on the Ariba Network?

Ariba does have a fee once certain thresholds have been crossed. [Click Here](#) to access more information about the Ariba Network.

10. How/Where do I go to join the Ariba Network?

To join the Ariba Network (AN), please go to <http://supplier.ariba.com> and choose “Register as a New Supplier” to register. The registration process only takes a few minutes. Once registered, you will receive an ANID# which is a unique identification number specifically assigned to your business by Ariba. Please record this number for future reference and add this to your MHE supplier profile so that we can begin to transact with you electronically. For your reference, here are [step by step instructions on the registration process](#). If you need additional assistance, please contact Ariba Network’s Customer Support Team at 866-218-2155 option 2.

11. Who do I contact if I have questions?

For questions/concerns relating to McGraw-Hill Education business practices please contact:

- (877) 876 – 9658
- MHE.AccountsPayable@mheducation.com

For questions/concerns relating to the Ariba Network (functionality, system requirements etc.) please contact:

- Ariba Network Support Team: 866-218-2155 option 2

12. How can I access the Ariba Network?

[Click Here](#) to access the Ariba Network.

General Frequently Asked Questions

13. What is the difference between Ariba and APEX Vendor Portal?

Ariba is the Procure to Pay system used by MHE, which allows vendors to receive purchase orders/contracts and process invoices electronically via the Ariba Network. The Vendor Portal is a vendor registration tool used to create, update your vendor account details, as well as have the ability to track the payment status of your invoices.

14. How do I know which one would most benefit me/my company?

These two systems provide different services and functions. Though there is some minor overlap, they should not be considered redundant of each other and treated as an either/or situation. All MHE vendors will have a Vendor Portal account, and will be required to create and maintain their account information.