Directing inquiries to the correct box

Listed below are our four main support groups along with a general discription of the areas of support they provide.

**Please note that the support group email address must be listed first in the "To" field for Zendesk to forward it correctly

Support Groups

1. **_VendorForms@highmark.com_**

   - Sends out Suppier Registration Packets (SRP's)
   - Establishes Supplier in Oracle
   - Collects and inputs Supplier W-9 or banking information
   - Provides links guiding creation of online profile for invoice payment via The Welcome Email once Supplier is established

2. **_VendorRequest@highmark.com_**

   - Confirms Supplier ACH and tax information and produces the Supplier ID
   - Maintains Supplier profile in Oracle and updates as needed

3. **_ProcurementOps@highmark.com_**

   - Assisting with the creation and status checks of requisitions and change orders
   - Connecting Supplier with the correct Category Manager as applicable

4. **_SupplierEnablement@highmarkhealth.org_**

   - Assists Supplier with the the use of the Supplier Portal for onboarding, profile updates,
     and any other Supplier related questions or concerns
   - Facilitates communication between Vendor Forms and Suppliers as needed
   - Maintains Supplier profile in Oracle