

GENERAL QUESTIONS

1 | WHAT IS THE KPVM PORTAL?

The KPVM Portal is a one-stop shop vendor data management tool for simpler vendor invitations and validation, as well as consistent vendor onboarding across KP. All trade payable vendors will need to use the portal.

2 | WHAT CAN I DO ON THE PORTAL?

- Register to be a Kaiser Permanente vendor
- Provide/update contact information
- Provide/update address information
- Provide/update banking information

3 | HOW WILL I GET CREDENTIALS FOR THE KPVM PORTAL?

Kaiser Permanente emails an invitation to the registration contact that is on file. The email invitation provides the URL and credentials to log on for the first time.

4 | WHAT EMAIL ADDRESS WILL THE INVITATION COME FROM?

The invitation will be sent from VendorMgmt-donotreply@APEXVendorPortal.kp.org to the email information provided on the vendor invitation form completed by your KP contact.

5 | HOW DO I LOGON TO THE PORTAL?

Click on the link in the invitation email to access the system. Log in using the username and one-time password (OTP) provided in the email with subject line "Kaiser Permanente - Invitation to Register." **See Exhibit A**

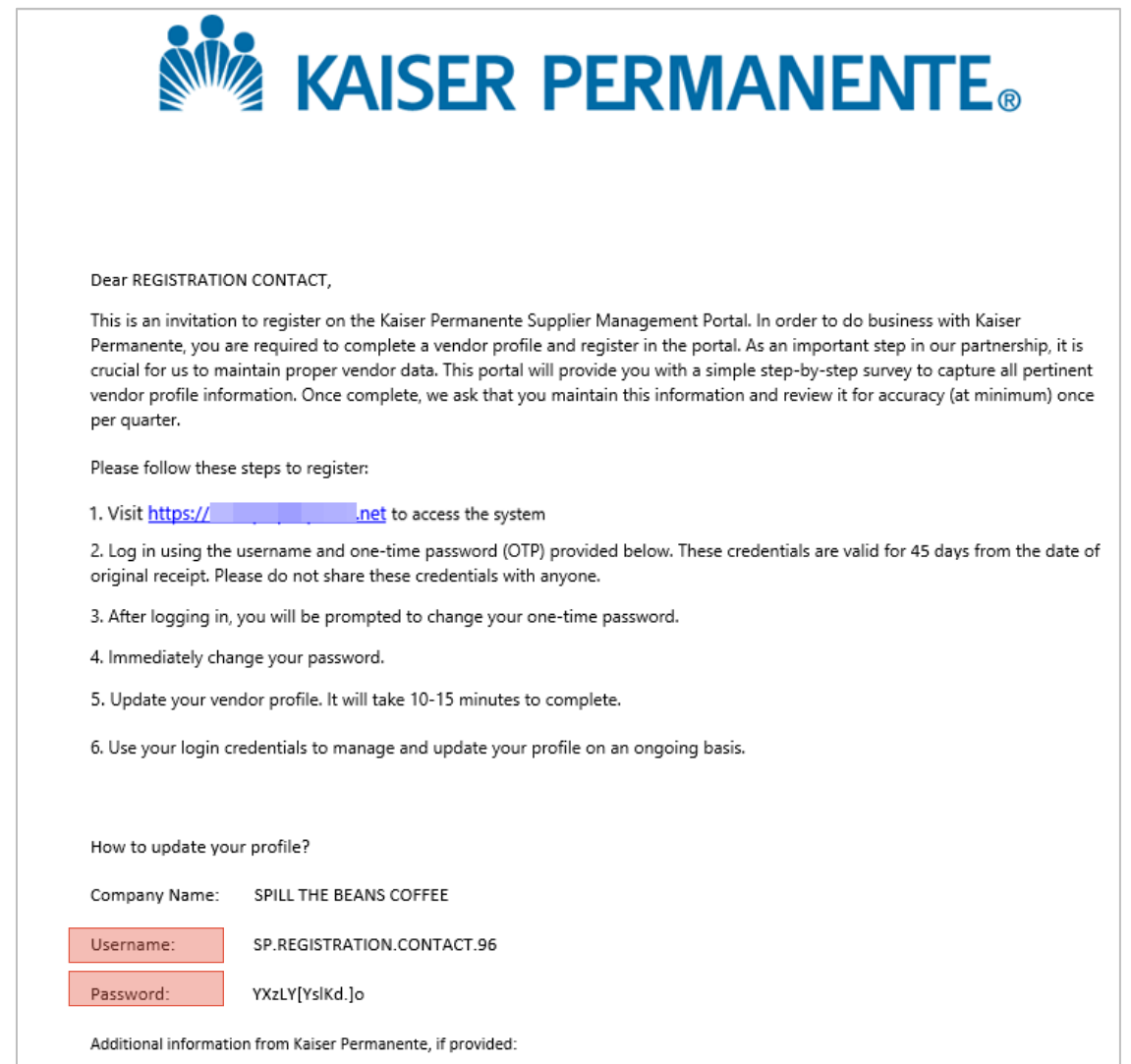


EXHIBIT A

6 | WHAT IS A PASSKEY?

Passkeys are a substitute for passwords that provide faster, easier, and more secure sign-ins. Unlike passwords, passkeys are always strong and phishing-resistant and stored in a user's device. These include smart phones, USB Keys, Face ID and Windows Hello.

7 | IS A PASSKEY REQUIRED?

Yes, passkeys are required to provide the most secure login. After your initial login using your username and password, you will be prompted to set up a passkey to ensure the highest level of security for future logins.

See Exhibit B

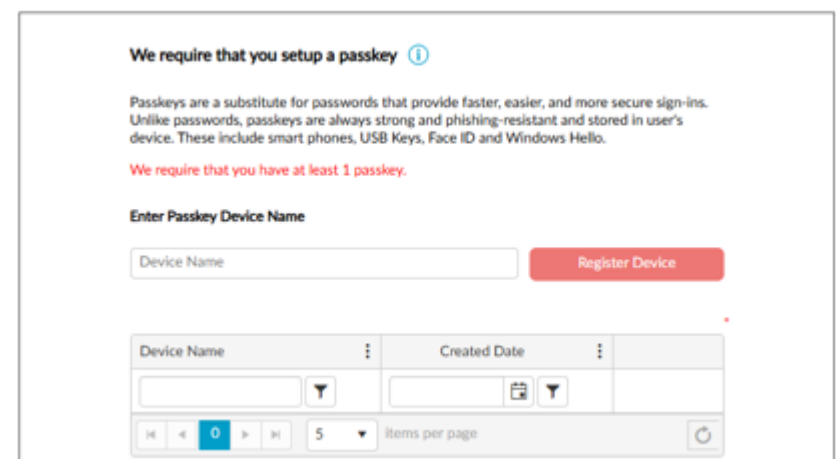


EXHIBIT B

8 | CAN I HAVE MULTIPLE DEVICES SET UP??

Yes, multiple devices can be set up. You can add and remove devices at any time, but you must always have one device set up.

9 | HOW LONG DO I HAVE TO COMPLETE THE REGISTRATION?

The invitation will expire after 45 days. If you do not complete the registration process within that 45-day period, you will need to request a new invitation from your KP contact.

10 | WHAT INFORMATION DO I NEED TO REGISTER MY COMPANY?

- Company contact information
- Tax registration information (TIN, FED ID, VAT, CIF, NIF as applicable)
- Banking information
- Business classification (Not Required)
- Government and Small Business certifications (Not Required)

See Exhibit C

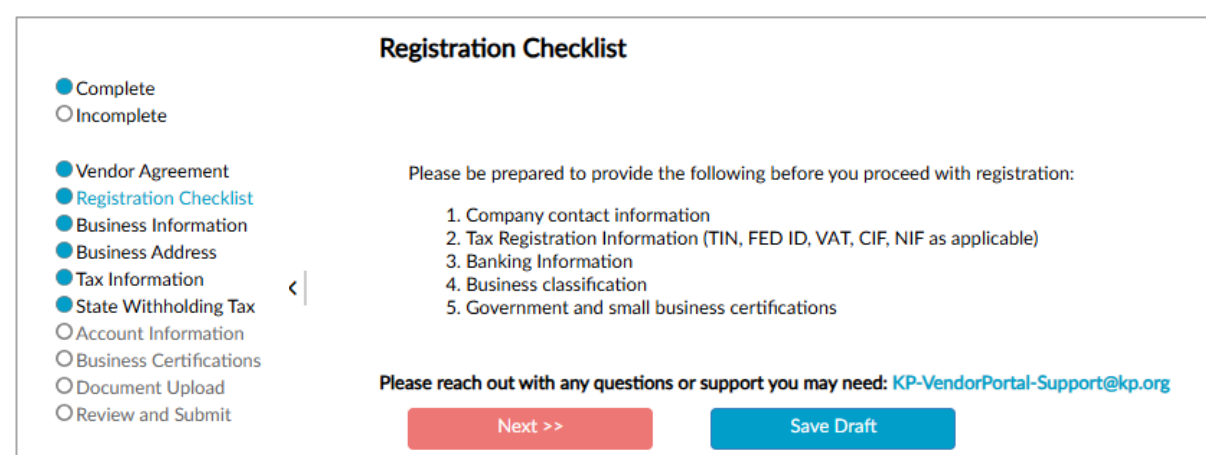


EXHIBIT C

1 | DO I HAVE TO PROVIDE CONTACT AND/OR ADDRESS INFORMATION FOR ALL FIELDS?

Yes, the system will default and provide fields for both the number of contacts and addresses that must be provided. If you do not have the number of contact or address fields listed, you may provide the same contact(s) or address(es).

Note:

- All default fields must be completed in order to continue the registration process (e.g., If the system prompts you for 3 addresses, all 3 fields must be completed)
- The number of required contacts and addresses may vary based on your company's information. [See Exhibit D](#)

2 | HOW DO I SETUP ADDITIONAL USERS WITHIN MY COMPANY?

The registration contact who received the email invitation with subject line "Kaiser Permanente - Invitation to Register" can add additional users within your company.

- To **edit an existing contact**, click on the "Edit" button to the left of the contact you wish to edit.
- To **add a new contact**, click the "Add New Record" button.
- To **delete a contact**, click on the "Delete" button to the right of the contact you wish to delete. [See Exhibit E](#)
- Assign a **role** to each contact. [See Exhibit F](#)
 - **Supplier Admin** - make edits to the vendor record
 - **Supplier Registration** - make edits to the vendor record
 - **Supplier View Registration** - view registration data only, no edit capability

3 | DO I HAVE TO COMPLETE THE REGISTRATION ALL AT ONCE OR CAN I SAVE AND COMPLETE IT AT A LATER TIME?

You may save a draft at any time by clicking the "Save Draft" button at the bottom of the page.

Note:

Updates are not in effect when saved. The registration must be completed and submitted for processing.

4 | HOW WILL I KNOW WHERE I LEFT OFF?

Reference the menu listed on the left pane of the navigation - completed sections are indicated by a blue circle, while incomplete sections are indicated by a white circle. [See Exhibit G](#)

5 | HOW WILL I KNOW WHEN MY COMPANY HAS BEEN SETUP AS A KAISER PERMANENTE (KP) VENDOR?

Once your company has been setup as a KP vendor, you will receive an email containing your company's Vendor ID number.

Add new record						
	First Name	Last Name	Contact Type	Email		Resend
Edit			Registration Contact		X Delete	
Edit			Accounts Receivable		X Delete	
Edit			Supply Chain Contact		X Delete	

EXHIBIT D

Add new record						
	First Name	Last Name	Contact Type	Email		Resend
Edit	REGISTRATION	CONTACT	Registration Contact	GINA.M.BAZURTO@KP.ORG	X Delete	<input checked="" type="checkbox"/>
Edit	JANE	BROWN	Accounts Receivable	GINA.M.BAZURTO@KP.ORG	X Delete	<input checked="" type="checkbox"/>
Edit	DELILAH	JONES	Key Account Contact	GINA.M.BAZURTO@KP.ORG	X Delete	

EXHIBIT E

Contact Type: *
 Copy From Person:
 Roles: *
 First Name:
 Last Name:

- Supplier Admin *
- Supplier Registration *
- Supplier View Registration *

EXHIBIT F

- Complete
- Incomplete
- Vendor Agreement
- Registration Checklist
- Business Information
- Business Address
- Tax Information
- State Withholding Tax
- Account Information
- Business Certifications
- Document Upload
- Review and Submit

EXHIBIT G

EDITING / UPDATING FIELDS

1 | HOW DO I UPDATE MY CONTACTS?

Login with your passkey and click "Update Contact." [See Exhibit H](#)

- To **edit an existing contact**, click on the "Edit" button to the left of the contact you wish to edit.
- To **add a new contact**, click the "Add New Record" button.
- To **delete a contact**, click on the "Delete" button to the right of the contact you wish to delete. [See Exhibit I](#)

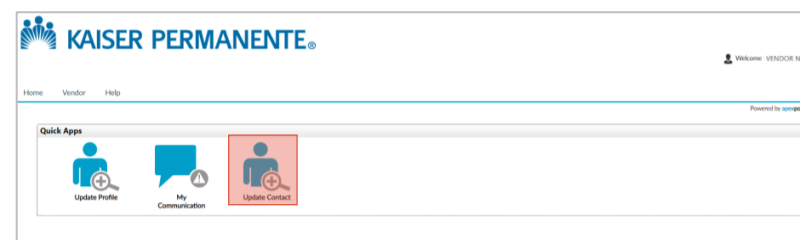


EXHIBIT H

Vendor Contact Information

Please click [Edit](#) to update the contacts that are required. Please use [add new record](#) to add any additional contact that is applicable to you.

Please refer below for description of each contact type:

Key Account Contact - The primary contact person responsible for managing the KP account.
 Accounts Receivable Contact - This individual is responsible for the vendor's address billing/ payment/ banking information.
 Ethics, Compliance and Privacy Contact - This individual is responsible for addressing ethics, compliance and privacy matters related to vendor obligations.
 Information Security Officer (ISO) - This individual is responsible for addressing Information Technology and Data Security requirements required by Kaiser Permanente.
 Supply Chain Contact - This individual is responsible for fulfilling orders and shipping of goods and services within expected service level agreements.
 Emergency Contact - This individual is available for contact 24/7 in case of emergency (Natural Disaster/ Health Crisis/ Cyber Security Breaches)
 Other - Any other contact associated to a person in the company.

Add new record						
	First Name	Last Name	Contact Type	Email		Resend
Edit	CAM	FOWLER	Registration Contact	GINA.M.BAZURTO@KP.ORG	X Delete	<input checked="" type="checkbox"/>
Edit	RYAN	GETZLAF	Accounts Receivable	GINA.M.BAZURTO@KP.ORG	X Delete	
Edit	RYAN	GETZLAF	Supply Chain Contact	GINA.M.BAZURTO@KP.ORG	X Delete	

EXHIBIT I

EDITING / UPDATING FIELDS (Cont.)

2 | HOW DO I REMOVE A USER?

A Supplier Admin or Primary Registration Contact can either remove the Supplier Contact entirely or remove the role assigned to the contact by unchecking the box. Doing either of these will lock the user out of the KPVM portal. [See Exhibits J and K](#)

	First Name	Last Name	Contact Type	Email		Resend
Edit	REGISTRATION	CONTACT	Registration Contact	GINA.M.BAZURTO@KP.ORG	Delete	<input type="checkbox"/>
Edit	JANE	BROWN	Accounts Receivable	GINA.M.BAZURTO@KP.ORG	Delete	<input type="checkbox"/>
Edit	DELILAH	JONES	Key Account Contact	GINA.M.BAZURTO@KP.ORG	Delete	<input type="checkbox"/>

EXHIBIT J

Contact Type: Accounts Receivable
Copy From Person: Select a value...
Roles: All items checked
 Supplier Admin
 Supplier Registration
 Supplier View Registration
First Name:
Last Name:

EXHIBIT K

3 | HOW DO I UPDATE MY COMPANY'S INFORMATION?

Login with your passkey and click "Update Profile." [See Exhibit L](#)

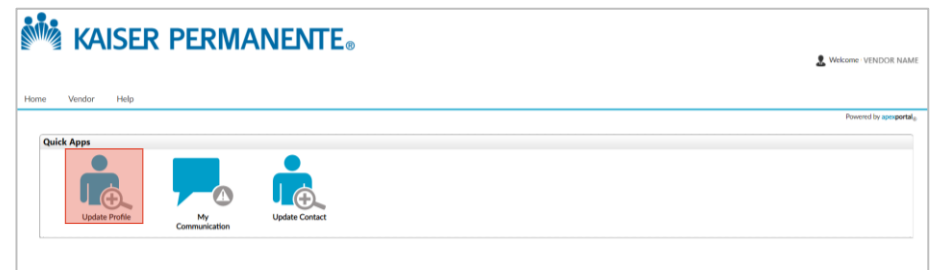


EXHIBIT L

4 | HOW DO I UPDATE OTHER INFORMATION SUCH AS BANK ACCOUNT INFORMATION?

At the vendor agreement screen, reference the menu listed on the left pane of the navigation and select the information type that needs to be updated. [See Exhibit M](#)

Vendor Agreement
 Complete
 Incomplete

- Vendor Agreement
- Registration Checklist
- Business Information
- Business Address
- Tax Information
- State Withholding Tax
- Account Information**
- Business Certifications
- Document Upload
- Review and Submit

Digital Certificate Agreement
 Please review the supplier agreement ("Terms of Use"). You must agree to the terms and conditions of the agreement in order to access the secure self-service site.
[Terms Of Use | Kaiser Permanente](#)
 I have read and agree to the terms and conditions outlined in the customer agreement.
 Please reach out with any questions or support you may need: KP-VendorPortal-Support@kp.org or call 1-866-858-2226
[Next >>](#) [Save Draft](#)

EXHIBIT M

PASSKEY INFORMATION

1 | CAN I USE MY USERNAME AND PASSWORD TO LOGIN AFTER I HAVE SETUP A PASSKEY?

No, once a passkey has been set up you will need to use the passkey to login.

2 | WHAT DO I DO IF LOST MY PASKEY DEVICE?

Please contact the KP Vendor Portal Support Team at KP-VendorPortal-Support@kp.org to request that your passkey be reset so that you can register a new device.

3 | HOW CAN I DELETE A PASKEY DEVICE?

Login with your passkey and navigate to Preferences by hovering over your name in the top right corner of the screen, then select the Passkey tab and click the delete button next to the device you would like to delete. [See Exhibits N and O](#)

Note:

There must always be one device registered for passkey.

4 | WHAT DO I DO IF I GET LOCKED OUT OF THE SYSTEM?

After too many unsuccessful attempts to login, you may get locked out of the system. Please contact the KP Vendor Portal Support Team at KP-VendorPortal-Support@kp.org for assistance.

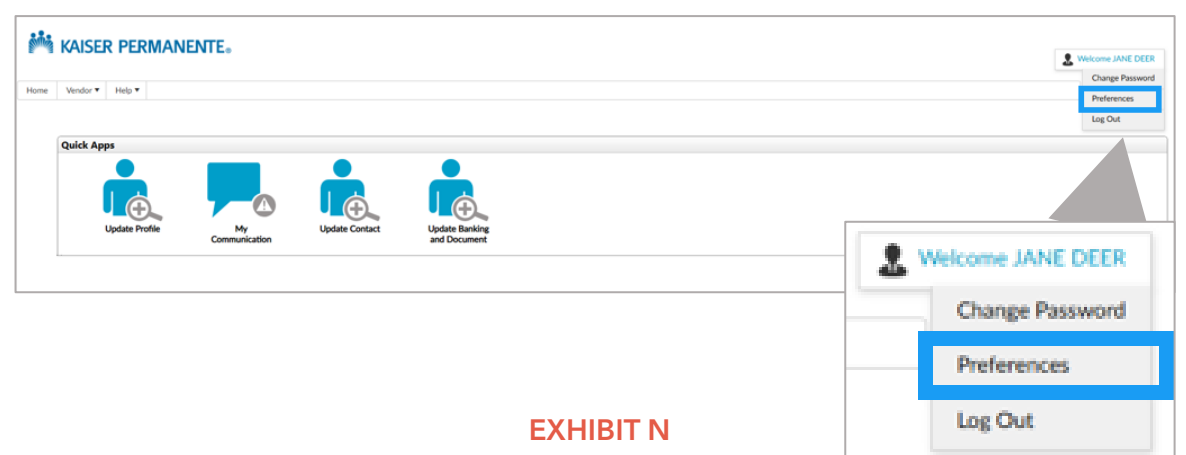


EXHIBIT N

User Preference | **Passkey Management**
 Passkeys are a substitute for passwords that provide faster, easier, and more secure sign-ins. Unlike passwords, passkeys are always strong and phishing-resistant and stored in user's device. These include smart phones, USB Keys, Face ID and Windows Hello.
Enter Passkey Device Name
 Device Name: _____ 14/32 [Register Device](#)

Device Name	Created Date	
Jane's iPhone	5/19/2026 2:50:14 PM	Delete
Jane's Android	6/4/2026 4:05:23 PM	Delete

 1 of 5 items per page

EXHIBIT O

RESOURCES

WHO DO I CONTACT WITH ADDITIONAL QUESTIONS?

Please contact the KP Vendor Portal Support Team at KP-VendorPortal-Support@kp.org for assistance.