

SUPPLIER ENROLMENT FAQ's

Q1 How do I enrol as a Comensura supplier?

There is a two stage process. Firstly you must complete the initial registration form which includes a Self-Billing Agreement. Once Comensura has processed this documentation, we will provide you with a Comensura.net log in where you will be able to obtain details on how to register to supply to specific clients.

Q2 How do I add new clients to my profile?

Your company's 'Supplier Systems Admin' user needs to log on to the 'Client Documents' section of Comensura.net which is accessed via the 'Admin' section of the website and download the Supplier Enrolment Guidance Document. Please follow the instructions in full.

Q3 Do I need any additional IT resources to access Comensura.net or to be a supplier?

All you need is internet access. You do not require any additional hardware or software.

Q4 Why should I supply via Comensura?

- As an approved supplier to Comensura you will have access to up to £450m of client spend under management;
- Comensura has a proven track record of successfully enrolling suppliers and seeing their businesses develop.
- Many suppliers experience an immediate reduction in their average payment days
- Access to orders is automated and the process negates the requirement for sales calls and lengthy tender processes.

Q5 Who can access the contractual documents required to enroll with Comensura as a supplier?

Access to the Client Documents is restricted to your company's 'Supplier Systems Admin' user.

Q6 How do I know if I am a 'Supplier Systems Admin' user?

Please check your user profile under the 'myprofile' section of Comensura.net.

Q7 I am not a 'Supplier Systems Admin' user, who in my company is?

Your 'Supplier Systems Admin' user is the individual in your company authorised to agree to the terms and conditions of the Self-Billing Agreement.

Q8 What is the link to Comensura.net?

<https://www.uk.comensura.net/>

Q9 I have forgotten my Comensura.net password

Click on the 'Forgotten password' icon on the front screen of Comensura.net to order a new password.

Q10 How do I register a new company 'Supplier Systems Admin' user?

Please send an email request to systems.admin@comensura.co.uk with full details of your name, job title, email, phone and fax. We will respond to this request as quickly as possible and within seven days. Please submit one request only and do not request updates as this will delay rather than expedite the process..

Q11 How do I know when I have been enrolled to supply to the client?

Comensura will inform you as soon as your registration is complete, you will receive a system generated email notifying you of your user details to access Comensura.net.

Q12 How often do you enroll new suppliers?

Comensura operate a perpetual enrolment process.

Q13 How long does the enrolment process take?

We will always aim to process your documentation within a four week period, however please note that preference will be given to suppliers who have completed the documentation without any amendment and in full. Postal applications may take up to six weeks.

Q14 Can I supply to all of your clients?

Yes, however we would ask that you first check the locality and job categories before enrolling for supply to any individual client. This can be done via Comensura.net by your Company's 'Supplier Systems Admin' User.

Q15 Are the rates negotiable?

No, in the interests of the client and to offer clarity to all parties, the rates are fixed and any amendment will result in your application being rejected.

Q16 Are the terms and conditions negotiable?

No, in the interests of the client and to offer clarity to all parties, the terms and conditions are non-negotiable and any amendment will result in your application being rejected.

Q17 I do not have the necessary insurance levels, can I still supply?

Unfortunately this will immediately preclude you from supplying as they are defined by the clients and designed to manage their risk.

Q18 I hold Medical Malpractice Insurance. Is this the same as Professional Indemnity Insurance?

No, Comensura and their Clients require Suppliers to hold Professional Indemnity Insurance which is a separate cover to Medical Malpractice.

Q19 How do I sign the document as a deed?

Some of the Supplier Agreements including those for Islington and Doncaster, must be signed as a Deed as opposed to being signed under hand. This will require either (a) the company seal being applied together with a witness signature OR (b) the document being signed by two directors or a director and the company secretary. Please check the text of the signature block as your documents will be rejected if they are not signed in the correct format.

Q20 What is the evaluation criteria for suppliers?

As a supplier you must demonstrate by providing copies of your insurance certificates that you have the requisite insurance as defined on a client by client basis and have completed the enrolment process in full. Please note that the minimum insurance requirements for any client are Professional Indemnity - £2 Million, Public Liability - £2 Million and Employers' Liability - £5 Million. NB: Please note the insurance levels listed above are the minimum required to supply through Comensura. **Some clients may request higher levels than those above. Insurance levels are set by the client and are non negotiable.**

Q21 Where do I send the completed Registration Form and completed Agreements and Enrolment Coversheets?

Once completed, Registration Forms and Applications should be emailed to: enrolment@comensura.co.uk (These must be in the form of either PDF or TIF files) or alternatively posted to: Comensura Supplier Enrolment Program, Comensura Ltd, 800 The Boulevard, Capability Green, Luton, LU1 3BA.

Q22 How do I get an update on the status of my enrolment?

All applicants will be notified of the status of their application within four weeks of submitting documents. Please do not contact Comensura to request an update as this will delay rather than expedite the process.

Q23 What do I do next?

You do not need to do anything further. Comensura will update you once your registration has been processed. Please do not contact Comensura to request an update as this will delay rather than expedite the process.

Q24 How do I use Comensura.net?

Once you have registered as an approved supplier you will have access to the Online Learning, facility via Comensura.net.

Q25 Once we have passed Stage One how do I supply to individual clients?

Please see Q2.