

# Supplier Frequently Asked Questions (FAQs)

Below are some frequently asked questions we receive from suppliers regarding our Procure to Pay processes within Cordis. Please reference the provided answers, but if you still have unanswered questions then please refer to the “Additional Help” section for contact information.

**QUESTION: How do I submit an invoice?**

ANSWER: All invoices can be submitted through your Cordis representative or contact or by emailing a PDF invoice to [APInvoices@Cordis.com](mailto:APInvoices@Cordis.com). Invoice submission guidelines can be found [here](#). Invoices will not be accepted via any other means/methods.

**QUESTION: I received an invitation to login to Raindrop – what is this and what is required of me?**

ANSWER: Cordis utilizes Raindrop’s Supplier Marketplace solution for setting up and maintaining supplier records. If you *directly* received the Raindrop registration invitation, then you should be able to access [Cordis.com/transact](https://Cordis.com/transact) from the same email address. Access the link and validate your company’s remittance details and contact information. If you’re not the appropriate contact within the company, then please send the correct contact name and email address to [gmb-raindrop.vendormaster@cordis.com](mailto:gmb-raindrop.vendormaster@cordis.com). A detailed Raindrop user guide can be found [here](#).

**QUESTION: I’m unable to login to Raindrop and/or how do I setup a username and password?**

ANSWER: Raindrop login is tied to individual email addresses, so a password is not required. The recipient of the registration invitation should be able to access [Cordis.com/transact](https://Cordis.com/transact) without issues. If you were forwarded the registration invite, then you will not be able to login until your email address is registered. You can get registered by:

- a) Asking the primary Cordis supplier contact (i.e., the original recipient of the registration invite) to add you as an additional contact – they can follow step 3d of the [user guide](#).
- b) Requesting access by emailing [gmb-raindrop.vendormaster@cordis.com](mailto:gmb-raindrop.vendormaster@cordis.com).

If you still experience login issues, please reach out to [gmb-raindrop.vendormaster@cordis.com](mailto:gmb-raindrop.vendormaster@cordis.com).

## **ADDITIONAL HELP**

If you have additional questions or need support, please contact:

Raindrop questions: [gmb-raindrop.vendormaster@cordis.com](mailto:gmb-raindrop.vendormaster@cordis.com)

Invoice questions: [APQuestions@Cordis.com](mailto:APQuestions@Cordis.com)