



Reptrax and VendorClear FAQs

General questions

What led to the merge?

VendorClear and Reptrax share the same philosophy about vendor credentialing and joining forces gives both organizations more resources to serve their customers.

What's going to happen now?

VendorClear and Reptrax are continuing to operate as separate companies. This will help keep operations moving smoothly at the facilities and won't disrupt the way vendor representatives conduct their business. If anything changes, we will be sure to let our facilities and vendor representatives know.

Are there plans to merge the two applications into one?

Nothing is known at this time. Our collective goal will be to continue to improve service to vendors and hospitals.

What do I need to do?

Vendor representatives should continue to use their VendorClear and Reptrax accounts like they did before the two organizations joined forces. If a facility uses VendorClear, vendor representatives should use their VendorClear login. If a facility uses Reptrax, vendor representatives should use their Reptrax login.

Facilities

How will this merger impact the Reptrax and VendorClear applications or support?

VendorClear and Reptrax are continuing to operate as separate companies. This will help keep operations moving smoothly at the facilities and won't disrupt the way vendor representatives conduct their business. If anything changes, we will be sure the let our facilities and vendor representatives know.

Will there be any immediate changes that will impact us service or financially?

No. Nothing will change in the immediate future. We will communicate in plenty of time when and what we do know for sure.

Will VendorClear hospitals need to switch to Reptrax?

There's no need to make any changes right now. VendorClear and Reptrax are continuing to operate as separate companies. If anything changes, we will be sure the let our facilities and vendor representatives know.

Do I need to change my passwords?

No. There is no need for vendor representatives or facilities to change their passwords or account information.

What do I do if I have a question about my Reptrax account?

If a vendor representative or facility has a question about their Reptrax account, they need to call Reptrax at 1-214-222-7484.

What do I do if I have a question about my VendorClear account?

If a vendor representative or facility has a question about their VendorClear account, they need to call VendorClear at 1-888-850-7484.

Vendors

How will this merger impact the Reprax and VendorClear applications or support?

VendorClear and Reprax are continuing to operate as separate companies. This will help keep operations moving smoothly at the facilities and won't disrupt the way vendor representatives conduct their business. If anything changes, we will be sure to let our facilities and vendor representatives know.

Do I need to submit my information to both VendorClear and Reprax?

Yes. VendorClear and Reprax will not share any document submissions. That means vendor representatives will need to submit their information to both VendorClear and Reprax.

Do I have to pay for both services?

Yes. VendorClear and Reprax are continuing to operate as separate companies.

Do I need to change my passwords?

No. There is no need for vendor representatives or facilities to change their passwords or account information.

What do I do if I have a question about my Reprax account?

If a vendor representative or facility has a question about their Reprax account, they need to call Reprax at 1-214-222-7484.

What do I do if I have a question about my VendorClear account?

If a vendor representative or facility has a question about their VendorClear account, they need to call VendorClear at 1-888-850-7484.