SUPPLIER PORTAL
Supplier onboarding and profile maintenance

COMPLETE USER GUIDE

McGraw Hill Supplier Portal

Getting started, setting up multi-factor authentication, and completing your supplier profile

One guide. One attachment. The complete onboarding journey.



What this guide covers
Password creation • Supplier Portal access • MFA enrollment • Profile updates • Supporting documents • Tax, address, contact, and banking information • Review and submission

Supplier-facing edition | November 2026

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Quick start	What to expect and the fastest path from invitation to submission
1 Create your password and access the portal	Use the two Oracle emails to create credentials and sign in
2 Set up multi-factor authentication	Enroll with email or an approved authenticator app
3 Complete your supplier profile	Update organization, tax, address, contact, and banking information
4 Upload documents, review, and submit	Attach evidence and send the change request for approval
5 Appendix A: Manage MFA after enrollment	Add or manage an MFA method after initial enrollment
6 Help and resources	Support options and useful supplier links
7 Appendix B: Onboarding Quick Guide	One-page condensed onboarding reference

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MFA is required
At first sign-in, select one of the MFA methods currently available to you: Email or Mobile App. Supported mobile authenticator apps are Oracle Mobile Authenticator and Google Authenticator. SMS/text message and Microsoft Authenticator are not available options.

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Security reminder
Never share your password, one-time verification code, QR code, or authenticator setup key. The screenshots in this guide are examples.

Quick start

Follow these steps in order. Keep all three onboarding emails until your profile change request has been submitted successfully. Continue to retain the “Supplier Contact User Account … was Created” email for future Supplier Portal access.

#	Action	What to do
1	**Find the onboarding emails**	Expect two emails from no-reply@oraclesas.mheducation.com and one welcome email from no.reply_accounts.payable@mheducation.com. Check spam or junk if an email is missing.
2	**Create your password**	Open “Oracle Fusion Applications-Welcome E-Mail,” select the password link, and create your Supplier Portal password.
3	**Open the portal**	Use the access link in the “Supplier Contact User Account … was Created” email. Your user ID is the email address that received the invitation.
4	**Enroll in MFA**	When prompted, choose Email or Mobile App. Email codes are valid for 10 minutes. For Mobile App, use Oracle Mobile Authenticator or Google Authenticator.
5	**Open Company Profile**	Select Supplier Portal, then Company Profile. Select Edit and confirm Yes to create a profile change request.
6	**Complete the profile**	Enter a change description; review organization, tax, address, contact, and payment information; and complete required fields marked with an asterisk.
7	**Attach documents**	Upload the supporting tax, banking, and address documentation applicable to your country and organization type. Use clear file descriptions.
8	**Review and submit**	Select Save, then Review Changes. Confirm all updates are present, select Submit, and record the confirmation/request number.

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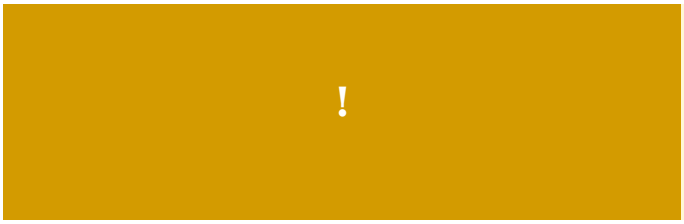
Payment readiness
McGraw Hill cannot process invoices or issue payments until your supplier profile and required documentation have been completed and approved.

Before you begin

- Use the same email address that received the Supplier Portal invitation.
- Make sure you can access that mailbox during MFA setup.
- If using a mobile app, install Oracle Mobile Authenticator or Google Authenticator before you start.
- Gather current tax documents, bank account verification, and address documentation for your country and organization type.
- Allow enough time to finish the profile and submit the change request. Save each section as you work.

Good supporting documentation

- Bank documentation should show the bank name and address, account holder name, account number, and applicable routing information. Redact balances when using a bank statement.
- The account holder name should match the supplier information provided to McGraw Hill.
- Bank verification letters should be on bank letterhead and signed by a bank official.
- Use a meaningful attachment description, such as “W-9,” “Cancelled check,” “Bank letter,” or “Bank statement.”



Important
Country-specific requirements are shown in the detailed profile section. Missing or inconsistent information may delay review and payment setup.

SECTION 1

Create your password and access the portal

Use the Oracle invitation emails to establish your credentials and reach the Supplier Portal.

- Open the Oracle Fusion Applications welcome email and create your password.
- Open the supplier contact account email and select the application link.
- Sign in with your invited email address and new password.
- After signing in, complete MFA when prompted. Then select Supplier Portal and Company Profile.

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Using the screenshots
Follow the written guidance and use the screen images as visual references. Oracle labels or page styling may change after system updates.

Password requirements

When the Oracle email refers to resetting your password, use the same link to create a password if you are a new user. Your password must include:

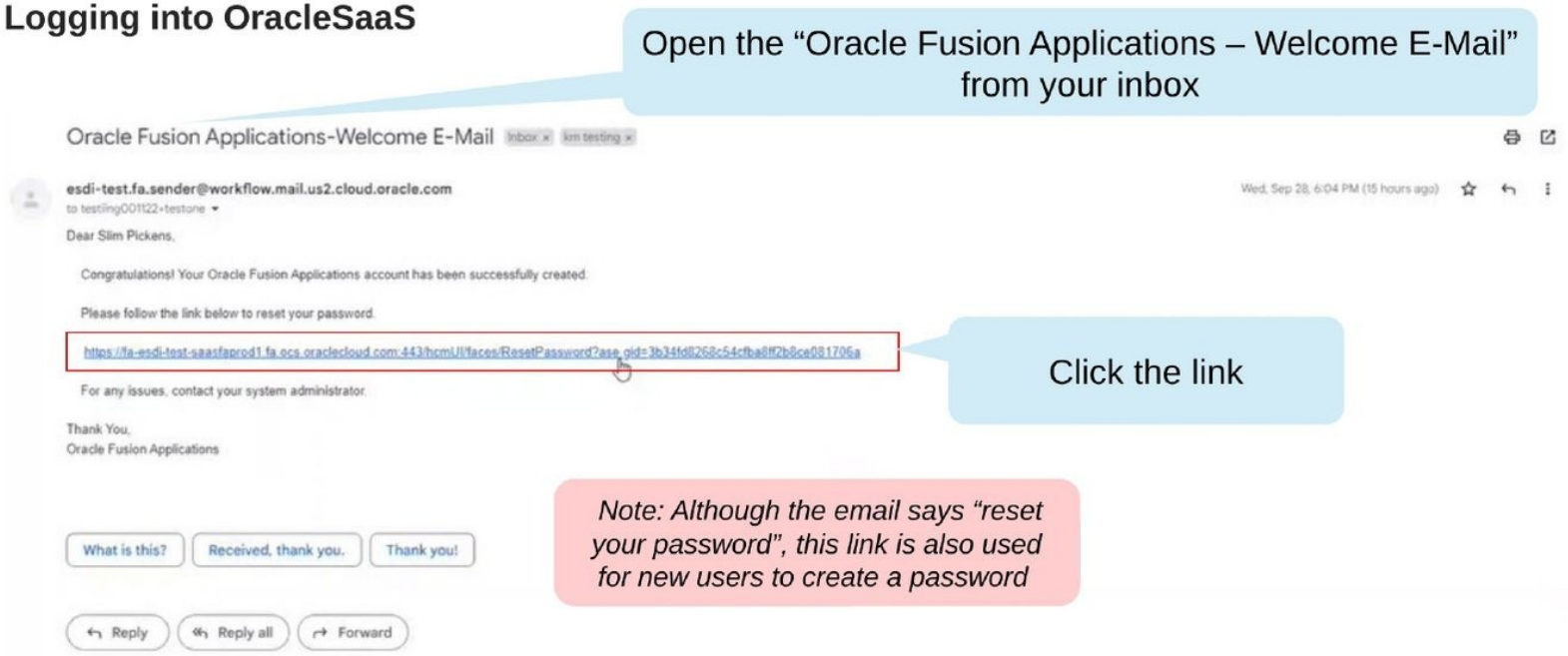
- At least 14 characters
- At least one uppercase letter (A–Z)
- At least one number (0–9)
- At least one special character, such as ! @ # $ %

Enter the password, confirm it, and select Submit. Oracle will then send the separate supplier contact account email containing the application access link.

After creating your password, keep the “Supplier Contact User Account … was Created” email. Use the Access the application link in that email whenever you need to access the Supplier Portal.

PASSWORD AND PORTAL ACCESS • REFERENCE 1 OF 6

Logging into OracleSaaS



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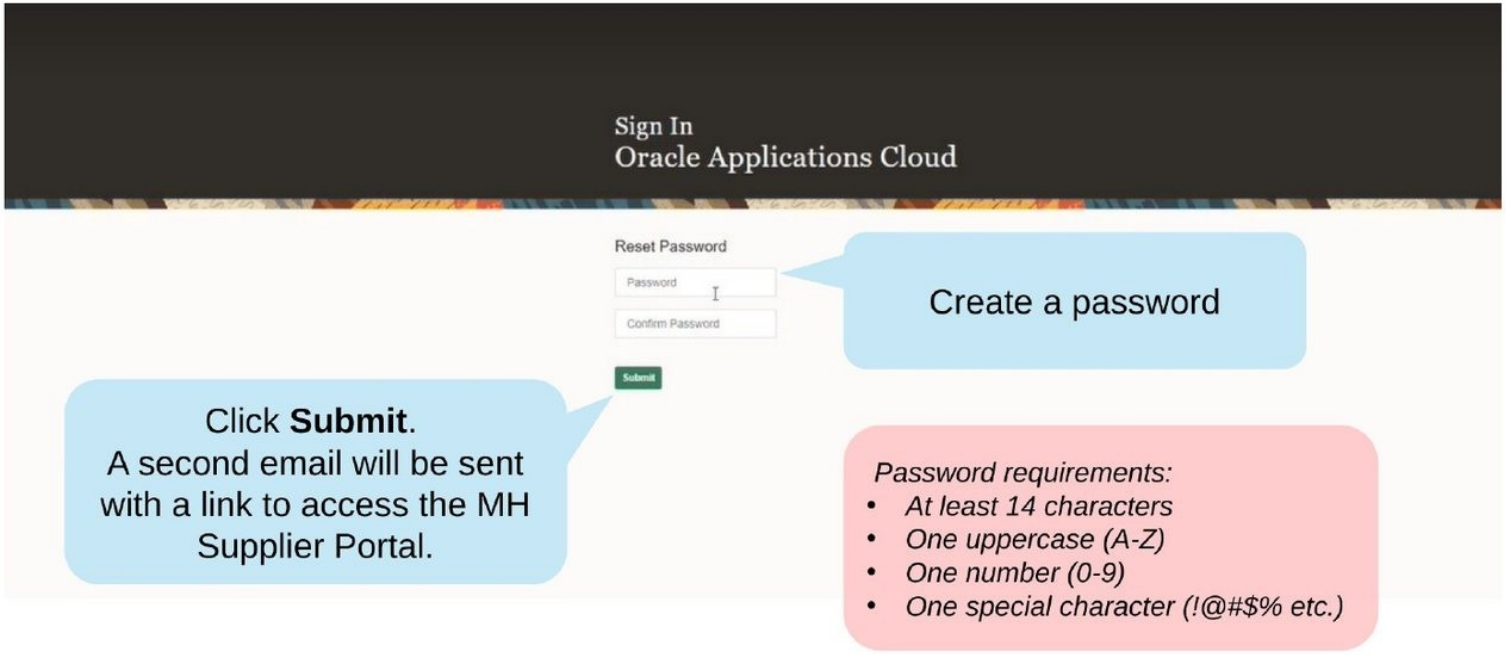
Create an OracleSaaS Password



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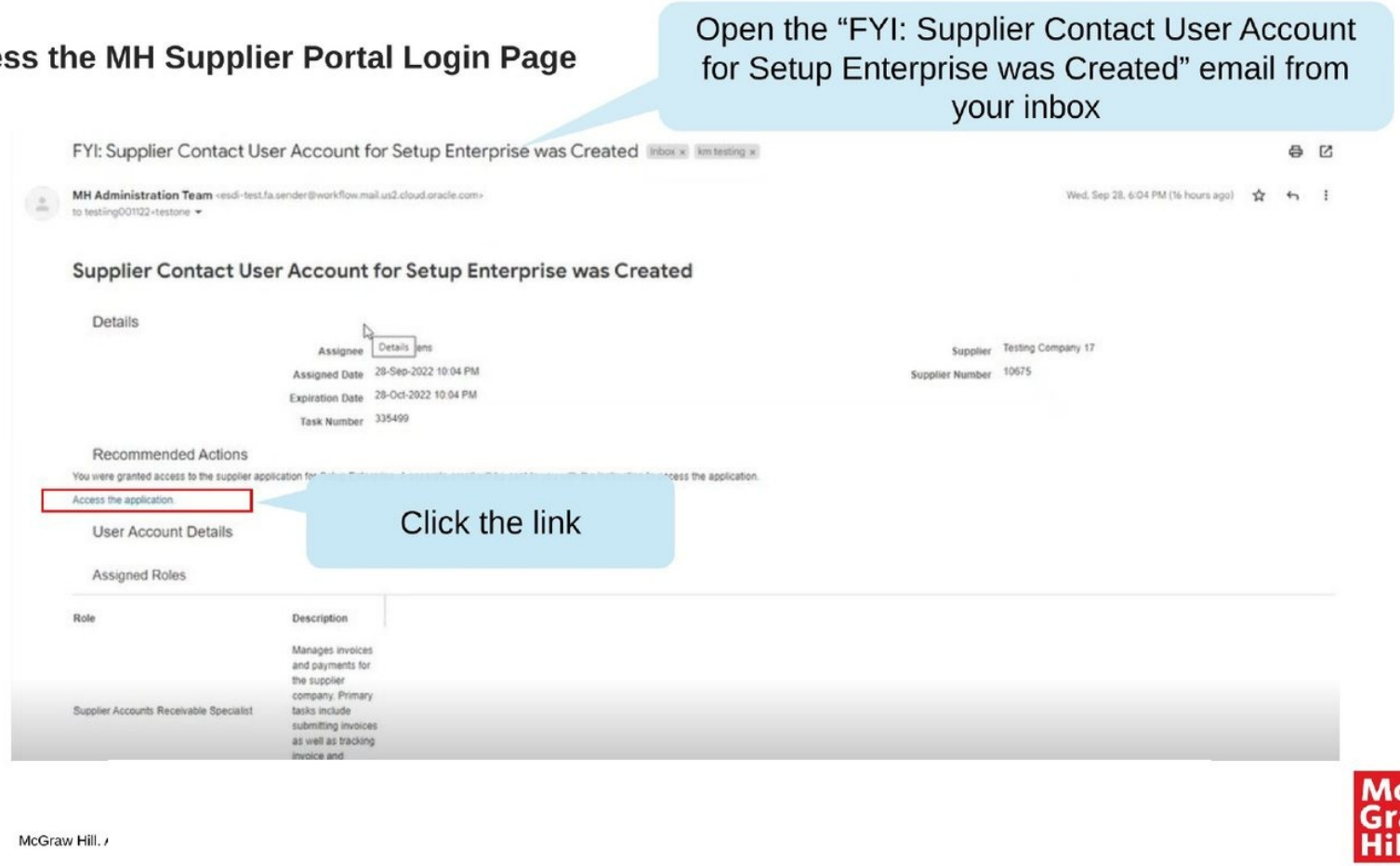
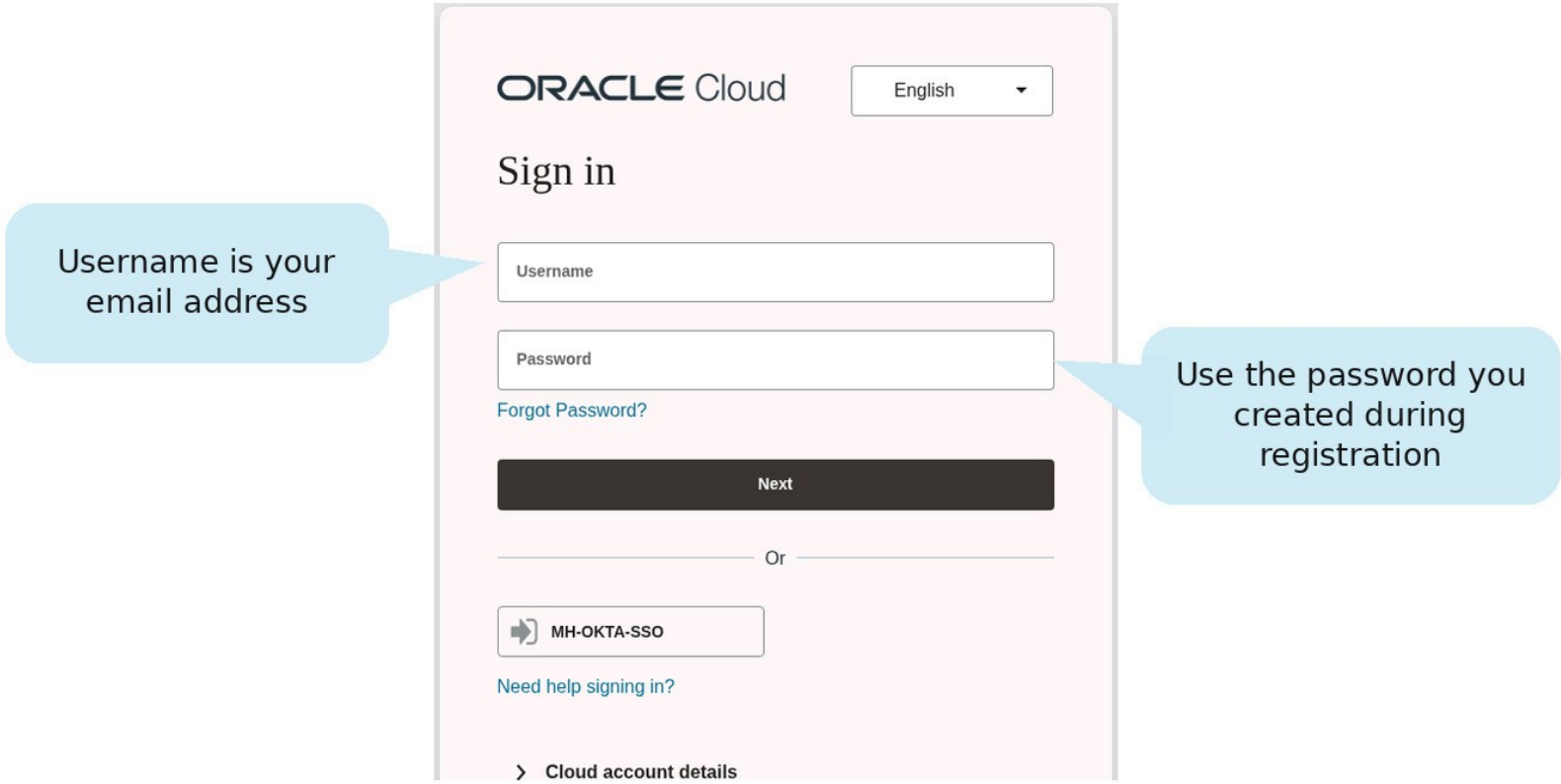
Access the MH Supplier Portal Login Page



TIP

Save this email for quick access to the Supplier Portal

Login



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SECTION 2

Set up multi-factor authentication

MFA adds a second verification step to your existing Supplier Portal username and password.

- Choose Email or Mobile App when first prompted.
- Email codes come from no-reply@identity.oci.oraclecloud.com and are valid for 10 minutes.
- Mobile App supports Oracle Mobile Authenticator or Google Authenticator.
- You can add or manage another approved MFA method later. See Appendix A: Manage MFA after enrollment.

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Using the screenshots
Follow the written guidance and use the screen images as visual references. Oracle labels or page styling may change after system updates.

FIRST-TIME MFA ENROLLMENT • STEP 1 OF 8

McGraw Hill
Supplier Portal MFA User Guide

Setting up and managing multi-factor authentication

Available MFA methods: Email, Oracle Mobile Authenticator, or Google Authenticator. SMS/text message and Microsoft Authenticator are not available options.

Use this guide the first time you are prompted to enroll in MFA and whenever you want to configure another verification method. You will continue to use your existing Supplier Portal username and password. MFA adds a second verification step.

Before you begin

- Make sure you can access the email address associated with your Supplier Portal account.
- If using an authenticator app, install Oracle Mobile Authenticator or Google Authenticator on your mobile device before starting.
- Allow a few extra minutes for the initial setup. Email passcodes are valid for 10 minutes.

Security reminder: The screenshots in this guide are examples. Never share your verification code, QR code, or authenticator setup key with anyone.

FIRST-TIME MFA ENROLLMENT • STEP 2 OF 8

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Part 1: Select an MFA method

1 Choose a secure verification method

After signing in with your Supplier Portal username and password, you will be prompted with one of the below screens; select either Email or Mobile App.



Example: secure verification method screen

Both screen versions provide the same two choices; Mobile App or Email

FIRST-TIME MFA ENROLLMENT • STEP 3 OF 8

McGraw Hill | Supplier Portal

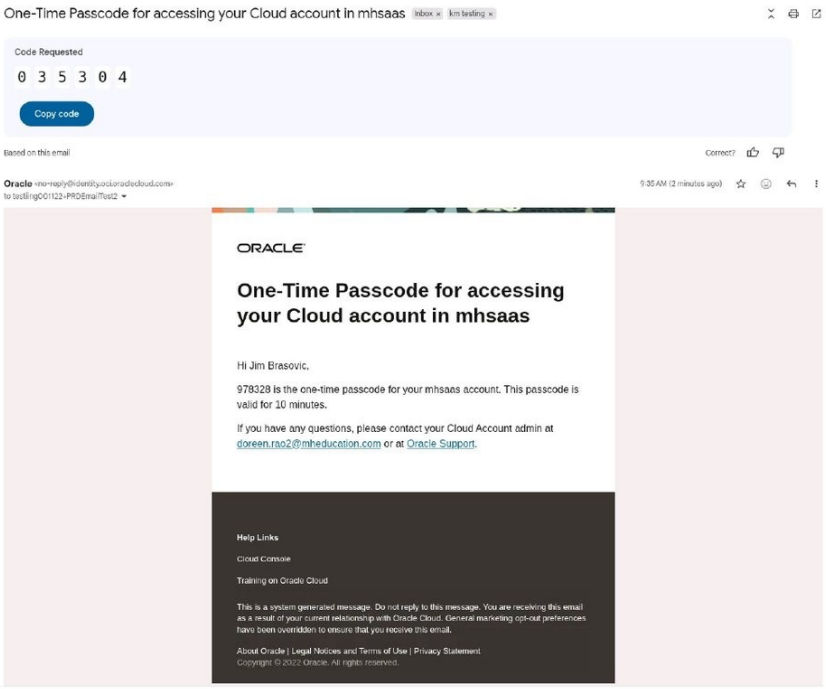
Part 2: Set up email verification

2 Select Email

Select Email and follow the on-screen instructions. Oracle sends a one-time passcode to the email address associated with your Supplier Portal account.

3 Retrieve the one-time passcode

Open the email from Oracle (no-reply@identity.oci.oraclecloud.com). Make note of the six-digit code and enter it in the verification screen. The passcode is valid for 10 minutes.



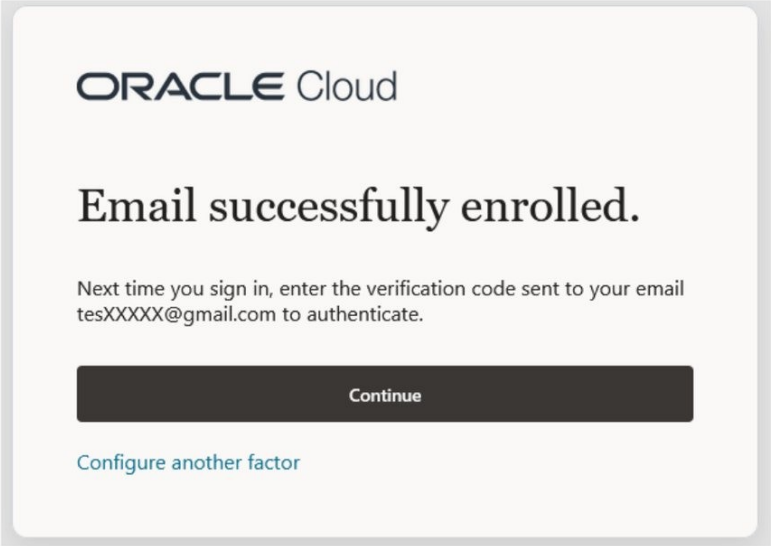
Example Oracle one-time passcode email

If the email does not arrive: Check your spam or junk folder, confirm you are checking the correct mailbox, and request a new code if the original code expires.

FIRST-TIME MFA ENROLLMENT • STEP 4 OF 8

4 Confirm email enrollment

After the code is accepted, the Email successfully enrolled message appears. Select Continue.



Email enrollment confirmation

Future sign-ins: Oracle will email a new verification code when email is selected as your MFA method.

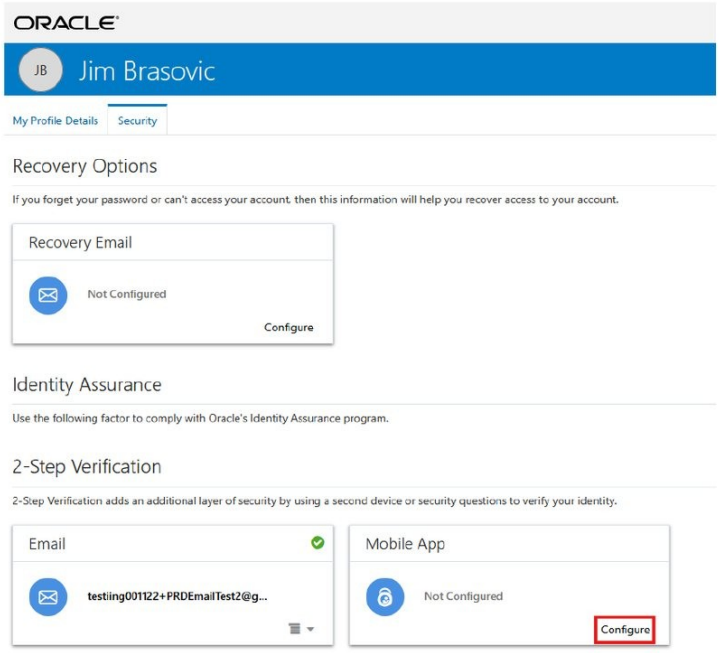
FIRST-TIME MFA ENROLLMENT • STEP 5 OF 8

Part 3: Set up an authenticator app

To use an authenticator app, select Mobile App during initial enrollment or configure it later by following Part 4 of this guide.

5 Open Mobile App configuration

On the Security page, select Configure under Mobile App.



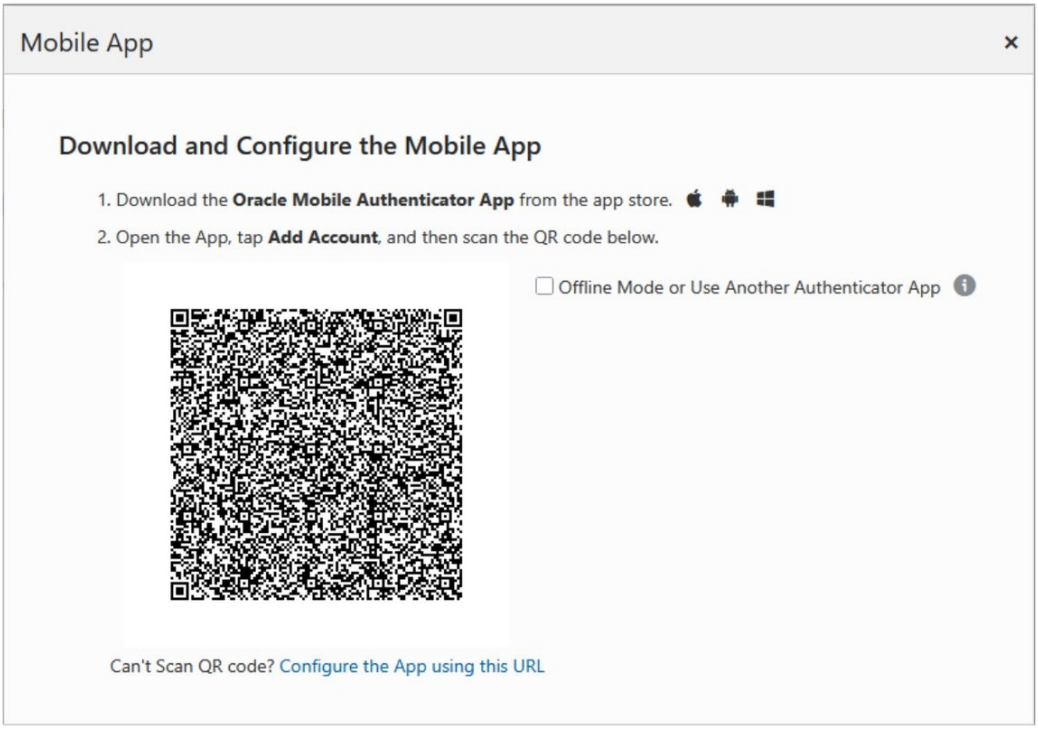
Security page showing the Mobile App Configure option

FIRST-TIME MFA ENROLLMENT • STEP 6 OF 8

Option A: Oracle Mobile Authenticator

6 Download and configure Oracle Mobile Authenticator

Install Oracle Mobile Authenticator. Leave “Offline Mode or Use Another Authenticator App” unchecked. In the app, select Add Account and scan the QR code displayed on the screen.



Oracle Mobile Authenticator setup screen

Important: The QR code shown during your setup is unique to your account. Do not use the sample QR code in this guide.

- If the QR code cannot be scanned, use the on-screen link to configure the app using a URL.
- Follow the prompts in Oracle Mobile Authenticator to finish enrollment.

FIRST-TIME MFA ENROLLMENT • STEP 7 OF 8

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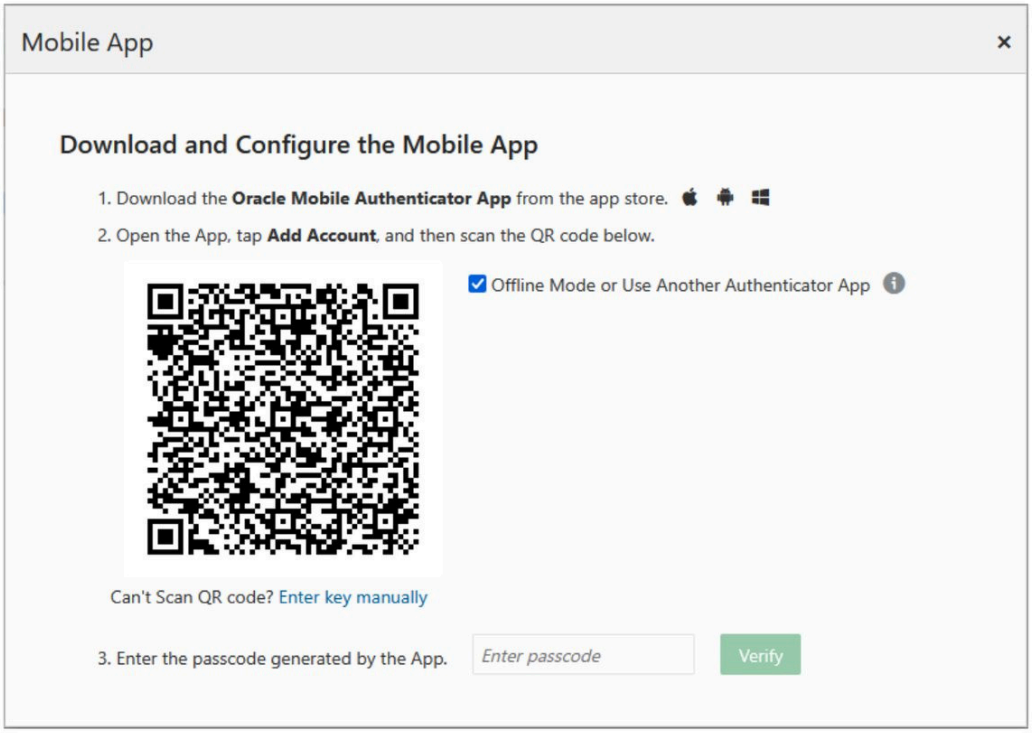
Option B: Google Authenticator

7 Configure Google Authenticator

Install Google Authenticator. Check “Offline Mode or Use Another Authenticator App.” Scan the QR code, then enter the passcode generated by Google Authenticator and select Verify.



Google Authenticator setup screen

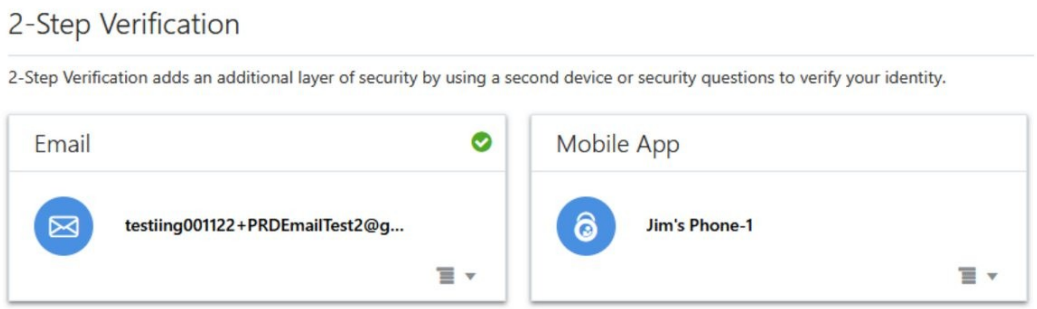
Important: The QR code and manual setup key are sensitive account credentials. Do not share or reuse the sample values shown in this guide.

- If the QR code cannot be scanned, select Enter key manually and follow the on-screen instructions.
- Authenticator passcodes change periodically. Enter the code currently displayed in the app.

FIRST-TIME MFA ENROLLMENT • STEP 8 OF 8

8 Confirm both methods are configured

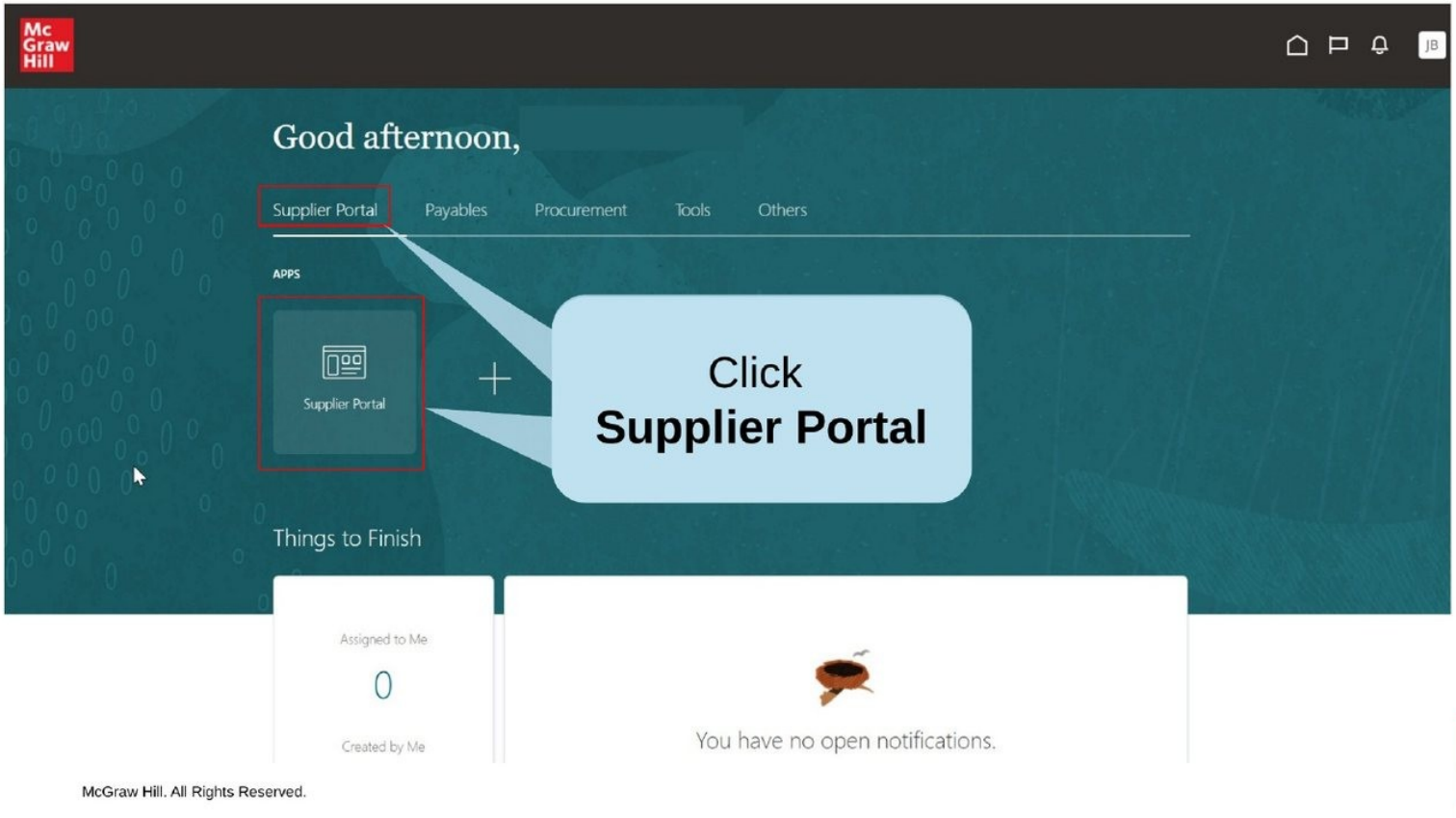
After successful setup, the 2-Step Verification page shows the configured Email and Mobile App methods.



Example showing Email and Mobile App configured

PORTAL ACCESS AFTER MFA • STEP 1 OF 2

Access Supplier Portal



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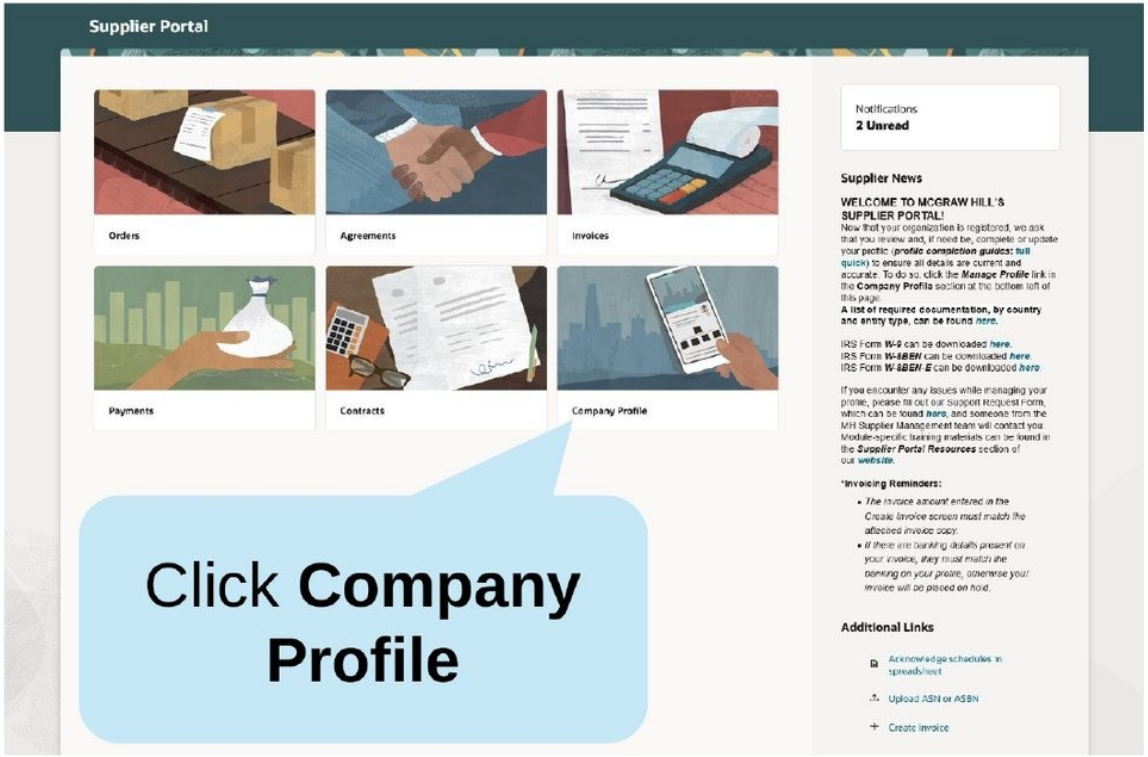
PORTAL ACCESS AFTER MFA • STEP 2 OF 2

Supplier Portal Home Page



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SECTION 3

Complete your supplier profile

Create a profile change request and review each area of your supplier information.

- Enter a clear change description.
- Select the correct tax organization type and enter tax identifiers.
- Review and update addresses and contacts.
- Add or update bank account information using the correct country-specific identifiers.
- Select Save on each tab to avoid losing changes.

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Using the screenshots
Follow the written guidance and use the screen images as visual references. Oracle labels or page styling may change after system updates.

Detailed profile instructions

Fields marked with an asterisk (*) are required. Complete as much of the profile as possible, and select Save on each tab before moving to another tab.

In this section: Organization details and supporting documents • Tax identifiers • Addresses • Contacts and portal access • Payments and bank accounts • Country-specific banking identifiers • Save, review, submit, and monitor status

1. Organization details and supporting documents

- Enter a short Change Description, such as “Completing supplier profile” or “Updating banking information.”
- Select the appropriate Tax Organization Type.
- Use the plus (+) icon to add each required supporting document. Choose the file, allow the title to populate, enter a clear description, and select OK.
- Examples of attachment descriptions include W-9, W-8, Cancelled Cheque, Bank Letter, and Bank Statement.
- Tax and banking documents must meet the requirements for the supplier’s country and entity type. Bank statements may be used with balances redacted.

Review the Required Documentation by Country before submitting the profile.

Requirements may change. Always use the Required Documentation by Country link above for the most current requirements.

2. Tax identifiers

- Open the Tax Identifiers tab and select the country where income tax is remitted.
- Enter the Taxpayer ID and the name exactly as shown on the tax documentation.
- When applicable, select Federal Reportable and the appropriate Income Tax Type.
- For transaction taxes such as VAT or sales tax, enter the Tax Country, Tax Registration Type, and Tax Registration Number.

Country	Common tax identifier
United States	SSN or EIN
United Kingdom	NIN
Canada	SIN
India	PAN
Australia	TFN or ABN
Mexico	RFC
Singapore	Tax Reference Number
Italy	Codice Fiscale
Spain	NIF

3. Addresses

- Review existing addresses for accuracy. Select the plus (+) icon to add an address or the pencil icon to edit an existing address.
- Enter an Address Name and select the correct Country. Complete all required fields and choose the appropriate Address Purpose options.
- If attention information is needed, enter the person or department in Address Line 1 and the street or delivery address in Address Line 2.
- If the address search auto-populates fields, verify the full address and remove an incorrect Postal Plus 4 code before saving.

4. Contacts and portal access

- Review existing contacts. Select the plus (+) icon to add a contact or the pencil icon to edit an existing contact.
- Enter first name, last name, phone number, and email address.
- To change the email address associated with an existing contact, create a new contact record rather than overwriting the existing email address.
- Select Request User Account when the contact needs Supplier Portal credentials.
- Select Administrative Contact only when the contact should be able to add or remove supplier portal users.

5. Payments and bank accounts

- Open the Payments tab, then the Bank Accounts subtab. Review existing accounts for accuracy.
- Select the plus (+) icon to add a bank account or the pencil icon to edit an existing account.
- Select the country where the bank is located and enter the account holder name exactly as shown on the banking documentation.
- Enter the account number. If the account uses an IBAN, enter the full IBAN in both the Account Number and IBAN fields.
- Select the Bank Branch dropdown, choose Search, then Advanced. Use Add Fields to add BIC Code and change Starts With to Contains.
- Search by the applicable ABA/routing number in Branch Number or by BIC/SWIFT in BIC Code. Select the matching result and choose OK. The Bank Name should populate automatically.
- Select the appropriate Account Type and choose OK to add the account.

> **!** **Bank or branch not available** Branch Name does not affect payment success. If the correct bank or branch is unavailable, submit the Supplier Support Request Form rather than selecting an incorrect record.

Country-specific banking identifiers

Use the table below as a general data-entry reference. Banking documentation and country-specific requirements provided by McGraw Hill remain the source of truth. Enter values without spaces when the Oracle field requires a continuous value.

Country	Account number known as	IBAN country	Routing information
Australia	Account Number	No	BSB
Belgium	IBAN	Yes	IBAN, SWIFT/BIC
Brazil	Account Number	No	SWIFT/BIC
Canada	Account Number	No	9-digit routing: 0 + institution + transit
China	Account Number	No	CNAPS, SWIFT/BIC
Colombia	Account Number	No	SWIFT/BIC
Denmark	IBAN	Yes	IBAN, SWIFT/BIC
Finland	IBAN	Yes	IBAN, SWIFT/BIC
France	IBAN	Yes	IBAN, SWIFT/BIC
Germany	IBAN	Yes	IBAN, SWIFT/BIC

Country	Account number known as	IBAN country	Routing information
Greece	IBAN	Yes	IBAN, SWIFT/BIC
Hong Kong	Account Number	No	SWIFT/BIC
India	Account Number	No	IFSC
Ireland	IBAN	Yes	IBAN, SWIFT/BIC
Italy	IBAN	Yes	IBAN 27 characters, SWIFT/BIC
Japan	Account Number	No	SWIFT/BIC
Malaysia	Account Number	No	SWIFT/BIC
Mexico	CLABE	No	CLABE
Netherlands	IBAN	Yes	IBAN, SWIFT/BIC
New Zealand	Account Number	No	SWIFT/BIC
Norway	IBAN	Yes	IBAN, SWIFT/BIC
Portugal	IBAN	Yes	IBAN, SWIFT/BIC
Saudi Arabia	Account Number	No	SWIFT/BIC
Singapore	Account Number	No	SWIFT/BIC
South Africa	Account Number	No	SWIFT/BIC
South Korea	Account Number	No	SWIFT/BIC
Spain	IBAN	Yes	IBAN 24 characters, SWIFT/BIC
Sweden	IBAN	Yes	IBAN, SWIFT/BIC
Switzerland	IBAN	Yes	IBAN, SWIFT/BIC
Taiwan	Account Number	No	SWIFT/BIC
Thailand	Account Number	No	SWIFT/BIC
United Arab Emirates	IBAN	Yes	IBAN, SWIFT/BIC
United Kingdom	IBAN	Yes	Sort Code domestic; SWIFT/BIC international

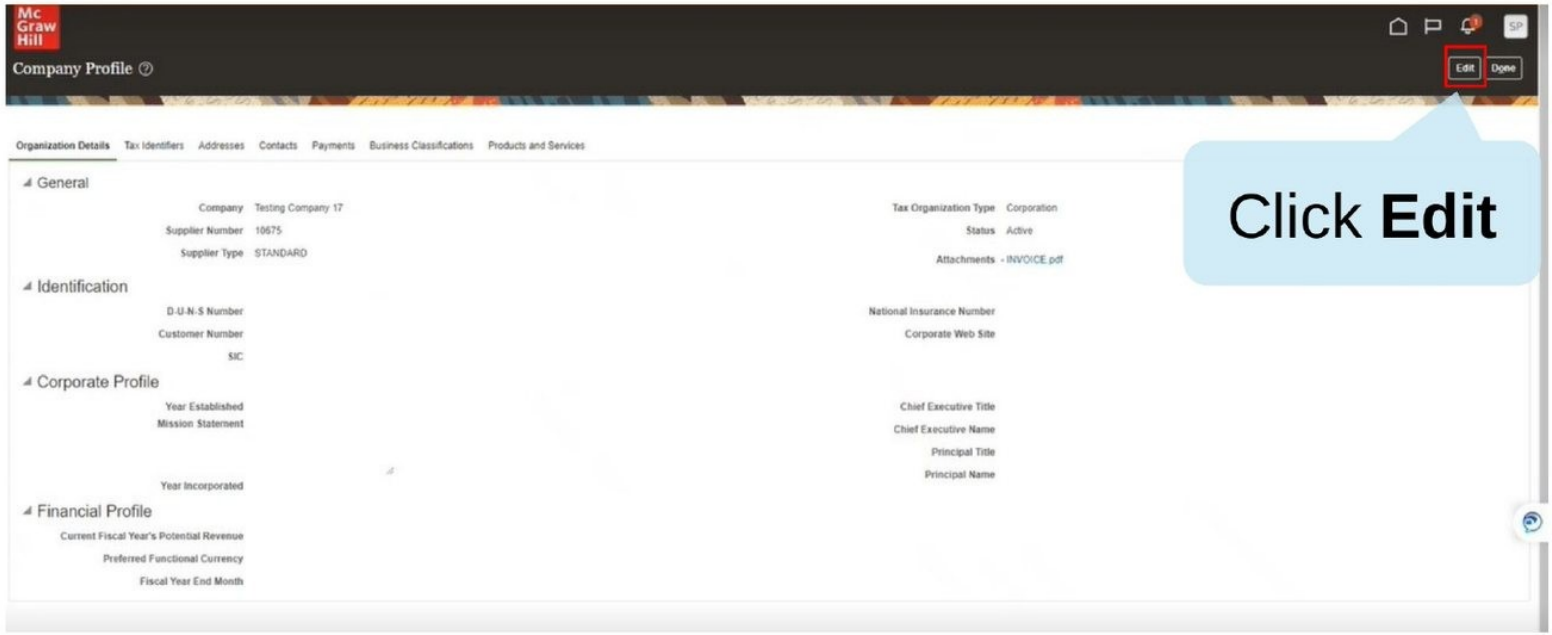
Country	Account number known as	IBAN country	Routing information
United States	Account Number	No	ABA routing domestic; SWIFT/BIC international

6. Save, review, submit, and monitor status

- Select Save on each tab as you work. Moving between tabs without saving may cause information to be lost.
- When all changes and attachments are complete, select Review Changes and confirm the summary is accurate.
- Select Submit. Saving or reviewing alone does not send the request to McGraw Hill for approval.
- Record the confirmation/request number. Return to Manage Profile to monitor the request; the status changes to Processed after review and approval.

PROFILE COMPLETION • REFERENCE 1 OF 21

Edit Profile



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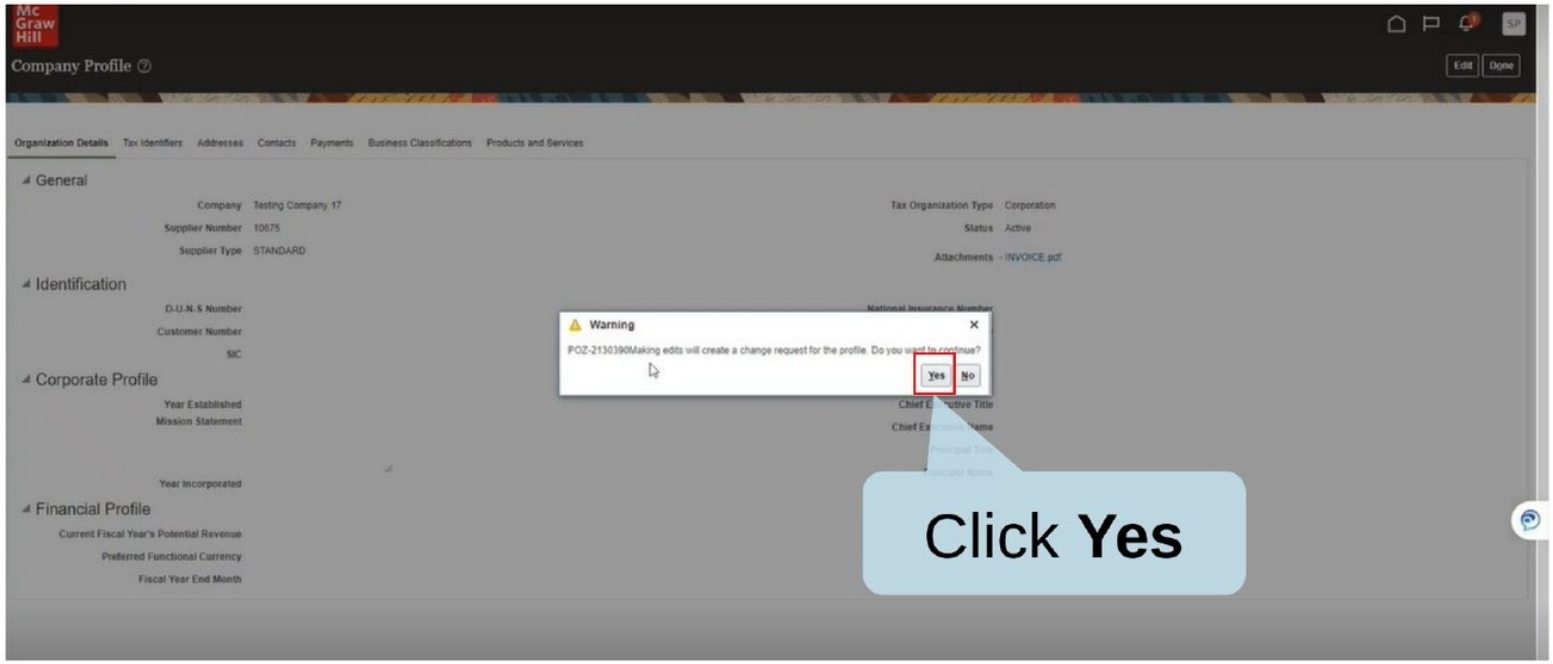
Initiate Profile Changes



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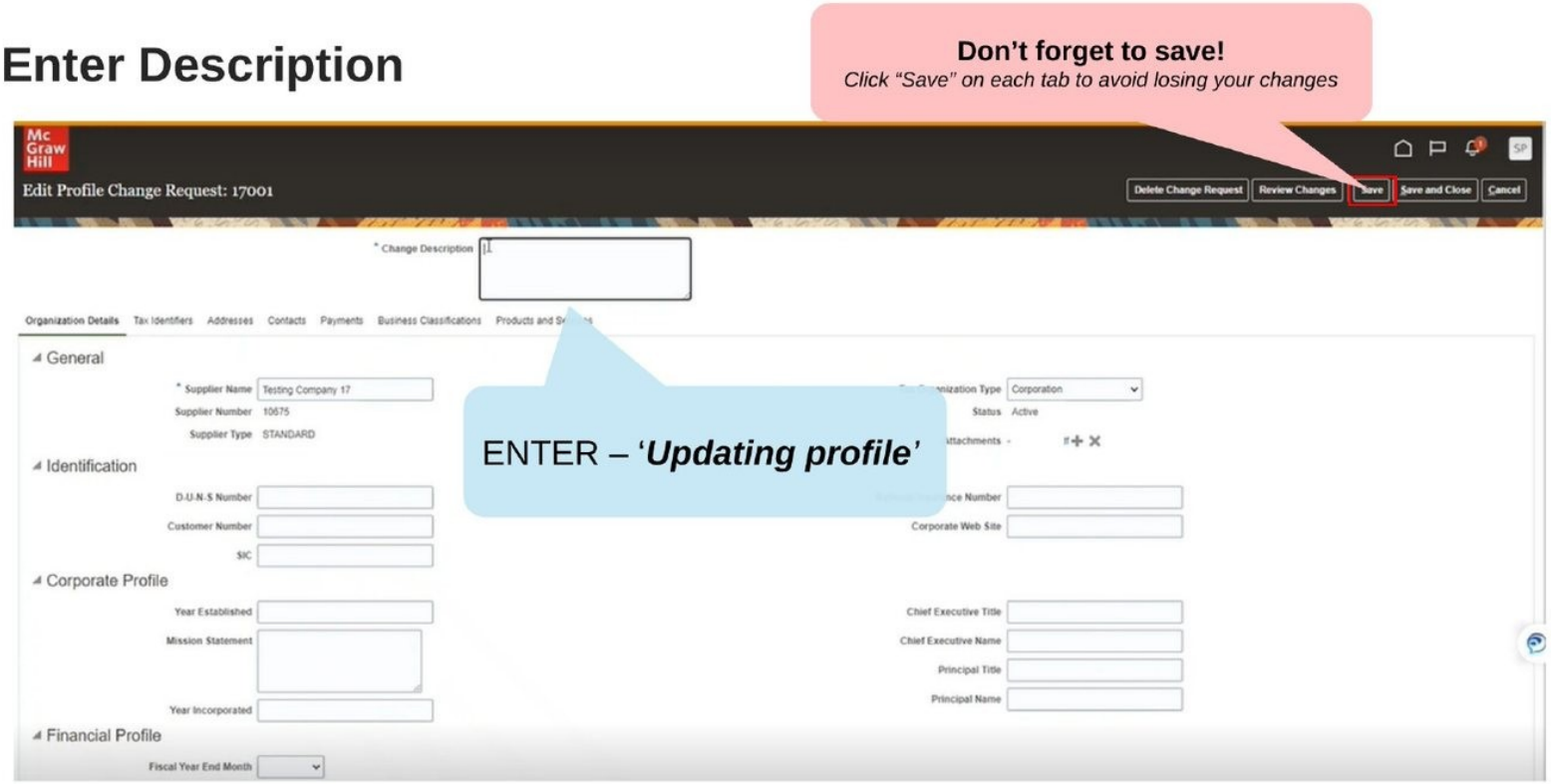
Enter Description



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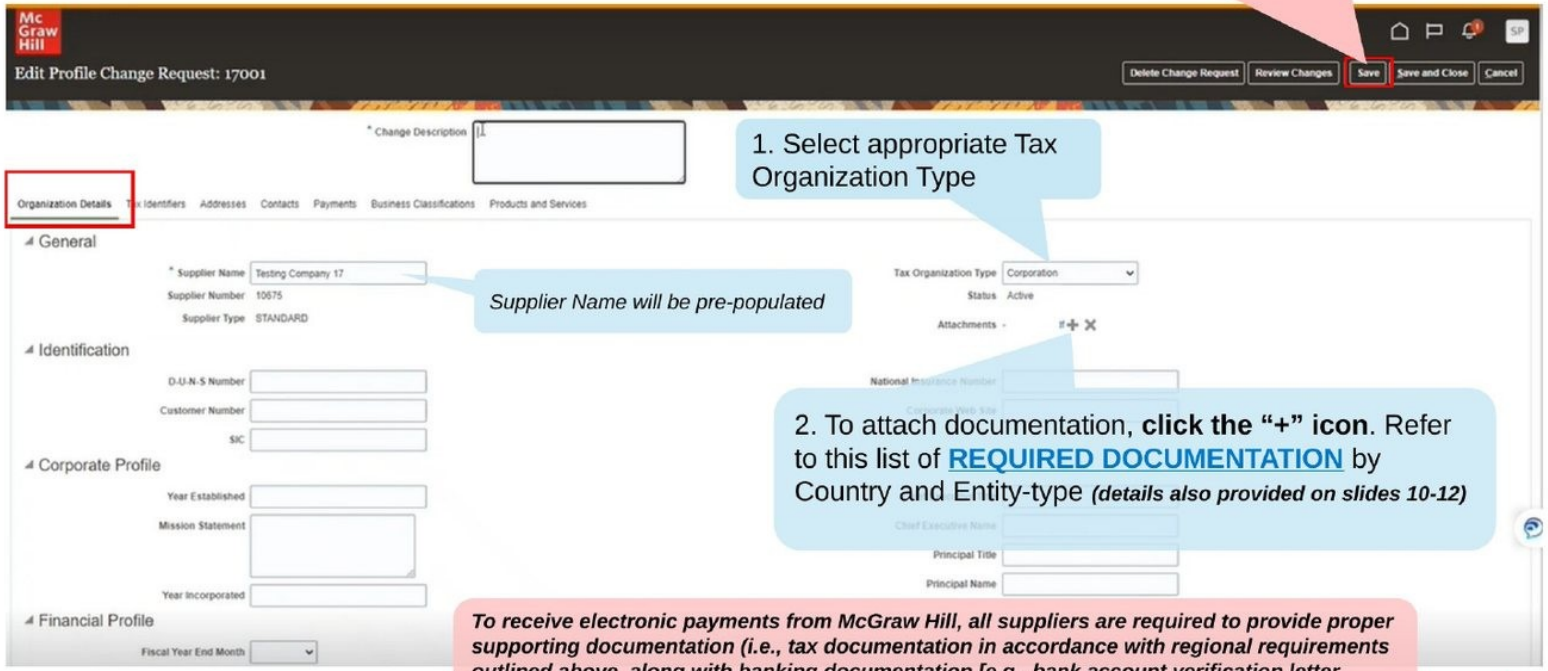
Select Tax Type & Attach Documents



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Required Documents

"In order to receive electronic payments from McGraw Hill, all suppliers are required to provide proper supporting documentation (i.e., tax documentation in accordance with regional requirements outlined below, along with banking documentation [e.g., bank account verification letter, bank statement with balances redacted, cancelled cheque]). Bank account verification letters must be on bank letterhead and signed by a bank official. All account details, for both domestic and international payments, should be present (i.e., name and address of the bank, name of account holder(s), account number, routing information), and the account holder(s) name must match the information previously provided to McGraw Hill. Failure to comply may result in processing delays."

COUNTRY	DOCUMENTATION REQUIRED	INDIVIDUALS	ENTITIES	IF APPLICABLE
Australia	Australian Business Number (ABN)	●	●	
Australia	Australian Taxation Office Statement by Supplier Form (if no ABN provided)	●	●	
China	Business License		●	
Colombia	Bank Certification	●	●	
Colombia	Certificate of Existence and Legal Representation		●	
Colombia	Commercial References	●	●	
Colombia	Identification Document	●		
Colombia	Last Financial Statement			●
Colombia	Tax Registry Form (RUT)	●	●	
Hong Kong	Business Registration Certificate		●	
Hong Kong	Hong Kong Identity Card (officially HKIC, commonly HKID) / Valid Driving license	●		
India	Banking Information	●	●	
India	Cancelled Cheque	●	●	
India	GST Registration Certificate (if applicable)	●	●	
India	Low Tax Deduction Certificate			●
India	MSME Certificate			●
India	Permanent Account Number (PAN)	●	●	

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Required Documents

Japan	Individual Number Card (My Number Card) / Valid Driving license	●		
Japan	The Corporate Certificate		●	
Korea	Business Registration Certificate or Certified Copy of the Corporate Registry		●	
Korea	Resident Card with Resident Registration Number (RRN)	●		
Malaysia	SSM MyData Company Profile (Malaysian Entities)		●	
Malaysia	Certificate of Incorporation (Non-Malaysian Entities)		●	
Malaysia	MyKad / MyTentara Identity Document (Malaysian Individuals)	●		
Malaysia	LHDN Form BE or Form B (Resident Individuals)	●		
Malaysia	LHDN Form M (Non-resident Individuals)	●		
Malaysia	Passport Data Page (Non-Malaysian Individuals)	●		
Mexico	Opinion on Compliance with Tax Obligations (Federal Tax Code, Article 32-D)	●	●	
Mexico	Articles of Incorporation		●	
Mexico	Bank Statement	●	●	
Mexico	Curriculum Vitae (CV)	●	●	
Mexico	Federal Taxpayers Registry (RFC)	●	●	
Mexico	Income Assimilated to Salaries (If applicable)	●		
Mexico	Power of Attorney		●	
Mexico	Privacy Notice		●	
Mexico	Proof of Residency	●		
Mexico	Signed Copy of Contract (If applicable)	●	●	
Mexico	Tax Residency Certificate (TRC)	●	●	

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Required Documents

Singapore	Accounting and Corporate Regulatory Authority (ACRA) Business Profile (dated within the last 3 months)		●	
Singapore	National Registration Identity Card (NRIC) or Qualified Driving License (QDL)	●		
Spain	Updated Employment History Report (Vida Laboral)	●		
Taiwan	Bank Passbook Cover (only if located in Taiwan)	●	●	
Taiwan	Business Registration Profile		●	
Taiwan	CBC Code (if payment to be remitted in currency other than TWD)	●	●	
Taiwan	Date of birth (if non-Taiwan resident & individual)	●		
Taiwan	Labor Union registration information (only if located in Taiwan)	●		
Taiwan	National Identification Card or Taiwan Passport	●		
Thailand	Company Tax ID Card and Registration Number		●	
Thailand	Department of Business Development (DBD) Profile (dated within last 6 months)		●	
Thailand	Thai National Identification Card (Thai ID Card)	●		
Thailand	VAT Certificate (Form Phor. Phor. 20)			●
United Kingdom	Bank Account Verification*	●	●	
United States (including Puerto Rico)	Bank Account Verification Letter or Cancelled Cheque	●	●	
United States (including Puerto Rico)	Form W-8BEN (Foreign Persons - Individual)[2]			●
United States (including Puerto Rico)	Form W-8BEN-E (Foreign Persons - Entity)[2]			●
United States (including Puerto Rico)	Form W-9 (U.S. Persons)[1]	●	●	

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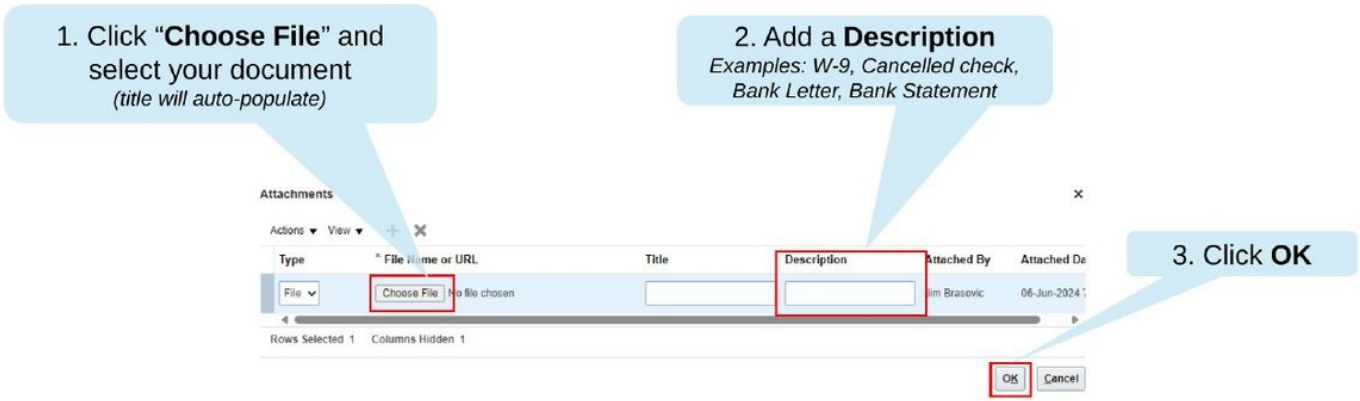
Attaching Documents in Organization Details Tab



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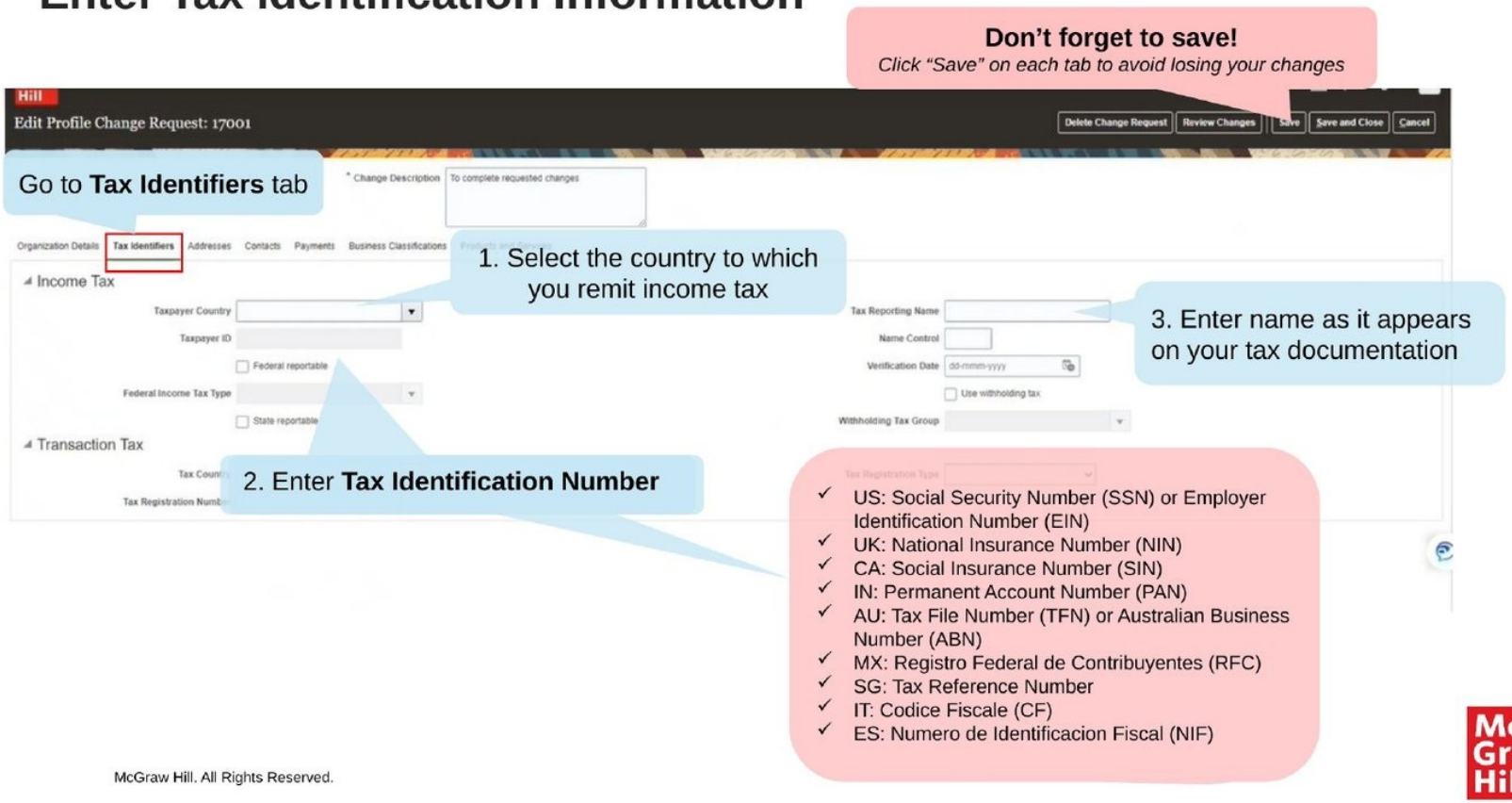
Enter Tax Identification Information



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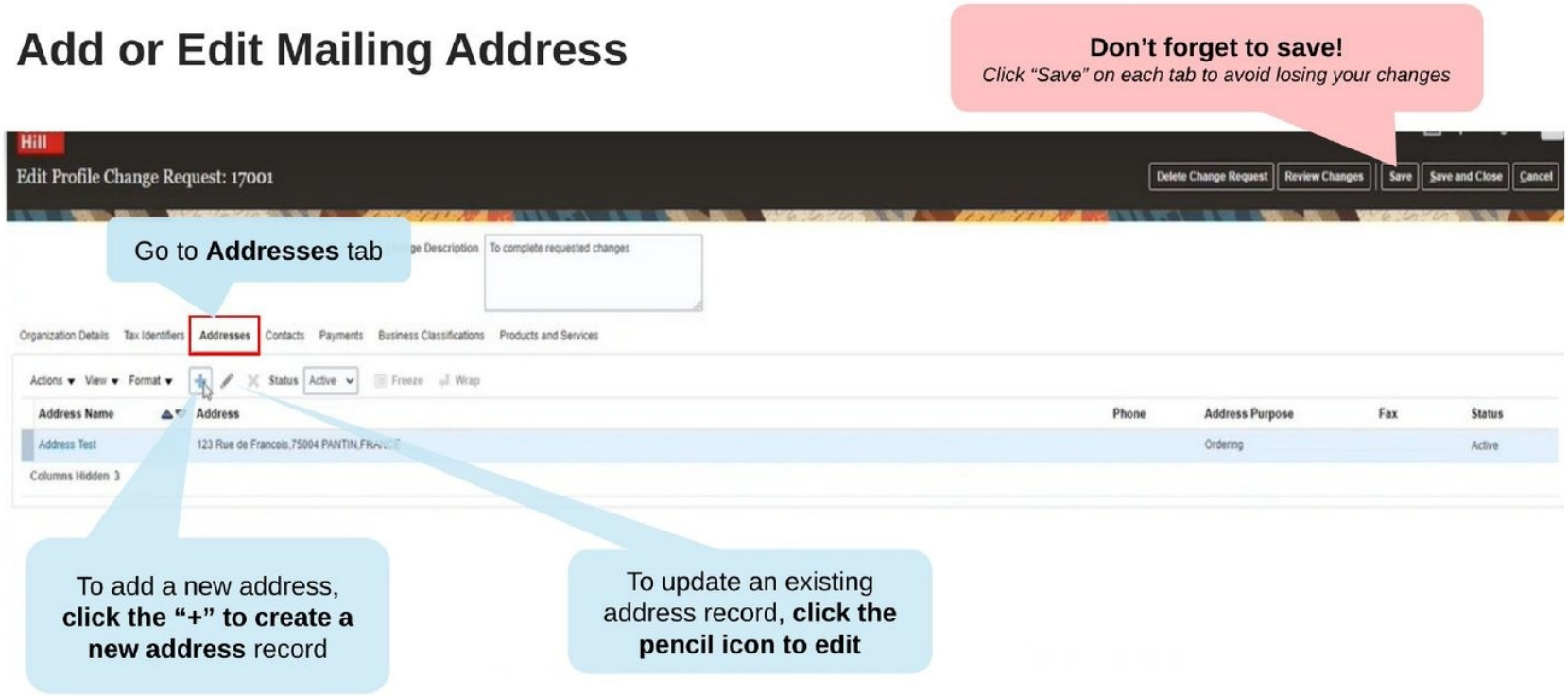
Add or Edit Mailing Address



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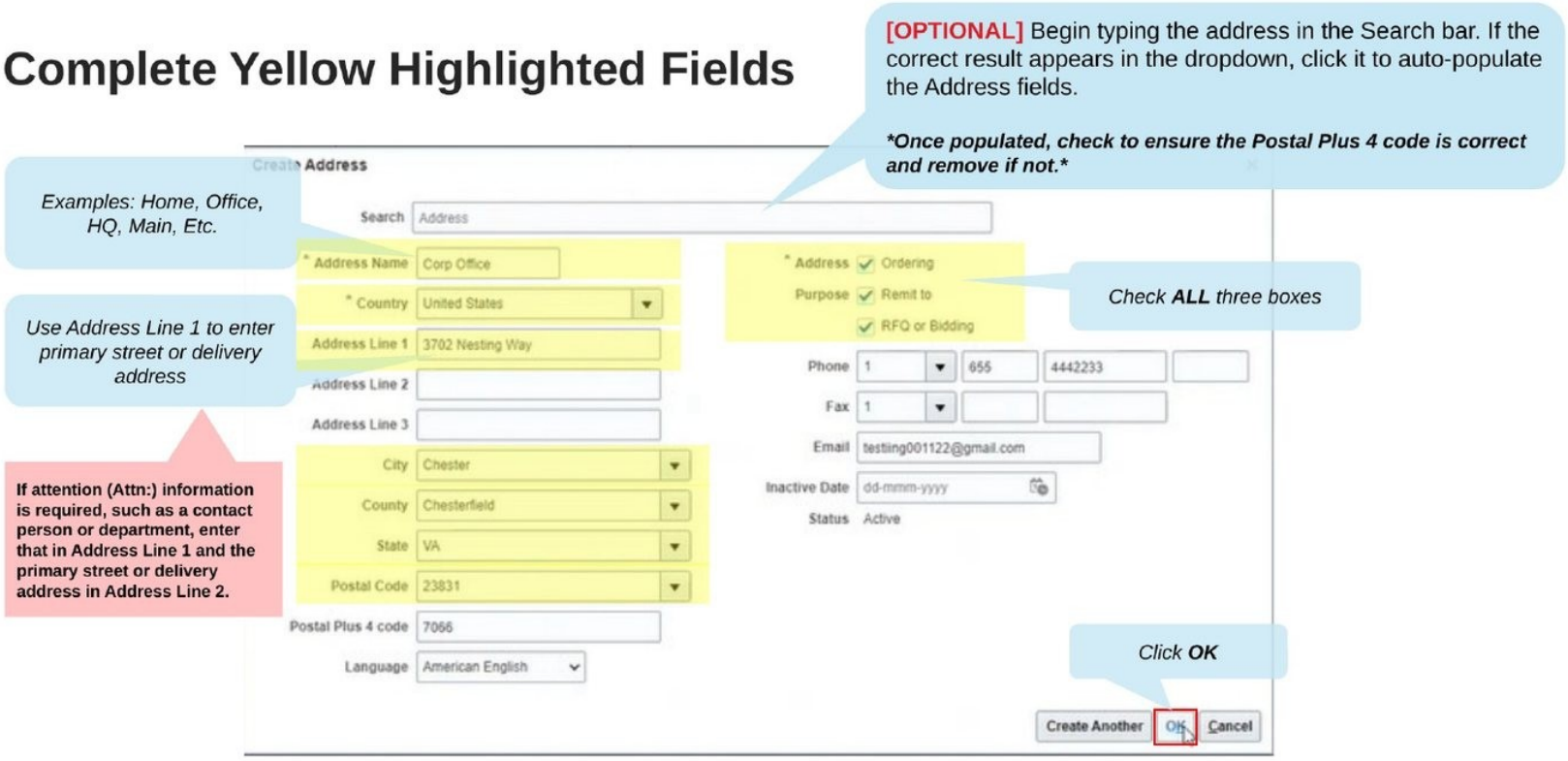
Complete Yellow Highlighted Fields



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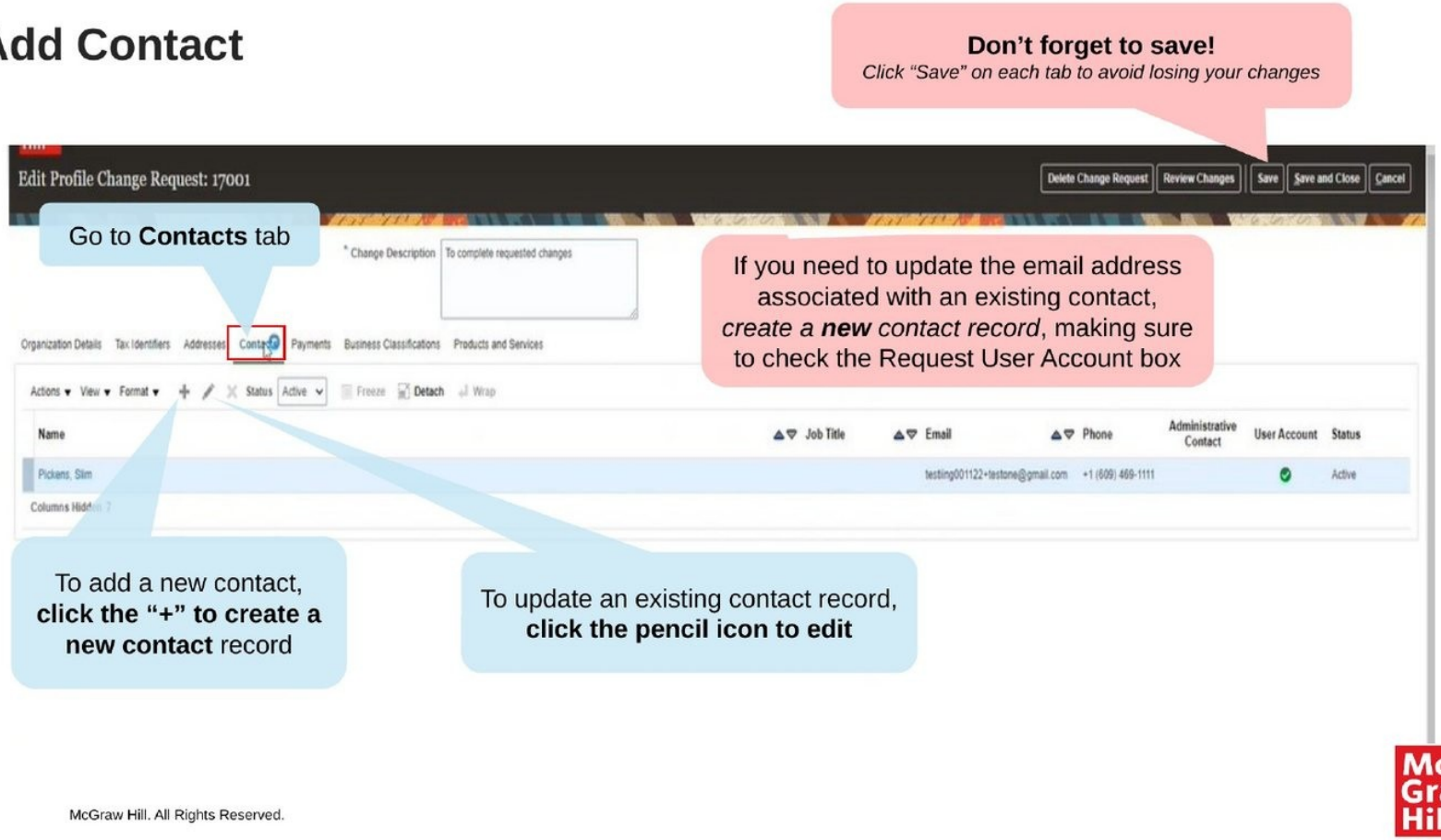
Add Contact



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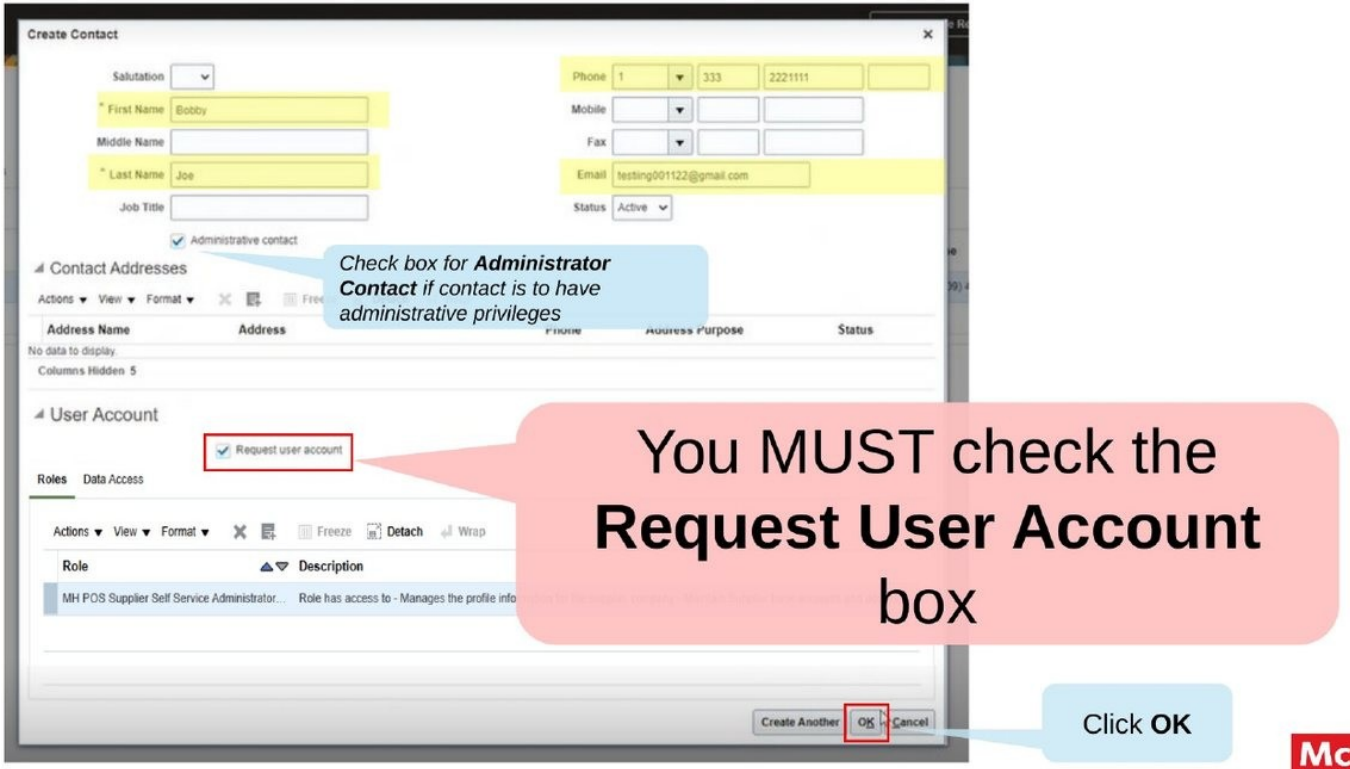
Complete Yellow Highlighted Fields



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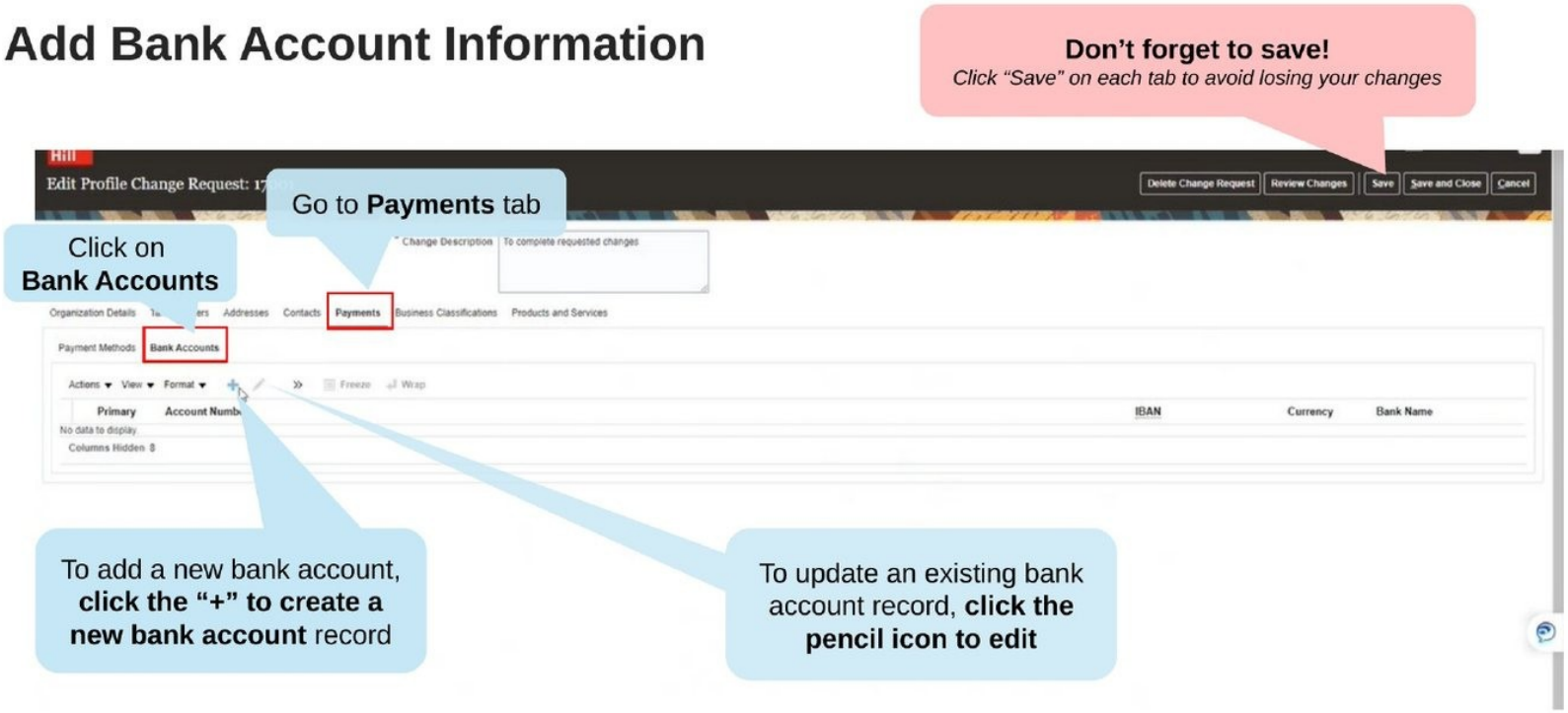
Add Bank Account Information



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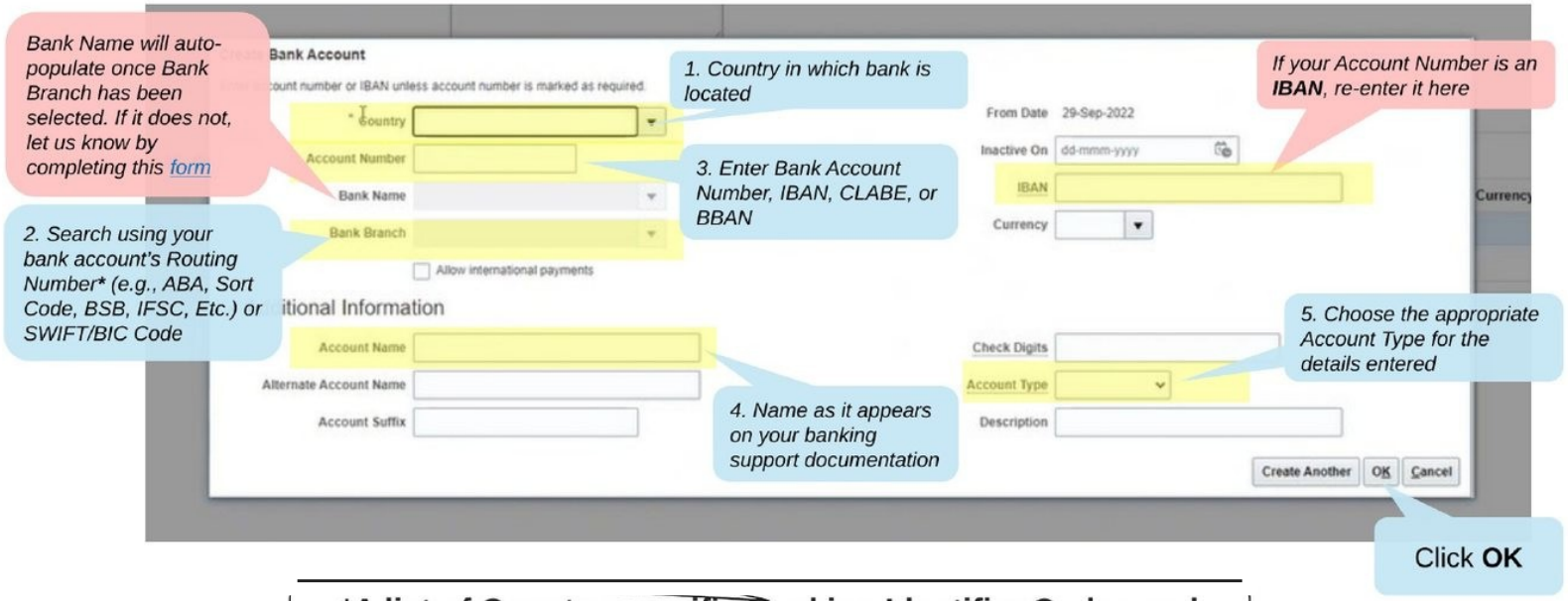
Complete Yellow Highlighted Fields



***A list of Country-specific Banking Identifier Codes and Routing Number Formats can be found on the next slides**

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Global Banking Identifier Codes and Routing Number Formats

Country	Account Number Known As	IBAN Country	Routing Information Known As
Australia	Account Number	No	BSB (Bank State Branch Number)
Belgium	IBAN	Yes	IBAN, SWIFT Code
Brazil	Account Number	No	SWIFT Code
Canada	Account Number	No	9-digit Routing Number (Format: Leading 0 + 3-digit Institution Number + 5-digit Transit Number)
China	Account Number	No	CNAPS Code, SWIFT Code
Colombia	Account Number	No	SWIFT Code
Denmark	IBAN	Yes	IBAN, SWIFT Code
Finland	IBAN	Yes	IBAN, SWIFT Code
France	IBAN	Yes	IBAN, SWIFT Code
Germany	IBAN	Yes	IBAN, SWIFT Code
Greece	IBAN	Yes	IBAN, SWIFT Code
Hong Kong	Account Number	No	SWIFT Code

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Global Banking Identifier Codes and Routing Number Formats

Country	Account Number Known As	IBAN Country	Routing Information Known As
India	Account Number	No	IFSC (Indian Financial System Code)
Ireland	IBAN	Yes	IBAN, SWIFT Code
Italy	IBAN	Yes	IBAN (27 digits, no spaces), SWIFT Code
Japan	Account Number	No	SWIFT Code
Malaysia	Account Number	No	SWIFT Code
Mexico	CLABE	No	CLABE
Netherlands	IBAN	Yes	IBAN, SWIFT Code
New Zealand	Account Number	No	SWIFT Code
Norway	IBAN	Yes	IBAN, SWIFT Code
Portugal	IBAN	Yes	IBAN, SWIFT Code
Saudi Arabia	Account Number	No	SWIFT Code
Singapore	Account Number	No	SWIFT Code

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Global Banking Identifier Codes and Routing Number Formats

Country	Account Number Known As	IBAN Country	Routing Information Known As
South Africa	Account Number	No	SWIFT Code
South Korea	Account Number	No	SWIFT Code
Spain	IBAN	Yes	IBAN (24 digits, no spaces), SWIFT Code
Sweden	IBAN	Yes	IBAN, SWIFT Code
Switzerland	IBAN	Yes	IBAN, SWIFT Code
Taiwan	Account Number	No	SWIFT Code
Thailand	Account Number	No	SWIFT Code
United Arab Emirates	IBAN	Yes	IBAN, SWIFT Code
United Kingdom	IBAN	Yes	IBAN, Sort Code (Domestic), SWIFT Code (International)
United States	Account Number	No	ABA / Routing Number (Domestic), SWIFT Code (International)

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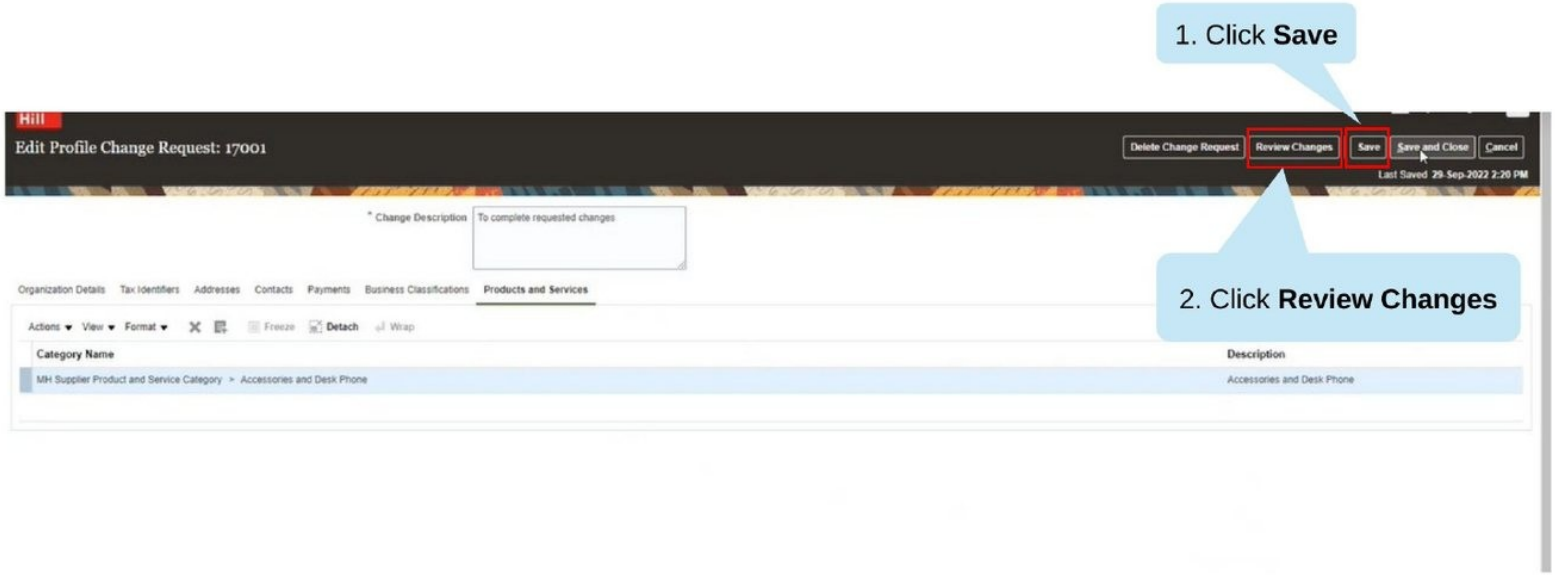
Save and Review Changes



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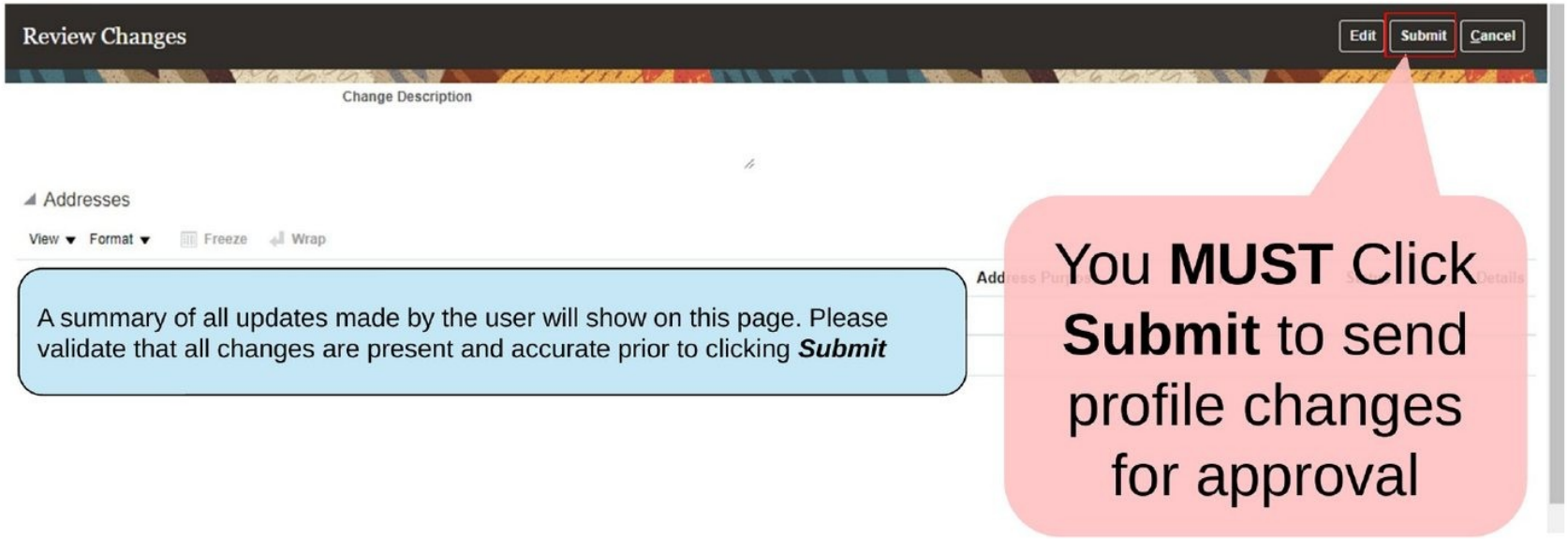
Submit Changes for Review



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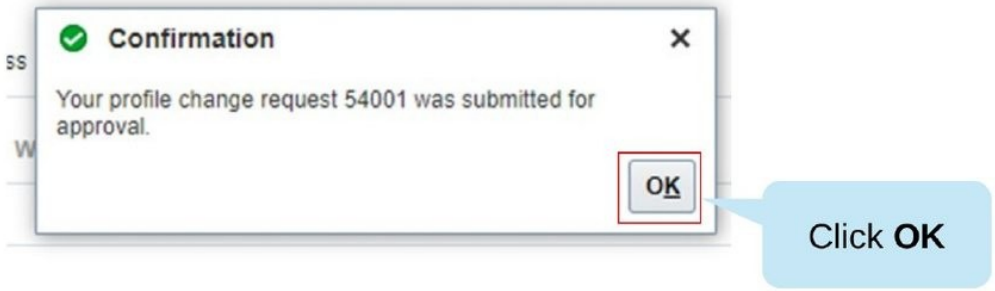
Confirmation of Change Request



Congratulations, you have submitted your profile updates for review!

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SECTION 4

Upload documents, review, and submit

Use this condensed visual sequence to confirm that documents are attached and the profile change request is submitted.

- Open Company Profile and select Edit.
- Update profile information and attach the required evidence.
- Select Save, then Review Changes.
- Select Submit; saving alone does not send the request for approval.

i

Using the screenshots
Follow the written guidance and use the screen images as visual references. Oracle labels or page styling may change after system updates.

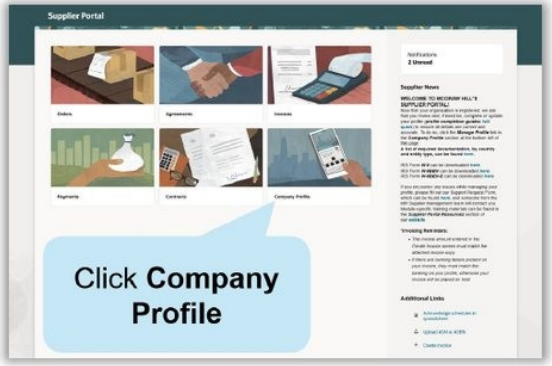
From the **Oracle Home page**, select the **Supplier Portal** tab, then click the **Supplier Portal** tile. On the Supplier Portal page, click the **Company Profile** card.

Click **Edit** in the upper-right corner of the page and select **Yes** to acknowledge that you are creating a profile change request.

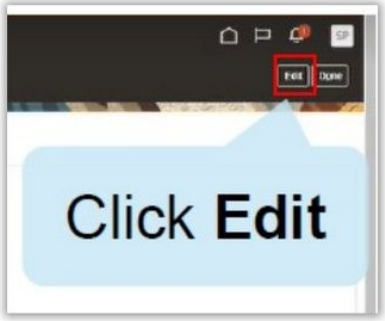
Update the applicable profile information and attach any required supporting documentation. Once all changes have been completed, click **Save**, then **Review Changes**. If all information is accurate, click **Submit** to send your profile change request for review and approval.

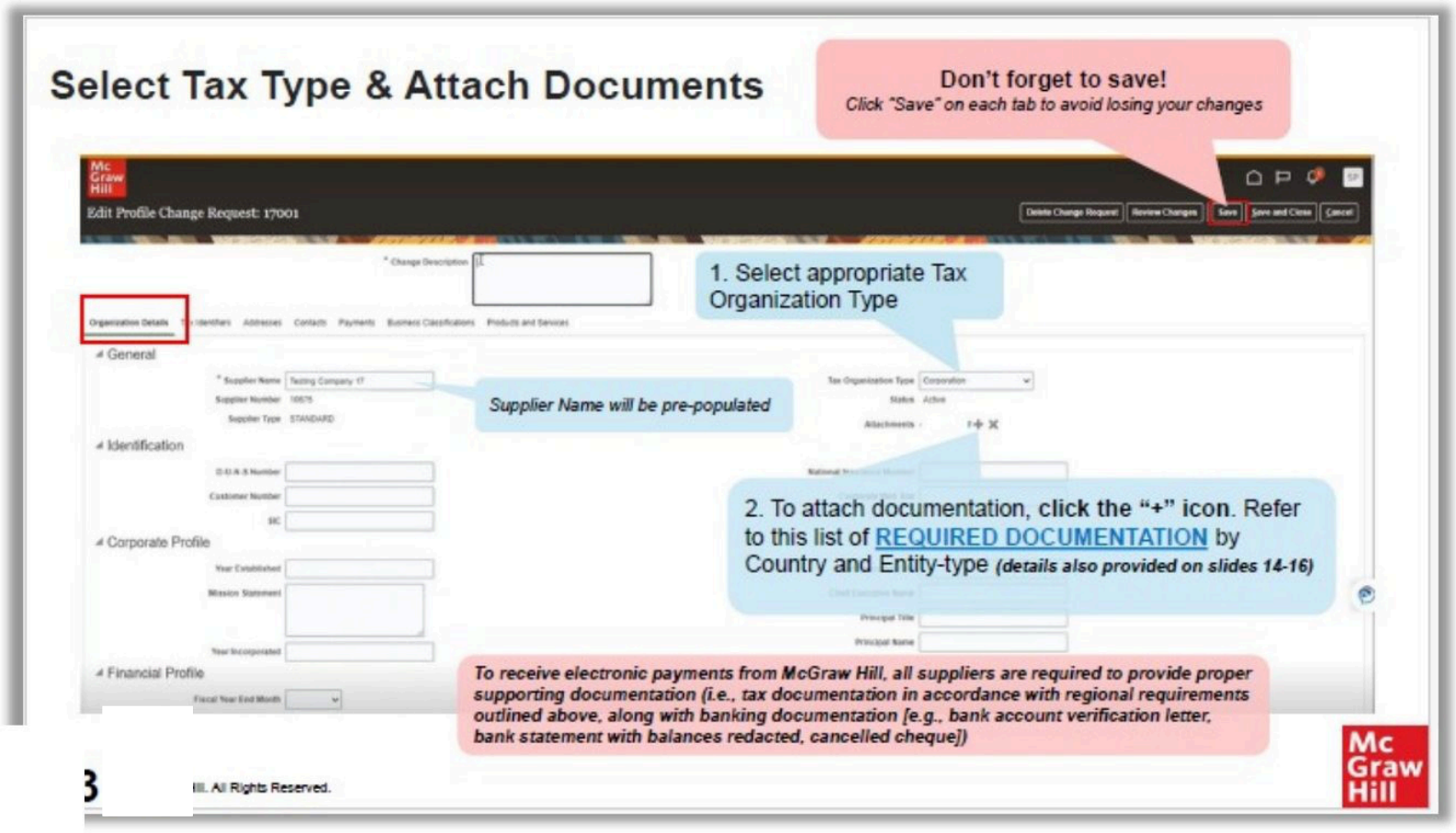
Screenshots are provided below for reference.



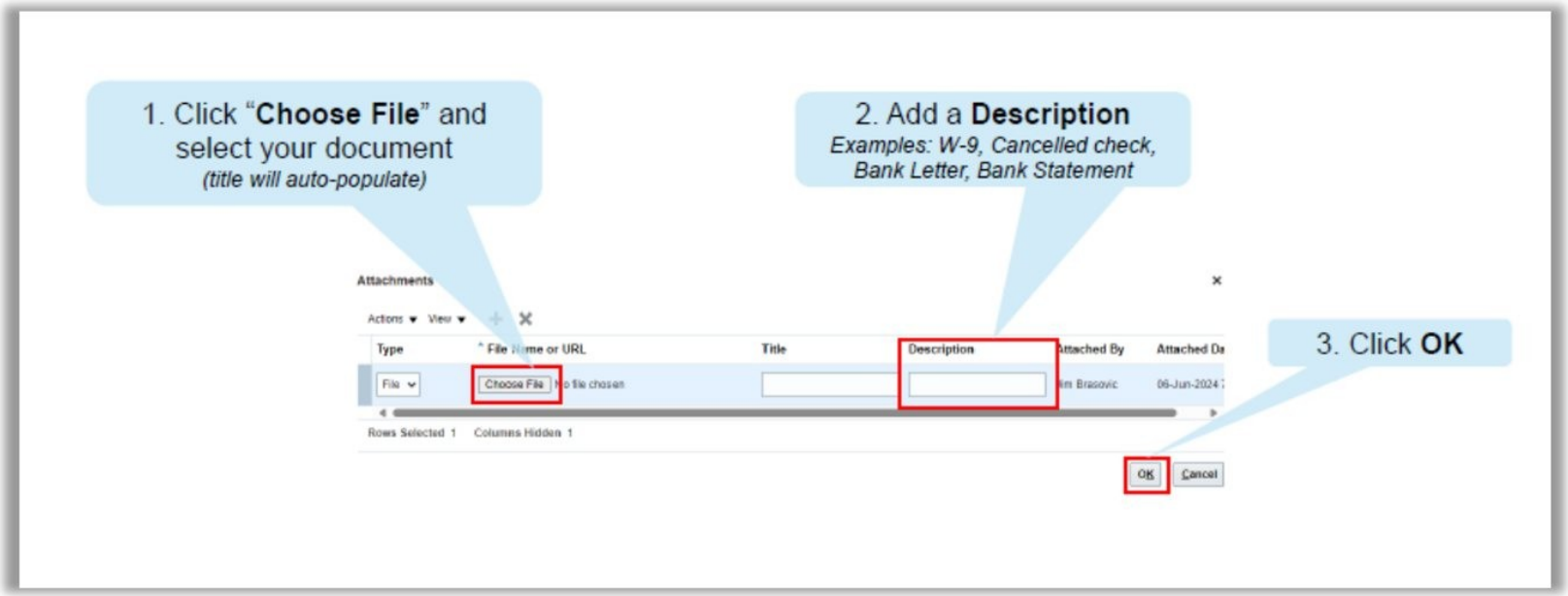


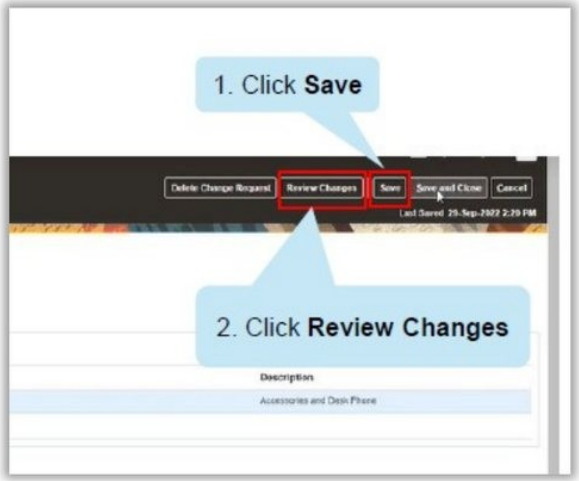
THEN,

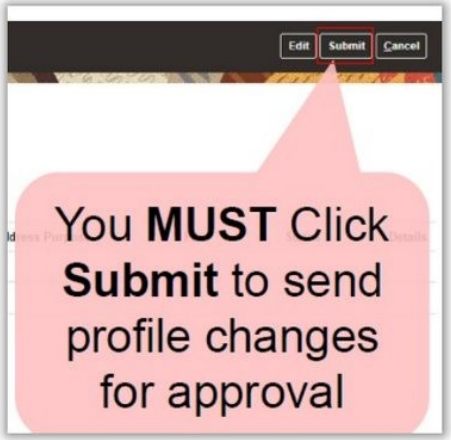



Select Tax Type & Attach Documents
Don't forget to save!
Click "Save" on each tab to avoid losing your changes
Edit Profile Change Request: 17001
1. Select appropriate Tax Organization Type
Supplier Name will be pre-populated
2. To attach documentation, click the "+" icon. Refer to this list of REQUIRED DOCUMENTATION by Country and Entity-type (details also provided on slides 14-16)
To receive electronic payments from McGraw Hill, all suppliers are required to provide proper supporting documentation (i.e., tax documentation in accordance with regional requirements outlined above, along with banking documentation [e.g., bank account verification letter, bank statement with balances redacted, cancelled cheque])
General
Identification
Corporate Profile
Financial Profile
Mc Graw Hill

UPLOAD AND SUBMIT • CONDENSED REFERENCE 3 OF 3







Final submission checklist

✓	Check	Confirmation
☐	**Credentials**	Password created and successful Supplier Portal sign-in completed
☐	**MFA**	Email or approved mobile authenticator enrolled
☐	**Change description**	Brief explanation of the updates entered
☐	**Organization and tax**	Tax organization type and tax identifiers completed
☐	**Addresses**	Existing addresses reviewed; address purposes selected
☐	**Contacts**	Contact details current; Request User Account selected when access is needed
☐	**Banking**	Account, country, routing/SWIFT/IBAN information, and account holder name verified
☐	**Attachments**	Required tax, banking, and address documents attached with clear descriptions
☐	**Save**	Each updated tab saved
☐	**Submit**	Review Changes completed, Submit selected, and request number recorded

✓

After submission
A confirmation message with a request number should appear. You can revisit Manage Profile to monitor the request; the status changes to Processed after review and approval.

Appendix A

Manage MFA after enrollment

Use this appendix after initial sign-in to add another verification method, review enrolled factors, or manage secure verification settings. These steps are not part of the first-time Supplier Portal onboarding sequence.

Included in this appendix

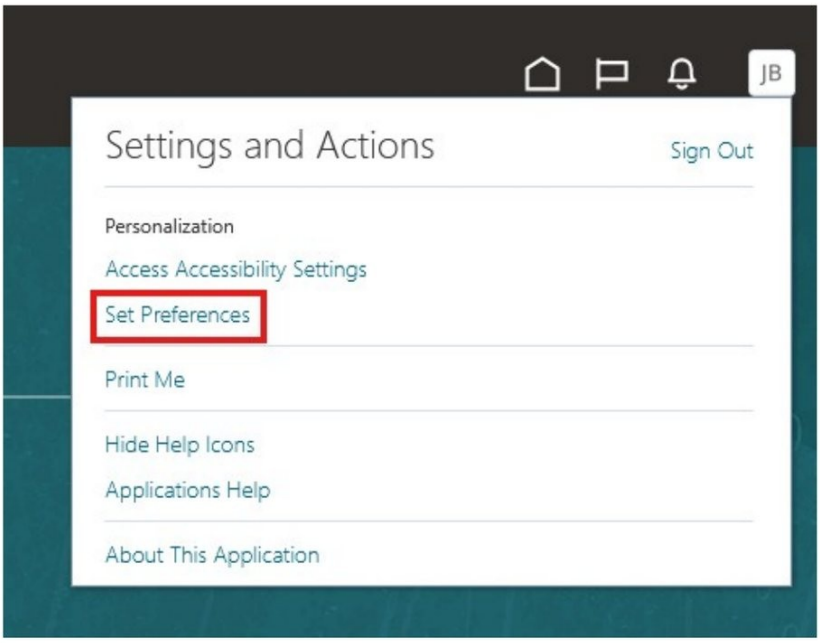
- Open user preferences
- Access Password settings
- Select Manage Secure Verification
- Add or manage an MFA method

APPENDIX A • MFA MANAGEMENT • REFERENCE 1 OF 4

Part 4: Configure another MFA method later

9 Open Settings and Actions

After signing in to the Supplier Portal, open the Settings and Actions menu and select Set Preferences.

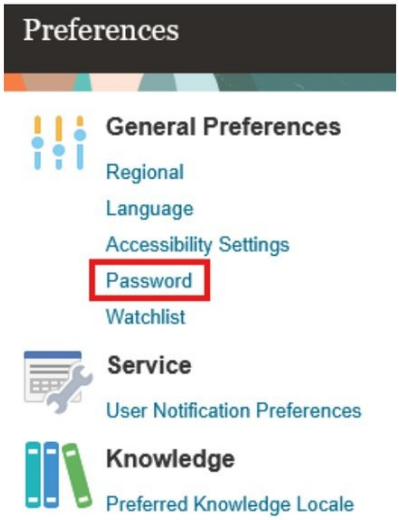


Settings and Actions menu with Set Preferences selected

APPENDIX A • MFA MANAGEMENT • REFERENCE 2 OF 4

10 Open Password preferences

On the Preferences page, select Password under General Preferences.



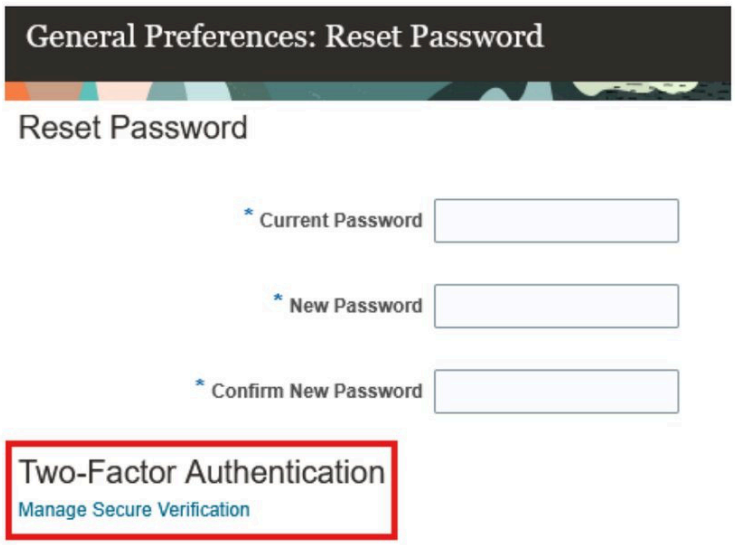
Preferences page with Password selected

APPENDIX A • MFA MANAGEMENT • REFERENCE 3 OF 4

McGraw Hill | Supplier Portal

11 Manage secure verification

On the Reset Password page, find Two-Factor Authentication and select Manage Secure Verification.

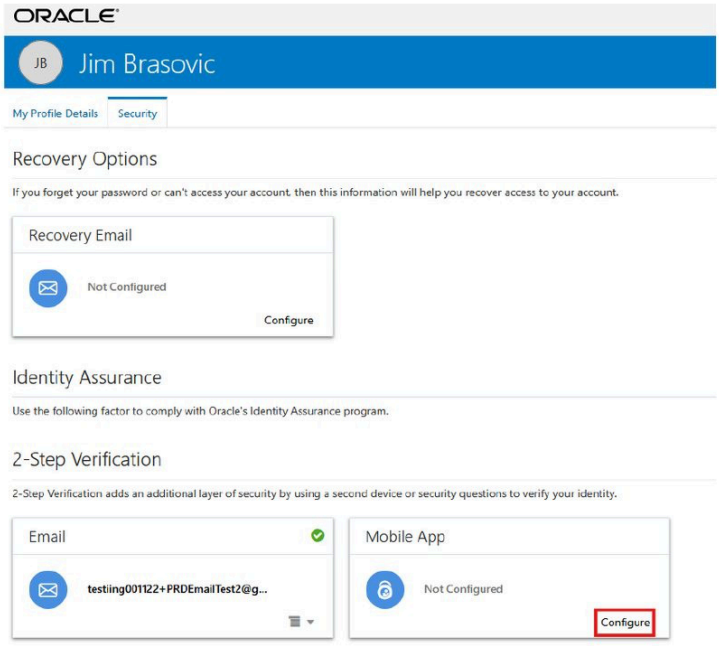


Manage Secure Verification link

APPENDIX A • MFA MANAGEMENT • REFERENCE 4 OF 4

12 Configure the additional method

On the Security tab, select Configure for the method that is not yet set up. Follow the corresponding Email or Mobile App instructions in this guide.



Security page for configuring an additional factor

Need help?

If you experience difficulty setting up MFA or accessing the Supplier Portal, please complete our Supplier Support Request form, selecting **Multi-factor Authentication (MFA)** in the ***'I need assistance with:'*** field.

When requesting help: Do not send your password, verification code, QR code, or authenticator setup key.

Help and resources

If you experience difficulty accessing the portal, enrolling in MFA, or completing the profile, use the Supplier Support Request Form. For MFA issues, select “Multi-factor Authentication (MFA)” in the “I need assistance with” field.

!

Do not include sensitive credentials in a support request
Never send your password, one-time verification code, QR code, or authenticator setup key.

MFA User Guide: Open MFA User Guide

Step-by-step help for first-time MFA enrollment and verification.

Supplier Support Request Form: Open Supplier Support Request Form

Request help with portal access, MFA, profile maintenance, or unavailable bank/branch information.

Supplier Portal Resources: Open Supplier Portal Resources

McGraw Hill supplier policies and portal resources.

Invoicing Instructions: Open Invoicing Instructions

Purchase-order invoicing instructions, when applicable.

Viewing Invoices and Payments: Open Viewing Invoices and Payments

Quick guide for invoice status and payment status.

Thank you for partnering with McGraw Hill.

McGraw Hill Supplier Management Team

Appendix B

Supplier Portal Onboarding Quick Guide

Use the one-page Quick Guide as a condensed reference to the full onboarding process. The complete guide remains the source of truth for detailed instructions, country-specific requirements, and screenshots.

Quick Guide coverage

- Password creation and Supplier Portal access
- First-time MFA enrollment
- Profile, tax, address, contact, and banking updates
- Save, review, submit, and request-status checks

McGraw Hill Supplier Portal
How To Complete Your Profile

Note: *User should receive two onboarding emails from no-reply@oraclesas.mheducation.com and one from no.reply_accounts.payable@mheducation.com . The Accounts Payable email contains links to profile, invoice/payment, documentation, MFA, and support resources.*

1. Click the reset password link in the email with subject: ***Oracle Fusion Applications-Welcome E-Mail.***
2. Enter a new password, then confirm that password.
3. Click *Access the application* in the email with subject: ***Supplier Contact User Account for McGraw Hill's Supplier Portal was Created.***
4. User ID is the email address that received the welcome email. Password is the one created in step 2.
5. **Set up multi-factor authentication (MFA)** when prompted. Select one of the methods currently available to you: Email or Mobile App. Supported mobile apps are Oracle Mobile Authenticator and Google Authenticator. See the **MFA User Guide** for step-by-step instructions.
6. From the Oracle Home page, select the *Supplier Portal* tab, then click the *Supplier Portal* tile.
7. On the Supplier Portal page, click the *Company Profile* card.
8. Click *Edit* at the top right of the page.
9. Click *Yes* to acknowledge that a profile change request will be created.

Note: Fields marked with an asterisk (*) are mandatory; however, suppliers are encouraged to complete as much of their profile as possible.

10. In *Change Description* , enter a brief description of the changes being made.
11. **Organization Details:** Choose the appropriate *Tax Organization Type* and attach required documentation .
12. **Tax Identifiers:** Select Taxpayer Country and enter Taxpayer ID. If applicable, select Federal Reportable and Income Tax Type. For VAT/sales tax, enter Tax Country, Tax Registration Type, and Tax Registration Number.
13. **Addresses:** Review existing addresses; click “+” to add new. Enter Address Name, Country, address lines, postal code, and appropriate Address Purpose(s). Put Attn: information in Address Line 1 and the delivery address in Address Line 2.
14. **Contacts:** Review existing contacts; click “+” to add new. Enter name, phone, and email. Select Administrative Contact to allow user administration and Request User Account to invite a new portal user.
15. **Payments:** Open Bank Accounts; review existing accounts or click “+”. Choose bank country and enter Account Number. For IBAN, enter the **full IBAN in both Account Number and IBAN fields.**

    • Search Bank Branch using Search > Advanced > Add Fields > BIC Code. Change “Starts With” to “Contains.” Search by ABA/Routing in Branch Number or by BIC/SWIFT in BIC Code. Select the matching line and click OK; Bank Name auto-populates.

Note: Branch Name does not affect payment success. If the Bank or Bank Branch is unavailable, use the Supplier Support Request form .

16. Click *OK* to add the bank account.
17. Click **Save** at the top right.
18. Click **Review Changes** and verify the summary.
19. Click **Submit.** A successful submission displays a confirmation and request number.
20. Check request status by returning to Manage Profile. Status changes to Processed after review and approval.

MFA User Guide: Open MFA User Guide

Appendix C

Clickable Supplier Resources

Use the links below from the Word attachment or PDF reference copy.

MFA User Guide

First-time MFA enrollment and verification instructions.

Required Documentation by Country

Current tax, banking, and supporting-document requirements by country and entity type.

Supplier Portal Resources

McGraw Hill Supplier Portal access, guidance, and resources.

Supplier Support Request Form

Request help with portal access, MFA, profile maintenance, or bank/branch availability.

Invoicing Instructions

Purchase-order invoicing instructions.

Viewing Invoices and Payments

Quick guide for invoice and payment status.

Security reminder: Never share passwords, verification codes, QR codes, or setup keys in support requests.