

West Virginia University's New Supplier Portal FAQ's

Q. What is Total Supplier Manager?

A. Total Supplier Manager is West Virginia University (WVU)'s new supplier registration and maintenance module within Mountaineer Marketplace. The tool is a Jaggaer product.

Q. How is this process different from the old system?

A. WVU suppliers will now register through WVU's new online supplier portal. Departments will submit a request to register a supplier or update an existing supplier through the Supplier Request form(s) in Mountaineer Marketplace. The Supplier Registration team in Procurement, Contracting and Payment Services (PCPS) will then send the supplier an email invitation to register through the online portal. The supplier will securely upload the W9 directly in the online portal rather using Filelocker.

Q. Is this system required for all suppliers?

A. Yes, this system will be the only way to register new suppliers and update existing suppliers, including corporations, individuals, non-profits, partnerships, government organizations, etc.

Q. I am going to do business with WVU (i.e. receiving a purchase order for goods and services). What do I need to do?

A. If you have provided a WVU department with a quote for goods/services and you are not an already registered supplier in our system, that WVU department will then need to submit a request form in our Mountaineer Marketplace tool to register you as a supplier. WVU's Supplier Registration team will then email you an invitation to complete an online profile in the new supplier portal. You will be required to answer questions related to your company/organization (i.e. address, contacts, payment method) and upload your current W9/W8 form.

Q. Who is permitted to be the primary contact for a supplier's profile?

A. The individual serving as the primary contact for a supplier's profile must be designated by the company/organization as the appropriate person to provide tax identification and bank account information for that company/organization.

Q. I have done business with WVU in the past, but my information has changed. What do I need to do?

A. Log into your profile, update the applicable information, and submit. WVU's Supplier Registration team will then receive a notification of the changes. This will trigger our team to send you an "Invitation" to register (fully and accurately) to the profile type of your company.

Q. How can I find the status of my registration?

A. Within the supplier portal, you will have access to view a dashboard of your registration status. You can also choose to receive email notifications from the system.

Customer Portal Access ?		
Customer	Registration Status	Customer Contact
West Virginia University Supplier Portal	Complete	WVU Supplier Portal Support
View All Registrations		

Q. I would like to register to receive payments via ACH/direct deposit or virtual card. What should I do?

A. If you would like to receive payments via a one-time use virtual credit card, please update your payment method on your profile to Virtual Card. The WVU Supplier Registration will be notified of your requested changes and will work with you to sign up for that payment method.

If you would like to register for payments via ACH/direct deposit, please update your payment method on your profile to ACH. The WVU Supplier Registration will be notified of your requested changes and will work with you to sign up for that payment method. This may require an additional step of registering with the State of West Virginia’s eVendor Payments, depending on the funding source that will pay your invoices.

Q. I have an issue/question with their profile in Total Supplier Manager. What should I do?

A. Please contact Jaggaer support for technical questions about their profile. This can be done by clicking your profile icon in the top right of the home screen and selecting “Return to Jaggaer Supplier Network.” That will then return you to a dashboard they can contact Jaggaer directly through.



JAGGAER

JAGGAER has activated our Emergency Response Plan around COVID-19. We are keenly aware of our relevance in the global supply chain and take very seriously our obligation to maintain business continuity across our entire network. You should see no disruption in day-to-day operational activities.

Find Invoice ?

[Advanced Search](#)

To check payment status of an invoice or send a message to a customer regarding an invoice, please enter the invoice number then click the "Search" button.

Invoice Number(s)

Multiple values can be separated by a comma(,).

Need Assistance? ?

Help

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Training

[Online Training and Support](#)

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JAGGAER Support 1

Still have questions? [Contact Us](#)

If you have a question specific to West Virginia University, please have them contact supplierregistration@mail.wvu.edu.

Q. I am interested in doing business with WVU. How can I request notifications for Requests for Proposals, Bids, Quotes, etc.

Information on how to receive notifications for sourcing events can be found here: <https://procurement.wvu.edu/suppliers/prospective>.