

## **New Supplier Request Process FAQ's – Internal WVU**

### **Q. What is Total Supplier Manager?**

A. Total Supplier Manager is 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 & 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. Am I required to use this system, or can I just email a W9 to the Supplier Registration Team?**

A. Yes, this system will be the only way to register new suppliers and update existing suppliers.

### **Q. I need to register a new supplier that I need for a requisition or payment. What should I do?**

A. Submit a New Supplier – NON WVU Employee request form in Mountaineer Marketplace. Make sure to include the most current contact information for the supplier.

### **Q. I need to register a WVU employee for a payment. What should I do?**

A. Remember – registration is not needed if you only need to reimburse the WVU employee for travel or other expenses. Registration for reimbursements is handled through the MyExpenses integration process and requires no action by the employee or department. Registration is only needed when you need to pay the employee for a service (i.e. royalty). When a true payment for services is needed, submit a New Supplier - WVU Employee request form in Mountaineers Marketplace.

### **Q. I need to register a WVU Research Corp or WVU Hospitals employee for a reimbursement or payment. What should I do?**

A. WVU Research Corp or WVU Hospitals employee is technically considered a supplier in WVU's financial systems. If a reimbursement or payment needs to be made to a WVU Research Corp or WVU Hospitals employee, Submit a New Supplier – NON WVU Employee request form in Mountaineer Marketplace. Make sure to include the most current contact information for the supplier.

**Q. A supplier is already registered, but they have changed their address. What should I do?**

A. If the supplier is not a WVU Employee, submit an Update Existing Supplier request form in Mountaineer Marketplace. Make sure to include the most current contact information for the supplier. If they are a WVU employee, they must go into MyHR and change their address themselves.

**Q. Do I need to get the W9/W8 from the supplier? If I have a W9/W8 how should I send it to the Supplier Registration team?**

A. The supplier will be required to upload the W9/W8 to their profile in WVU's supplier portal.

**Q. How can I find my previously submitted supplier requests?**

A. In Mountaineer Marketplace, click on the Suppliers icon on the left of your screen. Then click Requests -> My Supplier Requests. You can then filter based on the request status or supplier name.

**Q. How will I know if the Supplier Registration team has completed the supplier registration?**

A. The Supplier Registration team will email the individual who submitted the supplier request to let them know the registration is complete and the supplier is available for processing payment / PO.

**Q. I can see the supplier in Mountaineer Marketplace, but they are inactive. Do I need to submit a supplier request?**

A. Yes, submit an Update Existing Supplier request to ask that the supplier be reactivated. Make sure to include the most current contact information for the supplier.

**Q. The individual I am trying to register doesn't have email. What should I do?**

A. If an individual you are trying to register doesn't have email, please note that on the supplier request and provide any contact information you do have for them.

**Q. I don't have contact information for the supplier. What should I do?**

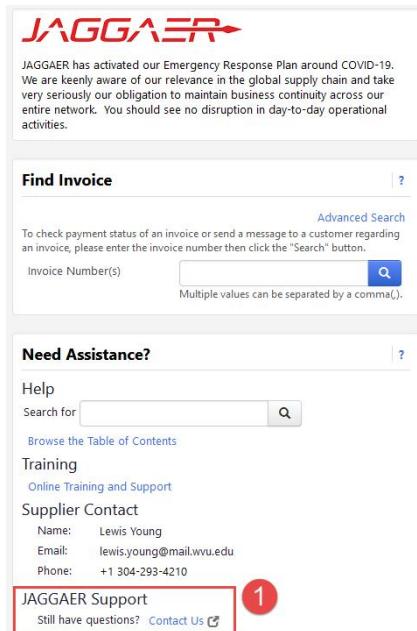
A. Please provide any and all information that you have for the supplier (i.e. web address or phone) and include additional information as to how it was determined this supplier needed to be registered.

**Q. The supplier is already registered but would like to register to receive payments via ACH/direct deposit. What should I do?**

A. If the supplier is paid with WVU Research Corporation Funds, they can provide their banking information in their profile in the online portal and the Supplier Registration team will then work with them to validate the information and set them up for electronic payments. If the supplier is paid with West Virginia University funds, they will need to register directly with the West Virginia State Auditor's Office to receive eVendor Payments. The Supplier Registration team in PCPS can provide that contact information to the supplier.

**Q. A supplier contacted me about an issue/question with their profile in Total Supplier Manager. What should I do?**

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



If they have a question specific to West Virginia University, please have them contact [supplierregistration@mail.wvu.edu](mailto:supplierregistration@mail.wvu.edu).