



## **Supplier Portal Frequently Asked Questions**

- 1) **What is a “supplier”?** Any individual, company, or organization that will receive a payment from AU Accounts Payable. This includes payments on purchase orders or non-PO related payments, such as honorariums and awards.
- 2) **How do I request a new supplier, view the status of my request or search for suppliers?** For step by step instructions please see the new supplier portal guide located on the PBS website under the Supplier Guide section.
- 3) **Is training provided to use the system?** Supplier Portal Guides are available on the PBS website for assistance with Supplier Portal registration. Additional resources are available on the Procurement website.
- 4) **Who can I contact regarding the Supplier Portal?** Questions related to requesting suppliers and the supplier registration process should be directed to [supplierhelp@auburn.edu](mailto:supplierhelp@auburn.edu).
- 5) **Why do I need to register my company’s information into USF’s Supplier Portal?** All payments are issued to registered entities at Auburn University. The registration process allows you to provide required tax, diversity, insurance, and other information through a secure web site. As a registered supplier, you maintain the current information about you or your business in the portal.
- 6) **I am a current AU supplier; do I still need to register my company information into the portal?** If you are current AU supplier or have done business with us in the past, your information may already be stored within our database. However, in order to access or update your information registration will be required.
- 7) **What information is needed to complete the registration form?** The registration form will request your company’s information, including but not limited to, your company’s legal name, DBA name, contact information, Tax Identification Number (TIN), remittance information, and insurance. The registration also will request diverse and small business information.
- 8) **How long will it take me to register my company information?** On average, the registration form will take approximately 15 minutes to complete, considering you have all the required information gathered and on-hand.
- 9) **Can I save the registration and complete it at a later time?** Yes, the supplier portal does allow you to save your information during the registration process.

- 10) ) **How will I know AU has received my registration?** Once you have completed the registration form and click the "Submit" button, a confirmation screen will appear informing you that your registration has been submitted for review. You will also receive an email confirming your submission.
- 11) **How do I access AU's supplier portal?** If you are an invited supplier, you must use the Register Now link contained in the invitation email to access your profile. If you do not receive the link, please contact [supplierhelp@auburn.edu](mailto:supplierhelp@auburn.edu). If you start your registration, but need to come back to it at a later date, you can access your profile here: [aub.ie/supplier](http://aub.ie/supplier)
- 12) ) **I need assistance in completing the Individual Supplier Registration form. Who do I contact?** For assistance in completing the Individual Supplier Registration form, we encourage you to review the Supplier Portal Guide that is available on our website. If additional assistance is needed, you may contact us at [supplierhelp@auburn.edu](mailto:supplierhelp@auburn.edu).
- 13) **I have questions that these FAQ and the help "?" in the portal cannot answer - who can I contact?** Please review the information on the web here: <https://www.jaggaer.com/servicesupport/supplier-support/>. If you have further questions you can contact Supplier us at [supplierhelp@auburn.edu](mailto:supplierhelp@auburn.edu).
- 14) **What does Jaggaer do with the information I enter into my profile? Will it be sold or used for any purpose not described in this registration process?** See information at the following link for Jaggaer's privacy policy: <https://www.jaggaer.com/trustcenter/>
- 15) **Our Company's Primary Contact is no longer with the company and I need to gain access to the portal – what do I do?** Submit a support ticket here: <https://www.jaggaer.com/service-support/supplier-support/>