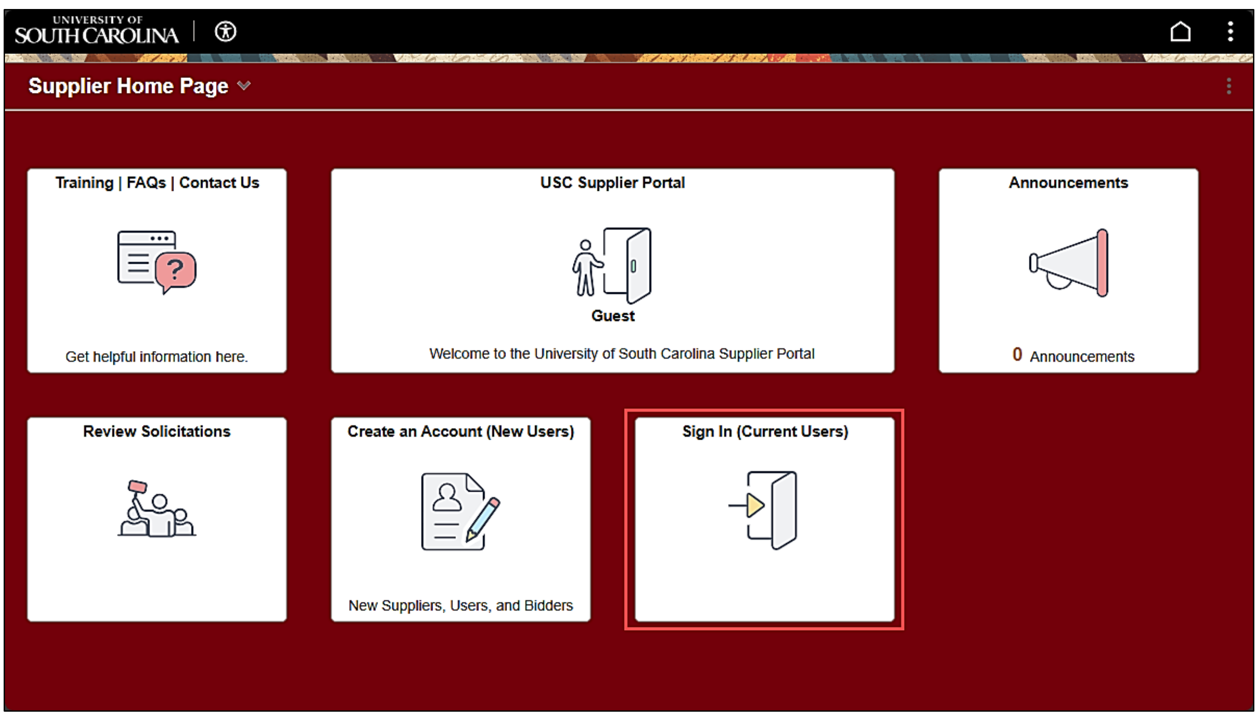
UNIVERSITY OF
South Carolina

Office of the Controller
General Accounting – Supplier Self-Service Portal
ACH Update Change Request for a US Supplier

How to create a change request for a US Supplier using the Supplier Self-Service Portal:
This guide is intended for external suppliers wishing to do business with the University of South Carolina. The job aid outlines the necessary steps for a supplier to create a change request for an ACH update in the University of South Carolina's Supplier Self-Service Portal.

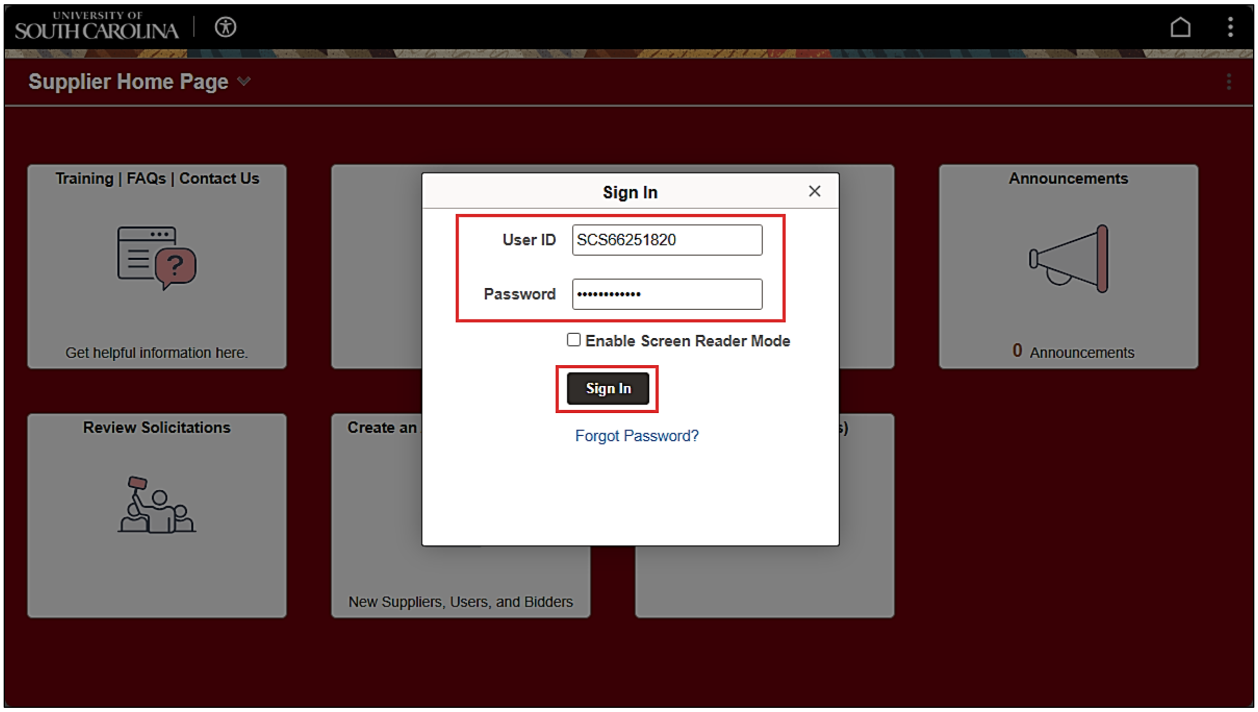
Step 1: After creating a User ID, the approved User ID will be received in an email. This User ID and the password created when completing the Request a User ID form will be used to sign in when a change request is needed.

Step 2: On the Supplier Home Page, click the **Sign In (Current Users)** tile to sign in, using your User ID and password.

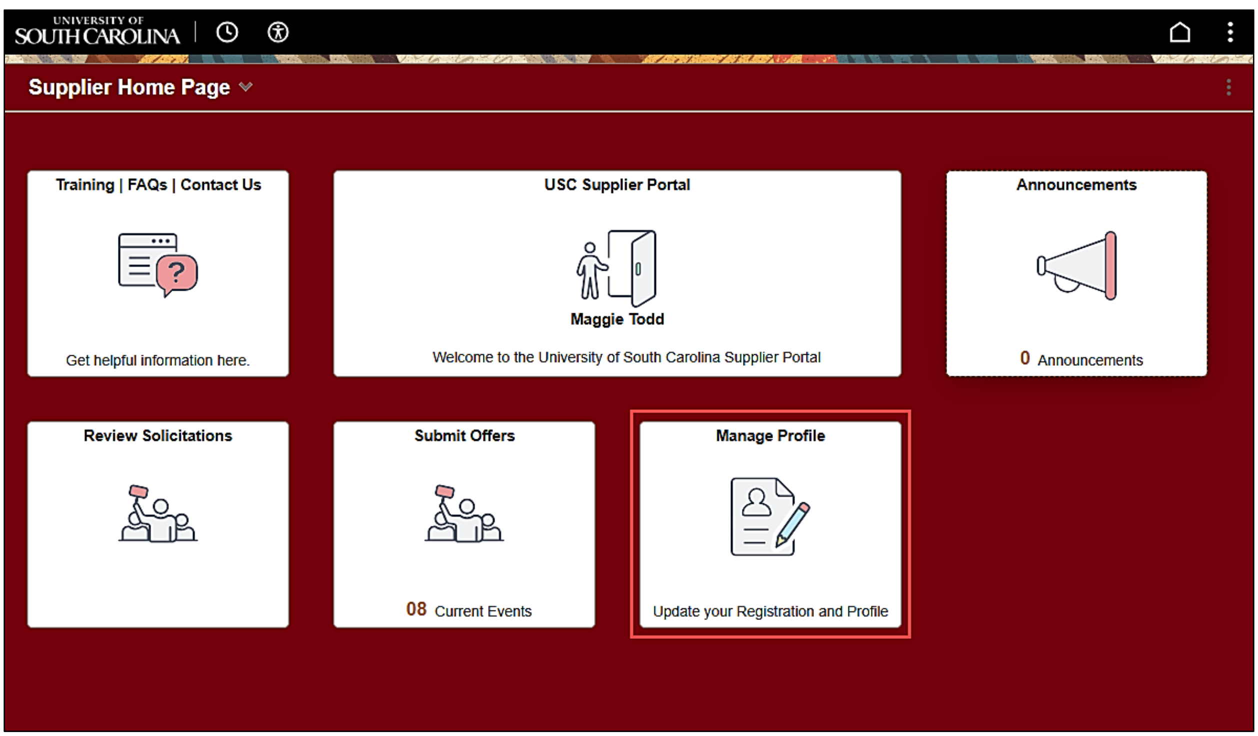


Step 3: Enter your **User ID** and **Password**.

Step 4: Click the **Sign In** button.



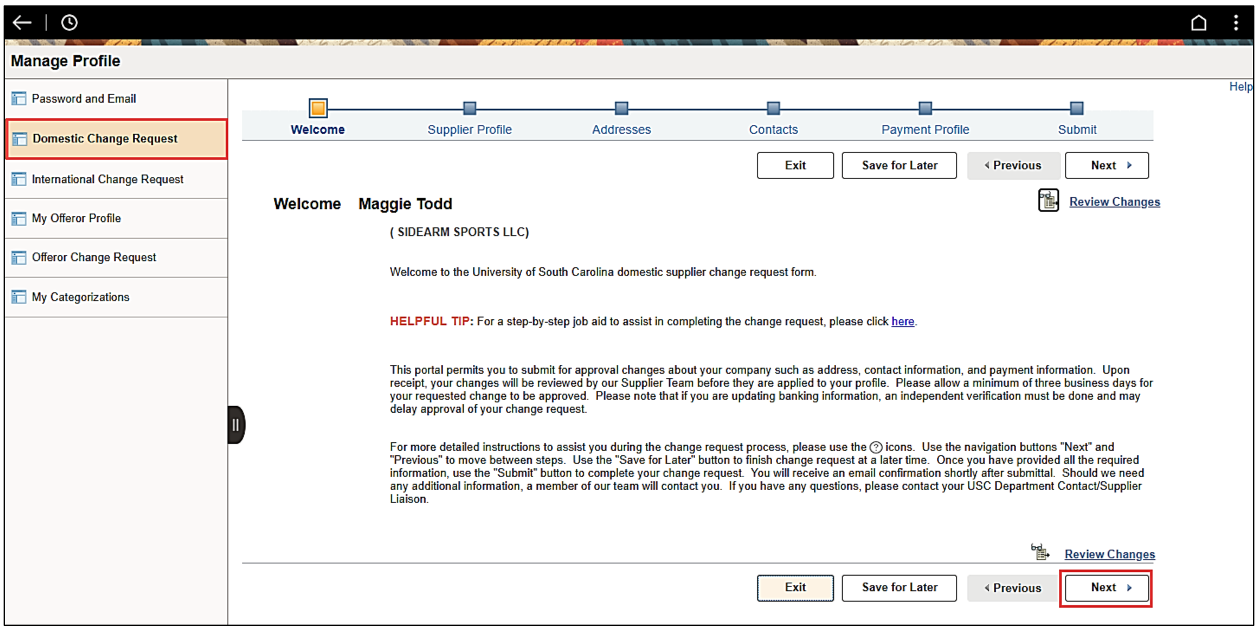
Step 5: Notice when you sign in the **Manage Profile** tile is now available. Click the **Manage Profile** tile to begin the change request.



Step 6: Select **Domestic Change Request**.

Note: If you have pending change requests, the first page you will see is the Supplier **Change Request Selection** page. If necessary, review the list of all pending change requests. If you do not need to review the pending change requests, click **Create New Request** to move on to the Welcome page. For this example, the supplier has no pending requests.

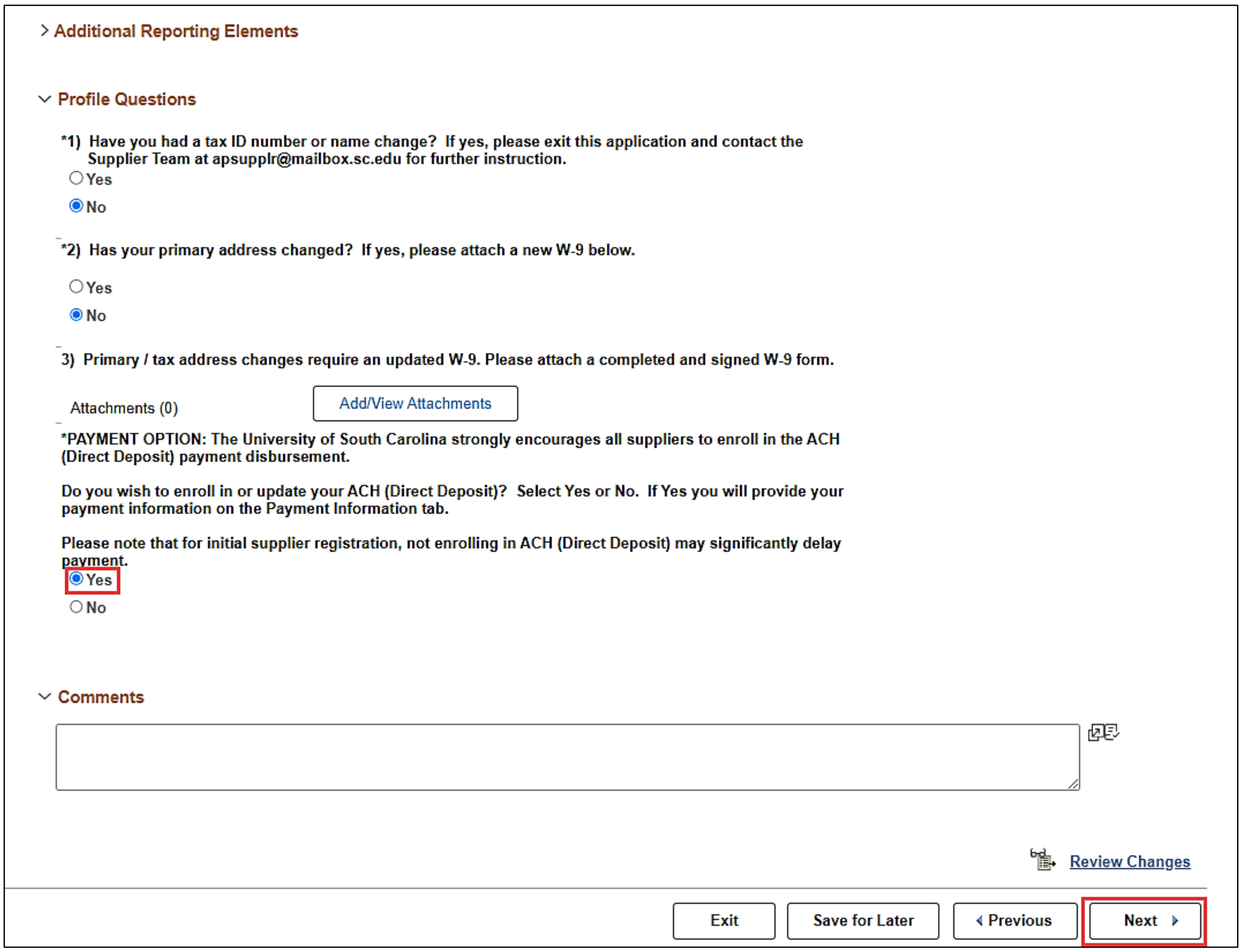
Step 7: Begin the change request process by reading the **Welcome** text, then click the **Next** button to move on to the Supplier Profile.



Step 8: Click the **expand arrow** to view and answer the **Profile Questions**. It is important to note that the first time you answer these questions, the same responses default when you create additional change requests. Be sure to always read each question carefully to ensure they are answered appropriately for that specific request.

Step 9: Click the **Yes** option to Question 3 regarding ACH payments.

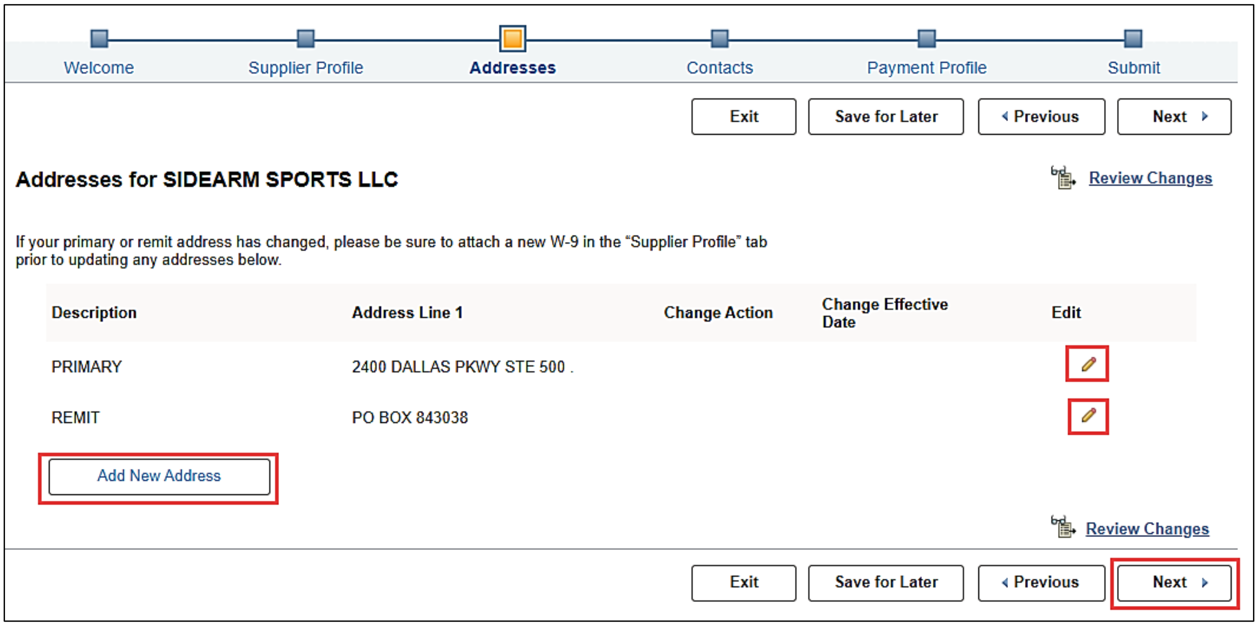
Step 10: Click the **Next** button to move on and add or edit an address.



Step 11: Click the **pencil icon** to edit an existing address.

Step 12: To add a new address, click the **Add New Address**. For this example, we are updating the **Remit** address. If applicable, checks will be sent to this address.

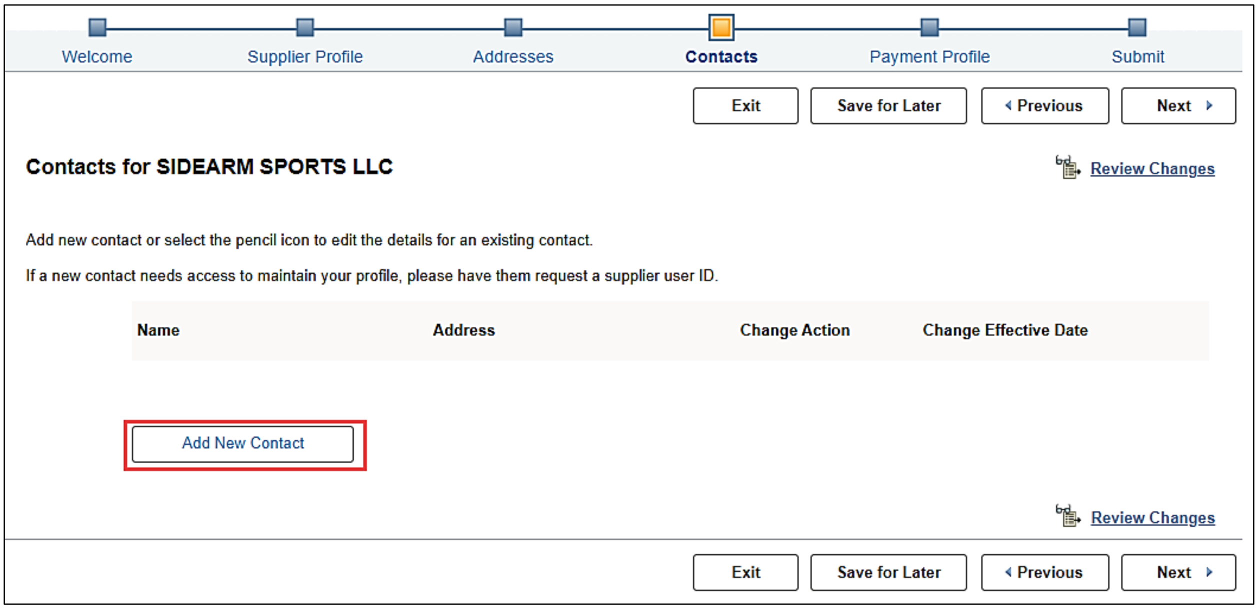
Step 13: Click the **Next** button to move on to Contacts.



Step 14: Use the **Contacts** page to add additional contacts or edit existing contacts.

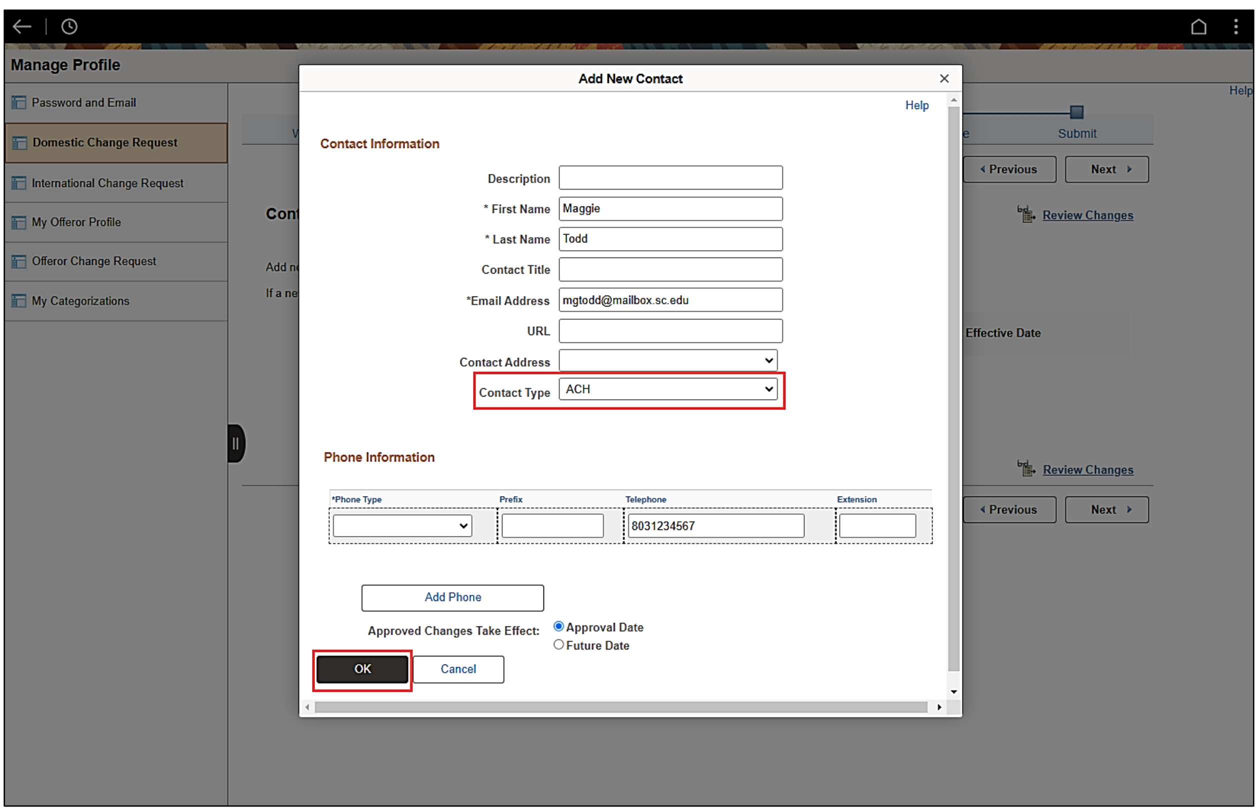
Step 15: Use the **pencil icon** to edit information for an existing contact.

Step 16: Use the **Add New Contact** button to add additional contacts.

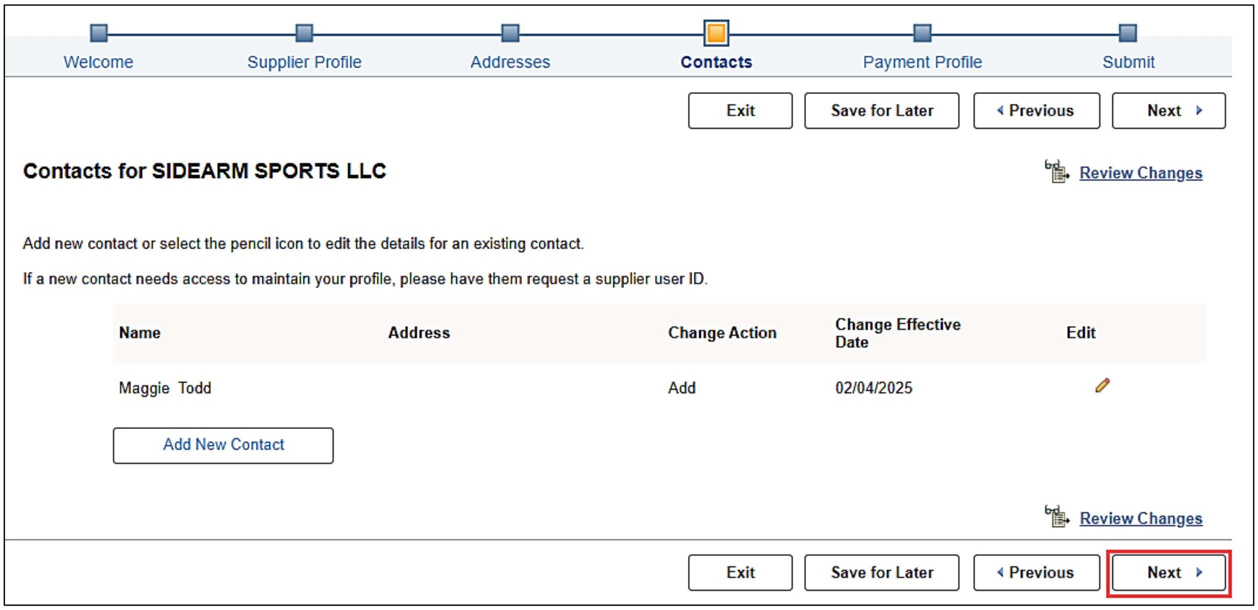


Step 17: Select **ACH** from the **Contact Type** drop down menu.

Step 18: Click the **OK** button.



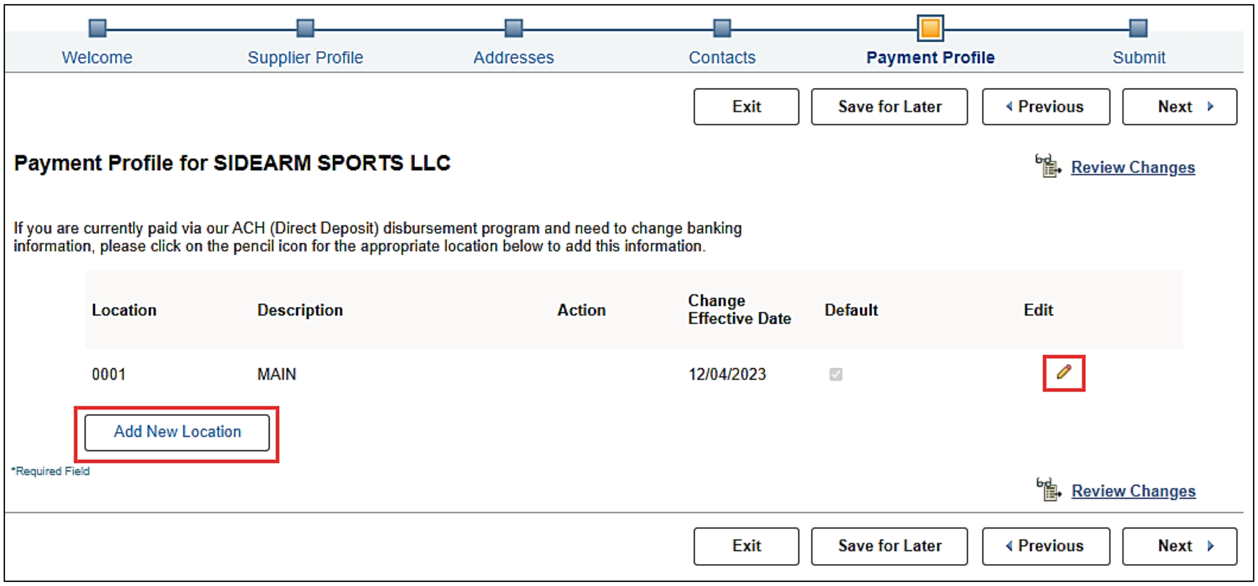
Step 19: Click the **Next** button to move on to Payment Profile.



The **Payment Profile** page is used to add or change payment information.

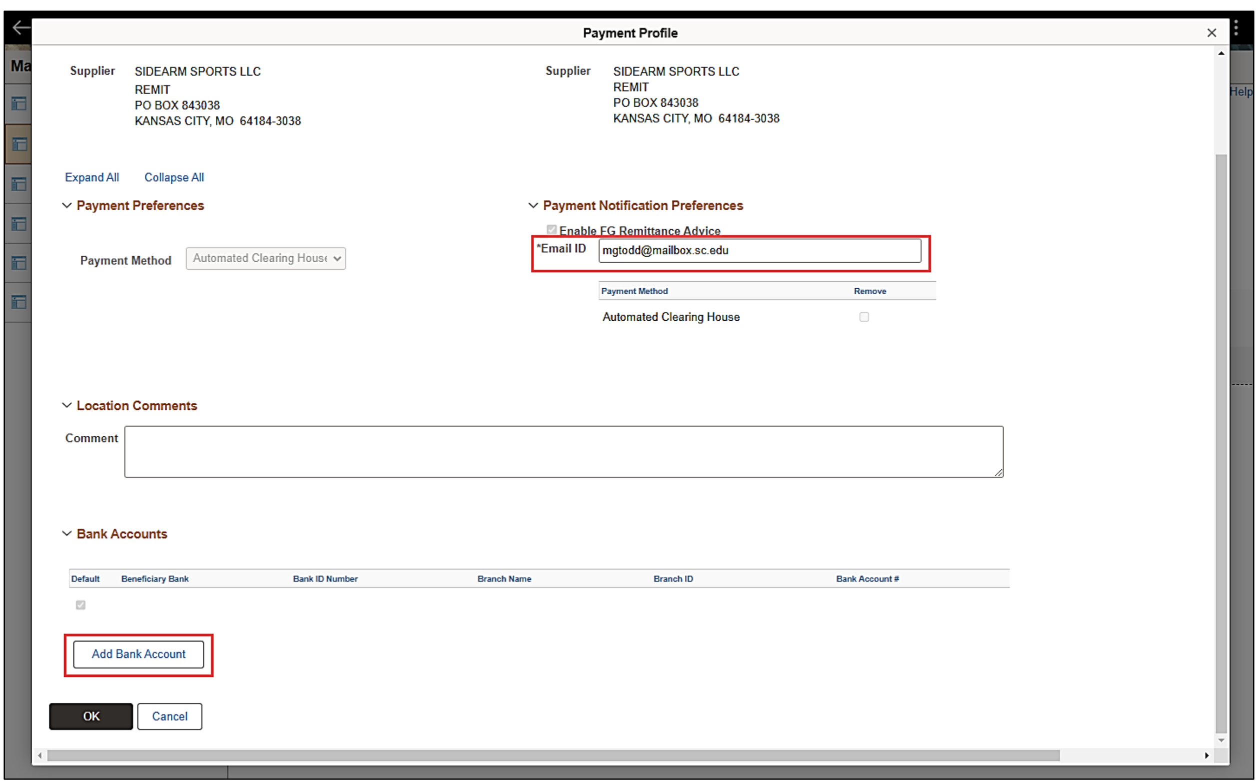
Step 20: Use the **pencil icon** to edit information If you are currently paid via our ACH (Direct Deposit) disbursement program and need to change banking information

Step 21: Use the **Add New Location** button to add banking information.



Step 22: Enter your email address under **Payment Notification Preferences.**

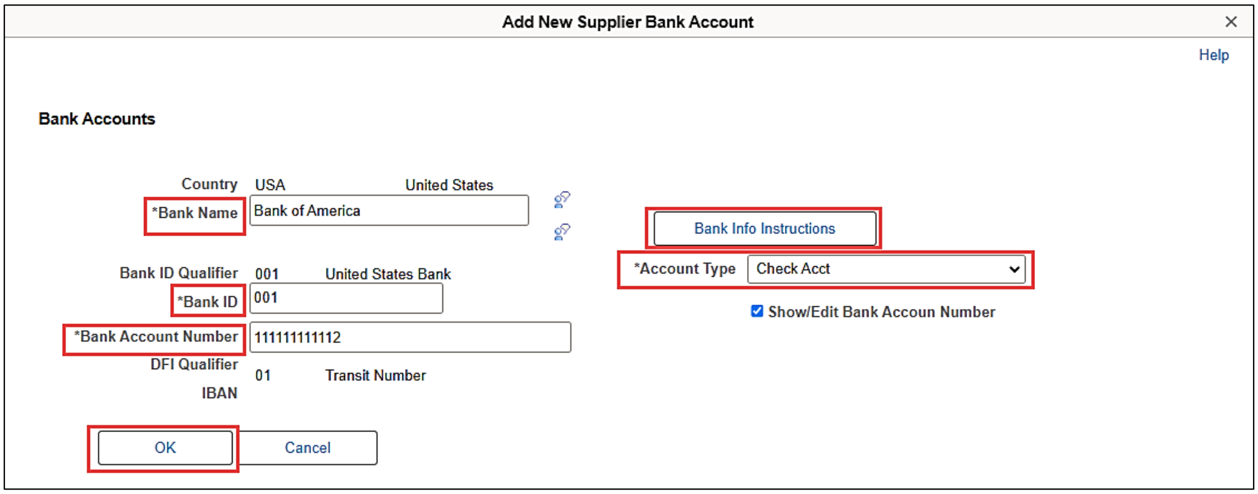
Step 23: Click the **Add Bank Account** button.



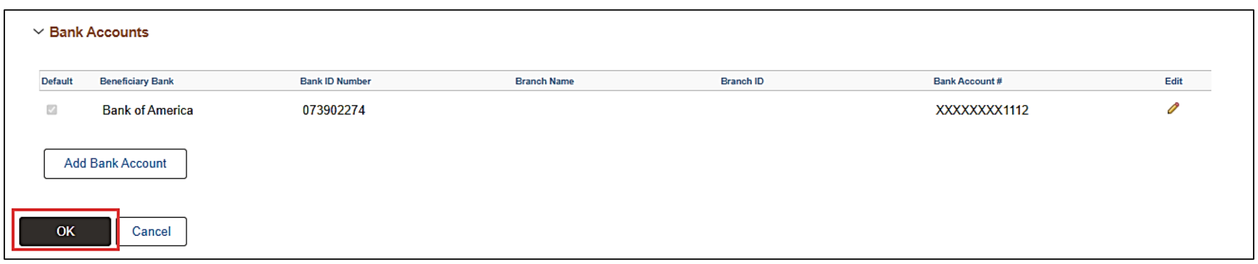
Step 24: Enter the **Bank Name, Bank ID, Bank Account Number.** Select the **Account Type** from the drop-down menu.

Note: Use the Bank Info Instructions button for more information.

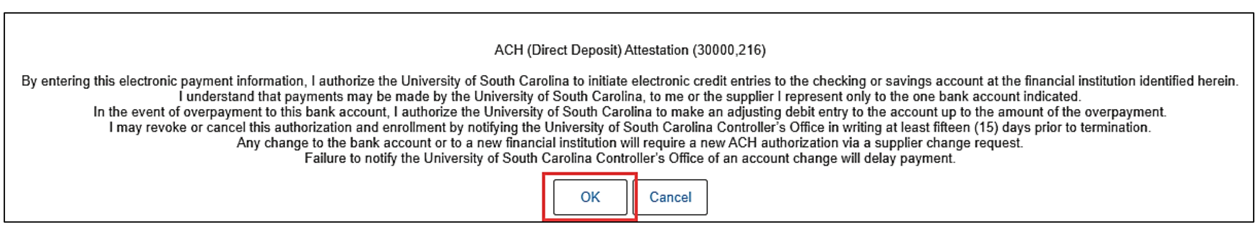
Step 25: Click the **OK** button.



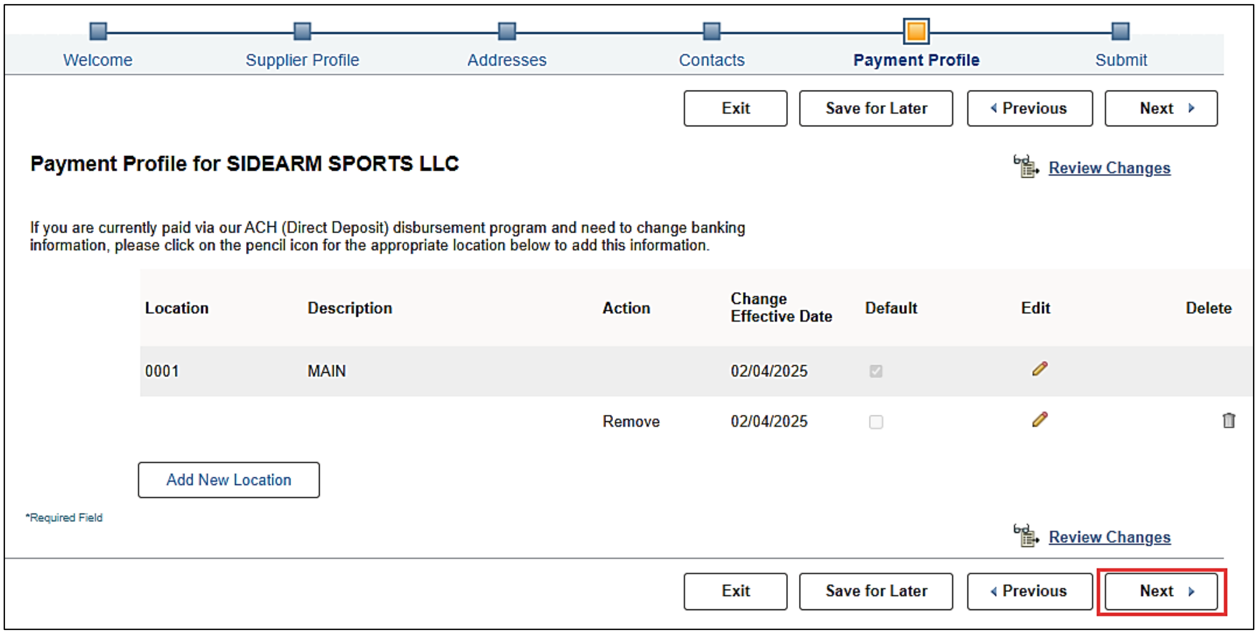
Step 26: The bank will be added under Bank Accounts. Click the **OK** button.



Step 27: The ACH (Direct Deposit) Attestation pop-up box will appear. Click the **OK** button.



Step 28: Click the **Next** button.



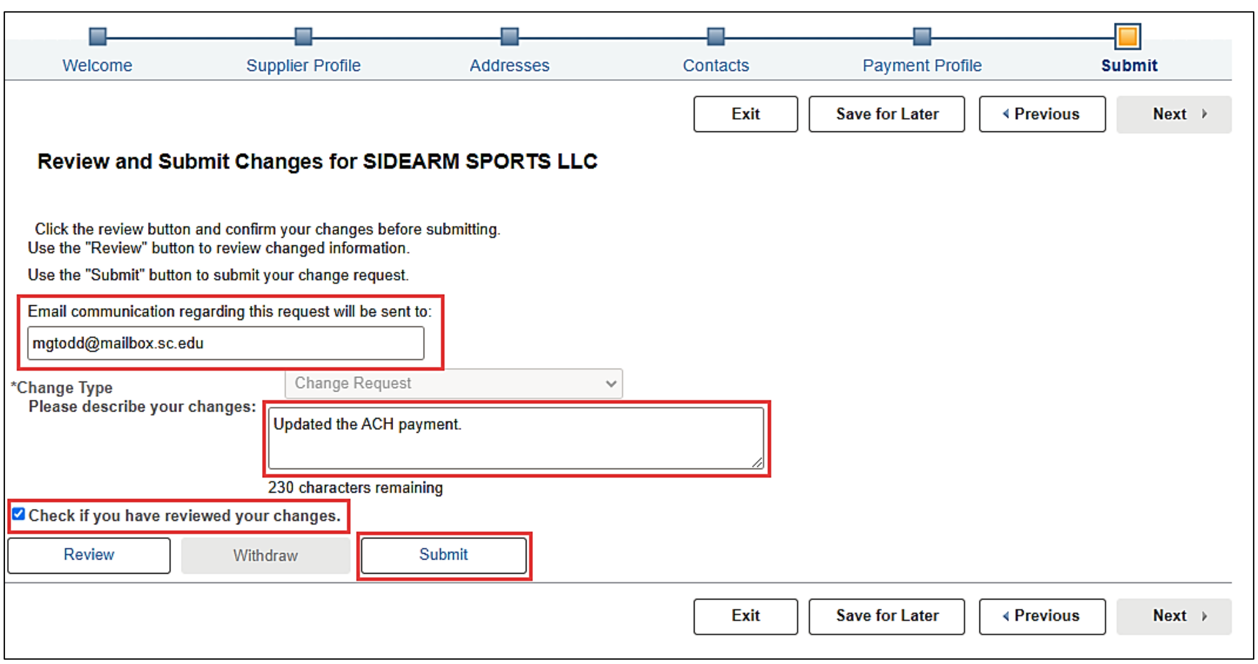
Step 29: Check to make sure the change request communications are going to the appropriate contact.

Step 30: Add a comment describing the change.

Step 31: Select the box to confirm that you have reviewed your changes.

Step 32: Click the **Submit** button.

Note: You can click the **Review** button to review the registration information. Click the **pencil icons** within the review page to make any necessary edits.



The supplier change request has been submitted. All Supplier Change Requests will be approved by the Supplier Team.

You will receive an email informing you the change request has been approved or additional information is needed.

Thank you for keeping your supplier information current and we look forward to continuing to do business with you!