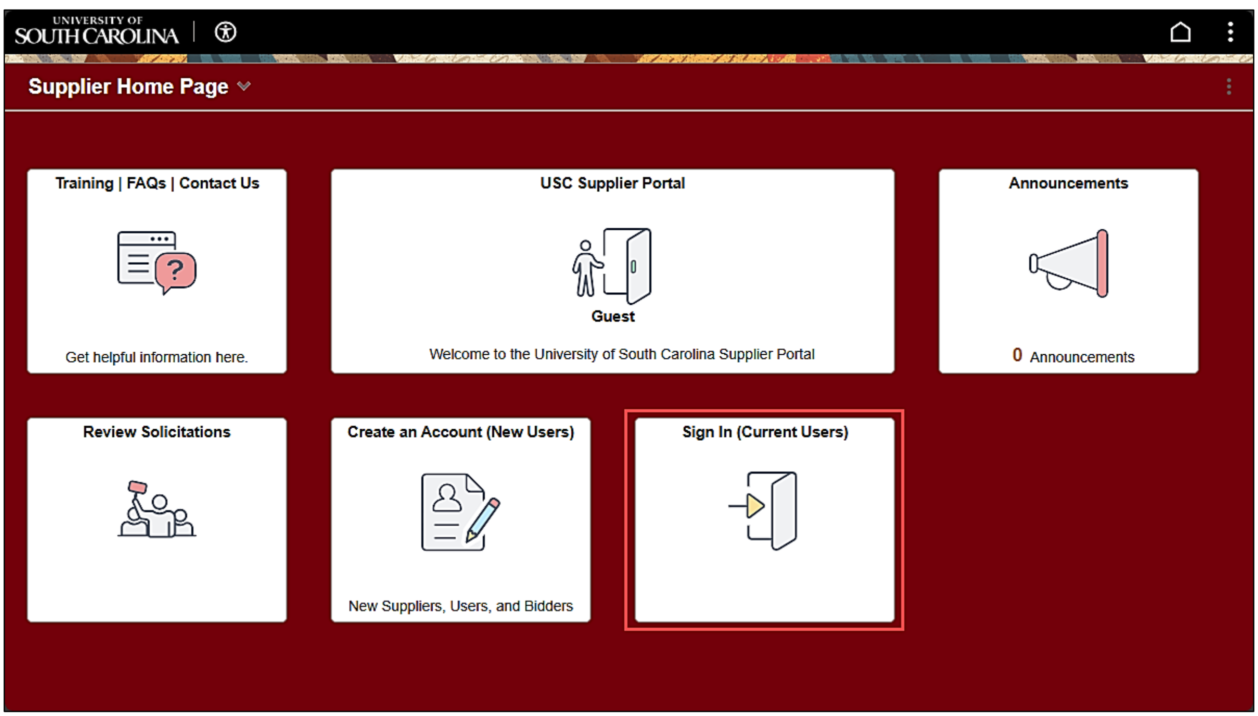
UNIVERSITY OF
South Carolina

Office of the Controller
General Accounting – Supplier Self-Service Portal
Address 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 address change in the University of South Carolina's Supplier Self-Service Portal.

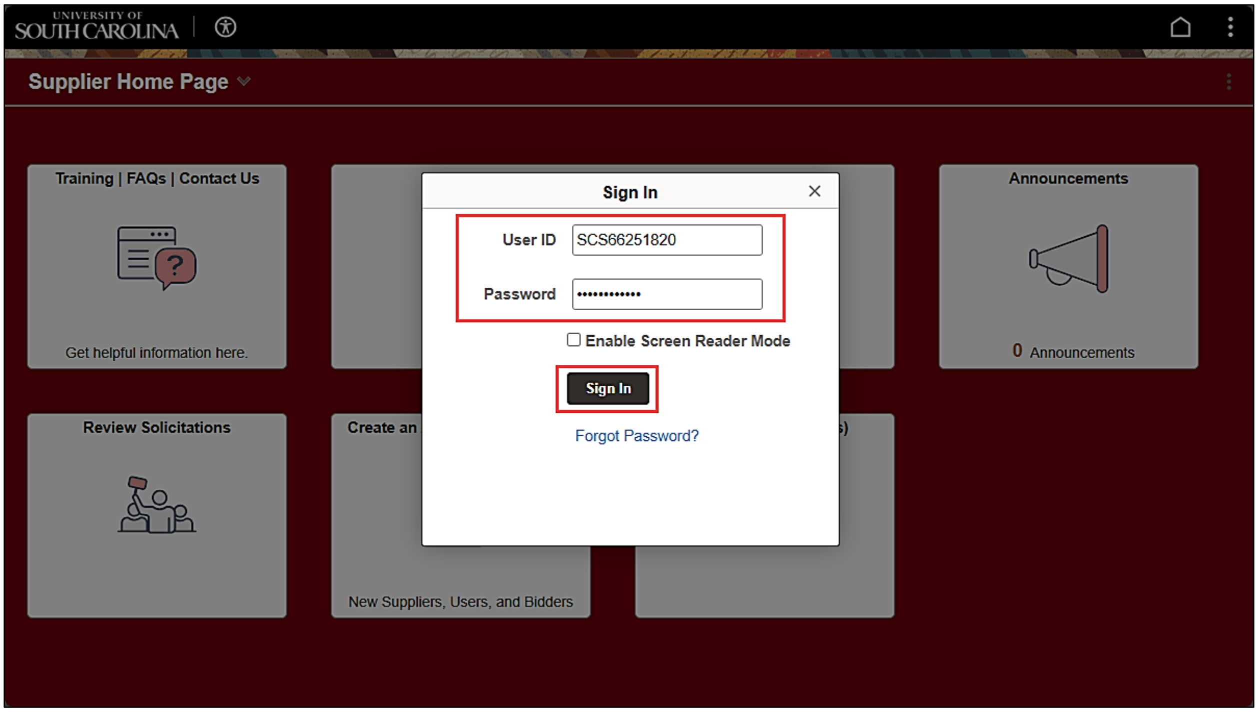
Step 1: After creating a User ID, the approved User ID will be received in an email. This User ID and the password created when completing the Request a User ID form will be used to sign in when a change request is needed.

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

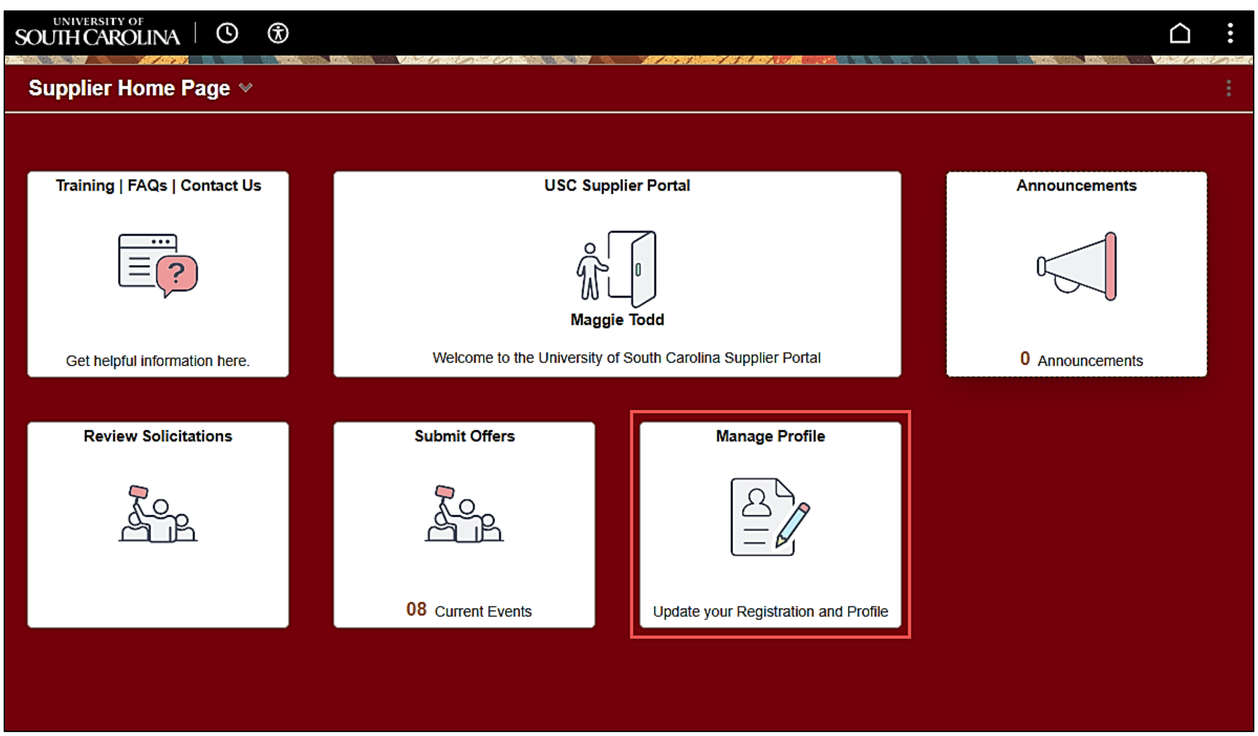


Step 3: Enter your **User ID** and **Password**.

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



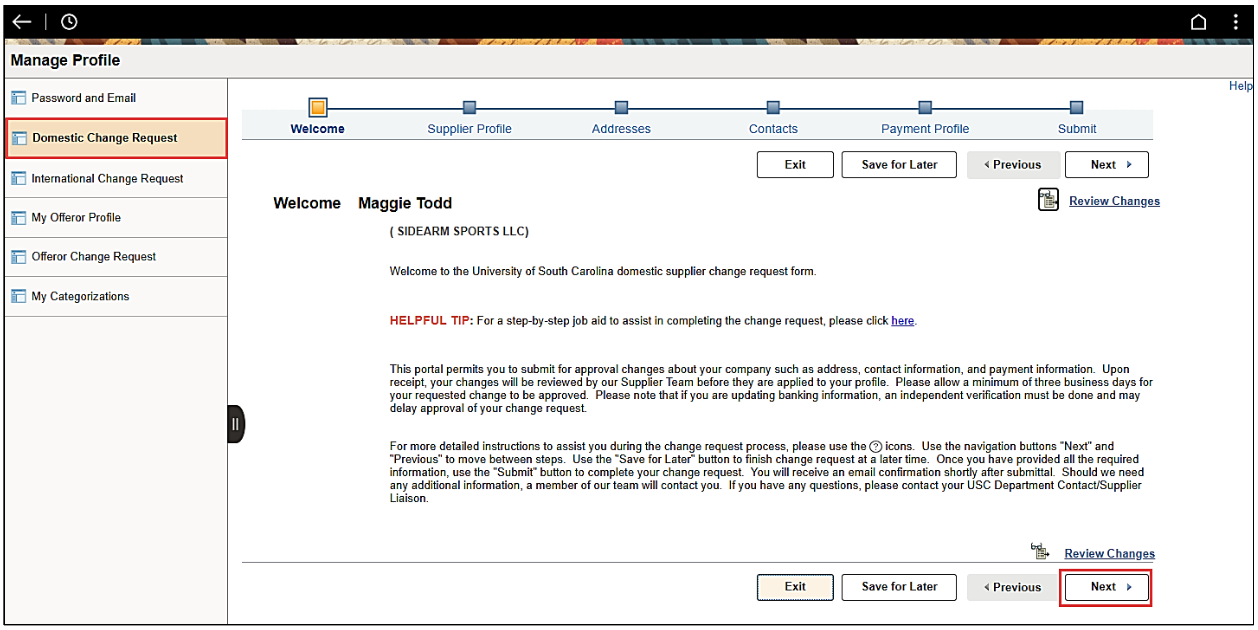
Step 5: Notice when you sign in the **Manage Profile** tile is now available. Click the **Manage Profile** tile to begin the change request.



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.

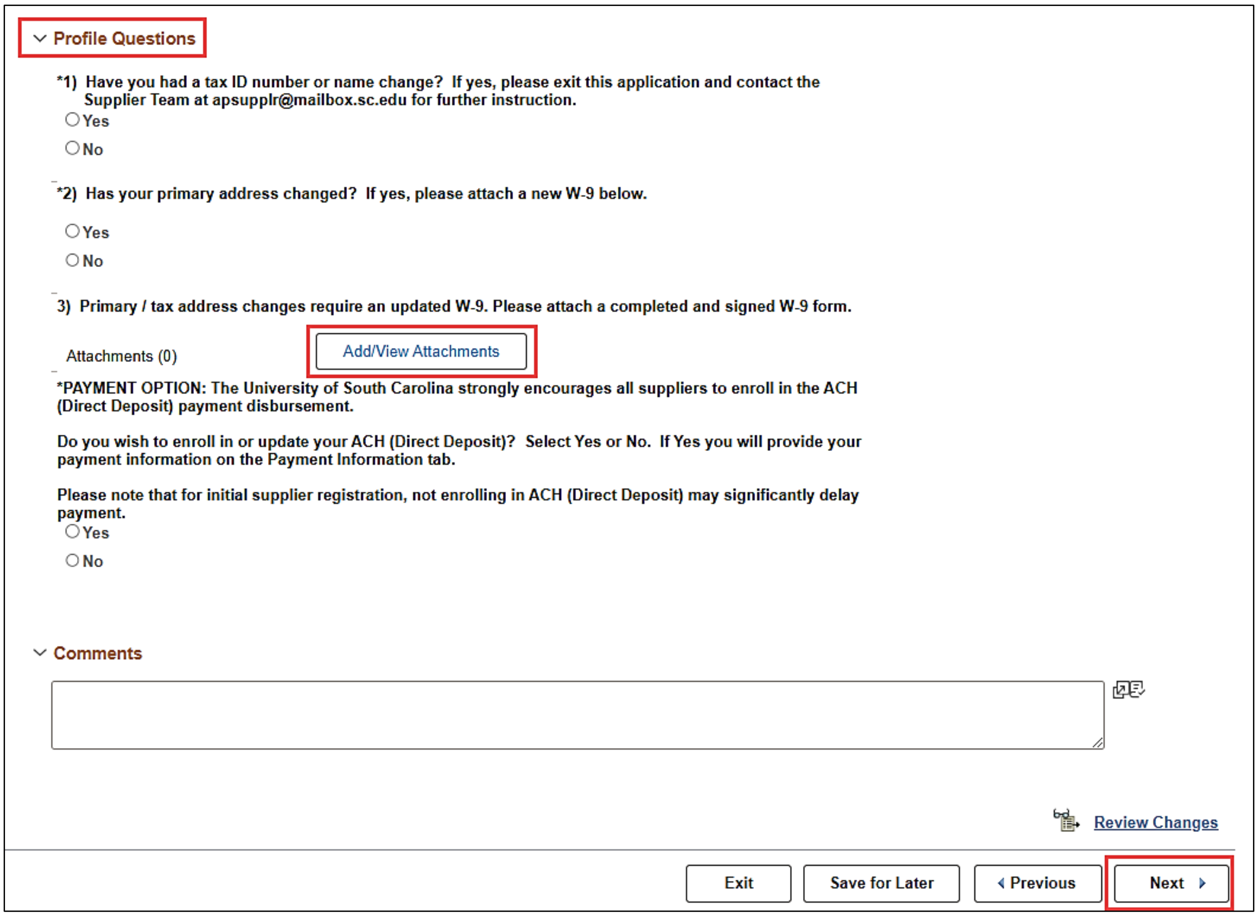


Step 8: Click the **expand arrow** to view and answer the profile questions. It is important to note that the first time you answer these questions, the same responses default when you create additional change requests. Be sure to always read each question carefully to ensure they are answered appropriately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

Step 9: Click the **Yes** option to Question 2: Has your primary address changed? If yes, please attach a new W-9 below.

Step 10: Attach a new **W-9** by clicking the **Add/View Attachments button.**

Step 11: Click the **Next** button to move on and add or edit an address.


Profile Questions

*1) Have you had a tax ID number or name change? If yes, please exit this application and contact the Supplier Team at apsupplr@mailbox.sc.edu for further instruction.

Yes

No

*2) Has your primary address changed? If yes, please attach a new W-9 below.

Yes

No

3) Primary / tax address changes require an updated W-9. Please attach a completed and signed W-9 form.

Attachments (0) Add/View Attachments

*PAYMENT OPTION: The University of South Carolina strongly encourages all suppliers to enroll in the ACH (Direct Deposit) payment disbursement.

Do you wish to enroll in or update your ACH (Direct Deposit)? Select Yes or No. If Yes you will provide your payment information on the Payment Information tab.

Please note that for initial supplier registration, not enrolling in ACH (Direct Deposit) may significantly delay payment.

Yes

No

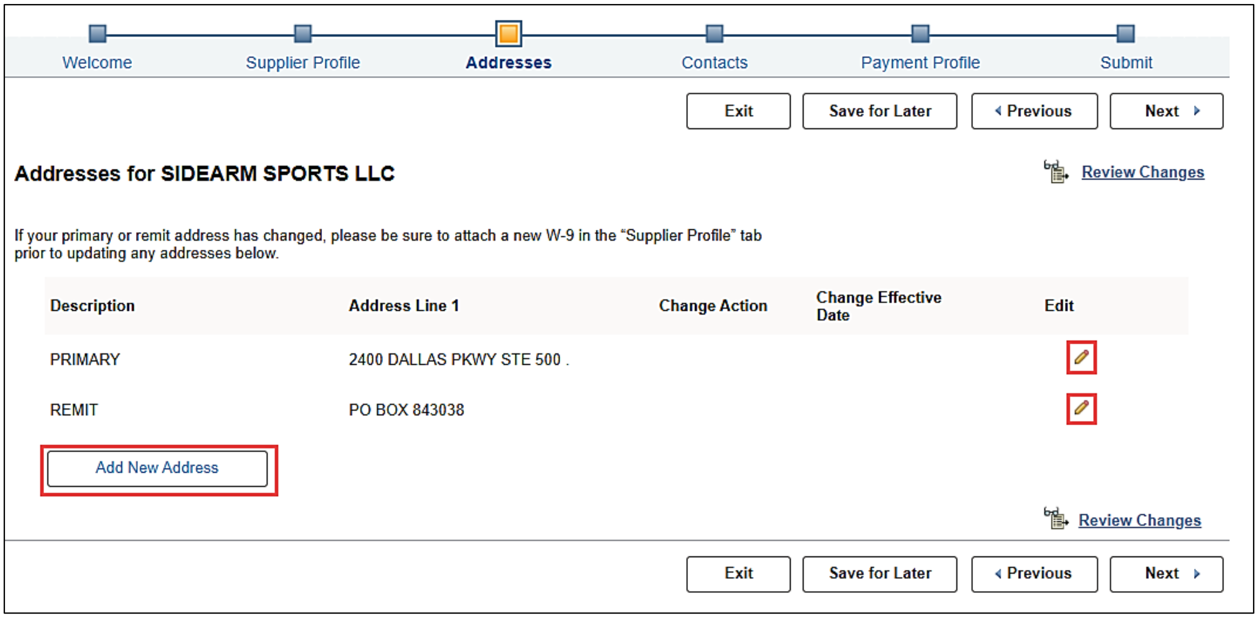
Comments

Review Changes

Exit | Save for Later | Previous | Next

Step 12: Click the **pencil icon** to edit an existing address.

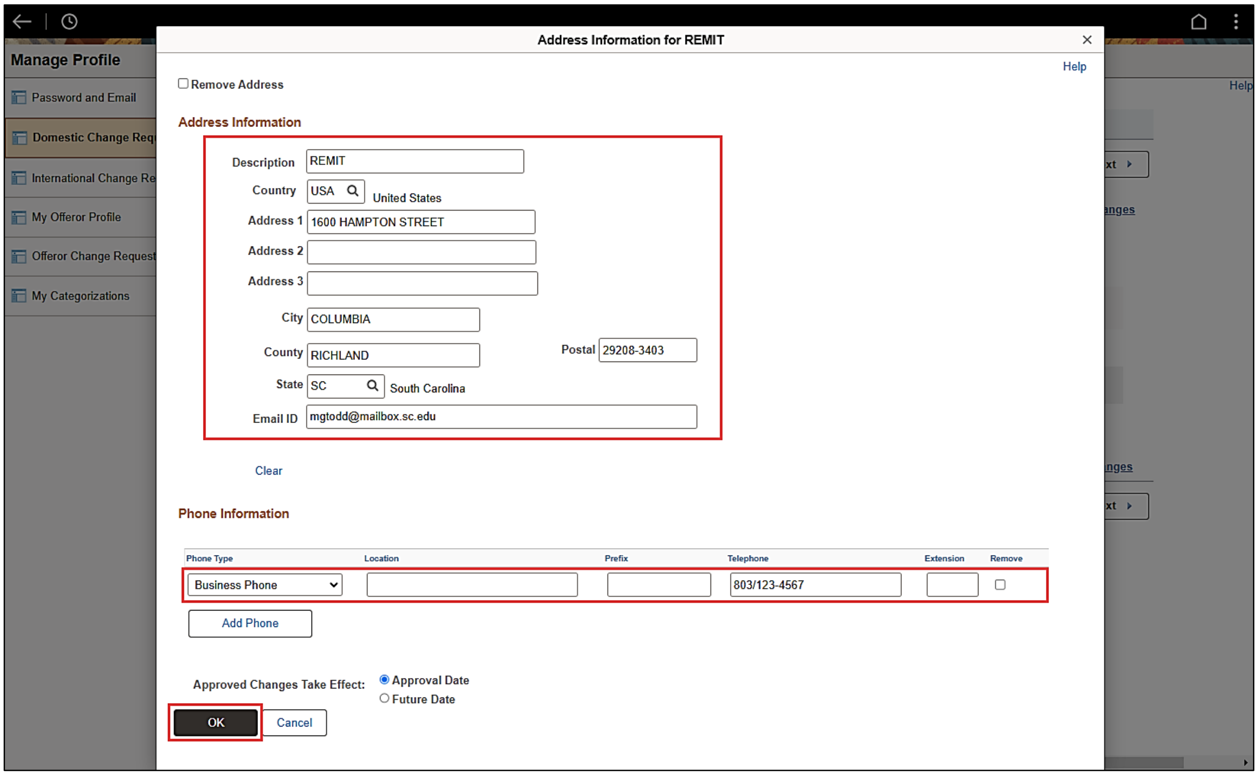
Step 13: To add a new address, click the **Add New Address**. For this example, we are updating the **Remit** address. If applicable, checks will be sent to this address.



Step 14: Update all the necessary fields. An email address is required.

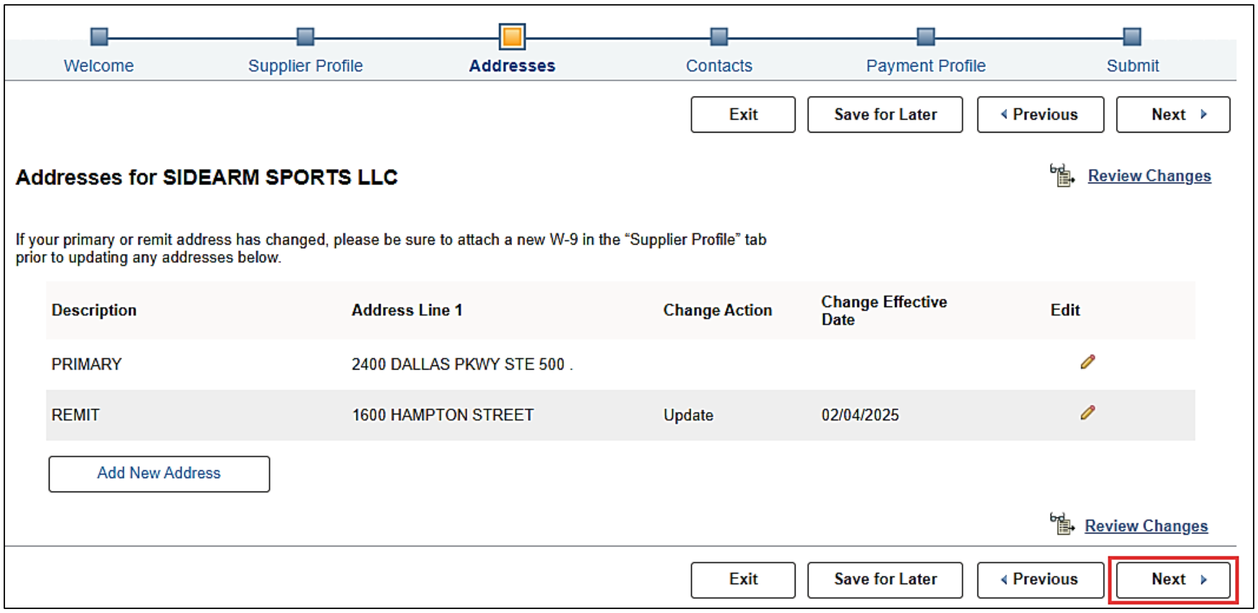
Step 15: Add a new phone number.

Step 16: Click the **OK** button.



Step 17: Notice the Remit Address is edited.

Step 18: Click the **Next** button to move on to Contacts.

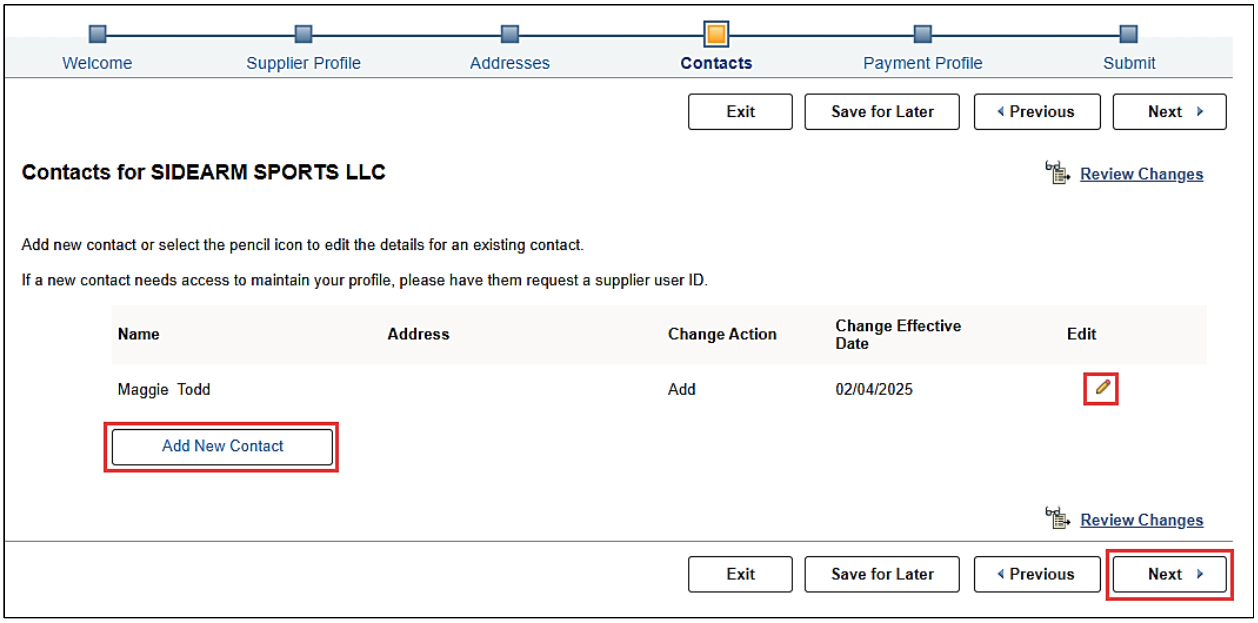


The **Contacts** page is used to add additional contacts or edit existing contacts.

Step 19: Use the **pencil icon** to edit information for an existing contact.

Step 20: Use the **Add New Contact** button to add an additional contact.

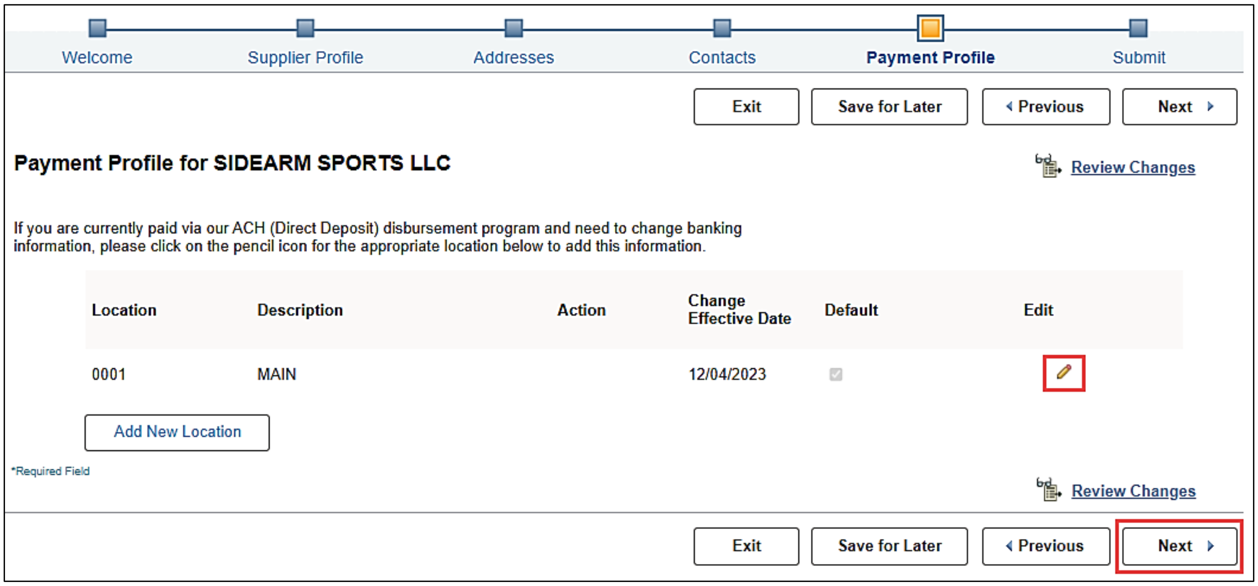
Step 21: Click the **Next** button to move on to the Payment Profile.



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

Step 22: 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 23: Click the **Next** button to move on to complete and submit this change request.



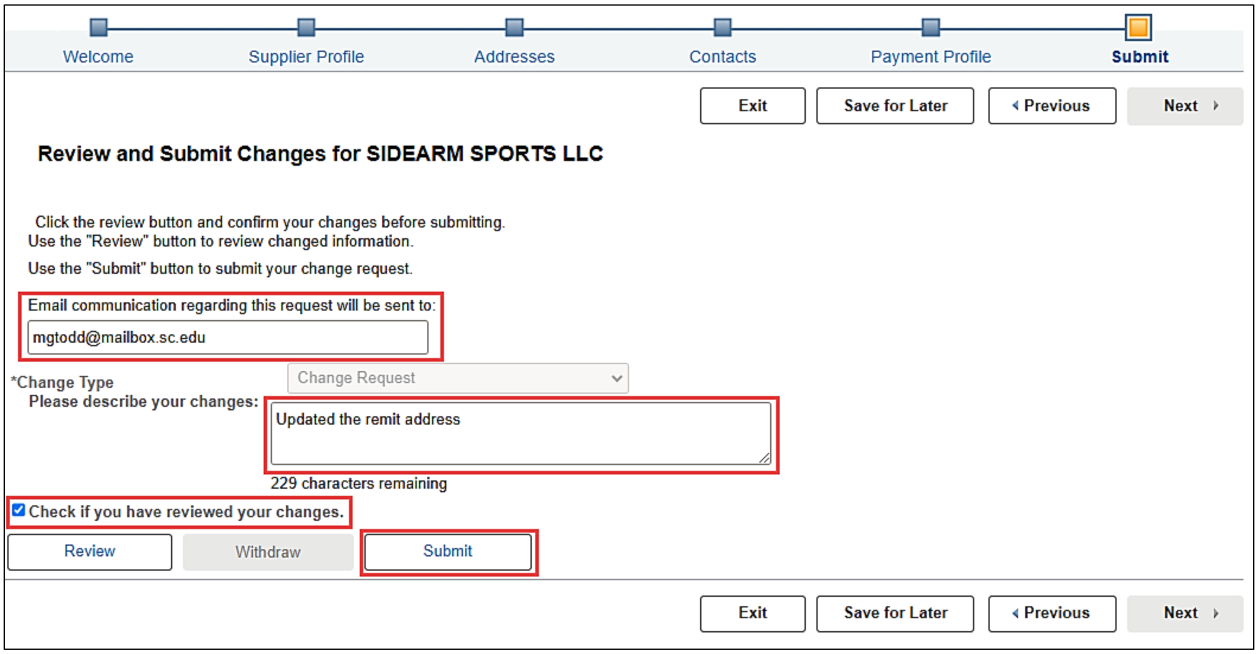
Step 24: Check to make sure the change request communications are going to the appropriate contact.

Step 25: Add a comment describing the change.

Step 26: Select the box to confirm that you have reviewed your changes.

Step 27: 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 that 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!