

OFFICE OF THE CONTROLLER

Supplier Management Top 10 Q&A

November 2025





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Top 10 Supplier Management Q and A



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#1 Supplier Q and A

What's holding up my supplier's registration approval?

Tip: Encourage suppliers to double check the Request More Information email to make sure everything is completed before resubmitting in the portal.

- ✓ Supplier registrations flow first through **Department approval**, then final **Supplier Team** approval.
- ✓ Only the **Supplier Team** can *Request More Information*. Departments should *Deny* if unfamiliar.
- ✓ You can check approval status on the **Manage Request Approval page**.
 - ❖ Use the navigation, **Main Menu > Worklist**, or the email link.
- ✓ Suppliers can view messages in their portal > *Communication* tab to see what's missing.



#2 Supplier Payable Q and A

Why can't my inactive supplier use the portal?

Reminder: Reactivation ensures up-to-date tax and compliance records.

- ✓ Inactive suppliers lose portal access automatically. Inactive suppliers can't log in until reactivated.
- ✓ They'll need to email an updated **W-9 (US)** or **W-8BEN(E) (international)** for reactivation to apsupplr@mailbox.sc.edu.
- ✓ Once reapproved, provide their **Supplier ID** and the **User ID Request Letter** to restore portal access.
- ✓ Only the *active* suppliers' link in the User Account Request Letter will work.



Applicable Tax Forms by Supplier Type

Supplier Type	Applicable Tax Forms
US Citizen	W-9
International Individual providing service OUTSIDE the US	W-8 BEN
International Individual providing service INSIDE the US	Form 8233
International Business Entity	W-8 BEN-E



#3 Supplier Payable Q and A

What if my supplier doesn't know their User ID or never had login credentials?

- ✓ Credentials can't be looked up or reset for security reasons.
- ✓ Provide the **Supplier ID** and **User ID Request Letter** so they can request new login credentials themselves.
- ✓ Once approved, they'll regain portal access to make updates.
- ✓ *Security first:* This protects both supplier and university data.



Requesting a User ID

User Registration

Get User ID - Active Supplier

Are you an active University Supplier? You can obtain a User ID here as a domestic (U.S.) supplier. This option is NOT for Bidder/Offers.

[More...](#)

[Register now](#)

New Bidder

DO NOT choose this option if you have been invited to register as a Supplier. Choose this option only to become a Bidder/Offeror for the purposes of submitting bids or proposals.

[More...](#)

[Register now](#)

New International Supplier

Have you been invited by a University contact to complete a new supplier registration? Use this registration if you are a non-US corporation or individual.

[More...](#)

[Register now](#)

Get User ID - Current Intl. A

Are you an active international University Supplier with a Foreign Tax ID number? Use this registration to get a User ID. This option is NOT for Bidder/Offers.

[More...](#)

[Register now](#)

Get User ID - Current Intl. B

Are you an active international University Supplier with a U.S. Tax ID? Use this registration to get a User ID. This option is NOT for Bidder/Offers.

[More...](#)

[Register now](#)

- Use the [Requesting a User ID Supplier Self-Service Portal Job Aid](#) for step-by-step instructions on submitting the form and setting up their password.
- They must enter the 10-digit Supplier ID and their U.S. Tax ID or Foreign Tax ID.



#4 Supplier Q and A

What should I do if the supplier portal won't accept my liaison email?

Pro tip: Keep your PeopleSoft profile updated to avoid portal errors.

- ✓ Check your official email address in **My Supplier Profile** within PeopleSoft.
 - ❖ To verify your PeopleSoft profile, use the navigation: **Main Menu > My System Profile.**
 - ❖ Make sure your **business email** (not personal) is listed. That's where routing and approvals go.
- ✓ That's the address tied to supplier approvals — make sure it's current.



Email Address in PeopleSoft

To verify your PeopleSoft profile, use the navigation: **Main Menu > My System Profile.**

Favorites ▾ Main Menu ▾ > My System Profile

All ▾ Search >> Advanced Search

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Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID

From Date (example:12/31/2000)

To Date (example:12/31/2000)

Workflow Attributes

Email User Worklist User

Miscellaneous User Links

Email

Primary Email Account	Email Type	Email Address		
<input checked="" type="checkbox"/>	Business ▾	MGTODD@mailbox.sc.edu	+	-

Save

Step 1: Confirm boxes for **Email User** and **Worklist User** are checked.

Step 2: Make sure your business email (not personal) is listed. That's where routing and approvals go.

Step 3: Click **Save** to finalize — registrations route only to that address.

Use the [Adding an Email Address to PeopleSoft Job Aid](#) for more information.

#5 Supplier Q and A

Why isn't the supplier portal working properly for my supplier?

Quick fix: Switch browsers before calling IT — 90% of issues resolve instantly.

- ✓ Usually caused by an **unsupported browser or device.**
- ✓ Approved browsers: **Internet Explorer, Safari, or Firefox.**
- ✓ **Do not use** Chrome, Edge, or mobile devices — they're not compatible.



#6 Supplier Q and A

How do I add or update an address for a university or hospital supplier?

- ✓ Email the W-9 and an invoice showing the new address to the Supplier team at apsupplr@mailbox.sc.edu.
- ✓ Address updates for institutional suppliers must be done manually — the portal can't handle these.
- ✓ Hospitals and universities have complex tax setups that require staff validation.



#7 Supplier Q and A

What should my supplier do if their registration was denied?

Pro tip: Help your supplier fix the issue before they resubmit to speed up approval.

- ✓ Review the denial email carefully. It lists what needs to be corrected.
- ✓ They'll need to start fresh by registering as a New Supplier.
- ✓ Departments should deny rather than request info if they won't use the supplier.
- ✓ Suppliers can check the denial email for correction notes before reapplying.
- ✓ Only the Supplier Team can issue "Request More Information."



#8 Supplier Q and A

Why won't my international supplier appear in the payment request?

- ✓ The Payment Request form defaults to USA suppliers.
- ✓ Remove "USA" from the country field, and your international supplier should appear.
- ✓ Don't forget to clear that default field!
- ✓ Ensure the supplier registered using the International form (W-8BEN-E or 8233 required).
- ✓ The portal distinguishes between Domestic and International at registration — that field must match.



#9 Supplier Q and A

Why don't I see any changes after my supplier says they saved their request?

- ✓ Saving ≠ submitting! “Save” is a pause; “Submit” is action.
- ✓ They'll get an email after saving with steps to complete the submission.
- ✓ Only submitted requests route to Supplier Management for approval.
- ✓ Check the Review Supplier page — if the update's approved, the new address or info will appear.



#10 Supplier Q and A

Why is my supplier still being paid by check after adding ACH?

- ✓ ACH setup now includes automatic bank account validation.
- ✓ If details don't match bank records, ACH won't activate.
 - Some banks don't participate — those require manual verification, which takes longer.
- ✓ Mismatched info or non-participating banks trigger manual review by Supplier Management. Manual validation takes longer but prevents payment fraud.
- ✓ Fraud prevention first: This process ensures secure payments but may delay ACH setup.



Resources & Contacts



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Supplier Management Resources

- [Introduction to the Supplier Self-Service Portal](#)
- [Registering as a US Business Supplier Job Aid](#)
- [Registering as a US Individual Supplier Job Aid](#)
- [Requesting a New User ID Job Aid \[pdf\]](#)
- [Change Request for a US Supplier on an Address Job Aid](#)
- [Change Request for a US Supplier on ACH Job Aid](#)
- [Change Request for a US Supplier on a PO Email Address Job Aid](#)
- [Change Request for an International Supplier Job Aid](#)
- [Registering as an International Business Supplier Job Aid](#)
- [Registering as an International Individual Supplier Job Aid](#)
- [Requesting a New User ID Job Aid](#)
- [Supplier Liaison Job Aid](#)
- [How do I add my email address to PeopleSoft](#)
- [Supplier Departmental Approval Job Aid](#)
- [Supplier Onboarding - Supplier Liaison Training Recording](#)
- [Supplier Onboarding - Supplier Liaison Training Presentation](#)
- [Supplier Onboarding – Supplier Perspective for the Liaison Recording](#)
- [Directing Suppliers to the Self Service Portal Job Aid](#)
- [Adding email address to PeopleSoft for Supplier Registration Approval](#)
- [Approving a Supplier Registration Job Aid](#)



Where to Find the Resources

The screenshot shows the University of South Carolina website. At the top, there is a navigation bar with links for 'GATEWAYS FOR: STUDENTS', 'FACULTY & STAFF', 'ALUMNI', 'PARENTS & FAMILIES', 'CALENDAR', 'MAP', 'DIRECTORY', 'APPLY', and 'GIVE'. The University of South Carolina logo and name are on the left, and a search bar with 'SEARCH SC.EDU' is on the right. Below the navigation is a dark red header for the 'Office of the Controller'. A left sidebar contains a menu with items like 'Office of the Controller', 'General Accounting', 'Grants and Funds Management', 'Compliance and Tax Management', 'Supplier Management' (highlighted), 'Payroll Department', 'Operational Management and Reporting', and 'External Financial Reporting and Transparency'. The main content area is titled 'Supplier Management' and includes a description, a list of services with expandable options, and a contact box for 'Contact Supplier Management' with email and address information.

GATEWAYS FOR: STUDENTS FACULTY & STAFF ALUMNI PARENTS & FAMILIES CALENDAR MAP DIRECTORY APPLY GIVE

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SEARCH SC.EDU

Office of the Controller

- Office of the Controller
- General Accounting
- Grants and Funds Management
- Compliance and Tax Management
 - Compliance Management
 - Supplier Management**
 - Tax Management
 - Compliance and Tax Management Staff Directory
- Payroll Department
- Operational Management and Reporting
- External Financial Reporting and Transparency

Supplier Management

Supplier Management is a unit of the Controller's Office that manages supplier setup in accordance with university policies and procedures.

Supplier Management Services

Our team facilitates supplier setup and management of all university suppliers.

Expand all

- Supplier Onboarding
- Supplier Types
- Supplier Forms and Instructions
- Supplier Liaison FAQs
- Independent Contractor vs. Employee Classification

Contact Supplier Management

To inquire via email: apsupplr@mailbox.sc.edu

To inquire via mail:
1600 Hampton Street
6th Floor, Controller's Office
Columbia, SC 29208

For Supplier Management resources, visit the [Supplier Management](#) page in the Compliance and Tax Management section.

Office of the Controller

Office of the Controller

General Accounting

Grants and Funds Management

Compliance and Tax Management

Payroll Department

Operational Management and Reporting

External Financial Reporting and Transparency

Resource and Training Toolbox

Business Manager

Grant Administration

Principal Investigator

Policies & Procedures

Forms

Newsletters

PeopleSoft Finance Training Schedule

Listserves

Social Media

Contact Us

Business Manager

The role of each Business Manager at the University of South Carolina varies across each college and department. Each Business Manager handles several responsibilities that directly influence the success of their departments and the University overall. They provide business expertise on a variety of topics including, but not limited to budget, expenses, supplier onboarding, transaction corrections, and University policies and procedures.

Below is a list of tasks a Business Manager may be responsible for within their college/department. Sections include links to training resources that support each task.

Note: Each year the Controller's Office provides refresher trainings starting the month of February thru the end of April. Registration links for all scheduled trainings are sent to our BIZMANAGER listserv end of January, provided in our monthly newsletter, and in a prior week reminder email. On demand training can be found in the sections below.

Account Funding Change

Expand all



AP Uploads



Business Expense Prepaid Cards



Cash Advances



Cost Transfer



Departmental Deposits



Employee Reimbursement (Non-travel)



Endowments



Finance Intranet



Where to Find the Resources

For Accounts Payable training resources, visit our [Business Manager](#) page.

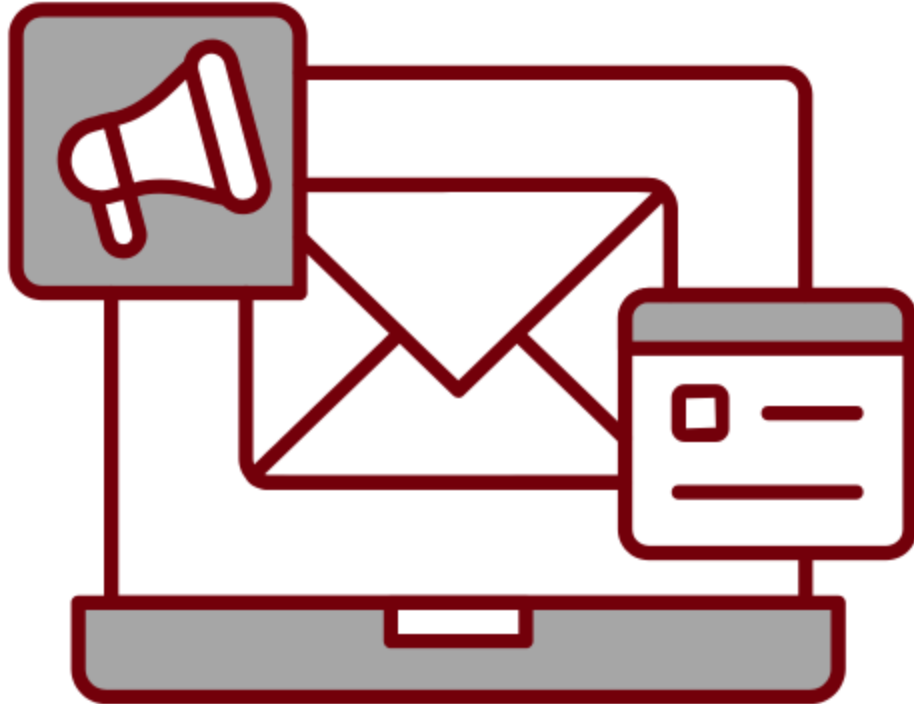


Questions



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Contact Us



For specific questions, please visit our [website](#) to find the appropriate contact.



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Questions



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THANK YOU!

Office of the Controller



Alone, we can do so little; together,
we can do so much.



Address:

1600 Hampton Street
Columbia, SC 29208



Contact Number:

Phone: 803-777-2602
Fax: 803-777-9586



Email Address:

controller@sc.edu



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