

## TOTAL SUPPLIER MANAGER FREQUENTLY ASKED QUESTIONS

### FOR DEPARTMENTS

- **Why are we implementing a new supplier management tool?**
  - Total Supplier Manager (TSM) is going to give suppliers the ability to more easily and readily manage their contact, payment, and commodity information. This gets the University out of handling, modifying, and updating sensitive supplier information that is crucial to business operations for the supplier. Furthermore, the management tool will eventually allow for easier invoicing for the supplier.
  
- **What is the difference between a supplier and non-supplier?**
  - A supplier is anyone that provides a good or service to the University, whether they sell an item or consulting work, etc. A non-supplier is anyone who is receiving an honorarium, a reimbursement or being paid as a research participant.
  
- **I do not see the supplier I need in marketplace and cannot place an order.**
  - It is possible that the supplier has either 1) not been invited; 2) not acted on an invitation; 3) is in the process of registering; or 4) is under review by the Supplier Management Team; 5) it's also possible that it did not sync correctly in Oracle and a purchasing site was not created.
  
  - Status Definitions:
    - “None” the supplier needs to be invited. A request should be sent to invite the supplier. Make sure to check the Marketplace to see if they have a profile.
    - “Invited” explain that the supplier has not acted on the invitation and that the department should contact them to encourage them to complete the process or an invitation email should be resent.
    - “In Progress”, the supplier registration has been sent and the individual or company is in the process of doing the registration. The department should contact them to see if they are having difficulties completing the process.
    - “Profile Complete” the supplier or non-supplier has finished filling in their information and has submitted the registration to procurement.
    - “Approved” the supplier management team has reviewed the profile and accepted the registration.
    - “Rejected” Putting a profile in rejected status is an administrative task done by the supplier management team.

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- **I do not see my research participant/fellow/non-supplier in Oracle and I cannot create a voucher for them.**
  - Departments will not be able to see the person if they are inactive in Oracle. Check the UVA Marketplace to see if the individual has a profile. The Supplier Management Team has not entered their information yet. Please check your TSM My Requests queue for up to date information on where this request is in the workflow.
- **How do I submit a request form?**
  - The forms are filled out through the Marketplace. You must have PO Shopper responsibilities in Marketplace in order to do the forms.
- **My non-supplier (research participant) does not have an e-mail address. How can they register?**
  - You should utilize the proxy registration feature to register on their behalf. An e mail is **not** a required piece of information in order to complete registration for a non-supplier.
- **How do I request an invitation be resent?** Submit a change request form.
- **What is a Jaggaer ID?** It is Jaggaer's supplier ID for their database. Our supplier numbers are 6 digits or less.
- **How do I pay someone if they are a current student or current employee of UVA?**
  - If they are a current employee and they are being reimbursed for travel and expenses related to their job, they should be reimbursed through Expense UVA. If they are a current employee and are providing a good or service that is outside their normal job duties, they should register as an Employee Vendor in the Marketplace. If they are a student and we are reimbursing them for anything not related to tuition of student fees, then they need to register as a Non-Supplier within the Marketplace.
- **Can I pay using a SIS or HRMS record?** No, these records are only for use by human resources and Student Services. If we are paying students a reimbursement or for something other than a student refund, they need to have an accounts payable record.
- **What do I do when someone tells me they need to update their information?**
  - If they are an individual, that we are reimbursing, you can gather the information and submit a change request form and we will update it. Unless they already have access to their profile, then they can log back in and change it themselves.
  - If they are a company, ask them if they have registered in our new system and if they have access to their profile. They can update their own information. If they do not, you can talk to them regarding the benefits of getting them registered so











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they update their own info and invoice through the portal. You can then refer them to the vendor management team.

- **My supplier says they can't submit invoices in their portal?** They are probably not active for invoice submittal. Have them call the supplier management team at 434-924-4212
- **My supplier says they can't login or create an account to register?** They should call our tech support line and ask that their account be reset or.

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- **What do the symbols next to suppliers and non-suppliers name mean?**

-  A circle with people in it, means the supplier or non-supplier is in our network.
-  A red X next to a supplier or non-supplier means that they are not active for shopping in the Marketplace. If it's a non-supplier, there should always be a red X.
-  A green check next to a supplier means that profile is active for shopping in the Marketplace.
-  A green circle with a white checkmark means that profile is active in Oracle.
-  A red circle with slash means that profile is inactive in Oracle.
-  A C in an orange square means that supplier is a contract vendor.
-  A green eVA symbol means that supplier is registered with the (eVA) Virginia State Procurement System.
- The following symbols are SWAM certification symbols that may appear next to a supplier.   

  <b>DODSON GLASS &amp; MIRROR INC</b> (DODSON GLASS & MIRROR INC) Supplier Number: 80435 Registration Status: Approved Registration Type: Supplier Contract Party Types: Supplier	Type: <input type="checkbox"/> Preferences:     Diversity Classifications: <u>SBE</u>	Date Registered: 9/1/2017 9:54 AM Last Updated: 5/8/2019 11:48 AM
  <b>DODSON BROTHERS EXTERMINATING COMPANY</b> (DODSON BROTHERS EXTERMINATING COMPANY) Supplier Number: 7802 Registration Status: Approved Registration Type: Supplier Contract Party Types: Supplier	Type: <input type="checkbox"/> Preferences:   Diversity Classifications: <u>DoesNotQualify</u>	Date Registered: 11/6/2017 10:16 AM Last Updated: 11/8/2018 10:16 AM
  <b>DODSON, BRANDI E</b> (DODSON, BRANDI E) Supplier Number: 277121 Registration Status: None Contract Party Types: Supplier	Type: <input type="checkbox"/> Preferences:  Diversity Classifications: <u>None</u>	Last Updated: 9/25/2018 1:17 PM