

FOR SUPPLIERS

In order to use the UVA Marketplace Registration Portal you will need to complete the registration in its entirety.

The University recommends using Google Chrome to complete registration. Other compatible browsers include:

- Windows Users:
 - Edge (Windows 10)
 - Internet Explorer – most recent auto update
 - Firefox – most recent auto update
- Mac Users: Safari 4.0 and higher
- iPad Users: Safari embedded browser within iPad

- **Question: Why are we migrating to this new portal and registration tool?**
Answer: The UVA Marketplace Registration Portal will allow suppliers of the University of Virginia to better manage their own information and have immediate control over necessary updates and changes to their organization details. Companies will also have the ability to invoice directly through their portal, which will result in automatic matching to PO's and quicker payments. There are many more features that are available to suppliers who register within this portal that will make doing business with the University easier and more user friendly.

- **Question: I clicked the registration link provided in the invitation e-mail, but the link takes me to a blank page.**
Answer: Please refresh your browser page. This should take you to the registration tool.

- **Question: Information that I did not submit about eVA status populated in my address line. What should I do?**
Answer: Please delete this information and replace it with the correct address.

- **Question: The tax form I downloaded has incorrect information. What should I do?**
Answer: If you are using a tax form downloaded from the registration tool, please be sure to check all of the information carefully and make any necessary edits. The downloaded PDF will be editable so you should be able to edit, save, and upload the document using the Select File button in the tax information section.

- **Question: What does "DBA" stand for?**
Answer: "Doing Business As", a name under which a corporation conducts business that may or may not be the legal name of the corporation as shown in its articles of incorporation.

- **Question: What is a NAICS Code?**

Answer: The North American Industry Classification System (NAICS) classifies business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. economy. The NAICS industry codes define establishments based on the activities in which they are primarily engaged.

- **Question: What is a Diversity Classification?**

Answer: A Diversity Classification is a form that confirms that your company is certified by the government to be a Diverse Supplier.

- **Question: How should a change to an existing address be handled (For example changing a street address from 256 Main Street to 1001 Main Street)?**

Answer: You should not change/edit an existing address if you are changing any part of your location (address, city, state, country, zip code). Instead, please inactivate the old address and create a new address. If you submit a request to change an existing address location information, it will be rejected. You should change/edit an existing address if you are changing things that are not associated with your location such as: PO delivery method, phone number, or fax number.

- **Question: I have entered in all the required information but am unable to submit my registration. What should I do?**

Answer: Please be sure that you have provided all the necessary information. When trying to submit your registration, you will be shown via a notification what needs to be corrected.

Please note that you must have the following to submit your registration:

- A fulfillment **and** a remittance address. You must have at least one of both, or one address that is marked as both.
 - You must have contact information for each fulfillment and remittance address that you create.
 - If you are a supplier located **outside** of the United States, you must submit a signed W8BEN-E form.
 - If you are a supplier located **domestically** in the United States, you must submit a signed W-9 form.
 - You must provide a valid e-mail address
- **Question: I recently made a change to my registration information and submitted. I tried to make additional changes and was not permitted to. What should I do?**

Answer: If you made a change that requires review from the Supplier Management Team, they must review and approve the change before any additional changes can be made.

- **Question: I submitted my registration but a UVA Department who wants to purchase from me has told me that I am not available to purchase from. What do I need to do?**
Answer: The Supplier Management Team is probably reviewing your registration information and/or performing additional validation checks before approving your registration. For updates, you can contact them at the number or e-mail listed at the bottom of this page.
- **Why did I also receive an email from Jaggaer?**
Answer: That email is from our software provider called Jaggaer. This is an invite to also join Jaggaer's wider network of suppliers. It is not required to do business with UVA. You can ignore this email.
- **Question: Are there training resources available?** Answer: Step-by-step training is available at:
For instructions on how to fill out the registration, go to the following webpage.
<https://procurement.virginia.edu/sites/procurement/files/SupplierTSMTraining.pdf>
For instructions on how to do portal invoicing, go to the following webpage.
<https://procurement.virginia.edu/sites/procurement/files/ELECTRONIC%20BILLING%20PROCESS%2011-12-2018.pdf>
- **Question: I have questions that are not answered in the FAQ, who can I contact?** Answer: Please contact a University Supplier Registration Specialist at prs-vend@virginia.edu or 434-924-4212 for assistance. If you have technical questions in regards to user names, passwords, account reset or accessing the registration portal, contact Jaggaer support at: 1-800-233-1121 (option 2 then 3)