

**University of South Carolina  
Controller's Office – Supplier Self-Service Portal  
Change Request for a Domestic Supplier**

**How to create a change request for a Domestic 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 in the University of South Carolina's Supplier Self-Service Portal.

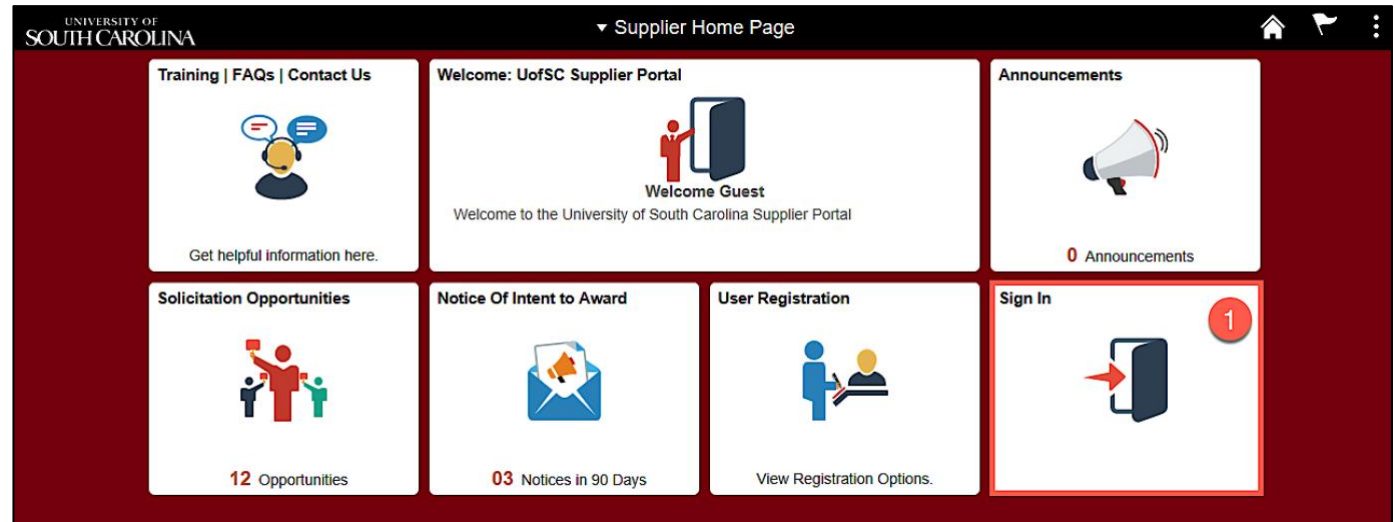
**Processing Steps**

Receive an email invite to request a User ID from a UofSC Supplier Liaison.

The approved User ID received in an email 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 1:** On the Supplier Home Page, click the **Sign In** tile to sign in, using your User ID and password.

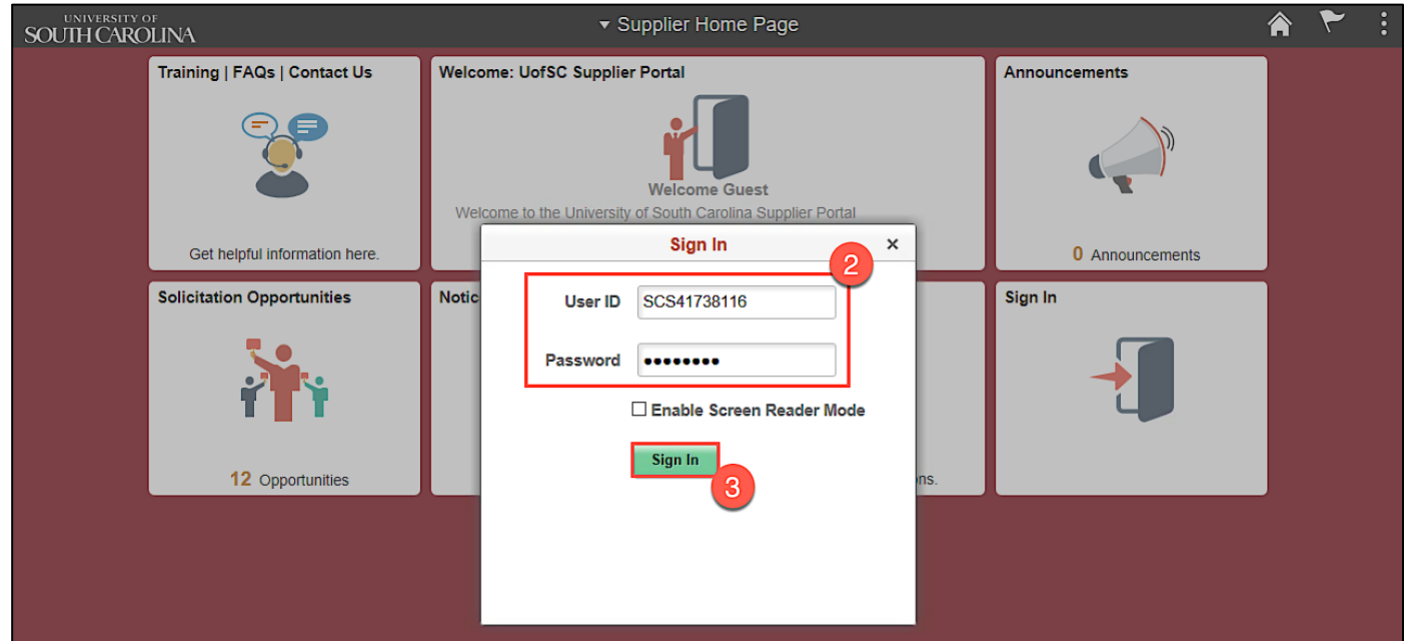
**Screen Shots**



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**Step 2:** Enter your **User ID** and **Password**.

**Step 3:** Click the **Sign In** button.

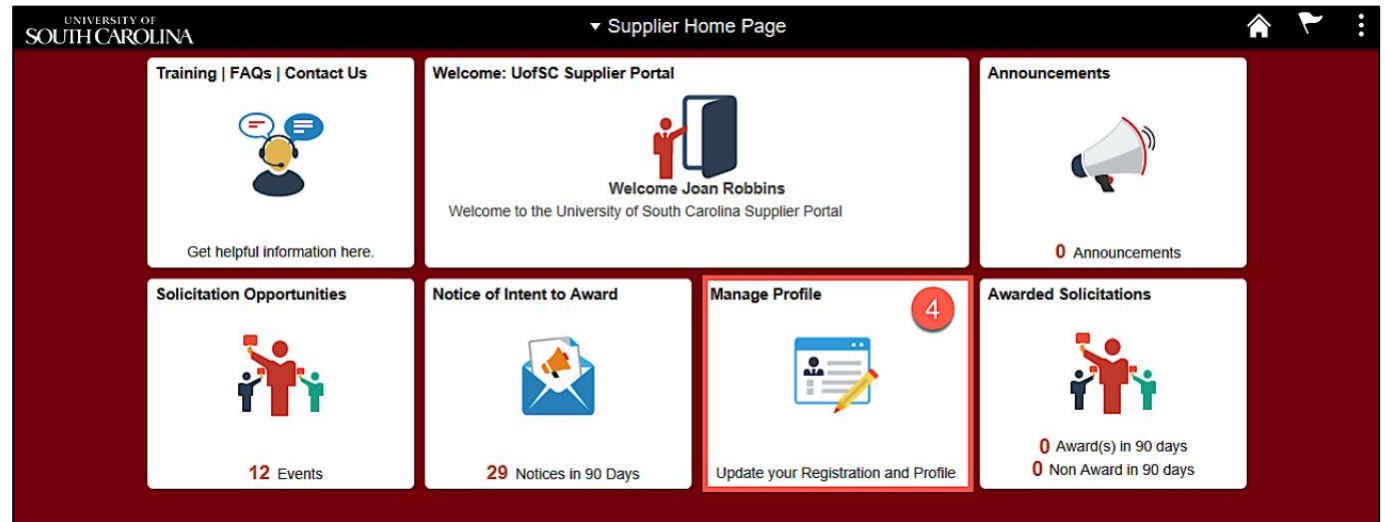


The screenshot displays the 'Supplier Home Page' of the University of South Carolina Supplier Self-Service Portal. The page features a dark header with the university logo and navigation links. The main content area is divided into several sections: 'Training | FAQs | Contact Us', 'Welcome: UofSC Supplier Portal', 'Announcements', 'Solicitation Opportunities', and 'Sign In'. A 'Sign In' modal window is open in the center, prompting the user to enter their 'User ID' and 'Password'. The 'User ID' field contains the text 'SCS41738116'. The 'Password' field is masked with dots. A red box highlights the 'User ID' and 'Password' fields, with a red circle containing the number '2' next to it. Below the password field, there is a checkbox labeled 'Enable Screen Reader Mode'. A green 'Sign In' button is located at the bottom of the modal, with a red circle containing the number '3' next to it.

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Notice when you sign in the **Manage Profile** tile is now available.

**Step 4:** Click the **Manage Profile** tile to begin the change request.



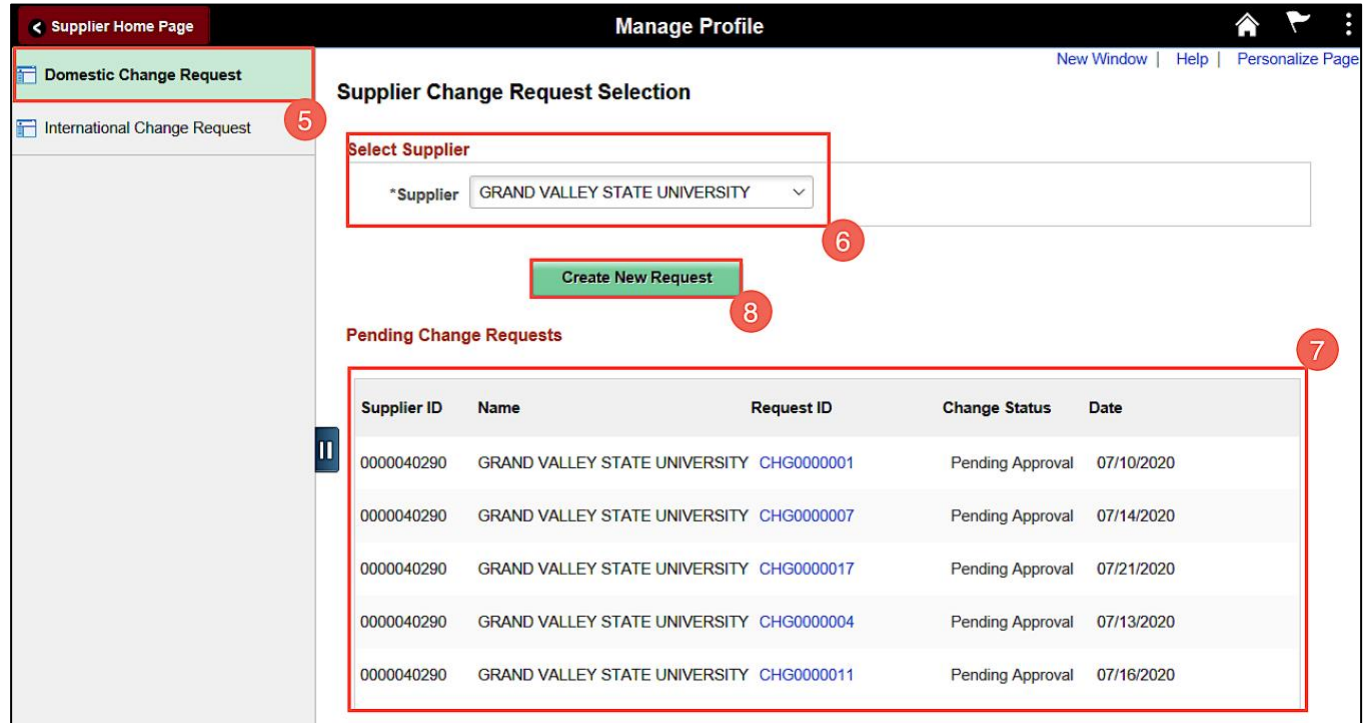
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**Step 5:** Select **Domestic Change Request**. This option will be the default.

**Step 6:** If you are a contact for more than one supplier, click the drop-down to select the supplier you would like to create a change request for. For this example, there is only one supplier available.

**Step 7:** If necessary, review the list of all pending change requests.

**Step 8:** Click the **Create a New Request** button to update supplier information.



**Supplier Change Request Selection**

Select Supplier

\*Supplier: GRAND VALLEY STATE UNIVERSITY

Create New Request

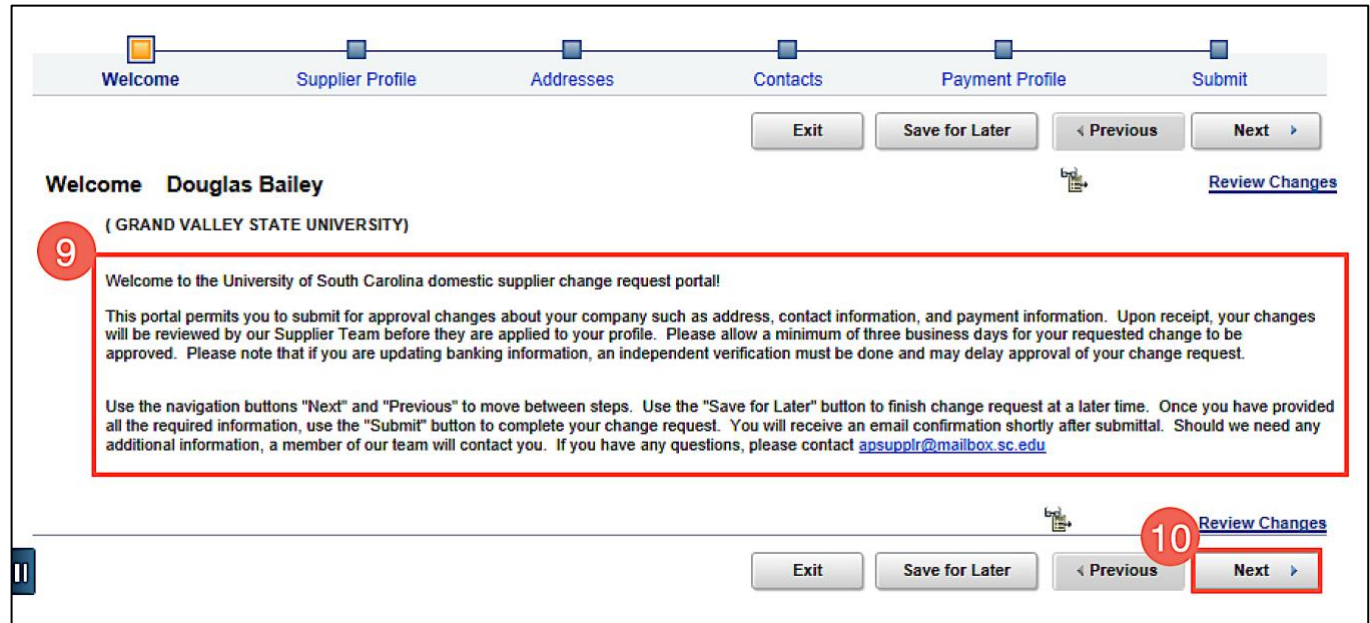
**Pending Change Requests**

| Supplier ID | Name                          | Request ID | Change Status    | Date       |
|-------------|-------------------------------|------------|------------------|------------|
| 0000040290  | GRAND VALLEY STATE UNIVERSITY | CHG0000001 | Pending Approval | 07/10/2020 |
| 0000040290  | GRAND VALLEY STATE UNIVERSITY | CHG0000007 | Pending Approval | 07/14/2020 |
| 0000040290  | GRAND VALLEY STATE UNIVERSITY | CHG0000017 | Pending Approval | 07/21/2020 |
| 0000040290  | GRAND VALLEY STATE UNIVERSITY | CHG0000004 | Pending Approval | 07/13/2020 |
| 0000040290  | GRAND VALLEY STATE UNIVERSITY | CHG0000011 | Pending Approval | 07/16/2020 |

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**Step 9:** Begin the change request process by reading the **Welcome** text.

**Step 10:** Click the Next button to move on to the **Supplier Profile**.



Navigation bar: Welcome, Supplier Profile, Addresses, Contacts, Payment Profile, Submit

Buttons: Exit, Save for Later, < Previous, Next >

**Welcome Douglas Bailey**  
( GRAND VALLEY STATE UNIVERSITY)

**9**

Welcome to the University of South Carolina domestic supplier change request portal!

This portal permits you to submit for approval changes about your company such as address, contact information, and payment information. Upon receipt, your changes will be reviewed by our Supplier Team before they are applied to your profile. Please allow a minimum of three business days for your requested change to be approved. Please note that if you are updating banking information, an independent verification must be done and may delay approval of your change request.

Use the navigation buttons "Next" and "Previous" to move between steps. Use the "Save for Later" button to finish change request at a later time. Once you have provided all the required information, use the "Submit" button to complete your change request. You will receive an email confirmation shortly after submittal. Should we need any additional information, a member of our team will contact you. If you have any questions, please contact [apsupplr@mailbox.sc.edu](mailto:apsupplr@mailbox.sc.edu)

Buttons: Exit, Save for Later, < Previous, **Next >**

**10** [Review Changes](#)

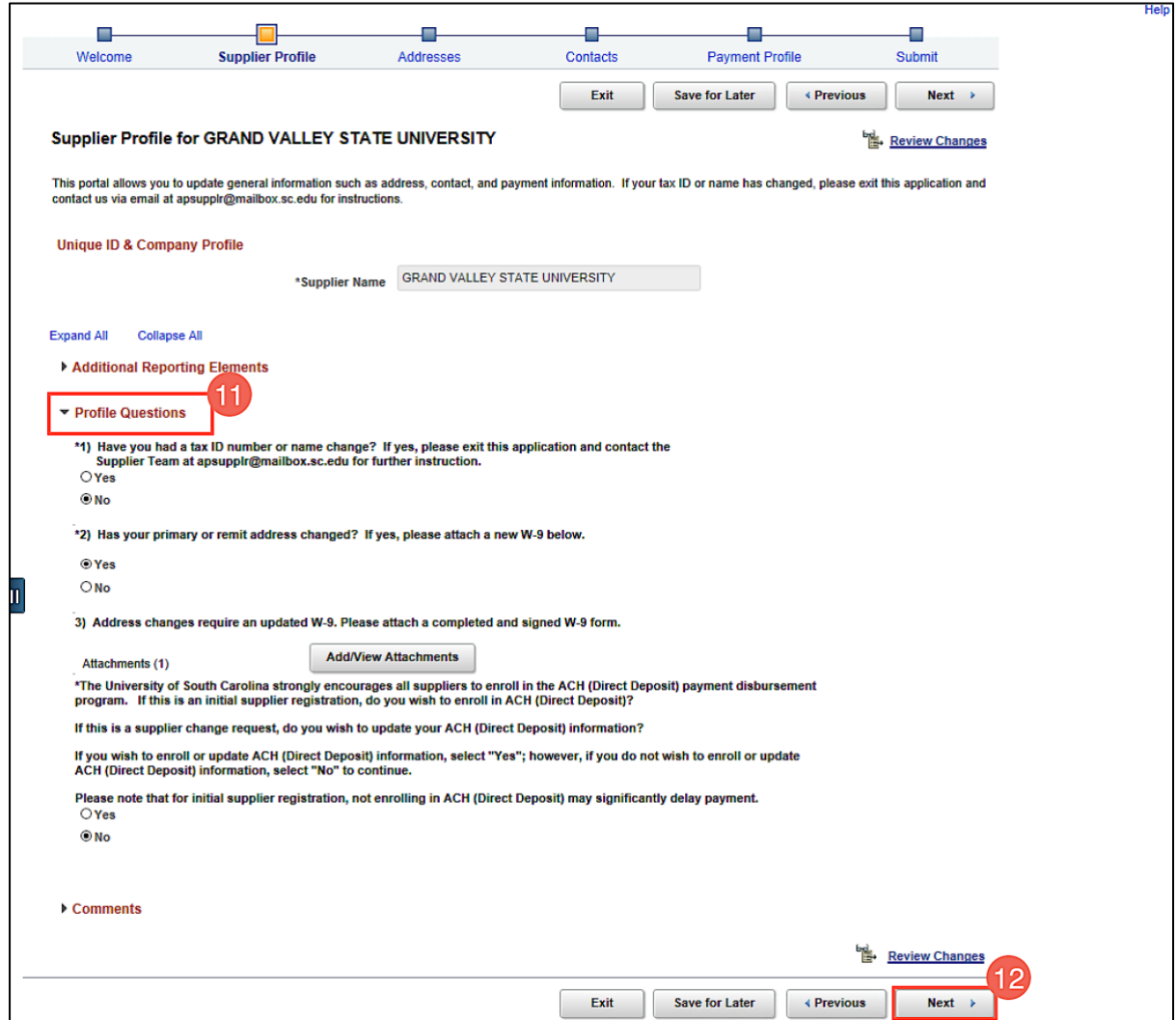
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**Step 11:** Click the **expand arrow** to view and answer the profile questions.

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.

If changing an address, an updated W-9 is required.

**Step 12:** Click the **Next** button to move on and add or edit an address.



Help

Welcome   **Supplier Profile**   Addresses   Contacts   Payment Profile   Submit

Exit   Save for Later   < Previous   Next >

**Supplier Profile for GRAND VALLEY STATE UNIVERSITY** Review Changes

This portal allows you to update general information such as address, contact, and payment information. If your tax ID or name has changed, please exit this application and contact us via email at [apsupplr@mailbox.sc.edu](mailto:apsupplr@mailbox.sc.edu) for instructions.

**Unique ID & Company Profile**

\*Supplier Name: GRAND VALLEY STATE UNIVERSITY

Expand All   Collapse All

▶ Additional Reporting Elements

▼ Profile Questions **11**

\*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](mailto:apsupplr@mailbox.sc.edu) for further instruction.  
☐ Yes  
☒ No

\*2) Has your primary or remit address changed? If yes, please attach a new W-9 below.  
☒ Yes  
☐ No

3) Address changes require an updated W-9. Please attach a completed and signed W-9 form.

Attachments (1) Add/View Attachments

\*The University of South Carolina strongly encourages all suppliers to enroll in the ACH (Direct Deposit) payment disbursement program. If this is an initial supplier registration, do you wish to enroll in ACH (Direct Deposit)?

If this is a supplier change request, do you wish to update your ACH (Direct Deposit) information?

If you wish to enroll or update ACH (Direct Deposit) information, select "Yes"; however, if you do not wish to enroll or update ACH (Direct Deposit) information, select "No" to continue.

Please note that for initial supplier registration, not enrolling in ACH (Direct Deposit) may significantly delay payment.  
☐ Yes  
☒ No


▶ Comments

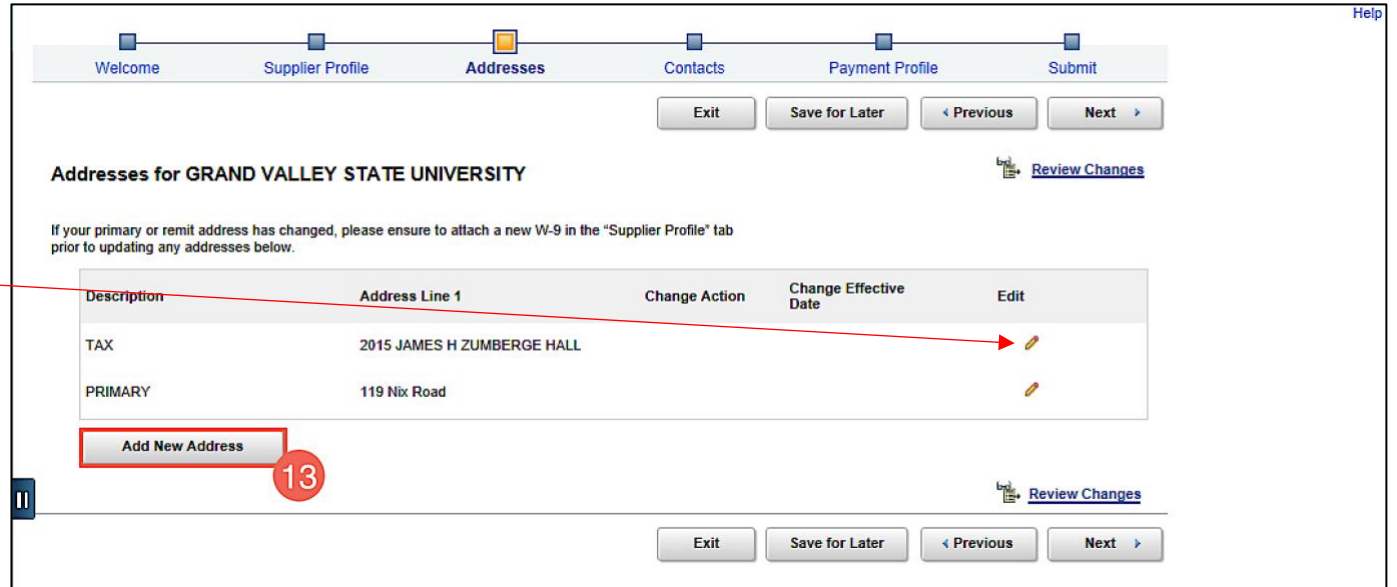
Review Changes

Exit   Save for Later   < Previous   **Next >** **12**

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**Step 13:** Click the **Add a New Address** button to add a new address. For this example, we are adding a new Remit address.

Use the **pencil icon**  to edit an existing address.





[Help](#)

Welcome   Supplier Profile   **Addresses**   Contacts   Payment Profile   Submit

Exit   Save for Later   < Previous   Next >

**Addresses for GRAND VALLEY STATE UNIVERSITY** [Review Changes](#)

If your primary or remit address has changed, please ensure to attach a new W-9 in the "Supplier Profile" tab prior to updating any addresses below.

| Description | Address Line 1             | Change Action | Change Effective Date | Edit  |
|-------------|----------------------------|---------------|-----------------------|---|
| TAX         | 2015 JAMES H ZUMBERGE HALL |               |                       |  |
| PRIMARY     | 119 Nix Road               |               |                       |  |

**Add New Address** 13

Exit   Save for Later   < Previous   Next >

[Review Changes](#)

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**Step 14:** Select **Remit** from the Description drop down, and add the Remit address information.

**Remit Address:** If applicable, checks will be sent to this address.

**Step 15:** Add a phone number.

**Step 16:** Click **OK**.

Address Information for GRAND VALLEY STATE UNIVERSITY

Address Information

\*DescriptionREMIT

CountryUSAUnited States

Address 1112 Nix Road

Address 2

Address 3

CityColumbia

CountyPostal 29208

StateSC

Email IDJOANNEC@mailbox.sc.edu

Phone Information

| *Phone Type    | Location | Prefix | Telephone    | Extension |
|----------------|----------|--------|--------------|-----------|
| Business Phone |          |        | 803-777-7777 |           |

Add Phone

Approval Changes Take Effect:

Approval Date


Future Date

OK

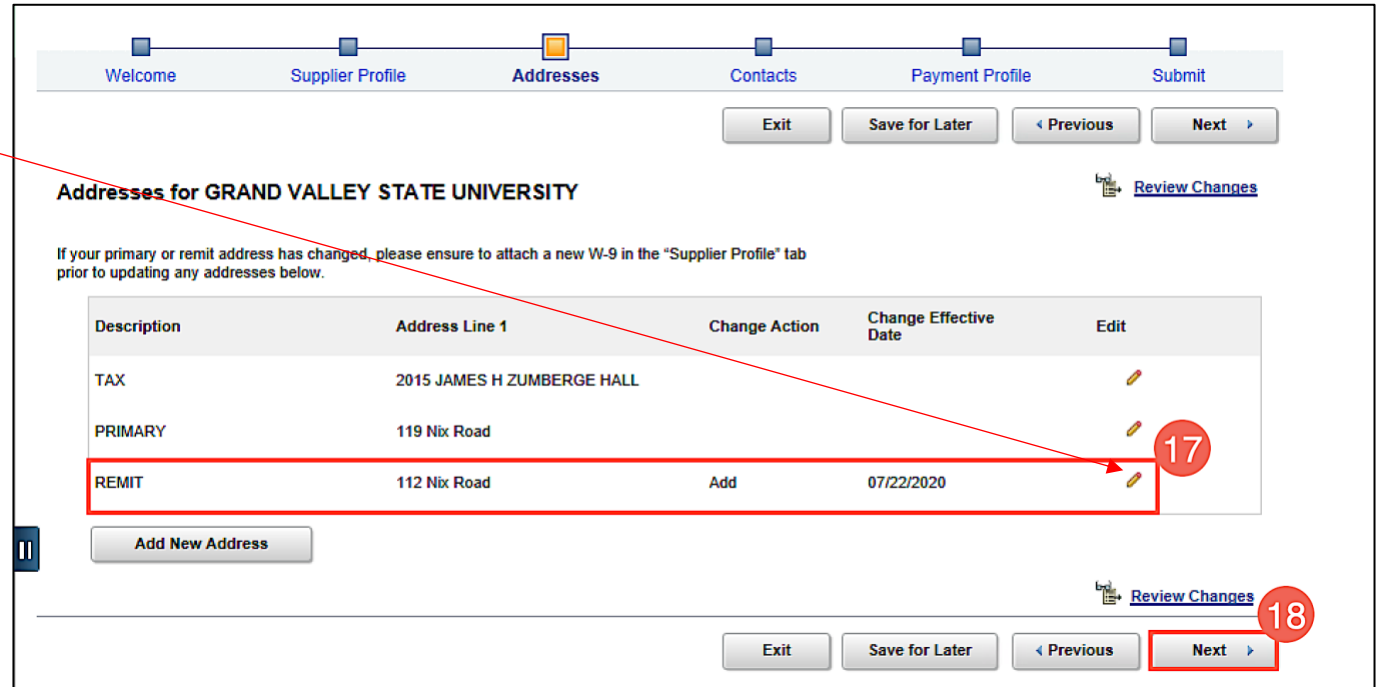
Cancel



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**Step 17:** Notice the Remit Address is added. Use the **pencil icon**  to edit if necessary.

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



**Addresses for GRAND VALLEY STATE UNIVERSITY**

If your primary or remit address has changed, please ensure to attach a new W-9 in the "Supplier Profile" tab prior to updating any addresses below.

| Description | Address Line 1             | Change Action | Change Effective Date | Edit  |
|-------------|----------------------------|---------------|-----------------------|---|
| TAX         | 2015 JAMES H ZUMBERGE HALL |               |                       |  |
| PRIMARY     | 119 Nix Road               |               |                       |  |
| REMIT       | 112 Nix Road               | Add           | 07/22/2020            |  |


**17**

**18**

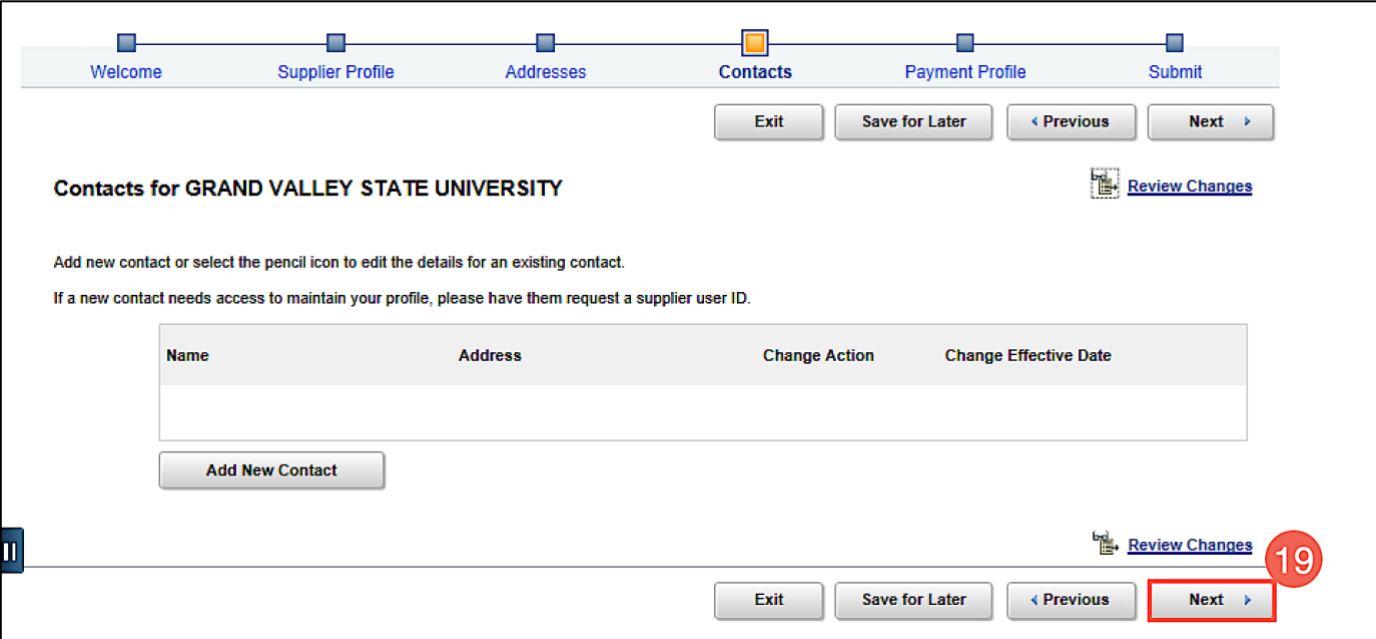
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Use the **Contacts** page to add a new contact or additional contacts.

Use the **Add New Contact** button to add a new contact.

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

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



**Contacts for GRAND VALLEY STATE UNIVERSITY**

Add new contact or select the pencil icon to edit the details for an existing contact.

If a new contact needs access to maintain your profile, please have them request a supplier user ID.

| Name | Address | Change Action | Change Effective Date |
|------|---------|---------------|-----------------------|
|      |         |               |                       |


**Add New Contact**

[Review Changes](#)

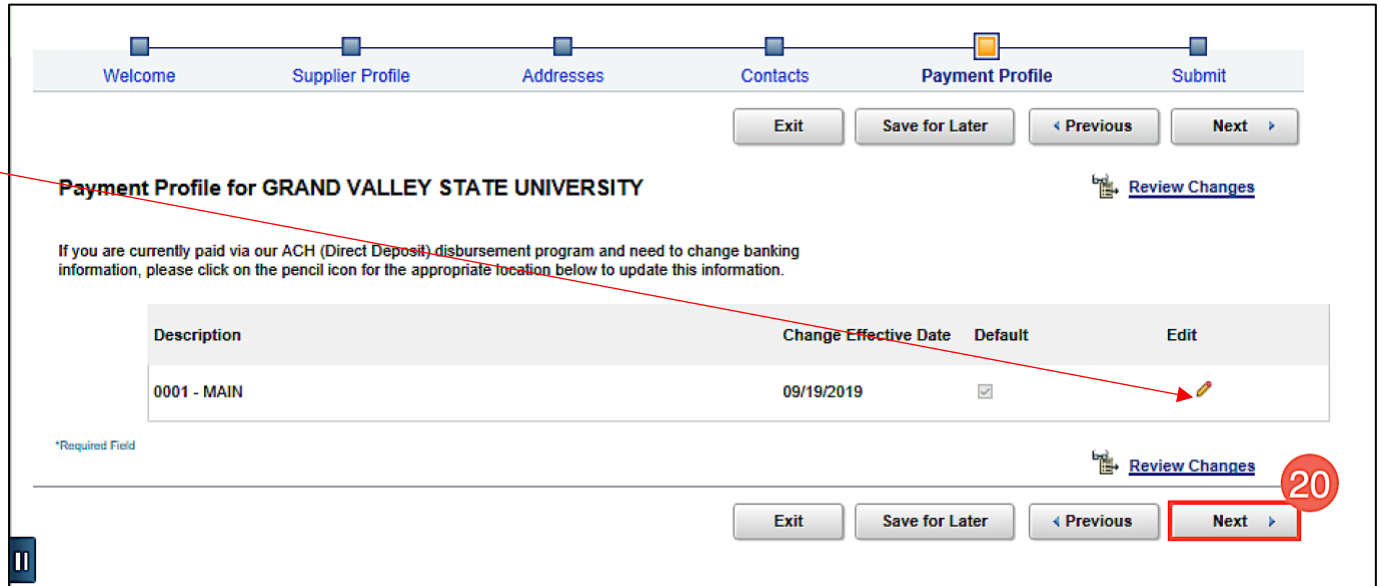
**Next >**


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Use the **Payment Profile** page to edit ACH (Direct Deposit) information.

Use the **pencil icon**  to edit the payment information. The current payment information will not be deleted and the new payment information should be set as the default.

**Step 20:** Click the **Next** button to submit and complete this change request.



| Description | Change Effective Date | Default                             | Edit  |
|-------------|-----------------------|-------------------------------------|---|
| 0001 - MAIN | 09/19/2019            | <input checked="" type="checkbox"/> |  |

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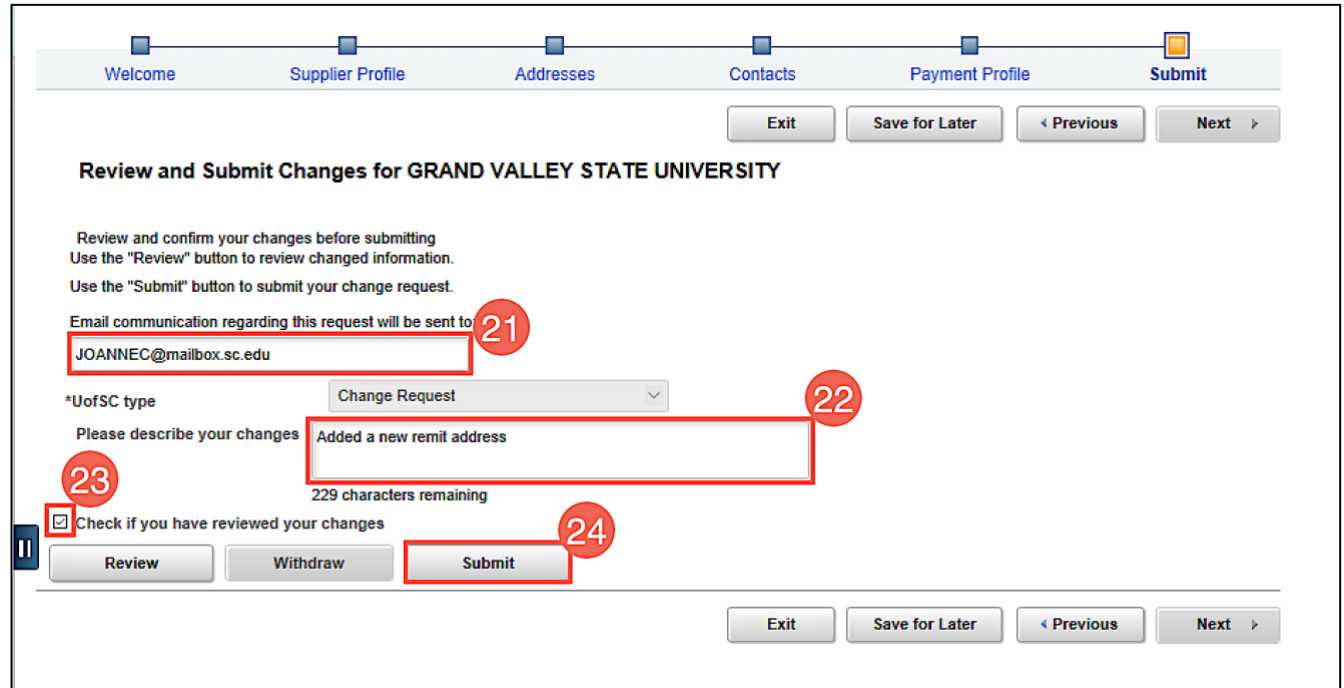
**Step 21:** Check to make sure the change request communications are going to the appropriate contact.

**Step 22:** Add a comment describing the change.

**Step 23:** Select the box to confirm that you have reviewed your changes.

**Step 24:** 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.



**Review and Submit Changes for GRAND VALLEY STATE UNIVERSITY**

Review and confirm your changes before submitting.  
Use the "Review" button to review changed information.  
Use the "Submit" button to submit your change request.

Email communication regarding this request will be sent to

\*UofSC type

Please describe your changes  
  
 229 characters remaining

☒ Check if you have reviewed your changes

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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!**

[New Window](#) | [Help](#) | [Personalize Page](#)

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**Supplier Change Request Submit Confirmation**

Pending Approval

 You have successfully submitted your Supplier Change Request

Your Change Request ID    CHG0000018

Any email regarding the request status will be sent to:  
JOANNEC@mailbox.sc.edu

 [Return to Supplier Change Request Selection Page](#)

 [Return to Supplier Home Page](#)