

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

How to create a change request for an International 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.

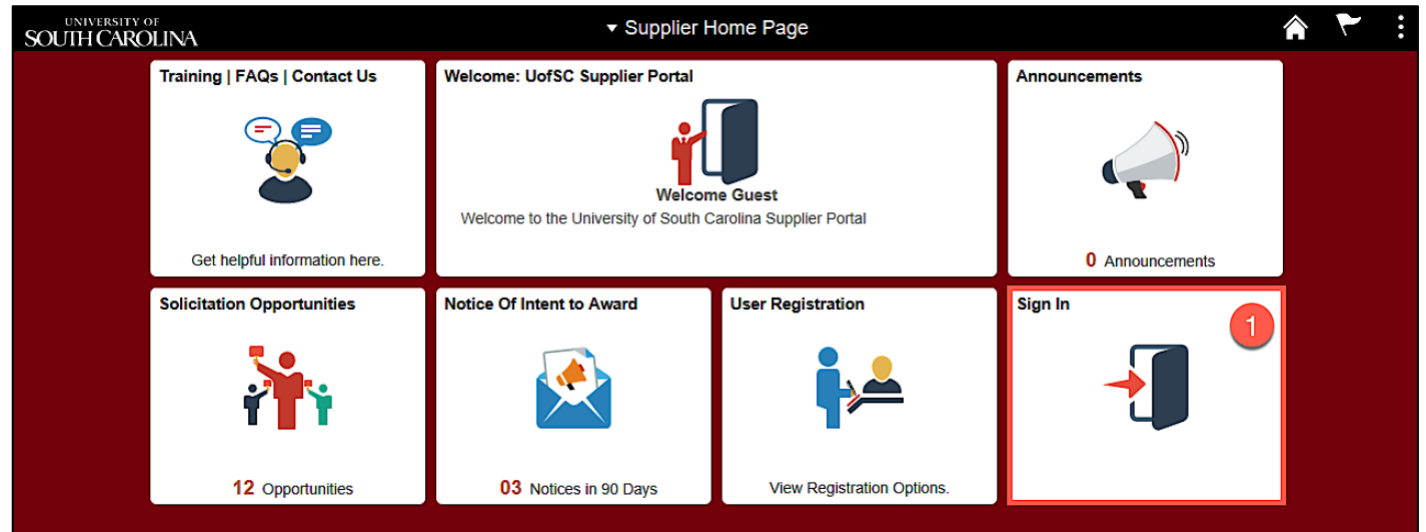
Processing Steps

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.

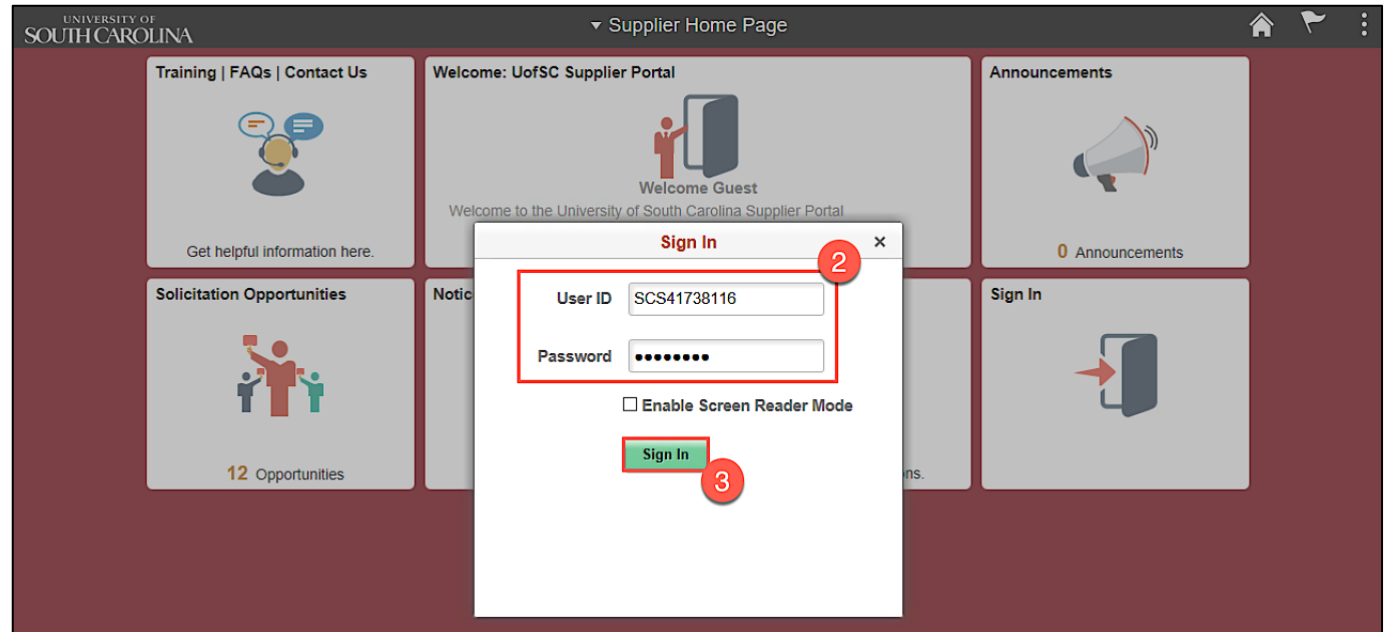
Screen Shots



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

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. A 'Sign In' modal window is open in the center, containing the following elements:

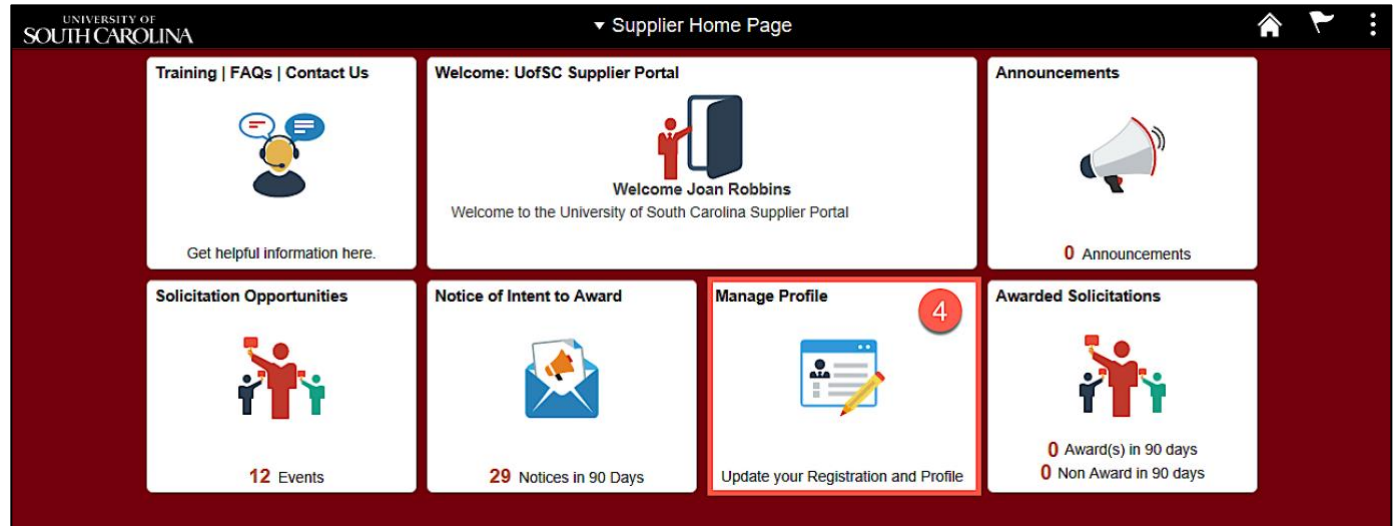
- Sign In** (modal title)
- User ID** field: Contains the text 'SCS41738116'. A red circle with the number '2' is positioned next to this field.
- Password** field: Contains masked characters '.....'.
- ☐ **Enable Screen Reader Mode**
- Sign In** button: A green button with the text 'Sign In'. A red circle with the number '3' is positioned next to this button.

The background of the portal shows several sections: 'Training | FAQs | Contact Us', 'Welcome: UofSC Supplier Portal' with a 'Welcome Guest' message, 'Announcements' (0 Announcements), 'Solicitation Opportunities' (12 Opportunities), and a 'Sign In' button with a red arrow icon.

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

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

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



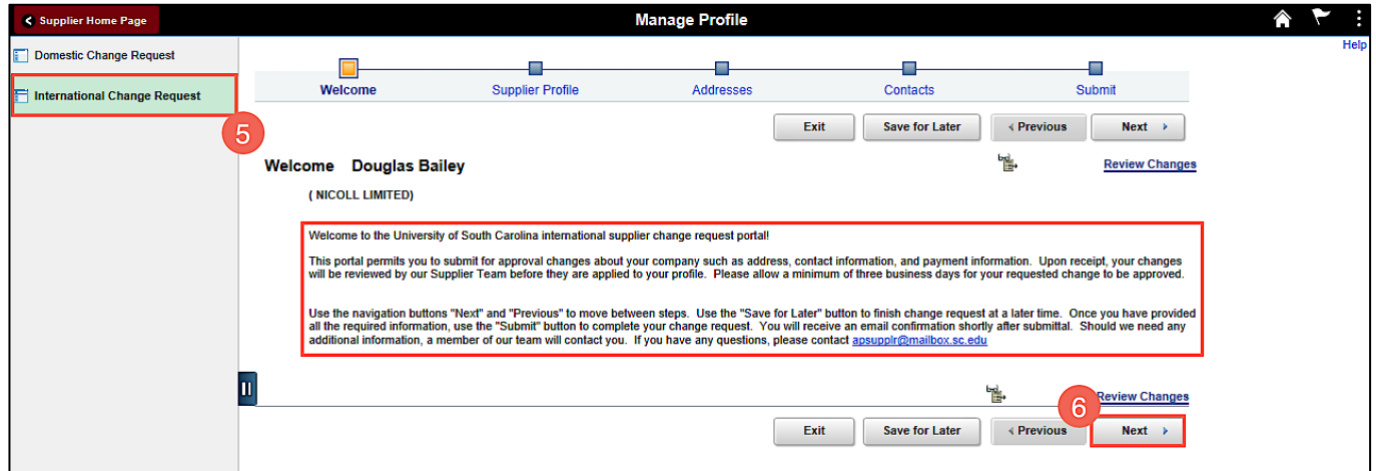
University of South Carolina Controller's Office – Supplier Self-Service Portal Change Request for an International Supplier

Step 5: Select International 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 change requests.

Step 6: Begin the change request process by reading the **Welcome** text, then click the **Next** button to move on to the Supplier Profile.



Supplier Home Page Manage Profile

Domestic Change Request
International Change Request

Welcome Douglas Bailey
(NICOLL LIMITED)

Welcome to the University of South Carolina international 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.

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 apsupplier@mailbox.sc.edu

Exit Save for Later < Previous **Next >** Review Changes

University of South Carolina Controller's Office – Supplier Self-Service Portal Change Request for an International Supplier

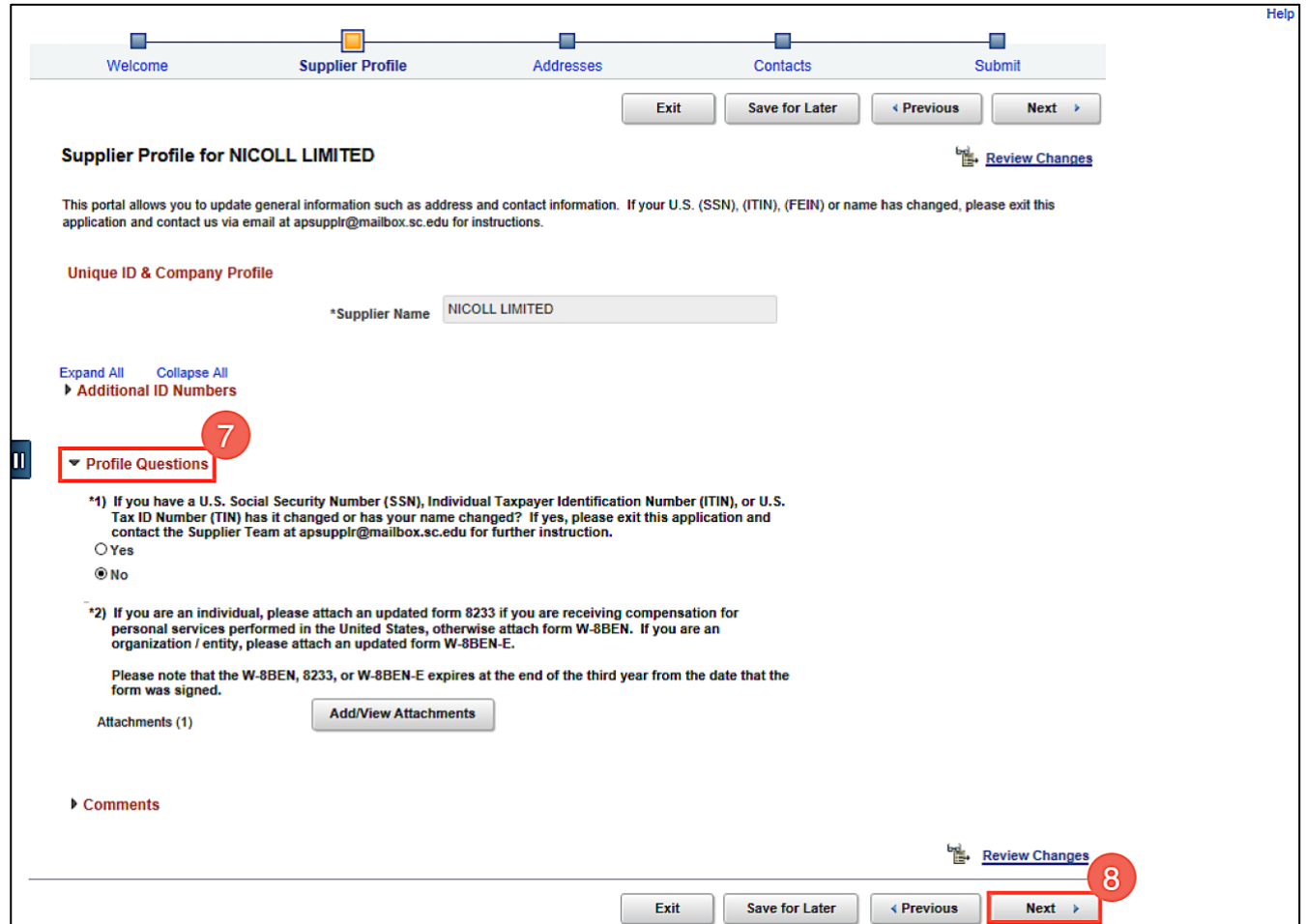
Step 7: Click the **expand arrow** to view and answer the profile questions.

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 you are an **International Business Supplier**, attach an updated **W-8BEN-E**.

If you are an **International Individual Supplier**, attach an updated **8233** if receiving compensation for a personal service performed in the U.S., otherwise attach a **W-8BEN**.

Step 8: Click the **Next** button to move on and add or edit an address.



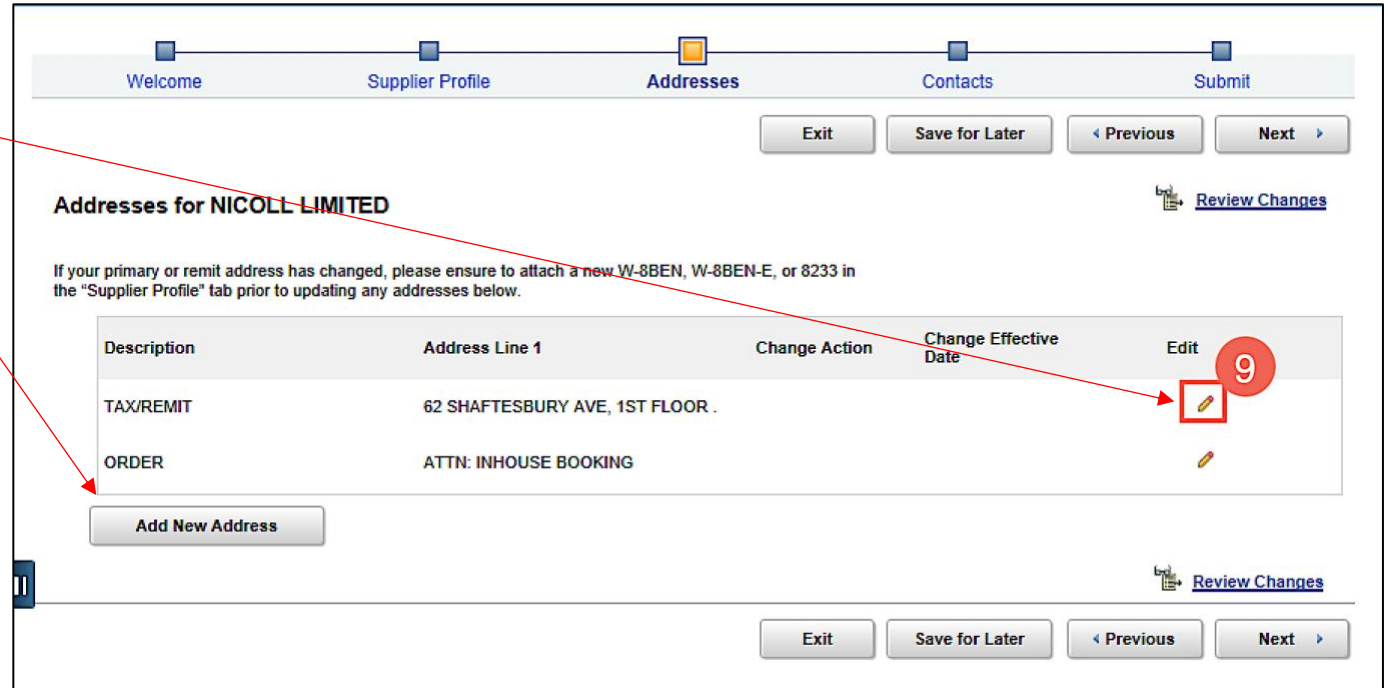
University of South Carolina
Controller's Office – Supplier Self-Service Portal
Change Request for an International Supplier

Step 9: Click the **pencil icon**  to edit an existing address.

To add a new address, click the **Add New Address**.



For this example, we are updating the **Remit** address.

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



Addresses for NICOLL LIMITED

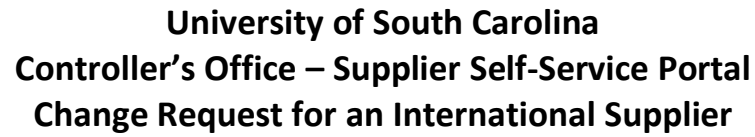
If your primary or remit address has changed, please ensure to attach a new W-8BEN, W-8BEN-E, or 8233 in the "Supplier Profile" tab prior to updating any addresses below.

Description	Address Line 1	Change Action	Change Effective Date	Edit
TAX/REMIT	62 SHAFTESBURY AVE, 1ST FLOOR .			
ORDER	ATTN: INHOUSE BOOKING			

Add New Address

[Review Changes](#)

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



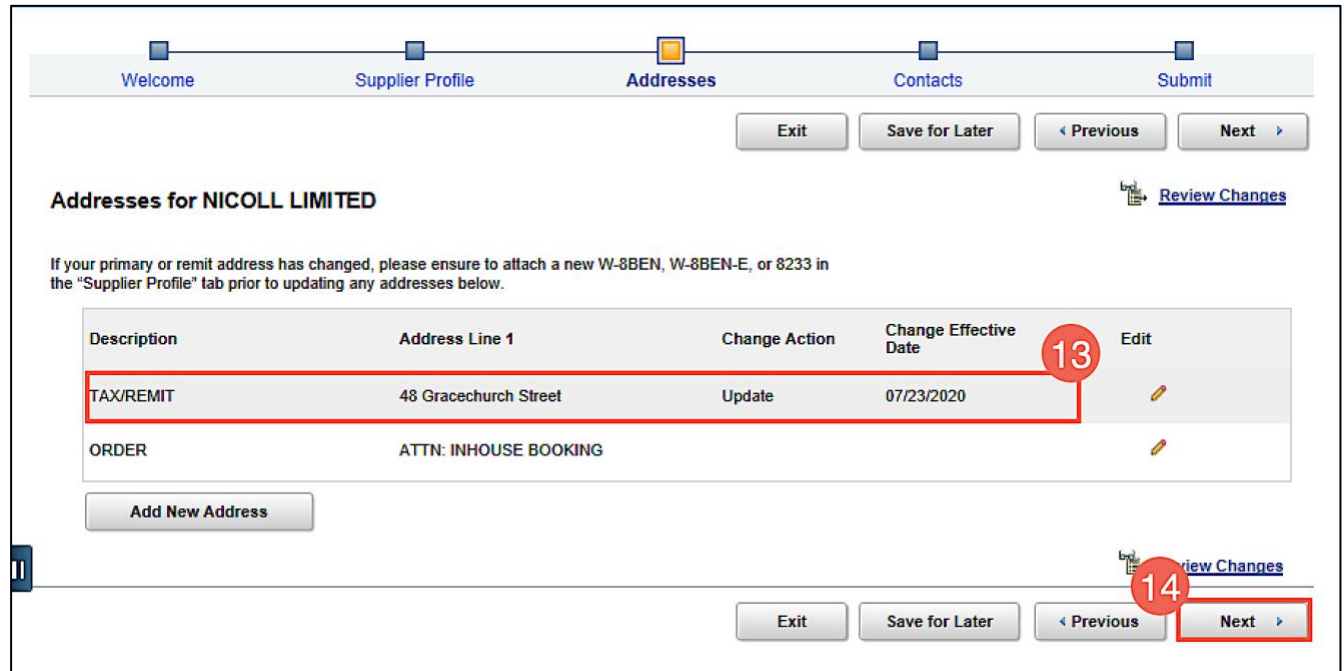
Step 12: Click **OK**.

3/25/21

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



Step 13: Notice the Remit Address is edited.

Step 14: Click the **Next** button to move on to Contacts.



Addresses for NICOLL LIMITED

If your primary or remit address has changed, please ensure to attach a new W-8BEN, W-8BEN-E, or 8233 in the "Supplier Profile" tab prior to updating any addresses below.

Description	Address Line 1	Change Action	Change Effective Date	Edit
TAX/REMIT	48 Gracechurch Street	Update	07/23/2020	
ORDER	ATTN: INHOUSE BOOKING			


[Add New Address](#)

[Review Changes](#)

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

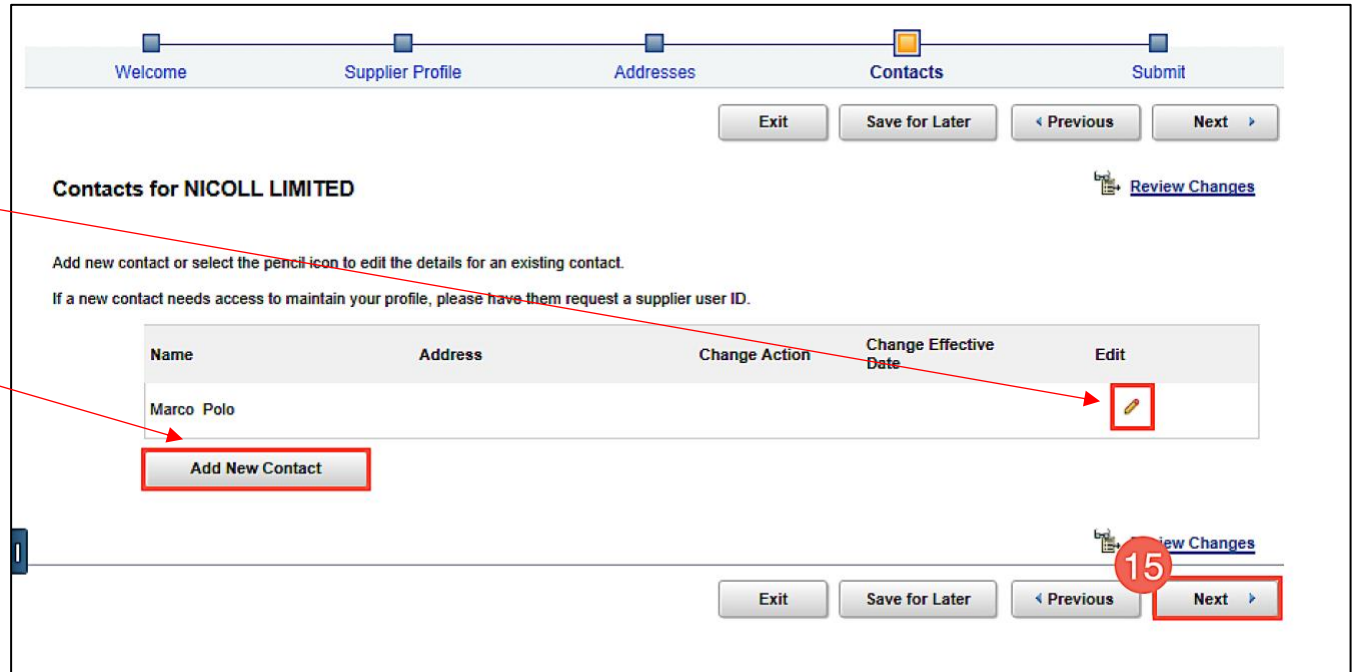
**University of South Carolina
Controller's Office – Supplier Self-Service Portal
Change Request for an International Supplier**

Use the **Contacts** page to add additional contacts or edit existing contacts.

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


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

Step 15: Click **Next** to move on to complete and submit this change request.



Contacts for NICOLL LIMITED

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	Edit
Marco Polo				

Add New Contact

Next >

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

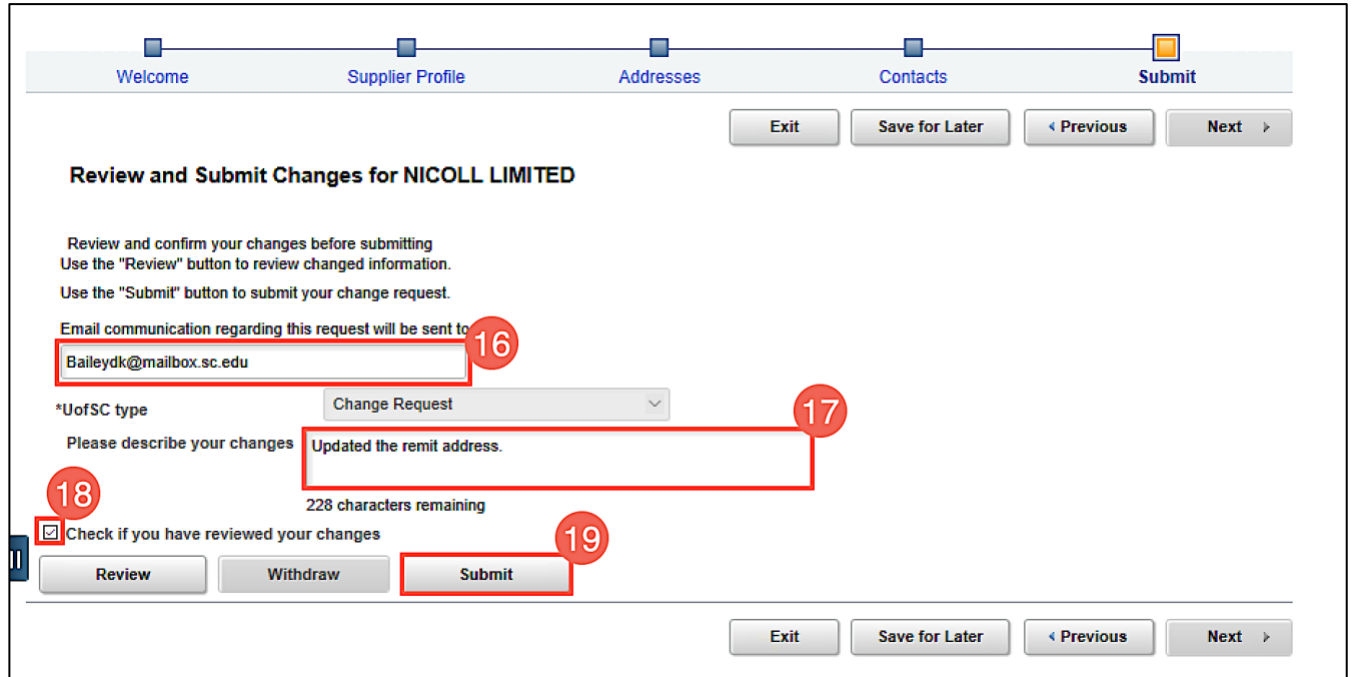
Step 16: Check to make sure the change request communications are going to the appropriate contact.

Step 17: Add a comment describing the change.

Step 18: Select the box to confirm that you have reviewed your changes.

Step 19: 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.



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

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!

Supplier Change Request Submit Confirmation

Pending Approval



You have successfully submitted your Supplier Change Request

Your Change Request ID CHG0000022

Any email regarding the request status will be sent to:

Baileydk@mailbox.sc.edu



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



[Return to Supplier Home Page](#)