Q: How long do you think Supplier validation will take?

A: Once the registration is submitted by the supplier, the process can take a few hours or a few days. This depends on the complexity of the business. For example, international suppliers need additional verification steps, so they will take longer than domestic companies. When a supplier updates their profile, the same workflows will be used. For additional guidance on tracking requests and registrations, please view the HokieMart User Guide.

Q: Will current suppliers be inactivated if they have not registered?

A: Suppliers will not be inactivated unless they are grossly unresponsive, and inactivation will have minimal impact on university purchasing operations. Procurement is committed to working with the supplier to complete registration or to assist the department in finding an alternative responsive supplier. Procurement reserves the right to grant exceptions to the registration process as appropriate.

Q: What type of information is collected from a supplier during registration?

A: Suppliers will provide the company's name(s), address(es), contacts, applicable tax information, and commodity details. Suppliers will have the option to upload their existing IRS W-8 or W-9 tax form, or we will generate one for them based on their answers to our questions.

Q: What do I tell a supplier who is asking me for more information on registration?

A: We encourage any supplier to speak with the Supplier Team in Procurement on registration. Suppliers can be assured that the registration process is free, secure, and easy to use. Jaggaer securely saves supplier information in its database; only select Jaggaer administrators and Jaggaer customer specialists have access to your information

Q: If a supplier says they have a new email or new phone or fax number for contact, can that be updated through the Supplier Update Request Form?

A: Once a supplier is registered, they may log in to their account at any time and make these changes. If a supplier's information is outdated and needs to be updated, the department can enter a Supplier Update Request Form. The Supplier Team will send the supplier a reminder to log in and update their information.

Q: What do we do in situations where a purchase to a new supplier is time-critical?

A: If you need a supplier added to the system for an urgent transaction, fill out the new supplier request form. Then send an email to supplier@vt.edu with the details so they know to prioritize your request.

Q: Do departments still need to request a W9 and submit that through the Accounts Payable W8//W9 Dropbox?

A: During this initial transitional period, if the transaction has already taken place, you may still need to submit W8/W9 to Accounts Payable through the old process. Once the supplier has registered, you will not need to collect the W8/W8 form.

Q: How do I know if a new supplier is ready for shopping?

A: Suppliers that are available for shopping will have a label of "Enabled for Procurement." HokieMart users can track the status of new supplier registrations directly on the Non-Catalog dashboard or can view individual supplier registration workflows within the supplier's profile. Suppliers that have fully registered will have a status of "registered" on the Supplier 360 in their supplier profile. For additional guidance on tracking registrations, please review the HokieMart New Supplier user guide.

Q: Do we get a notification when the supplier is ready to receive orders?

A: You will get an email and notification when a new supplier registration has been approved by Virginia Tech.

Q: What if I am doing business with another government entity and they are unwilling to register through the supplier portal?

A: Certain government entities, such as other universities, can qualify for an exception to the standard registration process. Departments should indicate on the New Supplier Request Form if the supplier is a government entity for the Supplier Team to evaluate how to proceed with setup. Additionally, current processes to establish billing addresses are not changing.

Q: Does the new supplier process apply to honorariums and reimbursement expenses related to visitor travel to Blacksburg?

A: Yes, this will apply to all payment forms and requisitions normally submitted through HokieMart. This will not affect any payments processed in Emburse (formerly Chrome River).

Q: Does this process apply to honorariums?

A: Yes, these changes affect HokieMart transactions where you currently use 'New Supplier' as the supplier on a requisition or payment request form. These changes will not affect current payment processes or requirements.

Q: Does this change the process involving a worker classification form?

A: There are no changes to the worker classification form requirements.

Q: Does this process change if alternative funding sources are used?

A: The new supplier setup and update processes remain the same regardless of funding source (state, foundation, etc).

Q: If a supplier will not accept Virginia Tech's payment terms, are we allowed to proceed with making purchases on the university p-card?

A: Departments can still process pre-payments to suppliers on individual purchase orders. Purchases should not route to the university p-card as an alternative supplier's completing registration. Departments encountering issues with supplier acceptance of terms should contact Procurement.

Q: How do I enter a requisition to a caterer if I have an exemption to go outside of the America to Go Program?

A: The rules surrounding America to Go will still apply. If you have an exemption to use a non-ATG caterer, they will need to register as a supplier the first time. The supplier record will then be inactivated when there are no pending transactions. Departments should use the Supplier Update Request Form to reactivate the supplier record for future transactions.