End User FAQ

What is TSM?
- Total Supplier Management- a comprehensive collection of suppliers including name, address, federal information that is maintained by the Supplier’s themselves.

How do I look up a supplier in the system?
- Please utilize the ECU BIC ID Search before requesting a vendor. This will ensure minimal duplicate BID’s. This report allows you to search by first and last name, Company name, and DBA. If you are unsure of the spelling, the % at the beginning and/or end of the first few letters will assist you in retrieving numerous entries you can to choose from. https://reports.intra.ecu.edu/Reports/Pages/Report.aspx?ItemPath=%2fecuBIC%2fFinance%2fVendor+Setup%2fID+Search

What items are requested in the Supplier Request?
- Supplier name- Individual’s MUST have last name, first name format
- Email Address
- Type of Supplier (2 sections)
- Questions associated with the Supplier type

How will I be notifies that the supplier is set up and ready?
- Supplier Management will send an email.

How will the supplier be notified?
- Supplier Management will send an email.

What do I do if the supplier’s address has changed?
- Supplier Management will email an invite the supplier to update their profile.

What do I do if the supplier’s contact information has changed?
- Supplier Management will email an invite the supplier to update their profile.

What happens if I do not get the naming format correct?
- Supplier Management will review information. If there is an issue, we will return the request back to you for correct.
How do I know what supplier type to select?

- It will be up to you to keep lines of communication open with the supplier. Share with the supplier our new procedures and also the notifications that will be emailed to them.

Why is ECU changing procedures?

- To eliminate paper, ensure ECU is compliant with Federal and State regulations and guidelines, and to offer ACH payments to suppliers.