

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>

The screenshot shows a web application interface for searching suppliers. At the top, there is a breadcrumb trail: "Home > ecuBIC > Finance > Vendor Setup > ID Search". On the right side, there are links for "Home | My Subscriptions | Help". The main area contains six search input fields arranged in two columns. The left column fields are: "Enter Last Name followed by % (Must ALSO use First Name / Leave other fields blank)", "Enter Doing Business As (DBA) followed by % (Leave other fields blank)", and "Enter Banner ID (Exact match - Leave other fields blank)". The right column fields are: "Enter First Name followed by % (Must ALSO use Last Name / Leave other fields blank)", "Enter Company Name followed by % (Leave other fields blank)", and "Enter SSN or TIN (Exact match - Leave other fields blank)". A "View Report" button is located on the right side of the form.

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 notified 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.