Searching the Supplier Database

What is the difference between Supplier Info and Supplier 360?

Supplier info gives very basic information and only searches on exact supplier ID or supplier name.

Supplier 360 gives more information and provides more searchable fields. Example: If you are searching on a DBA (doing business as) name for a supplier, the supplier Info page will not bring up the information. However, if you search for a DBA name in Supplier 360, the search will come back with results. Supplier 360 also allows you to search existing suppliers for specific addresses and will show if a supplier has a status of active or inactive in the results.

How do I access Supplier 360 and add it to my favorites?
To access Supplier 360, follow this pathway:

https://wolverineaccess.umich.edu/ > Financials & Physical resources System > Navigation Icon > Menu > Suppliers > Supplier 360
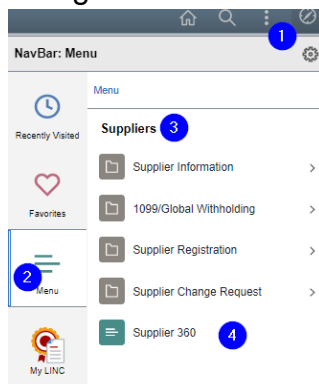
If you find that you do not have access to this screen, please contact your Unit Liaison (UL) and request access.

Adding Supplier 360 to "My Favorites":

Once on Supplier 360 screen click the three vertical dots in the top right-hand corner and then click "Add to Favorites", when the pop-up box appears you can rename it if you wish, or just click "add"
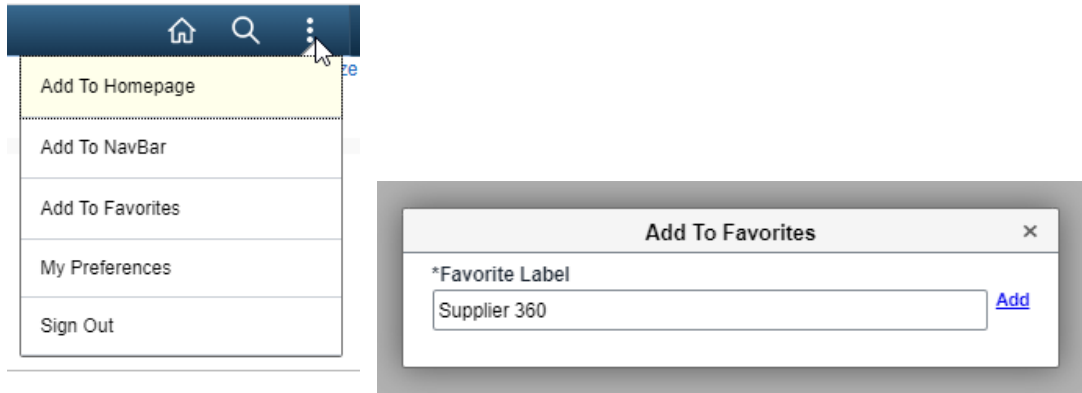
How do I search for a supplier in the database?

Please refer to this document for helpful hints on how to search the database

Purchase Orders

If a supplier would like to change the way they receive orders, such as changing from fax to email, would they do this on the supplier portal?

If the supplier has portal access, they can log into their profile and submit a supplier change request asking this to be updated.

If they do not have portal access, please have them email supplier.maintenance@umich.edu requesting the change and we will follow up with the supplier

Can a supplier opt out of getting printed POs through the supplier portal?

One of the questions asked upon initial registration was for the email address they would like purchase orders sent to. If they would like to update this, please have them log in to the portal and submit a supplier change request.

If they do not have portal access, please have them email supplier.maintenance@umich.edu requesting the change and we will follow up with the supplier.

Banking

How do departments know the payment method for suppliers (check, EFT, wire transfer) and how can it be changed?

When suppliers register in the portal, they are given the option to submit banking information for EFT payment. Upon verification of the information, payments are defaulted to EFT. If they do not provide banking information, or we are unable to verify the information provided, they will receive a check.

For foreign payments, excluding Canada*, wire information should be submitted to Supplier Maintenance for manual entry to the record.

*For Canadian payments, the default is always check unless they have a US bank account, or the currency is in CAD which is then paid by wire transfer.

Can you describe the banking information confirmation process for both companies and individuals? Can departments assist in this process?

No. The EFT verification process must be completed by a SM Associate.   This process assists with fraud prevention and cannot be shared. We cannot use contact information provided by the department; the information used must be independently obtained by an SM Associate.

Communication Regarding the Portal

What happens if a supplier doesn't respond to the registration request, or the request is urgent?

Please contact the Finance Customer Care Team (FinCC) at 734-615-2000 option 3 with the ticket number and request the ticket be escalated for SM review.

Do you have a template/draft of an email that we can send to suppliers with what to expect in order to assist you in receiving prompt responses?

Yes, please see [this document](#) you can send to suppliers on what to expect. The portal invitation will come from supplier.maintenance@umich.edu

Does the invite email always say company even if you are adding an individual?
> No, the individual invitation email references adding "you" vs. "your company" for the company email.

Can you please confirm that I would be notified once a new supplier that I requested to add has had a supplier ID created?
> Yes, the requester will be notified through the TDx ticketing system with the supplier name and ID.

What email addresses are displayed in communication from SM?
> Emails from the portal will come from supplier.maintenance@umich.edu Emails from Team Dynamix will come from um.scc-fin@umich.edu

Supplier reports receiving a proxy error when responding to TDx request, what do I do?
> TDx automatically sends that message to new email addresses, but also enters the response in the ticket. No further action is required from you or the supplier.

DUO

Is DUO required to log into the Supplier Portal?
> Yes, for security purposes, DUO two factor authentication is required when logging into the portal.

How do you register for DUO and what do the methods mean?
> If the supplier is having trouble with registering for DUO, please have them contact the Finance Customer Care team at 734-615-2000 option 3 and we will be happy to assist.

Foreign Suppliers

Is there a plan to include foreign suppliers in the future?
> Yes, we are currently exploring this option

Supplier Record Needs Updates

When you have a supplier that needs their record updated, where can you go to see if they registered in the portal or not?

Unfortunately, there is not an easy way for departments to see if a supplier is a portal supplier. Most suppliers added after May of 2020 will have portal access. If you need an update to a supplier, please submit a request to SM using the [Supplier Maintenance eForm](#) and we will work with the supplier to update the portal information, if necessary.

What do we do if we have a supplier who is interested in joining the portal?

Please complete the [Supplier Maintenance eForm](#) and let us know they are interested in enrolling in the Supplier Portal.

We have suppliers who become inactive after a set period. Previously, we requested a new W-9. Is the W-9 still the proper way to reactivate a supplier?

No, departments should no longer collect tax information. Please complete the [Supplier Maintenance eForm](#) and SM will reach out if necessary to the supplier directly.

Portal Exceptions

Some of our suppliers are individuals paid via PeoplePay and do not feel comfortable using the e-form system. Can they register over the phone instead?

No, the Supplier Portal is the most secure way to collect sensitive information similar to the IRS tax portal or your medical record portal. The portal registration also acts as the W9 that is required for tax purposes.

We have a payment that needs to be expedited, does the supplier have to go through the Supplier Portal?

Yes, all new suppliers need to be registered through the portal. Please call the Finance Customer Care Team at 734-615-2000 option 3 after submitting your ticket and provide them with the ticket number. We will work with the supplier to complete the registration. Please also inform them to expect an email from supplier.maintenance@umich.edu

I have more questions about the Supplier Portal. Who do I ask?

We would be happy to share more information and answer any questions you may have about the Supplier Portal. Please email us at supplier.maintenance@umich.edu We would be happy to answer your questions or set up a meeting to discuss the portal with your department.

What is the best way to contact SM?

If the request is specific to a supplier, please use our Supplier Maintenance eForm. For other questions, please reach out to the Finance Customer Care team at 734-615-2000 option 3.