

Supplier Maintenance

Frequently Asked Questions (FAQs)

General

1. **Question:** Should agencies retain the supplier's W-9 that is sent to Supplier Maintenance?

Answer: To help protect the supplier's Personal Identifiable Information (PII), agencies should properly destroy the supplier's W-9 after the supplier has been set up or modified in Edison.

2. **Question:** Should agencies retain supplier's bank account information if received?

Answer: To help protect the supplier's Personal Identifiable Information (PII), agencies should **not** share bank information with unauthorized users and should properly destroy any information received containing a supplier's bank account information.

Internal Supplier Registration

3. **Question:** If an employee needs both the Agency Submitter and Agency Approver security roles in Edison, do they have to complete both the Agency Submitter and Agency Approver trainings in ELM?

Answer: No. They are only required to complete the Agency Approver training as it contains both the Agency Submitter and Agency Approver training modules.

4. **Question:** Our office directs suppliers to register themselves through the External Supplier Registration. Is this functionality going away?

Answer: The External Supplier Registration functionality is still available in the **Supplier** Portal for suppliers (U.S. person or entity) to register themselves as a new supplier. Foreign suppliers must complete the current IRS W-8 found at www.irs.gov and submit the form to Supplier.Maintenance@tn.gov. Subject line of the email must include "FOREIGN".

5. **Question:** Our office directs suppliers to contact Supplier Maintenance to make changes to their supplier file or to create a user account to make the changes themselves through the Supplier Portal. Is our agency now required to use the Supplier Maintenance Supplier Update Form to submit updates to existing suppliers?

Answer: Agencies can complete and submit the Supplier Maintenance Supplier Update Form to Supplier.Maintenance@tn.gov to request changes to existing suppliers **OR** suppliers may use the Supplier Portal to add addresses and to add, change, or delete Contacts (not user accounts). Suppliers may also email their IRS W-9 to Supplier.Maintenance@tn.gov in order to change their IRS Name, DBA Name, tax ID, W-9 Business Type, and/or Address ID 1 in Edison. In addition, to add a 1099 category, suppliers can email Supplier.Maintenance@tn.gov.

6. **Question:** Does additional Edison security roles need to be requested to submit the Supplier Maintenance Supplier Update Form?

Answer: No additional Edison security roles are needed to complete and submit the Supplier Maintenance Supplier Update Form to Supplier.Maintenance@tn.gov.

7. **Question:** I attempted to submit a supplier registration and I received a pop-up stating: "The Tax Identification Number you have entered already exists." What do I do?

Answer: This means that there is already a Supplier ID or active Registration ID associated with the tax ID provided while attempting to register.

First, navigate to the **Review Suppliers** screen in Edison (NavBar>Menu>FSCM>Suppliers>Supplier Information>Add/Update>Review Suppliers) to check if the tax ID is already associated with a Supplier ID. Once navigated to the **Review Suppliers** screen, enter the nine-digit tax ID (without dashes) into the **ID Type – Tax Identification Number** field then click Search.

If you found no results, run the **TN_SUP_REG_BY_TIN** query by entering the nine-digit tax ID (no dashes) then click View Results. If a registration is already in progress with the tax ID entered, the registration details should appear in the results.

If you still found no results, email Supplier.Maintenance@tn.gov and include in the Subject line "ISRQ" to request more information.

Supplier Update Form

8. **Question:** Is the **Taxpayer Identification Number (TIN) in Edison** field in Section 1 of the Supplier Update Form required?

Answer: Yes, all fields in Section 1 are required. It is important to obtain the TIN from the supplier to ensure the information is being updated on the correct supplier file.

9. **Question:** Does Section 8 of the Supplier Update Form have to be digitally signed?

Answer: Section 8 can be digitally signed using an Adobe self-signed certificate **or** the Submitter can complete, print, and hand-sign the form in the digital signature box. If the form is hand-signed, be sure to also date the form.