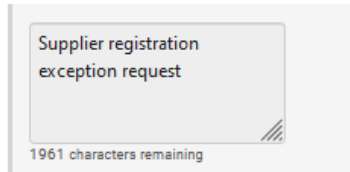


# Indiana University Office of Procurement Services

**STANDARD OPERATING PROCEDURE**

<b>SOP NO:</b>	SOP-PURCH-21
<b>SUBJECT:</b>	<u>BUY.IU Supplier Portal Set Up Exception Process</u>
<b>SOURCE:</b>	University Procurement Services
<b>ORIGINAL DATE OF ISSUE:</b>	1/13/2020
<b>DATE OF LAST REVISION:</b>	5/17/2022
<b>Disclaimer:</b>	The information provided in this Standard Operating Procedure (SOP) is designed to provide helpful information on this procedure. Purchasing reserves the right to determine on a case by case basis if a SOP should be adjusted for a particular situation. This SOP is not intended to cover each and every situation nor can it anticipate specific circumstances.
<b>RATIONALE:</b>	<p>IU prefers suppliers utilize the Jaggaer portal when registering to do business with IU. The Jaggaer portal is a secure place the supplier can add and maintain critical data such as tax and banking information. This portal also removes the responsibility of handling this critical data from departments. Once registered, suppliers can check on status of payments, submit invoices and update contact and fulfillment information.</p> <p>The exception process outlined in this SOP accommodates supplier portal set up for suppliers or individual(s) that are unable to complete the supplier registration process in Jaggaer. Exception requests are reviewed and approved by the Supplier Data Management (SDM).</p>
<b>PROCEDURES:</b>	<p style="background-color: yellow;">If your supplier is ALREADY in BUY.IU, skip to step 2.</p> <ol style="list-style-type: none"> <li>1. First, submit a supplier request form to notify SDM that a new supplier is needed. The type of supplier request form used depends on the type of payment the supplier will receive. Refer to the <a href="#">supplier section of the BUY.IU resource page</a> for guidance on selecting the appropriate request form.             <ol style="list-style-type: none"> <li>a. Enter N/A in the email field of the supplier request form.</li> <li>b. Enter "SUPPLIER EXCEPTION REQUESTED" in the description of items/services field or the Comments to Share with SDM field.</li> </ol> <p style="text-align: center; font-size: small;">Provide a brief description of items/services being purchased. ★</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;"> <p style="font-size: x-small; margin: 0;">SUPPLIER EXCEPTION REQUESTED. The supplier will be translating documents written</p> <p style="font-size: x-small; margin: 0;">1901 characters remaining</p> </div> </li> </ol>

Comments To Share With SDM



2. After submitting the form, notify SDM of the exception request by submitting a support form, linked [here](#) . Select the topic “Supplier unable to register due to physical/technical limitations” as pictured below.

**I currently work with Indiana University... (\* required)**

Select your affiliation with IU from the following options.

in a department ▼

**I need help with... (\* required)**

Suppliers ▼

**Choose a topic: (\* required)**

Supplier unable to register due to physical/technical limitations ▼

In the description of your support form, include:

- a. The type of supplier request form submitted (non-catalog, check request, etc.)
  - b. The name and contact information (email or phone) for the individual(s) requesting assistance, in case we need to reach out to them.
  - c. When using the Non-Catalog Order (Purchase Order) form, indicate the commodity area chosen (IT, MRO, ORA, PRO, or SCI), and
  - d. Details explaining the reason for the exception request, such as the supplier’s circumstances or ability to complete online registration.
3. SDM will review the request and notify you of its approval or rejection, as well as their justification.
    - a. If the supplier can register themselves, but does not have an email address, a supplier information packet will be provided. The supplier must submit the completed packet to SDM via secure fax, 812-855-7839.
    - b. If the supplier cannot register themselves and requires phone assistance, the approval email will include verbiage advising the supplier of next steps.
    - c. Under LIMITED circumstances, SDM will obtain the W-9 from the department. If a W-9 for the supplier is already available, let SDM know in the support form. We will advise on next steps.

**DEFINITIONS:**

**CROSS  
REFERENCE:**

- [BUY.IU Supplier Resource Tile](#)
- [Slashtmp Application](#)
- [Slashtmp Knowledge Base article](#)
- [Supplier Data Management email response templates](#)