List of frequently asked questions (FAQs) regarding supplier registration.

If you have questions that are not answered below, please contact The California State University's CSUBUY Supplier Management Team at csubuy-suppliersupport@calstate.edu.

If you need assistance resetting your password, contact JAGGAER Supplier Support at: 1-800-233-1121.

1. **What can I expect once I submit my registration?**
   When you submit your registration, it first runs through a series of automated checks including validating your TIN number and your ACH banking information if applicable. Your registration will then be reviewed by a member of the CSU Supplier Management Team who will check to make sure that the information you have entered in your supplier profile matches the information in the tax document you provided (e.g., W-9, W-8 BEN, W-8 BEN-E). The Supplier Management Team will verify your tax selections and the results of the automated validations that your registration went through when it was first submitted. Your registration may be returned to you with a note (and sometimes a separate detailed email) requesting that updates or corrections be made to your tax document or profile information. You may also be asked to change your method of payment if your ACH banking information could not be validated. Once you have made the requested updates, you can resubmit your registration and it will run through validation and review again.

2. **What is The California State University's method of remittance?**
   While ACH is preferred, both ACH and Check payments are supported. ACH payments are contingent upon your banking information passing an automated validation screening. If your ACH banking information cannot be validated, your registration will be returned to you with instructions to either correct your banking information or inactivate your ACH payment method and create a check payment method. If after two resubmissions you still have not taken the requested action, we will make the change on your behalf. Please do not re-activate ACH if it has been made inactive by a member of the CSU Supplier Management Team.

3. **Does my California-based business need to be registered to do business in California in order to do business with the CSU?**
   Yes. During registration, you will be required to provide the Entity Number issued to you by the California Secretary of State. One of the places this number can be found is on your filed/stamped Articles of Incorporation. We will validate this number and your registration status via Business Search. This ensures the CSU (a State agency itself) is only doing business with California entities who are in good standing with the State and in compliance with State income tax obligations. Since entities not in good standing cannot legally do business in California, the CSU cannot do business with California-based entities who do not meet this requirement.

4. **Does my non-California entity need to be registered to do business in California in order to do business with the CSU?**
   No. However, if your entity is providing a service in-person in California, your payment will be subject to California's Nonresident Tax Withholding, which is currently 7%. Each campus you transacted with will remit

the amount directly to the State of California and will issue your entity a tax form in January. For more information, please review FTB Publication 1017.

5. **I need to verify my legal name but cannot locate my EIN Confirmation Letter (CP 575) from the IRS.**
   The IRS does not issue duplicate CP 575 notices; however, this website describes how to get an "EIN verification letter" (147C) from the IRS and it would present your business name as it was on your original EIN application.

6. **I am a current supplier for CSUBUY and I received a message asking me to update my supplier profile. Why am I being asked to do this?**
   If you are currently doing business with CSU, we will periodically request that you update your company's profile to make sure we have the most up to date information.

7. **What if I am already a supplier with a California State University?**
   CSUBUY is being rolled out to the CSU's 23 campuses and the Chancellor's Office in a phased approached. To do business with a current CSUBUY campus, you will need to create a profile in CSUBUY and maintain your information using the online portal. To do business with a future CSUBUY campus (not yet participating), please contact the campus directly to complete the campus' supplier onboarding process. More information can be found here.

8. **What should I do if my company's profile administrator left the company?**
   If the individual who registered *is no longer with your organization*, you will need to contact JAGGAER Supplier Support at 1-800-233-1121.

9. **What should I do if I tried registering and my company is already registered?**
   Please contact the CSUBUY Supplier Management Team at csubuy-suppliersupport@calstate.edu to find out who completed your company's registration. That individual will need to add you as a user in the existing profile using the User Management guide.

10. **How can I add a user or modify user roles?**
    A User Management guide can be found here.

11. **What if I am no longer my company's representative/contact for the CSU?**
    Follow the User Management guide to add the new representative/contact as a user and assign them the appropriate role. If you are cutting ties with this role completely, you will most likely assign them "Manage All Portal Activities," but be certain because with this level of access, they will be able to access banking information and can delete your user access.

12. **How can I remove a user's access?**
    Go to *Administer > Manage Users > Search for Users >* [select user] *> Assigned Roles* and select the assigned roles (on the right side), then click the left arrow to move them to the left side, which removes the user access. See User Management guide.

13. **Can suppliers view each other's data?**
    No, all profile information is secure and is only available to the supplier that owns the profile and to CSU authorized personnel.

14. **What is the next step after my registration is approved?**

Once you have registered and your information is verified and approved, your name and selected commodities will be available to all CSU employees authorized to purchase goods and/or services. Due to the volume of inquires we receive, you will NOT be contacted until a purchasing professional matches one of our current needs with your offerings.

15. **How can I contact a purchasing or commodity manager to discuss a product or service offered by my company?**
Due to the large volume of inquiries, we do not provide direct phone numbers or email addresses of our purchasing professionals. Instead, our purchasing professionals use the Supplier Database as a means of sourcing, by product category. Remember, you can always login and check your profile after registering to make updates to your offerings via NAICS and commodity codes.

16. **How can I change who the Purchase Order (PO) goes to?**
You need to login to your profile, go to the Addresses, and edit the Fulfilment address. Visual instructions can be found here.

17. **How do I create an Invoice via the CSUBUY Supplier Portal?**
Here is a quick video on how to create an invoice via the CSUBUY Supplier Portal:
https://www.youtube.com/watch?v=UC4iNsLvfPw

18. **I am trying to create an Invoice – why don't I see that option?**
CSUBUY will display options based on the permissions assigned to your role. Your role is connected to your email address. Make sure that you logged into CSUBUY using the email address associated with the User Registration that corresponds to the task you are trying to perform. For example, a company might use billing@xyz.com for the User Registration responsible for creating invoices rather than the direct email address of the individual in the billing department. Contact your company's profile administrator who will refer to the User Management guide.

19. **My business' TIN has changed. What should I do?**
Once a supplier profile has been approved, the TIN number must not be changed. Instead, contact csubuy-suppliersupport@calstate.edu and request a new invitation. You will need to start a new supplier profile using the new company information and the old supplier profile will be inactivated.

20. **My business' name has changed. What should I do?**
If ONLY your business name has changed, upload a new W-9 and update your supplier name. If your TIN also changed, please refer to question #19.

21. **My business' legal structure has changed. What should I do?**
If transactions have already occurred under the old legal structure, your existing supplier profile cannot be updated with the new legal structure. Instead, contact csubuy-suppliersupport@calstate.edu and request a new invitation. You will need to start a new supplier profile using the new company information and the old supplier profile will be inactivated.

22. **I am an individual who traveled to California from another state for a speaking engagement. Why was my invoice short-paid?**
Individuals, Sole Proprietors, and Single-Member LLCs whose beneficial owner is not a resident of California are subject to California's Nonresident Tax Withholding, which is currently 7%. Each campus you transacted with will remit the amount directly to the State of California and will issue you a tax form in January. For more information, please review FTB Publication 1017.

23. **My company traveled to California from another state to install equipment and/or provide a training. Why was the invoice short-paid?**
    Non-CA based entities who are not registered to do business in California are subject to California's Nonresident Tax Withholding (currently 7%) on services provided in California. Each campus your entity transacted with will remit the amount directly to the State of California and will issue your entity a tax form in January. For more information, please review FTB Publication 1017.