

# Supplier Registration Troubleshooting– Section 2.0c

Questions or issues on the supplier registration process.

Additional Resources:

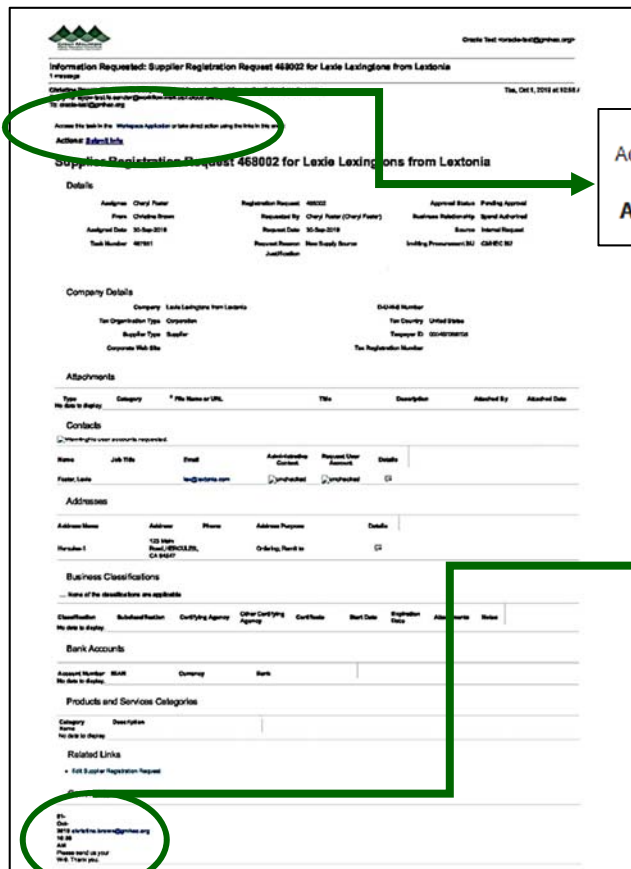
Audience: All

- [ap@gmhec.org](mailto:ap@gmhec.org)
- 802-443-2321

## Action

### Registered your supplier and haven't received your approval:

- **To find out the status of your supplier registration:**
  - [Reference Guide: 20a General Supplier Search](#) → “2.1 Search For Your Supplier” → Screen 2 – Manage Supplier Registrations
  - From the Manage Supplier Registrations screen, you will be able to see what the status of your supplier is, such as “pending approval”
- **Request For More Information:**
  - Accounts Payable (AP) may need more information from you before they can approve a supplier record
  - You will be notified via email and in Oracle for more information
- **Request For More Information Example:**



Click the “Workspace Application” to link back to Oracle and complete information requested by Accounts Payable

Access this task in the [Workspace Application](#) or take direct action using the links in this email:

Actions: [Submit Info](#)

### Comments

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01-Oct-2019 10:56 AM  
[christine.brown@gmhec.org](mailto:christine.brown@gmhec.org)  
 Please send us your W-9. Thank you.

Scroll down to the bottom of the message to view comments made by Accounts Payable

**Registered your supplier, received approval, but you still cannot access:**

- **Did you choose Spend Authorized?**

*If you did not choose Spend Authorized, and chose Prospective, your supplier has not been approved to do any monetary transactions. Contact the Service Desk for support or, GMHEC Accounts Payable for assistance.*

- **For a Requisition/PO, did you choose “Ordering” for your address?**

*If you did not choose Ordering when you were inputting the address, your supplier is not authorized to accept any Purchase Orders. Contact the Service Desk or Accounts Payable for assistance.*

- **For an Invoice, did you choose “Remit To” for your address?**

*If you did not choose Remit To when you were inputting the address, your supplier is not authorized to accept payment. Contact the Service Desk or Accounts Payable for assistance.*

- **For an Invoice, and “Remit To” was chosen:**

*Contact Accounts Payable.*

**Editing a Supplier Record:**

- All supplier record changes must be completed by Accounts Payable.
- To submit a change, contact [ap@gmhec.org](mailto:ap@gmhec.org). Please include the supplier name and/or number, along with the changes needed.
- Do not email any sensitive information such as social security numbers or bank account information.
- Should your changes include sensitive information, please call Accounts Payable directly at 802-443-2321.