LOGIN PROBLEMS

Invalid Email Address or Password

Tip: Copying and pasting the temporary password into the password field will avoid typing mistakes when entering the temporary password.

- Is the vendor using the email address to which the Request for Supplier Information was sent? The vendor must log in with the same email address to which the request was sent, because that address is embedded in the temporary login credentials.
  - If not, send a new email request to the person completing the form. Once you have done this, email Karen Emley (kme44) and request that the original email address be deleted.
  - If so, the vendor may have been locked out of the account after trying to log in unsuccessfully several times. Follow these steps to unlock the account:
    1. Email Karen Emley (kme44) and request that the original email address be deleted.
    2. Resend the email request to the person who is filling out the form.

Note: If the vendor previously logged in and changed the password, make sure the vendor is using the newly created password. Some vendors try to log in a second time and use the temporary password after they have already changed it to something else.

Expired Temporary Login Credentials

- Did the vendor try to log in within 14-days of receiving the request?
  - If not, and the vendor’s invitation has expired, resend the email request to the person who is filling out the form. Do this by clicking anywhere on the row to get the pop-up window that allows you to resend the invitation.
  - If so, and the vendor says the AVF information has been submitted, but no communication has been received:
    - Ask if a pop-up window appeared (see the image below) or if an email was received that stated to allow 3-5 business days for processing. If not, the form was not submitted successfully and must be resubmitted.
ENTERING THE TAXPAYER IDENTIFICATION NUMBER

- Entering the Taxpayer Identification Number (TIN), e.g., Social Security Number (SSN), or federal employer identification number (FEIN).
  - This screen is only displayed at the end of the process when submitting the information. See the images below.
  - The TIN is only displayed the first time information is entered.
  - If a vendor logs back in after the vendor record has been approved, the TIN information will not be accessible.
  - If a vendor’s name or TIN changes, a new IRS Form W-9 must be sent to Procurement and Payment Services by secure FAX or U.S. Mail, so that we can manually edit the KFS vendor record.

QUESTIONS ABOUT TAX INFORMATION

- If a vendor has questions about their tax information on the AVF, follow these guidelines:
  - Name fields (line 1 & line 2):
    - Use the legal name for the business on line 1. This is the name used on the business’ tax forms when filing federal income taxes for the business.
    - A “Doing Business As” (DBA) name, if applicable, goes on line 2.

Note: We are not tax experts and should not provide instructions related to tax information. Questions regarding tax information should be directed to the University Tax Office or their own accountant or a tax professional.