



Change Request and Request for Additional Information-Instructions for Suppliers

Purpose: Instructions to supplier on how to submit a change request and how to respond to a request for additional information.

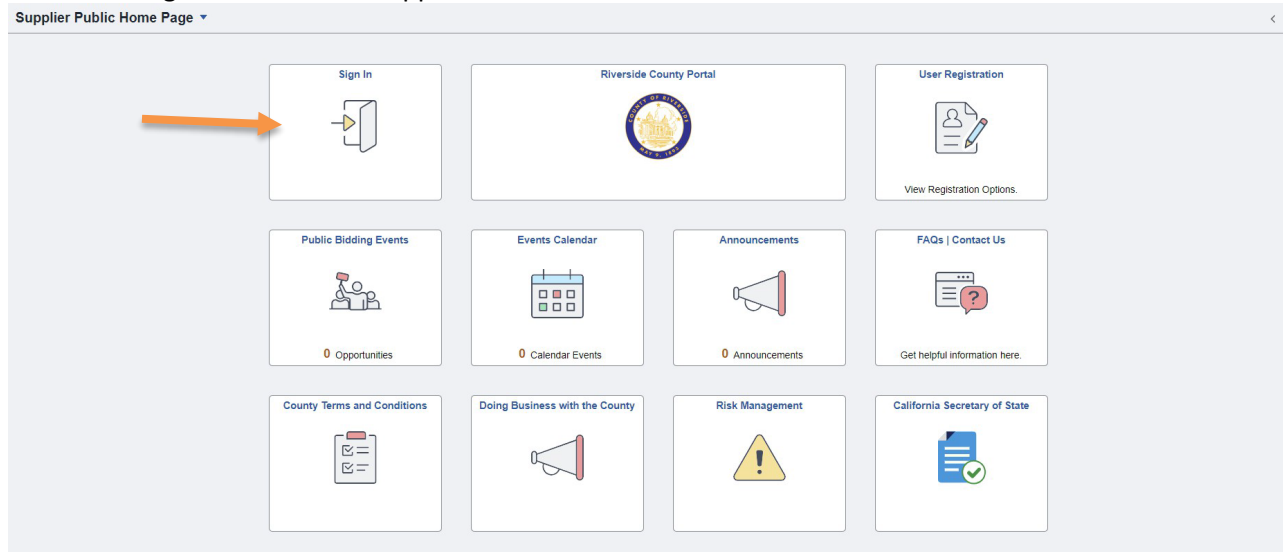
Supplier Change Request is the process of updating the supplier's County of Riverside payment profile, referred to as "Supplier Profile".

A Change Request can only be initiated after supplier registration has been approved and a User ID and Password have been created.

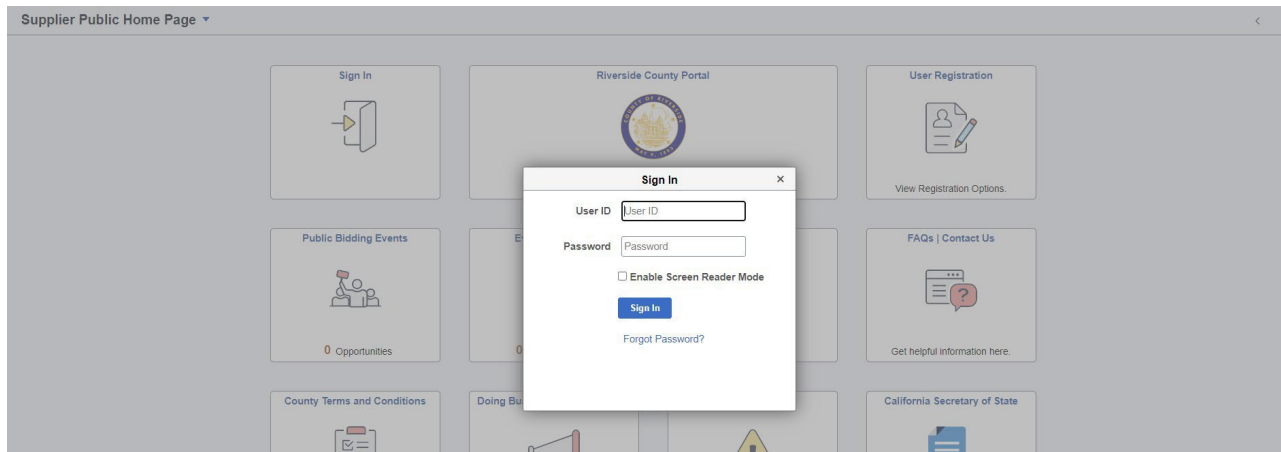
Suppliers will navigate to the eSupplier Portal.

https://esupplierportal.co.riverside.ca.us/psc/esup/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL

- Click "Sign In" tile on the eSupplier Portal:



- Enter log in credentials (User ID and Password-created during registration)
 - Click "Sign In"
- *If an error occurs, clear your browser history, and retry.



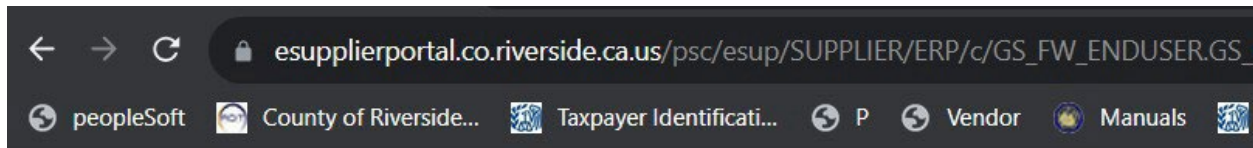


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- Select a 2-way MFA Method
- Obtain code from method selected.

Once PIN received

- Enter PIN.
- Click Submit.



Please Enter PIN

Expires 08/28/23 2:43PM

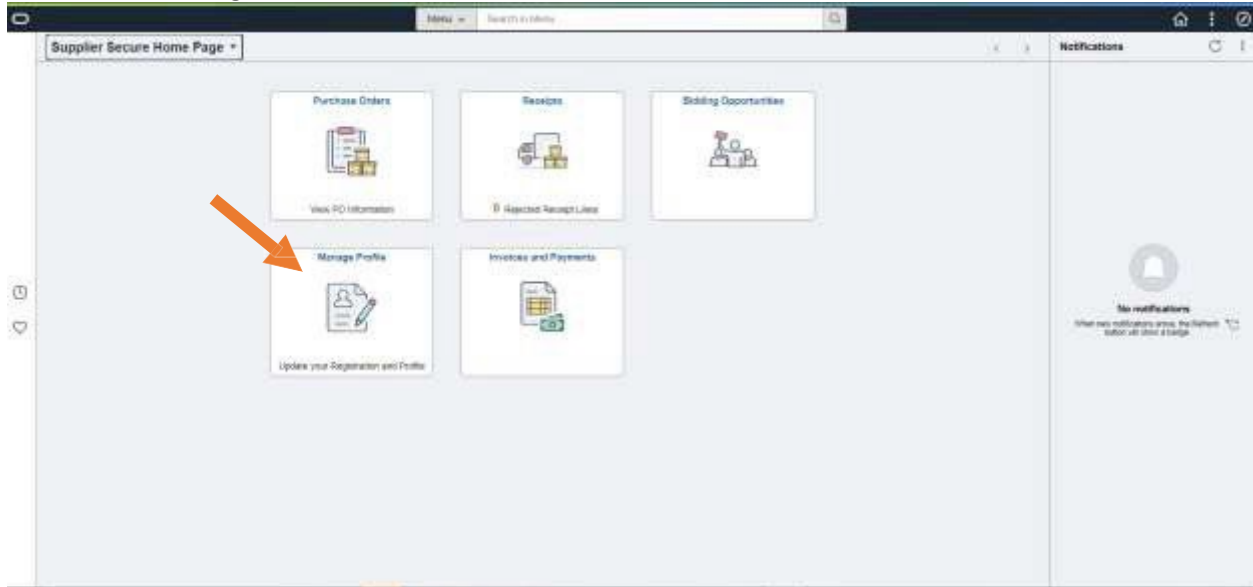
Notify PIN using



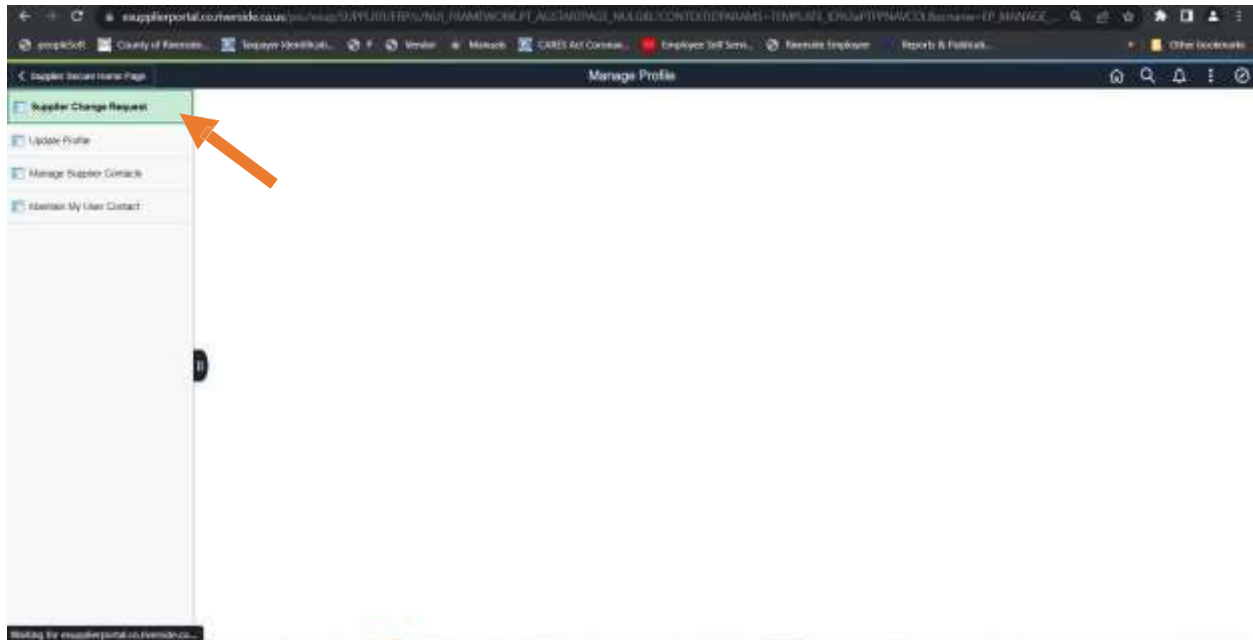
Change Request and Request for Additional Information-Instructions for Suppliers

Log in brings you to the supplier's Home Page.

- Click "Manage Profile" tile.



- Click "Supplier Change Request".





Change Request and Request for Additional Information-Instructions for Suppliers

Navigate to the appropriate tab “Company Profile”, “Addresses”, “Contacts” or “Payment Profile” to make the necessary changes.

The screenshot shows the 'Manage Profile' interface in the Supplier Portal. The browser address bar indicates the URL is esupplierportal.co.riverside.ca.us/psc/esup/SUPPLIER/ERP/c/NUJ_FRAMEWORKPT_AGSTARTPAGE_NUJGLB_CONTEXTIDPARAMS=TEMPLATE_ID%3aPTPPNAV. The page title is 'Supplier Secure Home Page' and the main heading is 'Manage Profile'. A navigation bar at the top contains tabs for 'Welcome', 'Company Profile', 'Addresses', 'Contacts', 'Payment Profile', and 'Submit'. Below the navigation bar, the 'Company Profile' tab is selected, and the main content area displays a 'Welcome' message and a 'Review Changes' button. The left sidebar contains options like 'Supplier Change Request', 'Update Profile', 'Manage Supplier Contacts', and 'Maintain My User Contact'.

*Note: Please reference the Supplier Registration Instructions PDF, Exhibit A, on page 10.

Click submit when complete.



Change Request and Request for Additional Information-Instructions for Suppliers

When a County or Riverside approver requests additional information from you, a detailed email stating what is being requested is sent to the primary contact.

More information required for SCR ID "000000002" for Vendor ID "0000260628".

no_reply_fs92prda@rivco.org
To Ford, Tangela Thu 9/7/2023 7:00 AM

Start your reply all with: Please confirm receipt. Here is the information. Please see attached. [Feedback](#)

More information is required for your Supplier Change Request having SCR ID 000000002 for the Vendor "MAJIK Co".

RFI comments: Please upload PDF formatted support document attachment. Currently received WORD document format.

Please use the following link to logon to our website to view the transaction.

Supplier self-service: http://slc05egt.us.oracle.com:8000/psp/ep920mstx/SUPPLIER/ERP/c/SCR_MENU.SCR_VENDOR_SELECT.GBL?Page=SCR_VNDR_SELECT&Action=U&SCR_ID=000000002

If you have any question or feedback regarding your SCR ID 000000002, please call the ACO Supplier Registration Team at (951) 955-3841, or email ACOSupplierRegistration@rivco.org.

Thank you.
County of Riverside, Auditor Controller's Office

Suppliers must:

1. Log in to their portal via eSupplier Home Page.
2. Click Manage Profile.
3. Click Supplier Change Request- Displays all pending change requests.

Supplier ID	Name	Request ID	Change Status	Date
0000260628	MAJIK Co	000000001	Request Additional Information	08/29/2023
0000260628	MAJIK Co	000000002	Request Additional Information	08/31/2023



Change Request and Request for Additional Information-Instructions for Suppliers

Supplier can delete a previous change request by clicking “Withdraw” icon on right side.

The screenshot shows the 'Supplier Change Request Selection' page. A dropdown menu is set to 'MAJIK Co'. Below it is a 'Create New Request' button. A table titled 'Pending Change Requests' contains two rows. The first row has a 'Request ID' of 000000001, a 'Change Status' of 'Request Additional Information', and a 'Date' of 08/29/2023. The second row has a 'Request ID' of 000000002, a 'Change Status' of 'Request Additional Information', and a 'Date' of 08/31/2023. On the right side of each row, there is a 'Withdraw' icon (a trash can) which is highlighted by a green arrow.

This screenshot shows the same page as above, but with a confirmation dialog box overlaid. The dialog box contains the text: 'You are about to cancel a Supplier Change Request. This action cannot be reversed. Continue?'. There are 'OK' and 'Cancel' buttons at the bottom of the dialog. A green arrow points to the dialog box.

To see what additional information is being requested click on the “Request Additional Information” hyperlink.

This screenshot shows the 'Supplier Change Request Selection' page with a green arrow pointing to the 'Request Additional Information' hyperlink in the 'Change Status' column of the second row in the 'Pending Change Requests' table.

Hyperlink will provide the details; these are the same details included in “More Information Required” email. Click Return.

The screenshot shows a window titled 'Change Request Communications for MAJIK Co'. It displays the following details:

User	Tangela Ford	Date Time Added	09/07/2023 7:00:02.000000AM
Reason Code	MOREINFO	Description	Additional Information is Requested
Comment	Please upload PDF formatted support document attachment. Currently received WORD document format.		

At the bottom left, there is a 'Return' button.



Change Request and Request for Additional Information-Instructions for Suppliers

4. Click the pencil icon.

Supplier Change Request Selection

Select Supplier
*Supplier: MAJIK Co

Create New Request

Pending Change Requests

Supplier ID	Name	Request ID	Change Status	Date
0000260628	MAJIK Co	0000000002	Request Additional Information	08/31/2023

Since an attachment is being requested in the request additional information email, the supplier must go to the company profile tab and upload the correct attachment.

Manage Profile

Welcome | **Company Profile** | Addresses | Contacts | Payment Profile | Submit

Company Profile for MAJIK Co

Unique ID & Company Profile

*Supplier Name: MAJIK Co

Additional Name: _____

View/Modify Attachment (2)

(Attachments)

Supplier Attachment

Supplier ID: 0000260628
MAJIK Co

File Name	Description	User	Name	Date/Time Stamp	Remove
260628_Majik_CO_W9.pdf	W9	TFordTesting		08/31/2023 9:18:40AM	<input type="checkbox"/>
260628_Majik_Co__Address_Supp_Doc.docx	Supporting Document: Address	TFordTesting		08/31/2023 9:18:40AM	<input type="checkbox"/>
260628_Majik_Co__Address_Supp_PDF.pdf	Supporting Document Address PDF				<input type="checkbox"/>
260628_Majik_CO_W9.pdf	W9				<input type="checkbox"/>

Add Attachment

OK Cancel



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Notice “attachments” count has been updated.

The screenshot shows the 'Manage Profile' interface for MAJIK Co. The 'Company Profile' tab is active. A green arrow points to the 'View/Modify Attachment (4)' link next to the 'Supplier Name' field. The interface includes a navigation bar with tabs for Welcome, Company Profile, Addresses, Contacts, Payment Profile, and Submit. A sidebar on the left lists options like 'Supplier Change Request', 'Update Profile', 'Manage Supplier Contacts', and 'Maintain My User Contact'. The main content area shows the 'Company Profile for MAJIK Co' with various sections like 'Supplier Logo', 'Additional ID Numbers', 'Government Classifications', 'Standard Industry Codes', 'Additional Reporting Elements', 'Profile Questions', and 'Comments'. Navigation buttons at the bottom include 'Exit', 'Save for Later', 'Previous', and 'Next'.

5. Supplier can click on “Submit” tab if no further action is required. However:

- Supplier is welcome to click next for each subsequent tab.
- Note: If the supplier decides to make additional changes during this time, all changes will reflect as 1 entry when submitted. Suppliers need to be mindful of providing relevant proof of address for any subsequent changes made.

The screenshot shows the 'Manage Profile' interface for MAJIK Co. The 'Submit' tab is active. A green arrow points to the 'Submit' tab in the navigation bar. The interface is similar to the previous screenshot, but the main content area is titled 'Review and Submit Changes for MAJIK Co'. It includes instructions on how to use the 'Review' and 'Submit' buttons. A 'Communication Reason' dropdown menu is visible, with 'More Information Provided' selected. Navigation buttons at the bottom include 'Exit', 'Save for Later', 'Previous', and 'Next'.

6. On submit tab, supplier must select “More Information Provided” in Communication Reason box.

The screenshot shows the 'Manage Profile' interface for MAJIK Co. The 'Submit' tab is active. The 'Communication Reason' dropdown menu is open, showing 'More Information Provided' selected. The main content area is titled 'Review and Submit Changes for MAJIK Co'. It includes instructions on how to use the 'Review' and 'Submit' buttons. A 'Confirm Changes' checkbox is visible. Navigation buttons at the bottom include 'Exit', 'Save for Later', 'Previous', and 'Next'.



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7. Select Confirm Changes.
 - Comment section is optional.
8. Click Submit.

Supplier will receive onscreen confirmation and an email confirmation of submission.

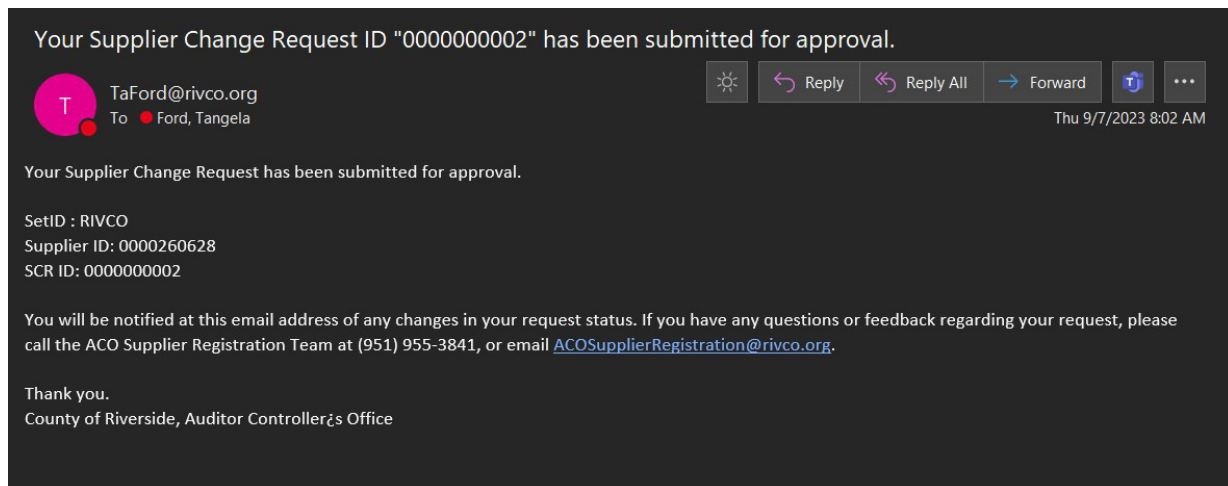


Exhibit A

REGISTRATION INSTRUCTIONS

Supplier

Registration

Please have these readily available before proceeding with Registration

- Supplier/Payee name, as you want it to appear on payment instruments
- Supplier/Payee address, where you want payments to be delivered
- Supporting Document (see end of instructions)
- Attach W-9 and Supporting Documents to Identifying Information Section. **The Auditor Controller's Office (ACO) only accepts the most updated IRS Version.** A fillable version has been provided on the instructions tile.
- Attach ACH documents in Location section (See "Location" below)
- TIN (Tax Identification Number)

For: Sole Proprietor, Sole Proprietor W/DBA, or Single Member LLC

Provide: SSN or EIN of the individual (Single Member)

For: Partnerships or Corporation (C-Corp, S-Corp, LLC-C Corp, LLC-S Corp, Incorporated, etc.)

Provide EIN (Required)

Please note: RIVCO ACO uses IRS TIN match to verify TIN information. Please make sure the entity name and TIN information provided is accurate. The County of Riverside reports payments to the IRS when applicable.

Welcome

Select "Start a new registration form" if you've clicked the link sent for the first time. If you started a registration and returning, please select "Continue from where you left".

Identifying Information

Tax Identification Number: This number will correspond to the "Entity Name" portion. Remember if you are a Sole Proprietor or the Single Member of a Single Member LLC, please provide your SSN, **UNLESS** you have elected to be taxed as a corporation. Also, please remember to provide TIN information for the Parent company or individual of a DBA if applicable.

Entity Name: Please enter the entity name as it should appear on payment instruments. Please note, if the business is a parent company of subsidiaries or a Sole Proprietor with a DBA, please enter the parent company or individual's name here.

Additional Name: This section only applies if you have 1 DBA or Subsidiary. If you are a parent company with *more than 1 subsidiary* or an individual *with more than 1 DBA* that does or will do business with the County of Riverside, please enter the Parent Company or individual's name in "**Entity Name**" section above.

REGISTRATION INSTRUCTIONS

Address	<p>NOTE: If including subsidiaries, multiple address entries are required to include them in the supplier profile. This will need to be done as a change request once your initial registration is approved. Repeat the following for each subsidiary via Change Request, 5 Max. Contact ACOSupplierRegistration@rivco.org if more subsidiaries are needed.</p> <p>Address 1: Enter street number, street name and unit, suite and or floor if applicable.</p> <p>Address 2: Optional and available in the event address ID 1 reaches maximum characters</p> <p>Address 3: Optional and available in the event address ID 2 reaches maximum characters</p> <p>City: Enter the City of the address</p> <p>County: Optional, corresponds to the address being entered</p> <p>State: Enter the state of the address</p>
Contact: Business Type Abbreviation	<p>Please enter one of the following abbreviations followed by “- Services” or “-Materials” whichever is applicable to the product that your business will be providing.</p> <p>Business Type: Abbreviation</p> <p>Sole Proprietor (includes Sole Owner of DBA): Sole</p> <p>Partnership, Limited Partnership: P</p> <p>Limited Liability Partnership: LLP</p> <p>Single Member Limited Liability Company: LLCsm</p> <p>Limited Liability Company C Corp: LLC-CCorp</p> <p>Limited Liability Company S Corp: LLC-SCorp</p> <p>Corporation: CCorp or SCorp (Whichever is applicable)</p>
Location	<p>ONLY COMPLETE THIS SECTION IF YOU WOULD LIKE TO RECEIVE PAYMENT VIA ACH ENROLLMENT. US BANKS ONLY! DISCLOSURE: By entering bank account information you acknowledge, under penalty of perjury, that you are a/the authorized signer for both the bank account and the supplier for which this profile corresponds and to which payments will be remitted. You release the County of Riverside of any responsibilities, liabilities, penalties et.al. should the information provided be incorrect, fraudulent, or adverse in any other capacity. By attempting to conduct business with the County of Riverside you understand, acknowledge, and agree in the event any fraudulent activity is discovered or reasonably suspected the County of Riverside will prosecute to the fullest. INSTRUCTIONS: NOTE* An uploaded voided check or bank letter and ACH Authorized Signer sheet is REQUIRED. Bank ID Qualifier: Routing #, Account type: Select your account type, Bank Account Number: Account #, DFI ID: Same as Bank ID: Routing #</p>

Change Request

Change Request is the initiation of a change to the Supplier Record by the supplier user. All change requests require approval before becoming finalized.

All change requests require attachments of a W-9 and at least 1 supporting document.

Identifying Information

Supplier profile information can be updated here. Changes such as name, business type, TIN etc. Please note a change in TIN information may require a new supplier ID and registration. Enter updated information; attach W-9 and at least 1 supporting document in the "Identifying Information" section

Address

Company address. Enter updated information; attach W-9 and at least 1 supporting document in the "Identifying Information" section

Contacts

Company contacts and business type (see Business Abbreviation above). Enter updated information; attach W-9 and at least 1 supporting document in the "Identifying Information" section

Location

This section is for ACH Enrollment/Change of current ACH bank information. **ONLY COMPLETE THIS SECTION IF YOU WOULD LIKE TO RECEIVE PAYMENT VIA ACH ENROLLMENT. US BANKS ONLY!** DISCLOSURE: By entering bank account information you acknowledge, under penalty of perjury, that you are a/the authorized signer for both the bank account and the supplier for which this profile corresponds and to which payments will be remitted. You release the County of Riverside of any responsibilities, liabilities, penalties et.al. should the information provided be incorrect, fraudulent, or adverse in any other capacity. By attempting to conduct business with the County of Riverside you understand, acknowledge, and agree in the event any fraudulent activity is discovered or reasonably suspected the County of Riverside will prosecute to the fullest. INSTRUCTIONS: NOTE* An uploaded voided check or bank letter and ACH Authorized Signer sheet is REQUIRED. Bank ID Qualifier: Routing #, Account type: Select your account type, Bank Account Number: Account #, DFI ID: Same as Bank ID: Routing #Enter changes for New Account information. A signed ACH Authorized Signature form, and documentation for both existing and new bank account information are **required**. Acceptable documentation is a voided check or bank letter (notification from your financial institution) Please Note: bank account instructions on company letterhead is not acceptable. Upload a voided check or bank letter from your financial institution(s) for BOTH the account we have on file **and** the new account for which change regards.

REGISTRATION INSTRUCTIONS

Supporting Documents	A supporting document must state the supplier's name as requested and the address for which the supplier would like to have on their profile. Example of an acceptable supporting document include: invoice, company letterhead, purchase order, business card, State Articles of Incorporation, County DBA registration, etc. A W-9 will ONLY be accepted for INDIVIDUALS providing services that are not DBA nor Incorporated. ALL other BUSINESS TYPES must include a supporting document in addition to a W-9.
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