



Change Request- ACH Enrollment and Update ACH requests: Instructions for Suppliers

Purpose: To instruct suppliers on how to request ACH enrollment and how to update their existing ACH information.

These instructions are for existing suppliers who want to request ACH enrollment. Before proceeding supplier must complete the ACH Authorized Signer Form and reference “Supplier Registration Instructions”; both can be found on the FAQs tile in the Supplier Portal Landing Page. The Supplier Registration Instructions are included in these instructions on page 13 labeled, “Exhibit A”.

Supplier Public Home Page

Sign In

Riverside County Portal

User Registration

View Registration Options.

Public Bidding Events

Events Calendar

Announcements

FAQs | Contact Us

Get helpful information here.

FAQs and Contact Us

*View by Category

Instructional Documents

- [Registration Instructions](#)
- [Supplier User Instructions](#)
- [Bidder User Instructions](#)
- [Bidding on a Strategic Sourcing Event Instructions](#)

Informational Documents

- [ACH Authorized Signer Page](#)
- [Fillable W-9](#)
- [Supplier Registration Terms and Conditions](#)
- [Supplier Registration Instructions](#)

Didn't find what you were looking for? [Contact Us](#)

There are two (2) types of ACH changes:

1. New payment request – 1st time ACH
 - a. These suppliers have not received ACH direct deposit from the County of Riverside.
 - b. This change request will be the supplier’s ACH enrollment request.
2. Update payment request – Existing ACH
 - a. These suppliers currently have ACH bank account information on file and are updating their account information.

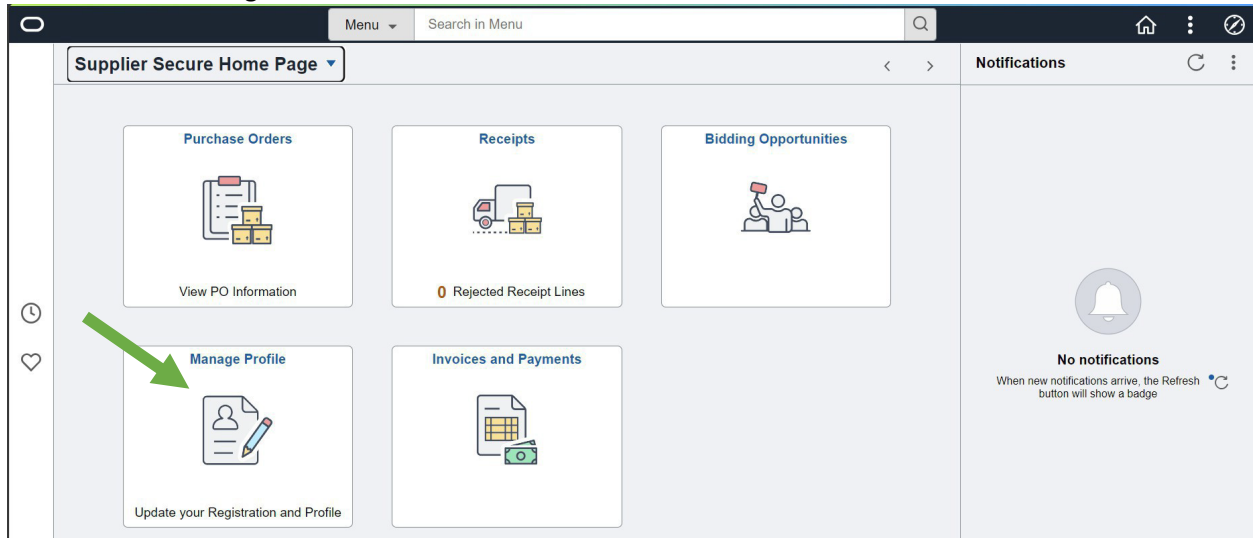


Change Request- ACH Enrollment and Update ACH requests: Instructions for Suppliers

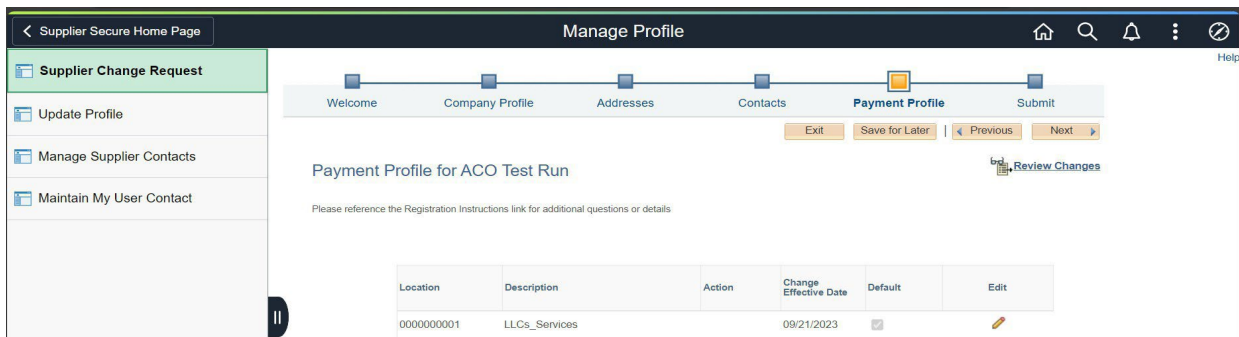
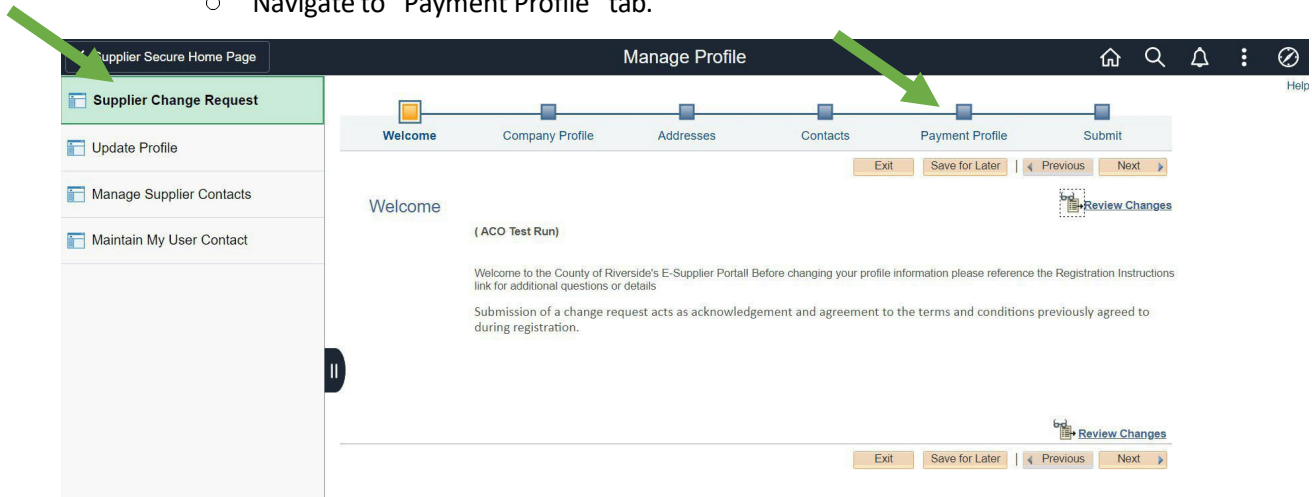
New Payment – 1st time ACH

Log into supplier portal.

- Click “Manage Profile” tile.



- Click “Supplier Change Request” on the left side of the screen.
 - Navigate to “Payment Profile” tab.





Change Request- ACH Enrollment and Update ACH requests: Instructions for Suppliers

- Click "Add New Location" near bottom.

*Required Field

[Review Changes](#)

Exit Save for Later | Previous Next

Add

- Enter "0000000020" in "Location" field
- Enter Business type abbreviation in description. See "Supplier Registration Instructions" page 2 "Contact- Business Type Abbreviation."

Location	Description	Action	Change Effective Date	Default	Edit	Delete
0000000001	LLCs_Services		09/21/2023	<input checked="" type="checkbox"/>		
0000000020	LLCc-Services		09/04/2023	<input type="checkbox"/>		

- Click the pencil icon to enter bank account information.

Location	Description	Action	Change Effective Date	Default	Edit	Delete
0000000001	LLCs_Services		09/21/2023	<input checked="" type="checkbox"/>		
0000000020	LLCc-Services		09/04/2023	<input type="checkbox"/>		

- Click "Attachments"

Payment Profile × Help

Payment Profile for 0000000020 - LLCc-Services

[Expand All](#) [Collapse All](#)

▼ Attachments

Attachments

▼ Bank Accounts

Default	Beneficiary Bank	Bank ID Number	Branch Name	Branch ID	Bank Account #
<input checked="" type="checkbox"/>					

[Add Bank Account](#)

OK Cancel

- Click "Add Attachment"
 - Attach:
 - Voided Check or Bank Letter provided by your financial institution.
 - Note: only bank letters or direct deposit forms from your financial institution are accepted in lieu of a voided check.**
 - ACH Authorized Signer Form. (Located on FAQs Tile)
- Click "OK"



Change Request- ACH Enrollment and Update ACH requests: Instructions for Suppliers

Payment Attachments ×

Supplier ID 0000261879 Supplier Location 0000000020
ACO Test Run LLCc-Services

Attachments Personalize | Find | View All | [Icons] First 1 of 1 Last

File Name	Description	User	Name	Date/Time Stamp	Remove
View					<input type="checkbox"/>

Adding large attachments can take some time to upload, therefore, it is advisable to save the transaction before adding large attachments

- Click “Add Bank Account”

Payment Profile ×

Payment Profile for 0000000020 - LLCc-Services

Attachments

Attachments

Bank Accounts

Default	Beneficiary Bank	Bank ID Number	Branch Name	Branch ID	Bank Account #
<input checked="" type="checkbox"/>					

- Enter Bank account information. (Reference “Exhibit A” by scrolling down to page 13, in the “Location” section. A summary is provided here.)
 - **Description:** Describe the payment (s) you receive or enter your Business Entity Type Abbreviation and “Services” or “Products” (Reference How to Register as a New Supplier, “Contacts” section)
 - **Bank Name:** Name of Financial Institution
 - **Bank ID Qualifier:** 001
 - **Account Type:** Select type of account.
 - **Bank ID:** ACH Routing number.
 - Please note ACH routing number may differ from the routing number on your check. Please check with your financial institution for the appropriate ACH routing number.
 - **DFI Qualifier:** 01
 - **DFI ID:** ACH Routing number
 - Always the same as **Bank ID** above



Change Request- ACH Enrollment and Update ACH requests: Instructions for Suppliers

Add New Supplier Bank Account × Help

Bank Accounts

Description

Country United States

Bank Name

Branch Name

Bank ID Qualifier United States Bank

Bank ID

Bank Account Number

DFI Qualifier Transit Number

IBAN

Account Type

DFI ID

- Scroll down and click “Ok”.

Add New Supplier Bank Account ×

Bank ID

Bank Account Number

DFI Qualifier Transit Number

IBAN

DFI ID

Bank Address

Country United States

Address 1 Postal Search

Address 2

Address 3

City

County

State Postal

Bank Phone

Prefix

Phone

Ext

Fax



Change Request- ACH Enrollment and Update ACH requests: Instructions for Suppliers

- Click "Ok"

Payment Profile

Payment Profile for 0000000020 - LLCc-Services

Expand All Collapse All

▼ Attachments

Attachments

▼ Bank Accounts

Default	Beneficiary Bank	Bank ID Number	Branch Name	Branch ID	Bank Account #	Edit
<input checked="" type="checkbox"/>	Bank of Example	121000358			XXXXXXXX8888	

- Click "Next"
 - Either "Next" button (near top or bottom) is permitted.

< Supplier Secure Home Page **Manage Profile** Home Search Notifications Help

Supplier Change Request

Update Profile

Manage Supplier Contacts

Maintain My User Contact

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

Exit Save for Later Previous Next

Payment Profile for ACO Test Run

Please reference the Registration Instructions link for additional questions or details

Location	Description	Action	Change Effective Date	Default	Edit
0000000001	LLCs_Services		09/21/2023	<input checked="" type="checkbox"/>	
0000000020	LLCc-Services		10/04/2023	<input type="checkbox"/>	
2	LLCc-Services		10/01/2023	<input type="checkbox"/>	

*Required Field

Exit Save for Later Previous Next

- Confirm Changes
- Click Submit

< Supplier Secure Home Page **Manage Profile** Home Search Notifications Help

Supplier Change Request

Update Profile

Manage Supplier Contacts

Maintain My User Contact

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

Exit Save for Later Previous Next

Review and Submit Changes for ACO Test Run

Please reference the Registration Instructions link for additional questions or details

Use the "Review" button to review changed information.

Use the "Submit" button to submit your change request.

Email communication regarding this request will be sent to:

☒ Confirm Changes

Exit Save for Later Previous Next



Change Request- ACH Enrollment and Update: Instructions for Supplier

These are instructions for suppliers who want to update their existing ACH information. Before proceeding supplier must complete the ACH Authorized Signer Form and reference “Supplier Registration Instructions”; both can be found on the FAQs tile in the Supplier Portal Landing Page. The Supplier Registration Instructions are included as “Exhibit A” on page 13 of this PDF. **These instructions are specifically for Update Payment Method Request. Return to the 1st page of these instructions for 1st time ACH enrollment request.**

Update payment request – Existing ACH

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0 Calendar Events

0 Announcements

< Supplier Public Home Page

FAQs and Contact Us

*View by Category All

Instructional Documents

- Registration Instructions
- Supplier User Instructions
- Bidder User Instructions
- Bidding on a Strategic Sourcing Event Instructions

Registration Documents

- ACH Authorized Signer Page
- Fillable W-9
- Supplier Registration Terms and Conditions
- Supplier Registration Instructions

Didn't find what you were looking for? [Contact Us](#)

***These suppliers currently have ACH bank account information on file and are updating their account information. ***

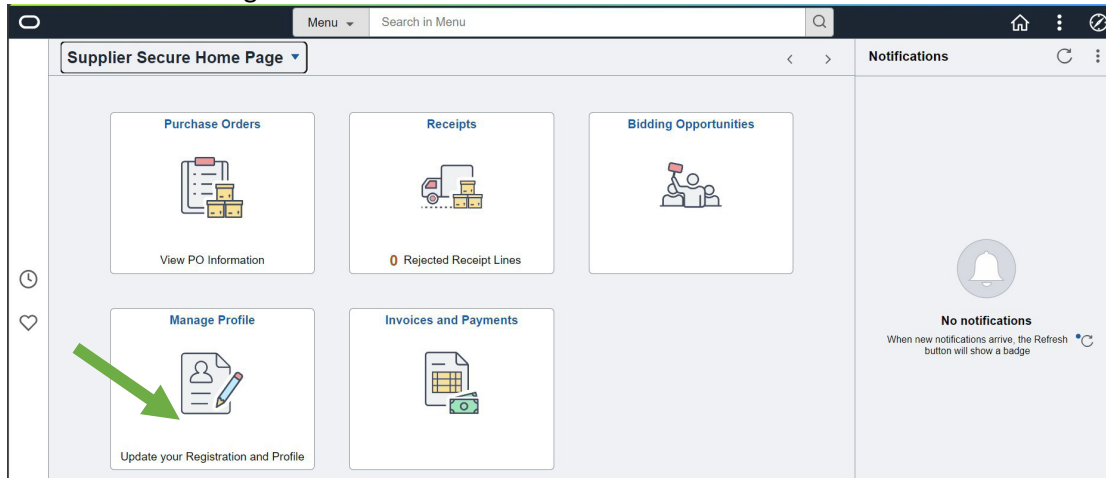


Change Request- ACH Enrollment and Update: Instructions for Supplier

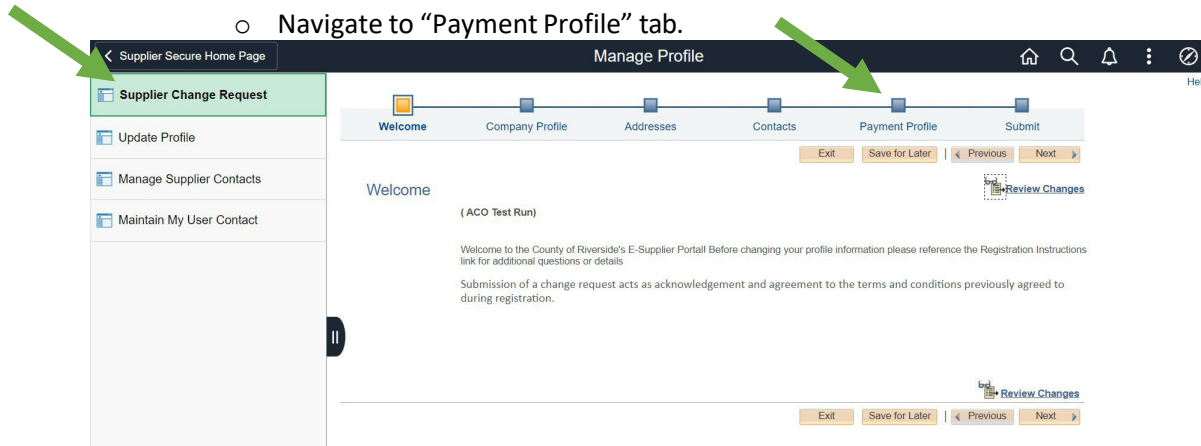
Update Payment Request

Log into supplier portal.

- Click "Manage Profile" tile.



- Click "Supplier Change Request" Tab
 - Navigate to "Payment Profile" tab.



- Click the pencil icon next to location 20.





Change Request- ACH Enrollment and Update: Instructions for Supplier

- Click attachments.

Payment Profile

Payment Profile for 0000000020 - LLCc-Services

[Expand All](#) [Collapse All](#)

Attachments

[Attachments](#)

Bank Accounts

Default	Beneficiary Bank	Bank ID Number	Branch Name	Bank Account #	Edit
<input checked="" type="checkbox"/>	Bank of Example	121000358		XXXXXXXX8888	

[Add Bank Account](#)

[OK](#)

[Cancel](#)

- Click “Add Attachment”
 - Attach the following:
 - Voided Check or Bank Letter provided by your financial institution. (See Exhibit A “Supplier Registration Instructions” (scroll down to page 13)
 - **Note: only bank letters and direct deposit forms from your financial institution are accepted in lieu of a voided check.**
 - ACH Authorized Signer Form. (Located on FAQs Tile)
- Click “OK”

Payment Attachments

✕

[Help](#)

Supplier ID 0000261879

Supplier Location 0000000020

ACO Test Run

LLCc-Services

Attachments		Personalize Find View All				First	1 of 1	Last
File Name	Description	User	Name	Date/Time Stamp	Remove			
View								

Adding large attachments can take some time to upload, therefore, it is advisable to save the transaction before adding large attachments

[Add Attachment](#)

[OK](#)

[Cancel](#)



Change Request- ACH Enrollment and Update: Instructions for Supplier

- Click pencil icon to edit bank account information.

Payment Profile [X] [Help]

Payment Profile for 0000000020 - LLCc-Services

Expand All Collapse All

▼ Attachments

▼ Bank Accounts

Default	Beneficiary Bank	Bank ID Number	Branch Name	Bank Account #	Edit
<input checked="" type="checkbox"/>	Bank of Example	121000358		XXXXXXXX8888	

Add Bank Account

OK Cancel

- Notice existing account information.

Supplier Bank Account [X] [Help]

☐ Remove Bank Account

Bank Accounts

Description [Text Field]

Country [USA] [Search] United States

Bank Name [Bank of Example] [Search]

Branch Name [Text Field] [Search]

Bank ID Qualifier [001] [Search] United States Bank

Account Type [Checking Account] [v]

Bank ID [121000358]

Bank Account Number [8888888888]

DFI Qualifier [01] [Search] Transit Number

DFI ID [121000358]

IBAN [Text Field]

- Enter new account information. Only update the following fields:
 - Bank Name (If applicable)
 - Account type (if applicable)
 - Bank ID (If Applicable) – ACH Routing Number
 - Bank Account Number
 - DFI ID (If Applicable) – ACH Routing Number

Supplier Bank Account [X] [Help]

☐ Remove Bank Account

Bank Accounts

Description [Text Field]

Country [USA] [Search] United States

Bank Name [Wells Fargo] [Search]

Branch Name [Text Field] [Search]

Bank ID Qualifier [001] [Search] United States Bank

Account Type [Checking Account] [v]

Bank ID [121042882]

Bank Account Number [9999999999]

DFI Qualifier [01] [Search] Transit Number

DFI ID [121042882]

IBAN [Text Field]



Change Request- ACH Enrollment and Update: Instructions for Supplier

- Scroll down and click “Ok”. (Returns you to Payment Profile tile).

Supplier Bank Account ×

Branch Name

Bank ID Qualifier United States Bank

Account Type

Bank ID

Bank Account Number

DFI Qualifier Transit Number

DFI ID

IBAN

Bank Address

Country United States

Address 1

Address 2

Address 3

City

County

Postal

State

Bank Phone

Prefix

Phone

Ext

Fax

- Click “Ok” on next screen (Payment Profile)

Payment Profile × [Help](#)

Payment Profile for 0000000020 - LLC-Service

Expand All Collapse All

Attachments

Attachments

Bank Accounts

Default	Beneficiary Bank	Bank ID Number	Branch Name	Bank Account #	Edit
<input checked="" type="checkbox"/>	Wells Fargo	121042882		XXXXXXXX0000	<input type="button" value="Edit"/>



Change Request- ACH Enrollment and Update: Instructions for Supplier

- Click “Next”
 - Either “Next” button (near top or bottom) is permitted.

Supplier Secure Home Page | Manage Profile | Home | Search | Notifications | Help

Supplier Change Request | Update Profile | Manage Supplier Contacts | Maintain My User Contact

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

Exit | Save for Later | Previous | Next

Payment Profile for ACO Test Run

Please reference the Registration Instructions link for additional questions or details.

Location	Description	Action	Change Effective Date	Default	Edit
0000000001	LLCo_Services		09/21/2023	<input checked="" type="checkbox"/>	
0000000020	LLCo-Services		10/04/2023	<input type="checkbox"/>	
2	LLCo_Services		10/01/2023	<input type="checkbox"/>	

Add New Location

*Required Field

Exit | Save for Later | Previous | Next

Confirm Changes

- Select “Confirm Changes”
- Click “Submit”

Supplier Secure Home Page | Manage Profile | Home | Search | Notifications | Help

Supplier Change Request | Update Profile | Manage Supplier Contacts | Maintain My User Contact

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

Exit | Save for Later | Previous | Next

Review and Submit Changes for ACO Test Run

Please reference the Registration Instructions link for additional questions or details.
Use the “Review” button to review changed information.
Use the “Submit” button to submit your change request.

Email communication regarding this request will be sent to:

☒ Confirm Changes

Review | Withdraw | **Submit**

Exit | Save for Later | Previous | Next

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* <u>An uploaded voided check or bank letter and ACH Authorized Signer sheet is REQUIRED.</u> 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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