

Supplier Management FAQs

General Questions

1. Why do I need to onboard through the supplier management portal?

Onboarding ensures you can seamlessly conduct business with York University. It helps streamline order processing, invoicing, and payments, leading to more efficient and timely transactions.

2. How do I start the onboarding process?

You will receive an invitation email from York University's Procurement Operations team, yorkuniversity@sciquest.com, with a link to the onboarding portal. Follow the instructions provided to register and complete your profile.

Registration and Profile Setup

1. What is my legal company name?

Your legal company name is the name listed on your business formation documents. It is also the name used when filing corporate tax returns with the Canada Revenue Agency. This may differ from your public or trade name. The name entered in the Supplier Management portal must match your official business registration documents.

2. Someone else in my company will complete the registration, not me. Can I forward my invitation?

Yes, you may forward the invite to anyone you would like in your company. We find in most cases a sales rep or account manager is best equipped to complete this activity. Please note, however, that once a username and password is created, the invitation can no longer be forwarded, and you will need to contact venreq@yorku.ca to reissue your invitation.

3. What should I do if my company no longer employs the primary contact?

Submit a support ticket here: <https://www.jaggaer.com/submit-supplier-support-request/>
Please include your company's Tax ID Number. Jaggaer uses it to verify that you are with the company and that they are editing the correct company profile.

4. Can I include more than one email address in an email field? For example, can I have POs sent to more than one email address?

No, the field will only accept one email address per field, and purchase orders can only be sent to one email address per contact type.

5. What information do I need to provide during registration?

During registration, you must provide basic company information, information about the various addresses and contacts York University should use to contact you under differing circumstances, and your preferred payment method for payments.

6. What do I put in the Contact/Address/Location Label field?

Ideally this is not a person's name, but rather the function or generic label such as Head Office, Warehouse, Accounts Receivable, etc. It is also best if you try to use generic email addresses (i.e. receivables@company.com) rather than those tied to a specific person, to avoid issues and gaps in receiving communication from the University when personnel changes.

7. How long does the onboarding process take?

Completing the form should take no more than 10 minutes. The onboarding process includes review and approval by York University staff. Under normal conditions, straightforward applications will typically be processed by York University in 3 business days. However, for complex cases or in cases where information is inaccurate or incomplete, this process could be subject to further delays.

8. Can I save my progress during the registration process and complete it later?

Yes, you can save your progress at any stage of the registration process and complete it at a later time. Simply log back into the Supplier onboarding portal using your Supplier credentials and pick up where you left off.

System Navigation and Usage

1. How do I navigate the supplier management portal?

The supplier management portal has a user-friendly interface with a dashboard that provides access to various modules such as orders, invoices, and payment status. Detailed user guides and tutorials are available within the system to assist you.

2. I've already Registered but I can't remember my password?

Use the "Trouble logging in?" link next to the "Login" button. You will be sent an email which will assist you in resetting your password based on your Security Question which was supplied during your initial registration.

Supplier Support and Assistance

1. Who do I contact for technical support or issues with the supplier management portal?

For technical support or issues, contact Jaggaer at <https://www.jaggaer.com/submit-supplier-support-request/>. York University does not manage these requests.

2. I have read the FAQ list and still have questions. Is there anyone else I can contact?

Please contact venreq@yorku.ca and include your name, company name, phone number along with your question, and a member of the team will assist.

3. Is training available for using the supplier management portal?

No formal training will be provided. However, online training materials will be provided to support you through the registration process. York University will offer step-by-step guides to help you familiarize yourself with the supplier management portal.

Compliance and Security

1. How is my data protected in the supplier management portal?

Jaggaer takes data security seriously. The eProcurement system has advanced security measures, including encryption, access controls, and regular security audits to protect your information.

2. What compliance requirements must I adhere to?

Suppliers must comply with York University's applicable procurement requirements and provide any information or documentation required to support supplier registration and ongoing business with the University.