

# Supplier Frequently Asked Questions (FAQs)

[Registration](#)

[Bidding](#)

[Invoice/Payment](#)

[COSTARS](#)

[Small Business](#)

## REGISTRATION

### What is the PA Supplier Portal?

The PA Supplier Portal is a secure self-service website providing authorized account administrative users access to self-management of their Commonwealth account data. It is the only method to maintain supplier information. In addition, it is where suppliers are able to view and respond to bidding opportunities.

### What is a Vendor Number?

The Vendor Number is a unique six-digit number assigned to a registered Commonwealth Supplier. This is sometimes referred to as a Supplier Number.

### What is an Administrative User?

Someone authorized to maintain company data and add additional users. Companies may have more than one Administrative User.

### How do I register as a New Supplier?

Please see the instructions provided for one of the options on the [Office of Budget, Vendor Registration](#) website (<https://www.budget.pa.gov/Services/ForVendors/Pages/VendorRegistration.aspx>).

### What are the system requirements for this website?

The PA Supplier Portal is compatible with Microsoft Edge and Chrome.

### **How do I log onto the PA Supplier Portal?**

Go to the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) (www.pasupplierportal.state.pa.us) and select the "Log on" button at top right of the screen. Enter your User ID and Password and select the "Log On" button.

### **How do I register as a foreign Supplier?**

Follow the instructions provided on the [Vendor Registration](https://www.budget.pa.gov/Services/ForVendors/Pages/Vendor-Registration.aspx) webpage (https://www.budget.pa.gov/Services/ForVendors/Pages/Vendor-Registration.aspx). Foreign Suppliers completing the Supplier Registration process must update the "Country" field in the Supplier Registration Form and are exempt from providing Employer Identification Numbers or Social Security Numbers.

### **How do I find out if I have a Vendor Number?**

The [Supplier/Vendor Number Look Up Tool](https://www.budget.pa.gov/Services/ForVendors/Documents/supplierlookup-tool.pdf) (https://www.budget.pa.gov/Services/ForVendors/Documents/supplierlookup-tool.pdf) can assist you with locating your vendor number by name. If you are still unable to locate the vendor number, you will need the assistance of the Customer Service Call Center. Please call the Customer Service Call Center at (717) 346-2676 (Harrisburg area) or (877) 435-7363 (toll free) and remain on the line for further information

### **How do I know if I'm registered online?**

If you are not sure whether you are registered on-line, please call the Customer Service Call Center at (717) 346-2676 (Harrisburg area) or (877) 4357363 (toll free) and remain on the line for further information.

### **If I have a Vendor Number but I am not registered online, what do I need to do?**

You will need the assistance of the PA Supplier Portal Admin team. Go to [PA Supplier Portal Admin Support](https://www.budget.pa.gov/Services/ForVendors/Pages/PASP-Admin-Support.aspx) (https://www.budget.pa.gov/Services/ForVendors/Pages/PASP-Admin-Support.aspx) for more information.

### **Why do I have to register online if I already have a Vendor Number?**

Your company may already have a Commonwealth Vendor Number, but may not be registered on the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) ([www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)). The benefits of being registered in the Commonwealth's procurement system are (1) the ability to submit electronic bids, (2) the ability to monitor your invoice status within the payment process and to secure invoice remittance information, and (3) the ability to manage your company's information, including Users, Banking, Ship-From Addresses, Ordering Addresses, and a Remit to Address.

### **How do I change the legal name of my company?**

In order to change the legal name of your company, a Legal Name or Name Change Request and W9 Form must be completed and emailed to [RAPSC\\_Supplier\\_Requests@pa.gov](mailto:RAPSC_Supplier_Requests@pa.gov).

### **How do I obtain a W-9 Form?**

The Supplier Registration process will generate a W9 form utilizing the information entered into the Vendor Details section of the system.

### **How do I submit a W-9 Form?**

Upon completing the Supplier Registration in the PA Supplier Portal, and selecting the "Submit W9" box, the system sends information electronically to the IRS site to validate the legal name and tax identification number.

### **Do I have to register with the Department of State to conduct business with Pennsylvania?**

Information on business filing requirements may be found at the [Department of State](http://www.dos.pa.gov) website (<https://www.dos.pa.gov/BusinessCharities/Business/Pages/default.aspx>) under Registration Forms and in the Guide to Business Registration in Pennsylvania.

### **How do I reset my password in the PA Supplier Portal?**

Follow the instructions to [Reset Password](#) (<https://www.budget.pa.gov/Services/ForVendors/Documents/pasp-replacepassword.pdf>).

### **What should I do if my company's Administrative User leaves the company and none of the other users have the Administrative Role?**

You will need to contact the PA Supplier Portal Administrator Support team. More information can be found at [PA Supplier Portal Admin Support](https://www.budget.pa.gov/Services/ForVendors/Pages/PASP-Admin-Support.aspx) (<https://www.budget.pa.gov/Services/ForVendors/Pages/PASP-Admin-Support.aspx>). Please note that assistance is only available via email.

### **How do I create additional users (Administrative users and/or Bidders)?**

Administrative Users can log on to the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) ([www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)) and select “Create Additional Users” in the left navigation.

### **How do I manage/modify data for my company and users?**

Administrative Users can log on to the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) ([www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)) to select the appropriate option in the left navigation.

### **Will we be automatically placed on a state contract after the registration process?**

No. Follow the instructions in the Supplier Guide – Locating Bid Opportunities on eMarketplace in order to locate bid opportunities for Commonwealth contracts. Once a bid opportunity is located, follow the instructions in Locating and Responding to Bids in the PA Supplier Portal. Both documents can be found on the [Supplier Service Center](https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx) (<https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx>).

### **Do I have to be registered to submit a bid?**

Yes, Suppliers must be registered and have a valid Vendor Number through the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) ([www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)).

### **What is e-Alerts?**

e-Alerts is an email system that notifies potential bidders of bidding opportunities and changes to any posted solicitations. Follow the eAlerts Guide for instructions on signing up. The eAlerts Guide and link to sign up for eAlerts can be found on the [Supplier Service Center](https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx) (<https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx>).

### **What is a Remit-to Address?**

An address where payments will be sent, which is commonly referred to as the Invoicing Party Address.

### **What is ACH?**

ACH stands for Automated Clearing House. This is an electronic payment program that replaces payment by check with electronic transfer of funds directly to the Supplier's designated bank account.

### **What is an EIN?**

EIN is Employer Identification Number. EIN is interchangeable with both Tax Identification Number (TIN) and Federal Identification Number (FIN).

### **What is a TIN?**

TIN is Tax Identification Number. TIN is interchangeable with both Employer Identification Number (EIN) and Federal Identification Number (FIN).

### **What is an FIN?**

FIN is Federal Identification Number. FIN is interchangeable with both Employer Identification Number (EIN) and Tax Identification Number (TIN).

### **What is BDISBO?**

BDISBO stands for Bureau of Diversity, Inclusion, and Small Business Opportunities. For more information, visit the [Bureau of Diversity, Inclusion, and Small Business Opportunities](https://www.dgs.pa.gov/Small Diverse Business Program/Pages/default.aspx) website (<https://www.dgs.pa.gov/Small Diverse Business Program/Pages/default.aspx>).

### **How do I register as a Small Business or Small Diverse Business?**

Visit the [Small Business Contracting Program](https://www.dgs.pa.gov/Small Business Contracting Program) website (<https://www.dgs.pa.gov/Small Diverse Business Program/Pages/default.aspx>) to learn more about registering as a Small Business or Small Diverse Business.

## **BIDDING**

### **What is PA eMarketplace?**

PA eMarketplace is a one-stop shop for bidding, awards, contracts, emergency procurements, sole source procurements, and upcoming procurements. Its main function is to provide transparency into the bids for goods and services for the Commonwealth.

### **Will we be automatically placed on a state contract after the registration process?**

No. You must locate bids on eMarketplace, then access the PA Supplier Portal to submit a respond to the bid.

### **How do I search for bidding opportunities?**

Follow the instructions in the Supplier Guide – Locating Bid Opportunities on eMarketplace\_in order to locate bid opportunities for Commonwealth contracts. Once a bid opportunity is located, follow the instructions in Locating and Responding to Bids in the PA Supplier Portal. Both documents can be found on the [Supplier Service Center](https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx) (<https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx>).

### **When are the results of an Invitation for Bid (IFB) available, and where are they located?**

Results are posted on [www.emarketplace.state.pa.us](http://www.emarketplace.state.pa.us) under Solicitation Tabulations as soon as possible after the bid opening.

### **What is e-Alerts?**

e-Alerts is an email system that notifies potential bidders of bidding opportunities and changes to any posted solicitations.

### **How do I sign up for e-Alerts?**

Follow the eAlerts Guide for instructions on signing up. The eAlerts Guide and link to sign up for eAlerts can be found on the [Supplier Service Center](https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx) (<https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-ServiceCenter/Pages/default.aspx>).

### **What is the PA Supplier Portal?**

The [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) (www.pasupplierportal.state.pa.us) is a website where you can register your company as a Commonwealth of Pennsylvania Supplier and participate in electronic bidding opportunities.

### **How do I log onto the PA Supplier Portal?**

Go to the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) (www.pasupplierportal.state.pa.us) and select the "Log on" button at top right of the screen. Enter your User ID and Password and select the "Log On" button.

### **How do I reset my password in the PA Supplier Portal?**

Follow the instructions to [Reset Password](#) (https://www.budget.pa.gov/Services/ForVendors/Documents/pasp-replacepassword.pdf).

### **Why do I have to register online if I already have a Vendor Number?**

Your company may already have a Commonwealth Vendor Number, but may not be registered on the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) (www.pasupplierportal.state.pa.us). The benefits of being registered in the Commonwealth's procurement system are (1) the ability to submit electronic bids, (2) the ability to monitor your invoice status within the payment process and to secure invoice remittance information, and (3) the ability to manage your company's information, including Users, Banking, Ship-From Addresses, Ordering Addresses, and a Remit to Address.

### **How do I submit an online/electronic bid?**

Follow the instructions provided in Locating and Responding to Bids in the PA Supplier Portal located on the [Supplier Service Center](#) (https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-Service-Center/Pages/default.aspx)

### **Do I have to be registered to submit a bid?**

Yes, Suppliers must be registered and have a valid Vendor Number to submit a bid in the [PA Supplier Portal](http://www.pasupplierportal.state.pa.us) (www.pasupplierportal.state.pa.us).

### **How do I submit my bid if the "Submit" button is grayed out/inactive?**

You must check your bid by selecting the "Check" button toward the top of the screen; then and only then will the "Submit" button become available.

## What is JAGGAER?

JAGGAER is a third-party site that the Commonwealth uses for certain types of procurements, such as Request for Proposal, Invitation to Qualify and Request for Quote.

## If I am registered with the PA Supplier Portal, am I registered with JAGGAER?

No, you'll have to register as a supplier with JAGGAER once you're registered with the PA Supplier Portal. Instructions are located at "[Registering as a Commonwealth of PA Supplier in JAGGAER](https://www.dgs.pa.gov/Documents/Procurement%20Forms/Supplier%20Service%20Center/Registering%20as%20a%20Commonwealth%20of%20PA%20Supplier%20in%20JAGGAER1.pdf)" (https://www.dgs.pa.gov/Documents/Procurement%20Forms/Supplier%20Service%20Center/Registering%20as%20a%20Commonwealth%20of%20PA%20Supplier%20in%20JAGGAER1.pdf)

## Once I'm registered with JAGGAER, how do I place a bid?

There are guides and videos that explain how to respond to an event (solicitation) and Pre-Qualify as an ITQ Supplier in JAGGAER located on the [Supplier Service Center](https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-Service-Center/Pages/default.aspx) website (https://www.dgs.pa.gov/Materials-Services-Procurement/Supplier-Service-Center/Pages/default.aspx).

## How do I manage my JAGGAER account or reset my password?

To manage your account, please follow the instructions listed on the document "[Manage the JAGGAER Supplier Registration and Account](https://www.dgs.pa.gov/Documents/Procurement%20Forms/Supplier%20Service%20Center/Manage%20JAGGAER%20Supplier%20Registration%20and%20Account.pdf)" (https://www.dgs.pa.gov/Documents/Procurement%20Forms/Supplier%20Service%20Center/Manage%20JAGGAER%20Supplier%20Registration%20and%20Account.pdf). For password assistance, please reach out to JAGGAER at 1-800-233-1121 Option 2.

## INVOICE/PAYMENT

### How do I check on the status of an invoice?

Visit the Vendor Services – [Self-Service Payment Lookup](https://www.budget.pa.gov/Services/ForVendors/Pages/Self-ServicePayment-Lookup.aspx) (https://www.budget.pa.gov/Services/ForVendors/Pages/Self-ServicePayment-Lookup.aspx) page of the [Office of the Budget – For Vendors website](https://www.budget.pa.gov/Services/ForVendors/Pages/default.aspx) (https://www.budget.pa.gov/Services/ForVendors/Pages/default.aspx).

### What is a Remit-to Address?



An address where payments will be sent, which is commonly referred to as the Invoicing Party Address.

### **What is ACH?**

ACH stands for Automated Clearing House. This is an electronic payment program that replaces payment by check with electronic transfer of funds directly to the Supplier's designated bank account.

### **What is an EIN?**

EIN is Employer Identification Number. EIN is interchangeable with both Tax Identification Number (TIN) and Federal Identification Number (FIN).

### **What is a TIN?**

TIN is Tax Identification Number. TIN is interchangeable with both Employer Identification Number (EIN) and Federal Identification Number (FIN).

### **What is an FIN?**

FIN is Federal Identification Number. FIN is interchangeable with both Employer Identification Number (EIN) and Tax Identification Number (TIN).

## **COSTARS**

### **What is COSTARS?**

COSTARS is the Commonwealth of Pennsylvania's cooperative purchasing program and serves as a conduit through which registered and eligible local public procurement units (LPPUs) and state-affiliated entities (together "members") are able to leverage contracts established by DGS to identify suppliers cost-effectively and efficiently with whom to do businesses. For information or questions about the COSTARS program, visit the [COSTARS](https://www.dgs.pa.gov/COSTARS/Pages/default.aspx) website (<https://www.dgs.pa.gov/COSTARS/Pages/default.aspx>).

## **SMALL BUSINESS**

### **What is BDISBO?**

BDISBO stands for Bureau of Diversity, Inclusion, and Small Business Opportunities. For more information, visit the [Bureau of Diversity, Inclusion, and Small Business Opportunities](https://www.dgs.pa.gov/Small%20Diverse%20Business%20Program/Pages/default.aspx) website (<https://www.dgs.pa.gov/Small Diverse Business Program/Pages/default.aspx>).

### **How do I register as a Small Business or Small Diverse Business?**

Visit the [Small Business Contracting Program](https://www.dgs.pa.gov/Small%20Business%20Contracting%20Program/Pages/default.aspx) website (<https://www.dgs.pa.gov/Small Business Contracting Program/Pages/default.aspx>) to learn more about registering as a Small Business or Small Diverse Business.

### **How do I obtain additional information about Bureau of Diversity, Inclusion, and Small Business Opportunities (BDISBO)?**

For more information, visit the [Bureau of Diversity, Inclusion, and Small Business Opportunities](https://www.dgs.pa.gov/Small%20Diverse%20Business%20Program/Pages/default.aspx) (<https://www.dgs.pa.gov/Small Diverse Business Program/pages/default.aspx>)

