Supplier Maintenance

The Supplier Portal encourages supplier self-service for updates to supplier data. The Supplier Maintenance form:

- Can be used to request maintenance to supplier profiles in the event a supplier is unable to make the update themselves
- Allows for updates to:
  - The supplier name
  - The supplier sites
  - Changes to the supplier type
  - Payment methods
  - Many other uses

1. Select Supplier Maintenance Request in the Supplier Tools widget on the Buy-to-Pay dashboard.

2. Instructions are provided on screen. You can search for existing suppliers in the supplier portal. This allows for easy access to the supplier profile to:
   - verify existing data
   - gather the Oracle supplier ID
   - Populate any relevant information you have about the supplier maintenance request including:
     - The supplier name
     - Harvard University Vendor Number (Oracle Supplier ID)
     - The type of request
     - Any supporting documentation

Begin the process by clicking the Next button.

3. Complete the required information denoted by an asterisk (*) and upload a Support Attachment. Then, select Save Progress and Next at the bottom of the screen.

4. Click Submit. The request is processed electronically, and an email is sent to your Harvard University email address once the request has been approved and applied.

5. The status of your request can be seen by accessing Orders → Search → Procurement Requests.

6. A list of requests and associated statuses are shown, including:
   - Under Review indicating the request is being reviewed
   - Incomplete indicating a request that was started but not submitted
   - Complete indicating a request that is approved and completed