



## SHARE Supplier Approver FAQ's and Reminders

### SHARE Supplier Approver FAQ's:

1

Send an email to the [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) support team with your question and the supplier id and name and a ticket will be created for you.

2

Respond to the ServiceNow ticket email that you received from your existing ticket related to the specific supplier request.

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4

Load the current, completed W9/SIF (2018 version) into the BOR form in PSFin when entering the new supplier information to submit for approval.

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One of the PSFin Security Admins will need to send an email to [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) indicating the individual(s) that need to be added to the list of SHARE Supplier Approvers.

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FTP account and access to the Supplier folder for your institution.

PSFin access, including the new BOR\_PO\_SHARE\_SUPPLIER\_CREATE role.

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- iii. Select 'View all Incidents & requests' on the drop-down menu
- iv. The search function is listed above the list of tickets.

28 How do I pay my international supplier?

If the bank account can be validated, they will be set up with ACH.

If the bank account can't be validated, they will be set up as a check payment.



## SHARE Supplier Approver Reminders:

- 1 **DO NOT** share our phone number with suppliers as we don't take phone calls unless they are returning a call that we have made to them.
- 2 **DO NOT** email the SSC SHARE Supplier team members directly.
- 3 **DO NOT** add additional individuals to your email or ticket as we can't communicate with them regarding suppliers and will remove them prior to responding to the ticket.
- 4 **DO NOT** add a general distribution email address to your email or ticket as we will remove them prior to responding to the ticket.