



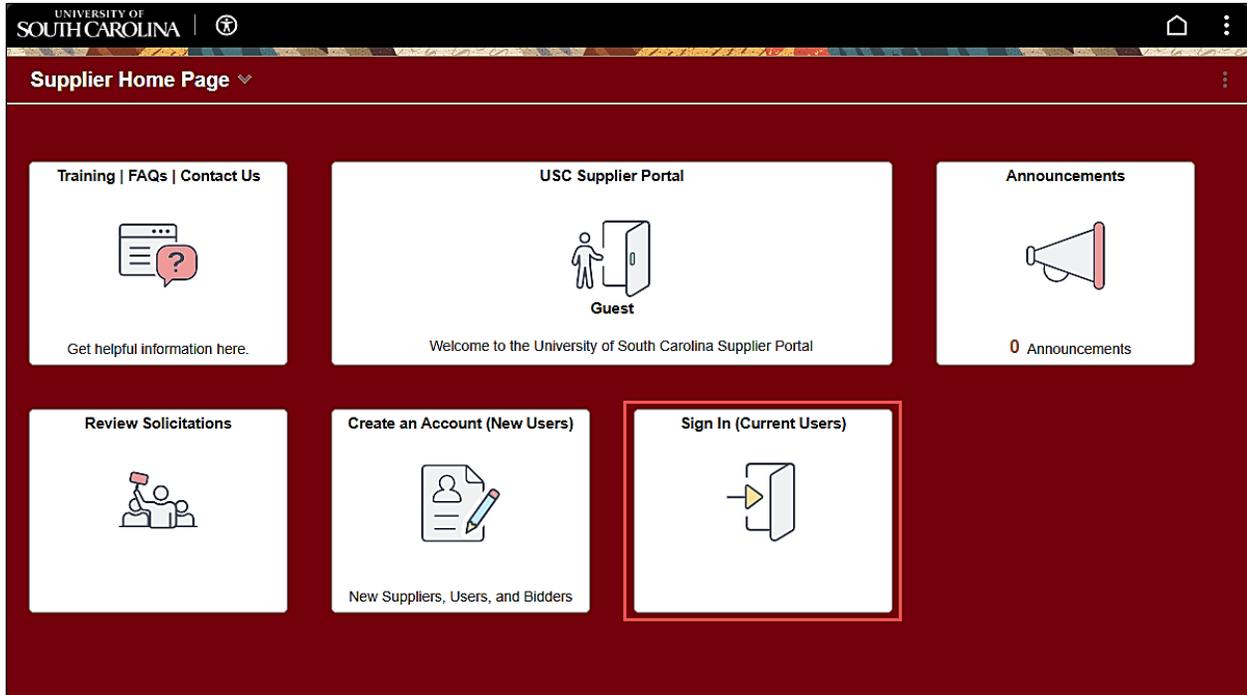
Office of the Controller General Accounting – Supplier Self-Service Portal Change Request for an International Supplier

How to create a change request for an International Supplier using the Supplier Self-Service Portal:

This guide is intended for external suppliers wishing to do business with the University of South Carolina. The job aid outlines the necessary steps for a supplier to create a change request in the University of South Carolina's Supplier Self-Service Portal.

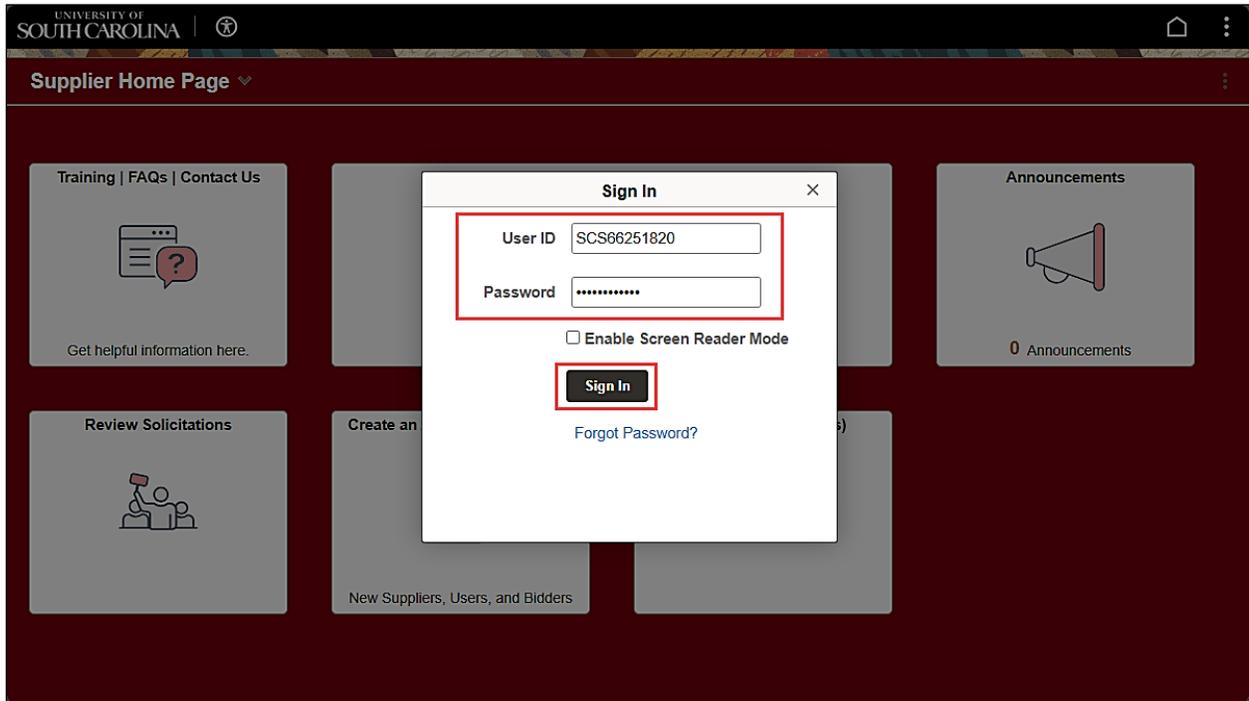
Step 1: After creating a User ID, the approved User ID will be received in an email. This User ID and the password created when completing the Request a User ID form will be used to sign in when a change request is needed.

Step 2: On the [Supplier Home Page](#), click the **Sign In (Current Users)** tile to sign in, using your User ID and password.

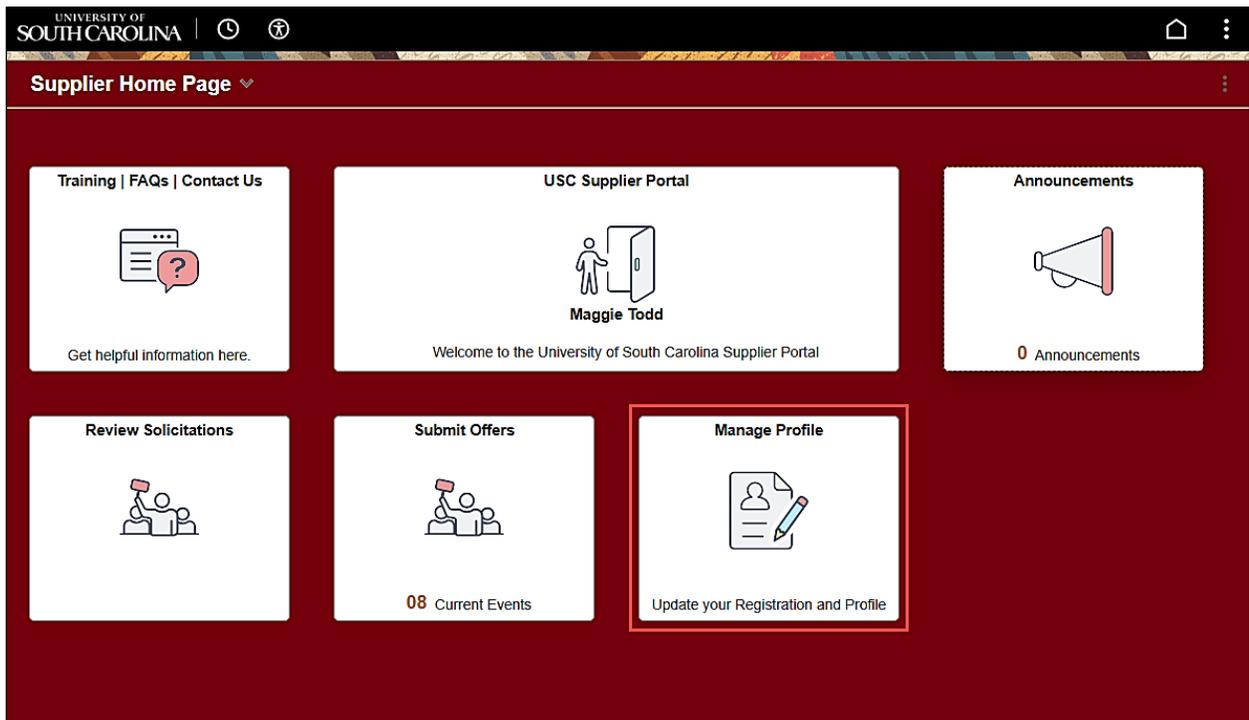


Step 3: Enter your **User ID** and **Password**.

Step 4: Click the **Sign In** button.



Step 5: Notice when you sign in the **Manage Profile** tile is now available. Click the **Manage Profile** tile to begin the change request.



Step 6: Select International Change Request.

Note: If you have pending change requests, the first page you will see is the Supplier **Change Request Selection** page. If necessary, review the list of all pending change requests. If you do not need to review the pending change requests, click **Create New Request** to move on to the Welcome page. For this example, the supplier has no pending change requests.

Step 7: Begin the change request process by reading the **Welcome** text, then click the **Next** button to move on to the Supplier Profile.

The screenshot displays the 'Manage Profile' interface. On the left, a sidebar menu includes options like 'Password and Email', 'Domestic Change Request', 'International Change Request' (highlighted with a red box), 'My Offeror Profile', 'Offeror Change Request', and 'My Categorizations'. The main content area shows a progress bar with steps: 'Welcome', 'Supplier Profile', 'Addresses', 'Contacts', and 'Submit'. Below the progress bar, there are navigation buttons: 'Exit', 'Save for Later', '< Previous', and 'Next >'. The 'Next >' button is highlighted with a red box. The main text area displays a welcome message for 'Maggie Todd' from 'OTTO HARRASSOWITZ GMBH AND CO KG'. It includes a 'HELPFUL TIP' and instructions on how to use the navigation buttons. At the bottom right, there is a 'Review Changes' link and another set of navigation buttons, with the 'Next >' button again highlighted with a red box.

Step 8: Click the **expand arrow** to view and answer the profile questions. It is important to note that the first time you answer these questions, the same responses default when you create additional change requests. Be sure to always read each question carefully to ensure they are answered appropriately for that specific request.

- If you are an **International Business Supplier**, attach an updated **W-8BEN-E**.
- If you are an **International Individual Supplier**, attach an updated **8233** if receiving compensation for a personal service performed in the U.S., otherwise attach a **W-8BEN**.

Step 9: Click the **Next** button to move on and add or edit an address.

▼ Profile Questions

*1) If you have a U.S. Social Security Number (SSN), Individual Taxpayer Identification Number (ITIN), or U.S. Tax ID Number (TIN), has it changed or has your name changed? If yes, please exit this application and contact the Supplier Team at apsupplr@mailbox.sc.edu for further instruction.

Yes
 No

2) If you are an individual, please attach an updated form 8233 if you are receiving compensation for personal services performed in the United States, otherwise attach form W-8BEN. If you are an organization / entity, please attach an updated form W-8BEN-E.

Please note that the W-8BEN, 8233, or W-8BEN-E expires at the end of the third year from the date that the form was signed.

Attachments (1) Add/View Attachments

> Comments

Review Changes

Exit
Save for Later
< Previous
Next >

Step 10: Click the **pencil icon** to edit an existing address.

Step 11: To add a new address, click the **Add New Address**. For this example, we are updating the **Remit** address. If applicable, checks will be sent to this address.

Addresses for OTTO HARRASSOWITZ GMBH AND CO KG  [Review Changes](#)

If your primary or remit address has changed, please ensure to attach a new W-8BEN, W-8BEN-E, or 8233 in the "Supplier Profile" tab prior to updating any addresses below.

Description	Address Line 1	Change Action	Change Effective Date	Edit
PRIMARY	Kreuzberger Ring 7B-D			
ORDER	ATTN: CUSTOMER SERVICE			

Add New Address

 [Review Changes](#)

Exit
Save for Later
◀ Previous
Next ▶

Step 12: Update all the necessary fields. An email address is required.

Step 13: Add a new phone number.

Step 14: Click the **OK** button.

Address Information for TAX/REMIT

Remove Address

Address Information

Description: TAX/REMIT

Country: IRL Ireland

Address 1: 164 COLLEGE ROAD

Address 2:

Address 3:

Address 4:

City: GALWAY

Country: Postal:

State:

Email ID: mgtodd@mailbox.sc.edu

Clear

Phone Information

Phone Type	Location	Prefix	Telephone	Extension	Remove
Business Phone	Maggie Todd		803-123-4563		<input type="checkbox"/>

Add Phone

Approved Changes Take Effect: Approval Date Future Date

OK Cancel

Step 15: Notice the Remit Address is edited.

Step 16: Click the **Next** button to move on to Contacts.

Welcome Supplier Profile **Addresses** Contacts Submit

Exit Save for Later < Previous Next >

Addresses for OTTO HARRASSOWITZ GMBH AND CO KG [Review Changes](#)

If your primary or remit address has changed, please ensure to attach a new W-8BEN, W-8BEN-E, or 8233 in the "Supplier Profile" tab prior to updating any addresses below.

Description	Address Line 1	Change Action	Change Effective Date	Edit
TAX/REMIT	164 COLLEGE ROAD		02/04/2025	
ORDER	ATTN: CUSTOMER SERVICE			

Add New Address

[Review Changes](#)

Exit Save for Later < Previous **Next >**

The **Contacts** page is used to add additional contacts or edit existing contacts.

Step 17: Use the **pencil icon** to edit information for an existing contact.

Step 18: Use the **Add New Contact** button to add additional contacts.

Step 19: Click the **Next** button to move on to complete and submit this change request.

Welcome Supplier Profile Addresses **Contacts** Submit

Exit Save for Later < Previous Next >

Contacts for OTTO HARRASSOWITZ GMBH AND CO KG [Review Changes](#)

Add new contact or select the pencil icon to edit the details for an existing contact.

If a new contact needs access to maintain your profile, please have them request a supplier user ID.

Name	Address	Change Action	Change Effective Date	Edit
Maggie Todd	Maggie Todd	Add	02/04/2025	

Add New Contact

[Review Changes](#)

Exit Save for Later < Previous **Next >**

Step 20: Check to make sure the change request communications are going to the appropriate contact.

Step 21: Add a comment describing the change.

Step 22: Select the box to confirm that you have reviewed your changes.

Step 23: Click the **Submit** button.

Note: You can click the **Review** button to review the registration information. Click the **pencil icons** within the review page to make any necessary edits.

Welcome Supplier Profile Addresses Contacts **Submit**

Exit Save for Later < Previous Next >

Review and Submit Changes for OTTO HARRASSOWITZ GMBH AND CO KG

Click the review button and confirm your changes before submitting.
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:
mgtodd@mailbox.sc.edu

*Change Type Change Request

Please describe your changes:
Updated the remit address.
228 characters remaining

Check if you have reviewed your changes.

Review Withdraw **Submit**

Exit Save for Later < Previous Next >

The supplier change request has been submitted. All Supplier Change Requests will be approved by the Supplier Team.

You will receive an email informing you the change request has been approved or additional information is needed.

Thank you for keeping your supplier information current and we look forward to continuing to do business with you!

