



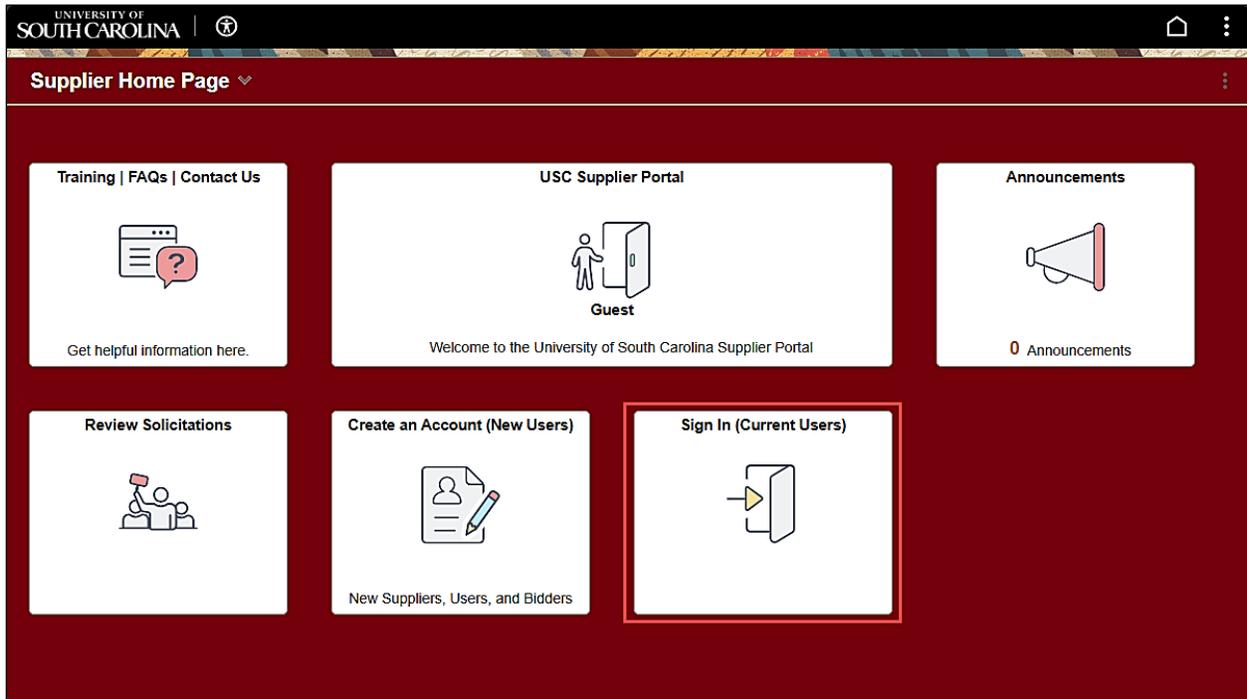
**Office of the Controller  
General Accounting – Supplier Self-Service Portal  
ACH Update Change Request for a US Supplier**

**How to create a change request for a US 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 for an ACH update in the University of South Carolina’s Supplier Self-Service Portal.

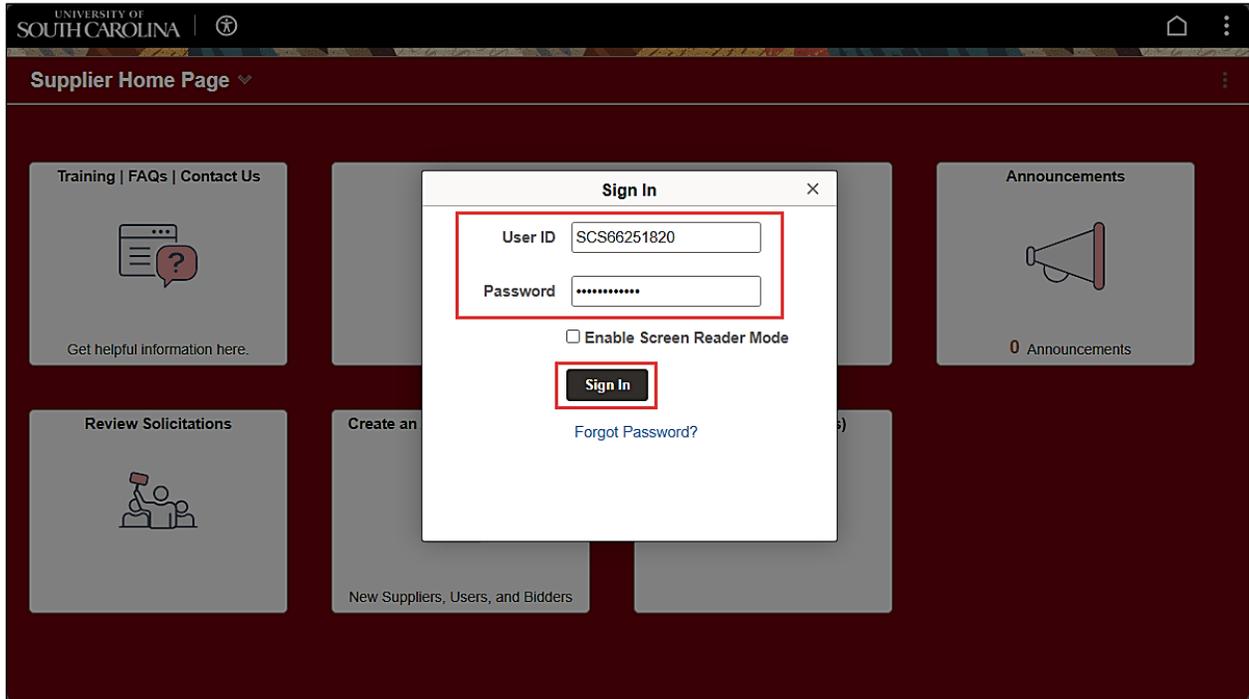
**Step 1:** After creating a User ID, the approved User ID will be received in an email. This User ID and the password created when completing the Request a User ID form will be used to sign in when a change request is needed.

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

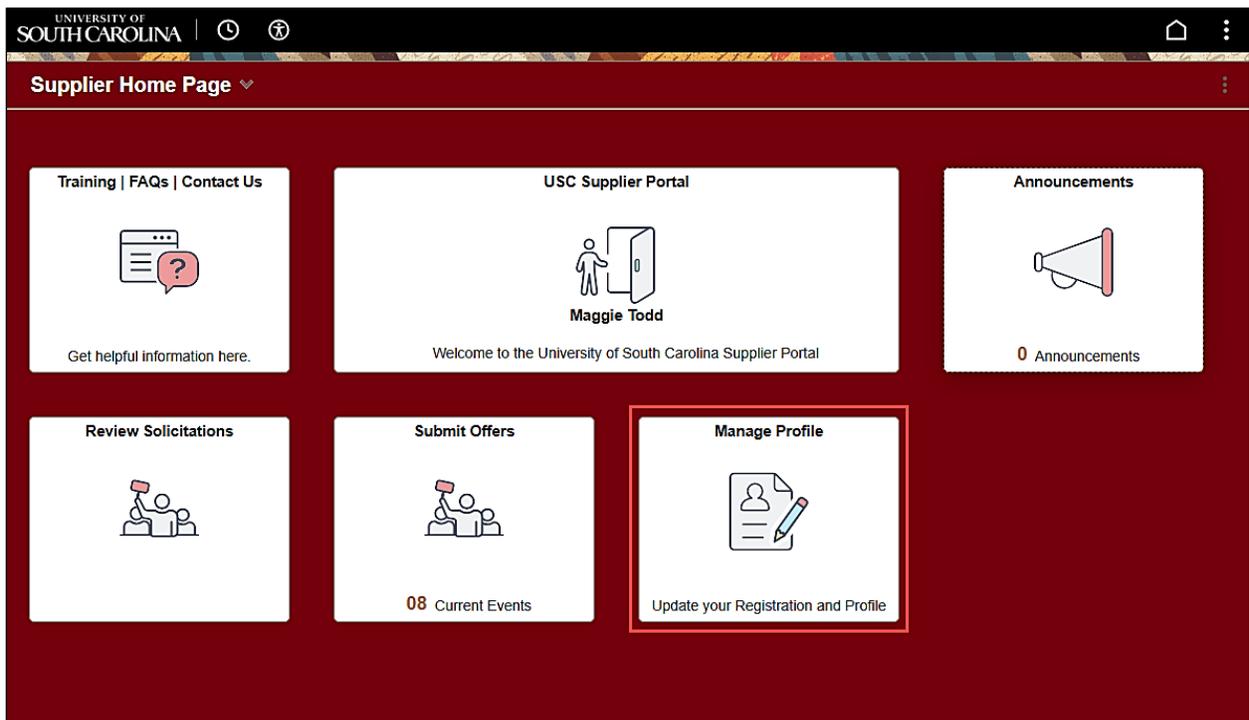


**Step 3:** Enter your **User ID** and **Password**.

**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 Domestic 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 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 shows a web application interface for managing a supplier profile. On the left, a sidebar titled "Manage Profile" contains several menu items: "Password and Email", "Domestic Change Request" (highlighted with a red box), "International Change Request", "My Offeror Profile", "Offeror Change Request", and "My Categorizations". The main content area features a progress bar at the top with steps: "Welcome", "Supplier Profile", "Addresses", "Contacts", "Payment Profile", and "Submit". Below the progress bar are navigation buttons: "Exit", "Save for Later", "< Previous", and "Next >". The "Next >" button is highlighted with a red box. The main text area includes a welcome message for Maggie Todd (SIDEARM SPORTS LLC), a helpful tip with a link, and detailed instructions about the change request process. At the bottom right, there is a "Review Changes" link and another set of navigation buttons: "Exit", "Save for Later", "< Previous", and "Next >".

**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.

**Step 9:** Click the **Yes** option to Question 3 regarding ACH payments.

**Step 10:** Click the **Next** button to move on and add or edit an address.

> **Additional Reporting Elements**

∨ **Profile Questions**

\*1) Have you had a tax ID number or name change? If yes, please exit this application and contact the Supplier Team at [apsupplr@mailbox.sc.edu](mailto:apsupplr@mailbox.sc.edu) for further instruction.

Yes

No

\*2) Has your primary address changed? If yes, please attach a new W-9 below.

Yes

No

3) Primary / tax address changes require an updated W-9. Please attach a completed and signed W-9 form.

Attachments (0) [Add/View Attachments](#)

\*PAYMENT OPTION: The University of South Carolina strongly encourages all suppliers to enroll in the ACH (Direct Deposit) payment disbursement.

Do you wish to enroll in or update your ACH (Direct Deposit)? Select Yes or No. If Yes you will provide your payment information on the Payment Information tab.

Please note that for initial supplier registration, not enrolling in ACH (Direct Deposit) may significantly delay payment.

Yes

No

∨ **Comments**

[Review Changes](#)

**Step 11:** Click the **pencil icon** to edit an existing address.

**Step 12:** 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.

**Step 13:** Click the **Next** button to move on to Contacts.

The screenshot displays the 'Addresses' tab for 'SIDEARM SPORTS LLC'. At the top, there is a navigation bar with tabs: Welcome, Supplier Profile, **Addresses**, Contacts, Payment Profile, and Submit. Below the navigation bar are buttons: Exit, Save for Later, < Previous, and Next >. The main heading is 'Addresses for SIDEARM SPORTS LLC' with a 'Review Changes' link. A note states: 'If your primary or remit address has changed, please be sure to attach a new W-9 in the "Supplier Profile" tab prior to updating any addresses below.' Below this is a table:

Description	Address Line 1	Change Action	Change Effective Date	Edit
PRIMARY	2400 DALLAS PKWY STE 500 .			
REMIT	PO BOX 843038			

Below the table is a button labeled 'Add New Address'. At the bottom right, there is another 'Review Changes' link. At the very bottom, there are buttons: Exit, Save for Later, < Previous, and **Next >**.

**Step 14:** Use the **Contacts** page to add additional contacts or edit existing contacts.

**Step 15:** Use the **pencil icon** to edit information for an existing contact.

**Step 16:** Use the **Add New Contact** button to add additional contacts.

**Step 17:** Select **ACH** from the **Contact Type** drop down menu.

**Step 18:** Click the **OK** button.

**Step 19:** Click the **Next** button to move on to Payment Profile.

Welcome    Supplier Profile    Addresses    **Contacts**    Payment Profile    Submit

Exit    Save for Later    < Previous    Next >

**Contacts for SIDEARM SPORTS LLC** [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		Add	02/04/2025	

[Add New Contact](#)

[Review Changes](#)

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

The **Payment Profile** page is used to add or change payment information.

**Step 20:** Use the **pencil icon** to edit information if you are currently paid via our ACH (Direct Deposit) disbursement program and need to change banking information

**Step 21:** Use the **Add New Location** button to add banking information.

Location	Description	Action	Change Effective Date	Default	Edit
0001	MAIN		12/04/2023	<input checked="" type="checkbox"/>	

**Add New Location**

**Step 22:** Enter your email address under **Payment Notification Preferences**.

**Step 23:** Click the **Add Bank Account** button.

**Payment Profile**

Supplier: SIDEARM SPORTS LLC  
REMIT  
PO BOX 843038  
KANSAS CITY, MO 64184-3038

Expand All Collapse All

**Payment Preferences**

Payment Method: Automated Clearing House

**Payment Notification Preferences**

Enable FG Remittance Advice

\*Email ID: mgtodd@mailbox.sc.edu

Payment Method: Automated Clearing House

**Location Comments**

Comment: [Text Area]

**Bank Accounts**

Default	Beneficiary Bank	Bank ID Number	Branch Name	Branch ID	Bank Account #
<input type="checkbox"/>					

**Add Bank Account**

OK Cancel

**Step 24:** Enter the **Bank Name, Bank ID, Bank Account Number**. Select the **Account Type** from the drop-down menu.

**Note:** Use the Bank Info Instructions button for more information.

**Step 25:** Click the **OK** button.

**Step 26:** The bank will be added under Bank Accounts. Click the **OK** button.

Default	Beneficiary Bank	Bank ID Number	Branch Name	Branch ID	Bank Account #	Edit
<input checked="" type="checkbox"/>	Bank of America	073902274			XXXXXXXX1112	

**Step 27:** The ACH (Direct Deposit) Attestation pop-up box will appear. Click the **OK** button.

ACH (Direct Deposit) Attestation (30000,216)

By entering this electronic payment information, I authorize the University of South Carolina to initiate electronic credit entries to the checking or savings account at the financial institution identified herein. I understand that payments may be made by the University of South Carolina, to me or the supplier I represent only to the one bank account indicated. In the event of overpayment to this bank account, I authorize the University of South Carolina to make an adjusting debit entry to the account up to the amount of the overpayment. I may revoke or cancel this authorization and enrollment by notifying the University of South Carolina Controller's Office in writing at least fifteen (15) days prior to termination. Any change to the bank account or to a new financial institution will require a new ACH authorization via a supplier change request. Failure to notify the University of South Carolina Controller's Office of an account change will delay payment.

**Step 28:** Click the **Next** button.

The screenshot shows a navigation bar with tabs: Welcome, Supplier Profile, Addresses, Contacts, **Payment Profile**, and Submit. Below the navigation bar are buttons: Exit, Save for Later, < Previous, and Next >. The main heading is "Payment Profile for SIDEARM SPORTS LLC" with a "Review Changes" link. A note states: "If you are currently paid via our ACH (Direct Deposit) disbursement program and need to change banking information, please click on the pencil icon for the appropriate location below to add this information." Below this is a table with columns: Location, Description, Action, Change Effective Date, Default, Edit, and Delete. The table contains one row with Location "0001" and Description "MAIN". Below the table is an "Add New Location" button and a "\*Required Field" label. At the bottom, there are buttons: Exit, Save for Later, < Previous, and **Next >** (highlighted with a red box).

**Step 29:** Check to make sure the change request communications are going to the appropriate contact.

**Step 30:** Add a comment describing the change.

**Step 31:** Select the box to confirm that you have reviewed your changes.

**Step 32:** 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.

The screenshot shows a navigation bar with tabs: Welcome, Supplier Profile, Addresses, Contacts, Payment Profile, and **Submit**. Below the navigation bar are buttons: Exit, Save for Later, < Previous, and Next >. The main heading is "Review and Submit Changes for SIDEARM SPORTS LLC". A note states: "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." Below this is a form with a red box around the "Email communication regarding this request will be sent to:" field containing "mgtodd@mailbox.sc.edu". Below that is a "\*Change Type" dropdown menu set to "Change Request". Below the dropdown is a text area with "Please describe your changes:" containing "Updated the ACH payment." and "230 characters remaining". Below the text area is a checkbox labeled "Check if you have reviewed your changes." which is checked. Below the checkbox are buttons: Review, Withdraw, and **Submit** (highlighted with a red box). At the bottom, there are buttons: Exit, Save for Later, < Previous, and 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!**

