

Total Supplier Management

Frequently Asked Questions

- Q: Will I still need to get the Sales Use Tax form completed before syncing a vendor?
- A: No. You are only required to get the Sales Use Tax form completed under certain circumstances. See TBR Procurement Manual.
- Q: When a vendor logs into the TSM Supplier Portal to update their record, which record gets updated if there are multiple records in the system?
- A: All vendor records will be updated but only the active record synced with your Banner will feed to your Banner.
- Q: Can we get notifications when any change is made to a vendor record?
- A: Yes. You need to change your Profile settings to receive notifications. You will **View Your Profile**, select **Notification Preferences**, select **Supplier Management**, and edit the sections you wish to receive notifications for.
- Q: There are several records for the same vendor in TSM. How do I know which record was imported from my institution?
- A: You will need to view the History for each vendor record to see which one pertains to you.
- Q: When I sync a vendor record to my institution that was imported for multiple institutions, how do I know which error message or successful sync message pertain to my institution?
- A: Look at the History and notice the first institution imported/synced listed at the beginning of the history. This will be the first institution to sync when changes are made. The syncs will follow in order up the history of the record. If your institution was imported 4th, then when a change is made to the vendor record, the data will sync to your Banner 4th.