

# Supplier Experience

## Supplier Experience

This guide outlines registration process followed by suppliers and individuals.



HARVARD  
UNIVERSITY

### Supplier Invitation from Harvard Portal

Hello Test Individual representative,

Harvard Portal has invited you to join our Supplier Portal hosted by JAGGAER!

Becoming a Harvard Portal registered supplier is free, easy and it only takes a few minutes to join. By selecting the "Register Now" button below, you will be routed to a secure website to complete the registration process.

[Register Now](#)

Upon successful completion of your registration, you will have access to your secure portal where you can add additional details to facilitate a quick, easy payment process.

Thanks for doing business with us!

Best,

Harvard Portal

*Note: Foreign Individuals (Non-U.S. Citizens) may also be required to submit additional information to ensure compliance with U.S. regulations. New registrants may receive a separate email from Harvard's Online Tax Compliance System, GLACIER ([support@online-tax.net](mailto:support@online-tax.net)), after their JAGGAER registration has been submitted.*

*If you have an existing GLACIER account with Harvard, access your GLACIER account through our website <https://hratax.oc.finance.harvard.edu/GLACIER>. If needed, I-94 documents can be retrieved at <https://i94.dhs.gov/>.*

*All documentation can be uploaded back into JAGGAER upon completion.*

For technical support related to issues logging into the portal, adding attachments, browser errors, or other technical problems, please contact Jaggaer customer support via: <https://www.jaggaer.com/service-support/supplier-support/>.

For Harvard specific support, including attaching appropriate documentation or completing registration information, contact Customer Contact Phone or [ap\\_supplieronboarding@harvard.edu](mailto:ap_supplieronboarding@harvard.edu).

### Individual Email

Upon invitation, an email is received by the supplier. This email contains a link allowing the supplier to begin registration.



HARVARD  
UNIVERSITY

### Supplier Invitation from Harvard Portal

Hello Test Company representative,

Harvard Portal has invited you to join our Supplier Portal hosted by JAGGAER!

Becoming a Harvard Portal network supplier is free, easy and it only takes a few minutes to join. By selecting the "Register Now" button below, you will be routed to a secure website to complete the registration process.

[Register Now](#)

Upon successful completion of your registration, you will have access to your secure portal where you can add additional details about your organization, invite colleagues to become users in your site, and more.

Thanks for doing business with us!

Best,

Harvard Portal

*Note: Foreign entities are required to submit additional documentation into JAGGAER. General information can be reviewed here: <https://hratax.oc.finance.harvard.edu/foreign-entity-w8-forms>.)*

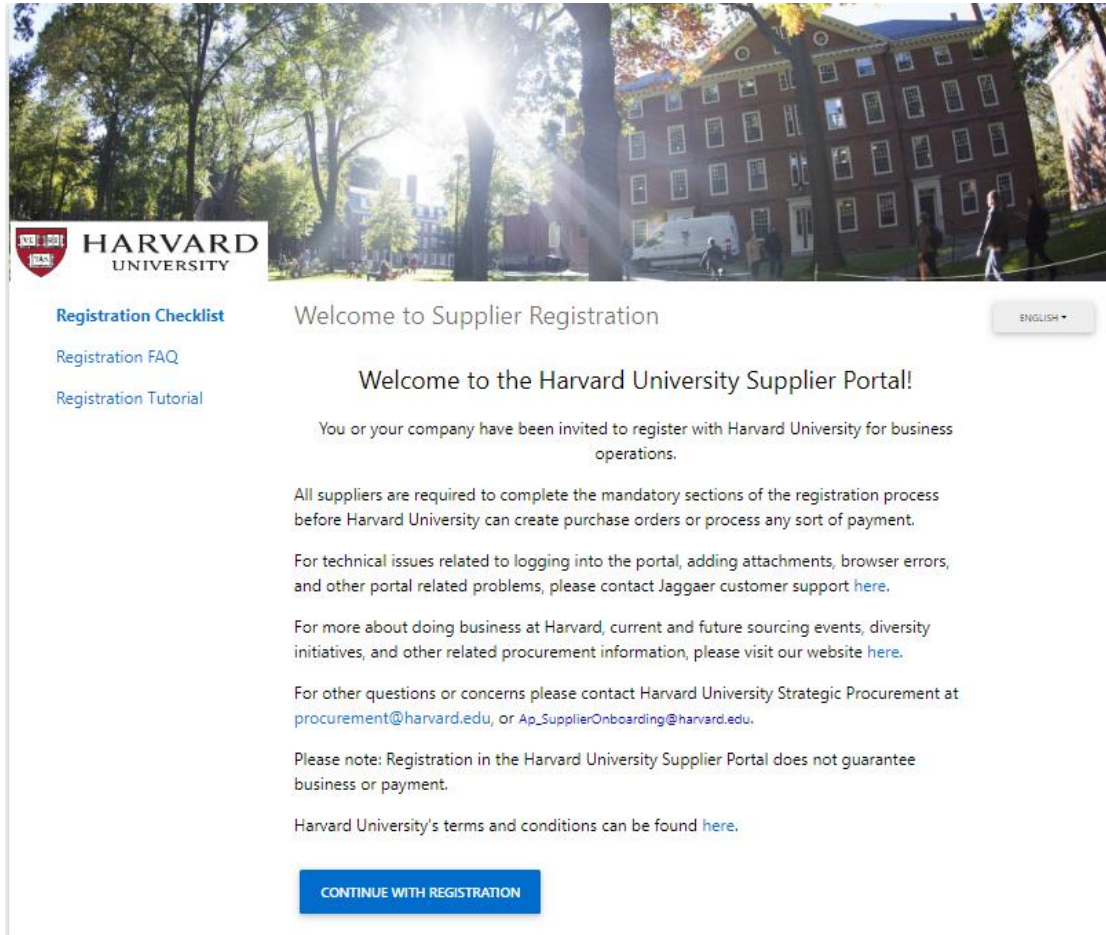
For technical support related to issues logging into the portal, adding attachments, browser errors, or other technical problems, please contact Jaggaer customer support at <https://www.jaggaer.com/service-support/supplier-support/>.

For Harvard specific support, including attaching appropriate documentation or completing registration information, contact Customer Contact Phone or [ap\\_supplieronboarding@harvard.edu](mailto:ap_supplieronboarding@harvard.edu).

### Company Email



# Supplier Experience



The image shows a screenshot of the Harvard University Supplier Portal registration page. At the top, there is a banner image of a Harvard building with trees and a bright sun. Below the banner is the Harvard University logo and the text 'HARVARD UNIVERSITY'. To the left of the main content area, there is a navigation menu with three items: 'Registration Checklist', 'Registration FAQ', and 'Registration Tutorial'. The main content area has a heading 'Welcome to Supplier Registration' and a sub-heading 'Welcome to the Harvard University Supplier Portal!'. Below this, there is a paragraph stating that suppliers are invited to register for business operations. This is followed by three paragraphs of instructions: the first states that all suppliers must complete mandatory registration sections before creating purchase orders; the second provides contact information for technical issues; the third provides contact information for general questions. A blue button labeled 'CONTINUE WITH REGISTRATION' is at the bottom of the main content area. In the top right corner of the page, there is a language selection dropdown menu set to 'ENGLISH'.

**HARVARD UNIVERSITY**

[Registration Checklist](#)

[Registration FAQ](#)

[Registration Tutorial](#)

ENGLISH ▾

## Welcome to Supplier Registration

### Welcome to the Harvard University Supplier Portal!

You or your company have been invited to register with Harvard University for business operations.

All suppliers are required to complete the mandatory sections of the registration process before Harvard University can create purchase orders or process any sort of payment.

For technical issues related to logging into the portal, adding attachments, browser errors, and other portal related problems, please contact Jaggaer customer support [here](#).

For more about doing business at Harvard, current and future sourcing events, diversity initiatives, and other related procurement information, please visit our website [here](#).

For other questions or concerns please contact Harvard University Strategic Procurement at [procurement@harvard.edu](mailto:procurement@harvard.edu), or [Ap\\_SupplierOnboarding@harvard.edu](mailto:Ap_SupplierOnboarding@harvard.edu).

Please note: Registration in the Harvard University Supplier Portal does not guarantee business or payment.

Harvard University's terms and conditions can be found [here](#).

[CONTINUE WITH REGISTRATION](#)

After selecting 'Register Now', suppliers are taken to the registration page where they can create a new user account or log into an existing account.

# Supplier Experience

The screenshot shows the Harvard University Supplier Portal homepage. At the top left is the Harvard University logo. Below it is a breadcrumb trail: Home > Customer Portal Home > Home - Test Company. A dark banner contains a notice: "JAGGAER revised its Service Privacy Policy effective May 25, 2018. By closing this banner, you acknowledge that when you use our Solution, we process your personal information as described in our Service Privacy Policy".

The main content area is split into two columns. The left column is titled "Harvard University Supplier Portal" and contains the following text: "If you are new to Harvard University's Supplier Portal please review the Jaggaer learning resources below. These resources will demonstrate how to easily navigate and use the Supplier Portal to manage your supplier information, documents, and more!". Below this are several blue links: "Completing your Registration", "Navigating the Supplier Portal", "Managing your Jaggaer Portal Profile", and "Profile Maintenance User Guide". Further down, it says "If you have technical issues or questions about using the Portal, please contact Jaggaer at 1-800-233-1121 or https://www.jaggaer.com/service-support/supplier-support/". Below that, it says "If you have Harvard specific questions please email AP\_SupplierOnboarding@harvard.edu.". At the bottom of this column is a section titled "News and Updates" with a bullet point: "Harvard University has an updated ST-2 tax exemption document available to vendors. Please click here to access this certificate."

The right column is titled "Quick Links to Common Tasks" and contains a single blue link "Manage Registration Profile" which is highlighted with a red rectangular box.

After logging in, the supplier is taken to their homepage where they can manage their registration. This area will also include future B2P functionality.

## Individual Registration

**Test Registration**  
[Change Supplier](#)

Registration **In Progress** for:  
*Harvard University*

**0 of 5** Steps Complete

Welcome

- Company Overview** ✓
- Addresses ✓
- Contacts ✓
- Tax Information ✓
- Accounts Payable ✓
- Certify & Submit

### Company Overview

Legal Structure ★ ⓘ

Tax ID Number ★

#### Additional Questions

HUID

★ Required to Complete Registration

[< Previous](#) [Next >](#) [Save Changes](#)

[Need Help?](#)

Individuals will be guided through a series of pages with questions relevant to their legal structure.

## Individual Registration


### Test Registration

[Change Supplier](#)

Registration **In Progress** for:  
*Harvard University*

**0 of 5** Steps Complete

Welcome

Company Overview 

**Addresses** 

Contacts 

Tax Information 

Accounts Payable 

Certify & Submit

[Registration FAQ](#) | [View History](#)

### Addresses ?

Please enter any physical or mailing addresses from which your organization does business to help us route information and communication correctly. Any required address types are listed below.

Harvard University uses a specific naming convention for address labels and may change your original address label.

Tax documents will be sent to the address defined as the primary fulfillment address.

A 9 digit zip code is enforced. Use [this link](#) to find the 9 digit zip code based on your address.

#### Required Information

The following address types are required to complete registration:

- **Fulfillment**
- **Remittance**

*No addresses have been entered*

[Add Address](#)

[Hide Inactive Addresses](#)

A fulfillment (tax reporting) address along with a remittance (payment) address will be added.

## Individual Registration

### Test Registration

[Change Supplier](#)

Registration **In Progress** for:  
Harvard University

**0 of 5** Steps Complete

Welcome

Company Overview ✓

Addresses ✓

**Contacts** ✓

Tax Information ✓

Accounts Payable ✓

Certify & Submit

### Contacts ?

Please enter contact information for any individuals at your organization who may provide valuable information or help to our company. This will help us ensure we are always contacting the correct individual. Contacts can be linked to one existing address. Any required contact types are listed below.

#### Required Information

The following contacts are required to complete registration:

- **Remittance**

*No contacts have been entered*

**Add Contact** ▼

[Hide Inactive Contacts](#)

[< Previous](#)

[Next >](#)

A remittance (payment) contact is required. This includes an email address and phone number.

## Individual Registration

### Test Registration

[Change Supplier](#)

Registration **In Progress** for:  
*Harvard University*

**0 of 5** Steps Complete

Welcome

Company Overview ✓

Addresses ✓

Contacts ✓

**Tax Information** ✓

Accounts Payable ✓

Certify & Submit

### Tax Information

Tax information is used for payment and the tax document should be uploaded using a PDF format.

#### Required Information

The following tax document are required to complete registration:

- W-9
- W-8BEN-E

*No tax information has been entered*

[Add Tax Document](#) ▼

### Add Tax Document

Tax Type ★

W-9

Tax Document Name ★

Tax Document Year

Tax Documentation ★

Select file

[Download Pre-populated Tax Document](#)

★ Required to Complete Registration

[Save Changes](#)

[Close](#)

The individual is required to provide a valid tax document. A pre-populated tax document is available if the individual does not have their tax document.

# Supplier Experience

## Individual Registration

Test Registration	Payment Information
Registration <b>Complete</b> for: <i>Harvard University</i>	<b>Note: Zelle is a fast and easy way for individuals to receive money electronically.</b> Provide Harvard University with the email address that is or will be associated with your Zelle account ( <b>provided you have a US bank account and/or debit card</b> ) . Harvard will use email address only when communicating payment information.
Welcome	<b>To register for Zelle and learn more, visit:</b> <a href="https://enroll.zellepay.com/">https://enroll.zellepay.com/</a> . If you do not already have a Zelle account, a registration link will be provided to you at the time of payment.
Company Overview <span>✓</span>	Harvard University also offers electronic payments via Paymode-X for companies. If you are a company (not an individual), and wish to receive funds electronically, please visit: <a href="http://www.paymode.com/harvarduniversity/">http://www.paymode.com/harvarduniversity/</a> .
Business Details <span>✓</span>	What payment method do you prefer? <span>*</span>
Addresses <span>✓</span>	<input type="text"/>
Contacts <span>✓</span>	
Tax Information <span>✓</span>	
<b>Payment Information</b> <span>✓</span>	
	<span>*</span> Required to Complete Registration
	<input type="button" value="Save Changes"/>

If the supplier requests Zelle as their payment method, they will be asked to provide their payment distribution email address and attest to a statement.


Addresses <span>✓</span>	What payment method do you prefer:
Contacts <span>✓</span>	<input type="text" value="Zelle"/>
Tax Information <span>✓</span>	<input type="checkbox"/> By checking this box, the payee hereby confirms and agrees that: <span>*</span>
<b>Payment Information</b> <span>✓</span>	<ul style="list-style-type: none"><li>i. The e-mail address entered above is associated with a U.S. bank account of the payee into which the payee authorizes payment to be deposited;</li><li>ii. The payee understands that digital disbursement is processed by Zelle utilizing network banks and is made available by Harvard as a courtesy to its suppliers. To the extent permitted by law, the payee releases and indemnifies Harvard from any liability in connection with any delayed, undelivered or late payment resulting from use of digital disbursement.</li><li>iii. The payee consents to the sharing of the e-mail address entered above and any other information entered onto this Supplier Portal with Zelle and network banks for the purpose of processing digital disbursements. The payee further consents to the disclosure of information regarding the payee by Zelle or any network banks to any federal, state or foreign authority or governmental body, to the extent required by legal disclosure obligations (including, without limitation, anti-money laundering and counter-terrorism financing laws).</li></ul>
	Payment Distribution Email Address <span>*</span>
	<input type="text" value="supplier@123.com"/>



## Individual Registration

1 of 6 Steps Complete

Welcome

Company Overview 

Addresses 

Contacts 

Tax Information 

Accounts Payable 

**VISA** 

Certify & Submit

[Registration FAQ](#) | [View History](#)

Visa type <sup>★</sup>

Country Issuing Passport

Date of Birth

mm/dd/yyyy

Visa Sponsored By Harvard?

[Click here if you have completed the GLACIER Registration](#)

<sup>★</sup> Required to Complete Registration

[< Previous](#)

[Next >](#)

[Save Changes](#)

Foreign individuals will provide additional information such as their visa type. The individual can also provide their GLACIER information if required.

# Supplier Experience

## Submitting Registration


### Test Registration


[Change Supplier](#)

Registration **In Progress** for:  
*Harvard University*

**7 of 7** Steps Complete

Welcome

Company Overview 

Business Details 

Addresses 

Contacts 

Diversity 

Tax Information 

Accounts Payable 

**Certify & Submit**

### Certify & Submit

Preparer's Name ★

Test 5

Preparer's Email Address ★

robert\_wohlfarth@harvard.edu

Today's Date

5/7/2019

Certification ★

I certify that all information provided is true and accurate.

★ Required to Complete Registration

Submit

After providing all required information, the representative will submit the registration for review by the vendor onboarding team.

buy<sup>2</sup>pay

# Supplier Experience

## Completing Registration

### Supplier Registration Complete for Harvard Portal

Dear Test Company,

Thank you for completing your registration profile on the Harvard Portal Supplier Portal. Your registration will be reviewed and, if appropriate, approved for use.

As a reminder, you can log into your secure account by visiting Harvard Portal's [Customer Portal Login Link](#).

Reminder for companies: If you've selected Paymode-X as a preferred payment method, visit <http://www.paymode.com/harvarduniversity/> to register.

Thank You,

Harvard Portal  
[ap\\_supplieronboarding@harvard.edu](mailto:ap_supplieronboarding@harvard.edu)  
+1 617-495-8500 ext. 3

After completing the registration, an email will be sent to the supplier contact with a link to their supplier portal. Using this link, they can continue to manage their supplier profile.

