

## Supplier/Payee Portal - FAQs

**Q: What is a “supplier”?**

**A:** Any individual, company, or organization that will receive a payment from Princeton University requires a supplier record within Prime Financials. This may include payment for purchase orders, Non-PO payments, or reimbursements to payees who do not work for Princeton University.

**Q: What are the benefits of the Supplier/Payee Portal?**

**A:** Supplier/Payee will have real-time access to their profile at anytime. The most current IRS forms are available for download and prepopulating using e-Certify where applicable. Insurance and diversity certifications with expirations are automatically tracked and notifications will be sent based on the 30/60-day expiration date.

**Q: Who can access Princeton University’s Supplier/Payee Portal?**

**A:** Domestic PO Suppliers, Independent Contractors, Limited Engagement & Honoraria. Procurement Services will register foreign suppliers/payees, guest reimbursements and educational institutions.

**Q: What if the supplier/payee forgets their password?**

**A:** The supplier/payee should click on the [Trouble Logging In?](#) link off of the main [Supplier Portal](#) page. An email with instructions on resetting your password will be emailed.

**Q: What if my supplier/payee contact changes?**

**A:** To request a new contact to be added to a Supplier/Payee portal account, please contact SciQuest technical support at 1 (800) 233-1121.

**Q: How do I know a supplier/payee has completed their registration profile?**

**A:** The department requestor will receive an email once the supplier/payee has submitted their registration profile. You can also log onto the Prime Marketplace and view the Summary in the Supplier Profile.

**Q: What if I am contacted by the supplier/payee with registration questions?**

**A:** The supplier/payee should contact the Financial Service Center at [finance@princeton.edu](mailto:finance@princeton.edu) or call 1-609-258-3080. They can also refer to our [Special Information for Suppliers](#) webpage for supplier/payee portal registration instructions.

**Q: I am already an existing supplier/payee how do I update my information?**

**A:** A supplier request form should be submitted for any existing supplier updates. Depending on the type of supplier/payee, Procurement Services will either send the supplier/payee an invitation to the Supplier Portal, or supporting documentation should accompany the request.