UNIVERSITY OF SOUTH FLORIDA TAMPA BAY

Bull Marketplace – Total Supplier Manager
Frequently Asked Questions

General

1) **What is Bull Marketplace?**
Bull Marketplace is USF's implementation of an e-procure to pay system Jaggaer previously known as Sciquest. Upon full implementation, USF sourcing, supplier management, procurement, contracts and accounts payable functions will be processed through Bull Marketplace.

2) **How do I request a new supplier, view the status of my request or search for suppliers?**
For step by step instructions please see the new supplier request job aids located on the Supplier Management website.

3) **Is training provided to use the system?**
Job Aids are available on the Supplier Management website for assistance with Total Supplier Manager. Additional job aids and other resources are available on the Accounts Payable and Procurement Services websites.

4) **Who can I contact regarding Bull Marketplace?**
Questions related to requesting suppliers and the supplier registration process should be directed to suppliersetup@usf.edu.

Additional questions may be directed to the departments below.

Procurement - USFPurchasing@usf.edu

Accounts Payable - APHelp@usf.edu

Office of Supplier Diversity - OSD@usf.edu

5) **Does Bull Marketplace support all browsers and operating systems?**
Bull Marketplace supports the following browsers and operating systems:
Windows: version 11 of Internet Explorer and the latest version of Edge, Chrome and Firefox.
Macintosh: the latest version of Safari and Firefox.
iPad: Safari the embedded browser within the iPad.

Supplier Inquiries

1) **What is a "supplier"?**
   Any individual, company, or organization that will receive a payment from USF Accounts Payable. This includes payments on purchase orders or non-PO related payments, such as honorariums and awards.

2) **Why do I need to register my company's information into USF's Supplier Portal?**
   All payments are issued to registered entities at USF. The registration process allows you to provide required tax, diversity, insurance, and other information through a secure web site. As a registered supplier, you maintain the current information about you or your business in the portal.

3) **I am a current USF supplier; do I still need to register my company information into the portal?**
   If you are current USF supplier or have done business with us in the past, your information may already be stored within our database. However, in order to access or update your information registration will be required.

4) **Is there a cost to register my company's information or to access USF's supplier portal?**
   No. There is no charge to access the supplier portal.

5) **What information is needed to complete the registration form?**
   The registration form will request your company's information, including but not limited to, your company's legal name, DBA name, contact information, Tax Identification Number (TIN), remittance information, insurance, NAICS code, and categories of goods or services provided. The registration also will request diverse and small business information.

6) **How long will it take me to register my company information?**
   On average, the registration form will take approximately 15 minutes to complete, considering you have all the required information gathered and on-hand.

7) **Can I save the registration and complete it at a later time?**
   Yes, the supplier portal does allow you to save your information during the registration process.

8) **How will I know USF has received my registration?**
   Once you have completed the registration form and click the "Submit" button, a confirmation screen will appear informing you that your registration has been submitted for review. You will also receive an email confirming your submission.

9) **What are the next steps after registering?**
   The USF Department requesting your goods or services has also been notified that your registration has been completed. The department should contact you to discuss purchase details and provide you with a Purchase Order number, if applicable.

10) How do I access USF's supplier portal?
If you are an invited supplier, you must use the Register Now link contained in the invitation email to access your profile. If you do not receive the link, please contact suppliersetup@usf.edu. If you start your registration, but need to come back to it at a later date, you can access you profile here: https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=USFlorida.

11) Who can access USF's Supplier Portal?
Any supplier that has completed the registration form and has received notification that their registration is accepted can access the supplier portal.

12) What do I do if I forget my password?
If you have forgotten your password, you may reset your password by clicking on the "Forgot your Password" link on the supplier portal login and registration page.

13) How do I add additional users to access the supplier portal?
If would like to add additional users to access the portal, you may add the users directly through the supplier portal.

14) How do I update my company's information?
If you would like to update your company information, you may make changes directly through the supplier portal. For step-by-step instructions, refer to the Supplier Registration Quick Reference Guide available on our website.

15) I need assistance in completing the Supplier Self Registration form. Who do I contact?
For assistance in completing the Supplier Self Registration form, we encourage you to review the Supplier Registration Instructions that is available on our website. If additional assistance is needed, you may contact our Supplier Management team at suppliersetup@usf.edu.

16) I have questions that these FAQ and the help "?" in the portal cannot answer - who can I contact?
Please review the information on the web here: https://www.jaggaer.com/service-support/supplier-support/. If you have further questions you can contact Supplier Management at suppliersetup@usf.edu.

17) What does Jaggaer do with the information I enter into my profile? Will it be sold or used for any purpose not described in this registration process?
See information at the following link for Jaggaer's privacy policy: https://www.jaggaer.com/trustcenter/

18) Our Company's Primary Contact is no longer with the company and I need to gain access to the portal – what do I do?
Submit a support ticket here: https://www.jaggaer.com/service-support/supplier-support/