UPDATING SUPPLIER SITE

Go to https://www.nashville.gov/Finance/Procurement/Purchasing-and-Contracts-Office/How-To-Do-Business-With-Metro/Registration.aspx
Click link above or copy and paste to your browser

Click on iSupplier Login
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Type in your username and password and click log-in
If you do not remember your password or need to reset your password you can do so by going to login assistance.

You will be prompted to enter your user name which is the email address of the user account. Click Forgot Password.
You will receive a confirmation message stating that your password reset has went through and you should receive an email with instructions on how to reset within 10-15 minutes.
Please make sure you check your junk and/or spam folder if you do not receive the email in your inbox.
Also, some email security settings will not allow emails with certain subjects or email address to come through the company firewall. The email account these messages are being sent from is actually eml-ebswfprod@nashville.gov. Any suggestion to whitelist an address should use that one.
HOW TO RESET YOUR

Your password reset email should look like the following:

From: Workflow Mailer [mailto:eml-ebows@nashville.gov]
Sent: DATE AND TIME
To: USER NAME
Subject: FYI: Password Reset

To USER NAME
Sent DATE AND TIME

Reset your password and follow the on-screen instructions. This email can be ignored in case you didn't request a password reset, the link is only available for a short time.

This is the only time the link in email notifications work. Click the hyperlink and you will be prompted to enter a new password.

Your password must meet the following qualifications:

- Must be nine characters
- Must contain at least one number or special character
- Cannot contain back to back letters, number or characters (for example you cannot use “progress”).
- Password is Case Sensitive

Remember that you can only use Internet Explorer 9 (or earlier versions) or Firefox.

If you need additional assistance or have other questions, please email isupplier@nashville.gov.

Now you should be able to login to the iSupplier system using the password you set.
Click here to expand the Metro iSupplier Portal.
UPDATING SUPPLIER SITE

Click "Home Page"
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Click “Order” Tab to view Purchase Orders
UPDATING SUPPLIER SITE

Click “Finance” Tab to view payments

Click here
UPDATING SUPPLIER SITE

Click “Administration” Tab to update profile
To make changes to your profile use “Profile Management“

![Profile Management](image)
UPDATING SUPPLIER SITE

Click “Address Book” to update address

Profile Management

General
Company Profile
Organization
Address Book
Contact Directory
Business Classifications
Product & Services
Banking Details
Payment & Invoicing
Surveys

General

Attachments

Search

Note that the search is case insensitive.

Title

Add Attachment...

Title

No results found.

Inspect MDS Contents
Click “Create” under “Address Book” tab to add a new address site. You will need to send an email to isupplier@nashville.gov to edit an address.
Complete ALL fields marked with an * (indicates required field), enter the County & select Purchase Address and / or Payment Address

Click: “Apply”
Click “Contract Directory” to update contact
UPDATING SUPPLIER SITE

Click Create under Contact Directory tab
UPDATING SUPPLIER SITE

Fill in First Name, Last Name (required), Email Address, Phone Area Code, and Phone Number

Check Create User Account for the Contact (email should populate under Username)

Check here for email to populate
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Click magnifying glass to search for your company’s name
UPDATING SUPPLIER SITE

Type in the name of your company and hit “Go”

Once your company’s name is show under “Results” click on “Quick Select to populate
UPDATING SUPPLIER SITE

Click “Apply” to add contact
UPDATING SUPPLIER SITE

To inactivate a contact click pencil icon
UPDATING SUPPLIER SITE

Click on “Inactivate Date” to search for date

Click on calendar
Select a date

Select date
**UPDATING SUPPLIER SITE**

You will also need to inactivate “User Account Information”

**Update Contact**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Title</td>
<td>Jamie</td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>Smith</td>
</tr>
<tr>
<td>Alternate Name</td>
<td></td>
</tr>
<tr>
<td>Job Title</td>
<td></td>
</tr>
<tr>
<td>Department</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:abc@abc.com">abc@abc.com</a></td>
</tr>
<tr>
<td>URL</td>
<td></td>
</tr>
<tr>
<td>Phone Area Code</td>
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</tr>
<tr>
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<tr>
<td>Phone Extension</td>
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</tr>
<tr>
<td>Alternate Phone Area Code</td>
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<td>Alternate Phone Number</td>
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</tr>
<tr>
<td>Fax Area Code</td>
<td></td>
</tr>
<tr>
<td>Fax Number</td>
<td></td>
</tr>
<tr>
<td>Inactive Date</td>
<td>06-Sep-2019 16:31:32</td>
</tr>
</tbody>
</table>

**User Account Information**

- Inactive Date: (22-Aug-2019)

**User Notifications**

- Certification Reminders: [ ]

**Responsibilities**

- [ ] Responsibility
- [ ] Metro iSupplier Portal Access
  - Application: iSupplier Portal

Click on calendar
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Select a date

Select date

User Account Information

Username: ABC@ABC.COM
Inactive Date: (22-Aug-2019)

User Notifications

- Certification Reminders

Responsibilities
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You will get a warning. If you really want to inactivate the contact click “Confirm”
Click “Business Classifications” to add a classification
Select: Appropriate “Business Classifications” and Complete additional fields - “Certificate Number, Certifying Agency and Expiration Date” if Applicable. Business classification will be pending until your company contacts Metro’s Business Assistance Office bao@nashville.gov and submit required documents.
Click “Products and Services” to add or delete a product or service.
You can add or delete a Product or Service

Add or Delete a Product or Service
Click Banking Details to add banking information. You may email accounts Payable (AP) at R12SupportAP@Nashville.gov for additional assistance entering your banking information.
You must add banking information under “Banking Details”
Select: “Create”
Click: “Next”
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Use the drop down to search for “United States” in “Country” field

Use Drop down to select United States
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If no Country is entered you will receive an error

“You must enter a value for the Country as criteria for the List Of Values”
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Select “United States”
Click “Quick Select”
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Remove check on “Account is used for foreign payments”

Uncheck this box

Click “Existing Bank”
Click on magnifying glass to search for your company’s bank

Click Existing Bank
Click Magnifying
Type in the name of the bank
Click “Go”
Click “Quick Select” the appropriate bank

Select Bank (Double Click)
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Bank will populate
Click “Existing Branch”
UPDATING SUPPLIER SITE

Search by “Branch name” Enter your ABA (routing number)
Click “Quick Select” the appropriate ABA
UPDATING SUPPLIER SITE

Type in your bank “Account Number”
Click “Next”
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Once your banking information is applied you will need to attach a copy of your company’s ACH and W9 forms. Complete each form and attach. Both forms must be signed (no typed in signatures permitted), and dated. Both forms must list the tax id used to register. The name and the address on the company’s W9 must be the name and addressed used in your profile. If you have a separate “Remit to” address you may create another address and label it “Remit to”.

Click: “Add Attachments”
UPDATING SUPPLIER SITE

Locate appropriate file by clicking “Browse”

Click Browse to search for your attachment save to your computer
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Click: “Open” once appropriate attachment is located

Click on your attachment then click open
Click: “Apply”
UPDATE SUPPLIER SITE

You will get a confirmation
Click: “Ok”
You can add multiple files by clicking “Add Attachment” for each

Attachment 2019-08-27 16:... has been added successfully but not committed; it would be committed when you commit the rest of the current transaction.

Click Ok
UPDATING SUPPLIER SITE

Your attachment is located under the “Add Attachment” button.

You can review or delete your document by “Clicking” the pencil icon (to review) or the trashcan icon (to delete).
Click Sourcing Home Page to view or create solicitations.
UPDATING SUPPLIER SITE

Under Sourcing Home Page you can view your drafts, find solicitations or create bids.