How to Register in iSupplier
Please make sure to have the following information available when completing the registration process since these fields are required:

- Company Name (Legal Entity Name on W-9)
- US Taxpayer ID
- Contact Email Address
- Contact First and Last Name
- Phone Number
- Address
  - Address Name (site name)
  - Address Line 1
  - City/Town/Locality
  - County
  - State/Region
  - Postal Code
- Contact (may auto populate from information on initial registration page)
  - First and Last Name
  - Email Address
  - Phone Number
- Select appropriate Business Classifications (i.e. Blind, Federal DBE, LCBT, Minority Owned, Small Business, Women Owned, Service Disabled)
- Applicable Products and Services
- Completed ACH and W-9 forms, if organization wishes to be transactional with Metro

While actual payment terms may be conditioned upon vendor business classification and specific procurement requirements, the default net payment term upon registration approval is 30 days. Email isupplier@nashville.gov with questions about payment terms and other registration related items.

If you encounter a problem or have questions regarding registration please [iSupplier@nashville.gov](mailto:iSupplier@nashville.gov) and provide your organization’s tax id. The iSupplier Team will do everything possible respond back to your requests as quickly as possible; however, it may take up to 48 hours to provide a response back.
Make sure enter all required fields and appropriate information as indicated below

* Indicates required field

- Enter your Company Name as it appears on your W9
- Enter Tax ID (NO DASHES)(Required)(MATCH W-9)
- Enter Contact First Name
- Enter Contact Last Name
- Enter Phone Area Code
- Enter Phone Number
- Enter Valid Email

OPTIONAL

OPTIONAL (USE MAGNIFYING GLASS)
Review all enter information to make sure it is accurate and all required fields have data entered then Click: “Next”
Click: “Create” in the Address Book Section (allows you enter multiple addresses or sites)

Click Create

Make sure that one of the addresses shown matches the address on the W-9 for the organization.
Complete ALL fields marked with an * (indicates required field), enter the County & select Purchase Address and / or Payment Address

Once all fields are completed then Click: “Apply”
If your company wants to be approved as Small / Minority / Women / Service-disabled Veteran Owned business, complete the following information:

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: “Create” in the Products and Services Section
The commodity codes (Product / Services) attached to your profile determine what bid opportunities you receive. The bid opportunities are sent via our Workflow Mailer automated emails.

There are 2 different search methods, “Browse All Products & Services” (shows all codes in numerical order) and “Search for Specific Product & Service” (allows users to search by specific code or description)

Select: “Browse All Products & Services” to search codes in numerical order
Select: “Applicable Code”

Click: Create in the Products and Services Section
Select: Browse All Products and Services
Check applicable Products and Services
Select: “Search for Specific Code and Product” to search by specific code or description
Enter “Search Criteria”
Click: “Go”
Note: The “%” as a wild card, allows the system to search for the particular word or phrase at the beginning, middle and end of description

Select: “Applicable Codes”
Click: “Apply”
Banking information is not required to register in iSupplier; however, if you wish to be transactional you will need to provide the company’s completed ACH and W-9 forms then log back into the system to provide banking details once your registration has been approved.

The attachments can be added upon registration or once the registration is approved. Regardless of timing, 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”.

If you wish to add attachments to the profile upon registration then Click: “Add Attachments”
Locate appropriate file by clicking “Browse”

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

Click on your attachment then Click Open
Click: “Apply”
You will get a confirmation

**Click: “Ok”**

You can add multiple files by clicking “Add Attachment” for each
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)
To submit your registration Click “Next”

Click “Submit”
You will receive confirmation of your registration to keep for your records

**REMEMBER:** IF YOU WISH TO TRANSACTIONAL WITH METRO, THE BANKING DETAILS WILL NEED TO BE ENTERED INTO THE COMPANY PROFILE BY THE INDIVIDUAL WITH THE USER ACCOUNT AFTER YOUR REGISTRATION IS APPROVED OR WHEN YOUR COMPANY WISHES TO BE TRANSACTIONAL. INFORMATION PROVIDED ON THE COMPLETED ACH AND W-9 FORMS WILL BE USED FOR VERIFY THE INFORMATION ENTERED INTO THE SYSTEM.

ONCE YOU HAVE THE FORMS ATTACHED AND THE BANKING DETAILS ENTERED, PLEASE CONTACT THE DEPARTMENT YOU ARE WANTING TO DO BUSINESS WITHIN SO THEY CAN EMAIL ISUPPLIER@NASHVILLE.GOV AND REQUEST THAT YOUR COMPANY BE SETUP TO BE TRANSACTIONAL.

THANK YOU FOR CONSIDERING TO DO BUSINESS WITH METRO.