

Queen's University acQuire Supplier Network

Portal and Registration Guide



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Queen's University acQuire Supplier Network - Registration and Portal Overview

Queen's University's recent implementation of a cloud-based procure-to-pay tool (acQuire) and Supplier Management portal (acQuire Supplier Network Portal), powered by Jaggaer*, have brought many benefits to both Queen's and our valued suppliers. These platforms offer increased efficiency, transparency and reporting capabilities for the University's P2P activities.

This supplier portal offers many benefits to our valued suppliers, such as:

- Efficient receipt of Purchase Orders
- Ease of PO invoice submissions
- Increased visibility into PO invoice payment status
- Direct ownership of suppliers' information (ease to confirm and update any company changes)

As a supplier, you must receive an email invitation from Queen's University to register in this portal – Queen's will not be accepting unsolicited registrations at this time. The link to create your portal account will be included in the initial registration email. Contact information for questions or concerns about this registration process will also be provided in the email invitation, as well as within the registration portal.

Queen's looks forward to evolving our business relationship with your company and utilizing this new supplier portal as one of the ways to do so.

If you have already registered with Jaggaer via another client (or Queen's) and are having trouble logging back into your Jaggaer Supplier account, please reach out to Jaggaer Supplier Support for direct assistance: Call 1-800-233-1121 or a support ticket can be submitted to: https://www.jaggaer.com/submit-supplier-support-request/

*Jagger is an international source-to-pay and supply chain best-in-class supplier offering cloud-based e-Procurement, Invoicing and Supplier Management platforms (amongst others).



Queen's acQuire Supplier Network - Portal Registration Invitation Email

*The below is the email invitation your company will receive, to register in Queen's University's acQuire Supplier Network Portal.

From: acQuire Supplier Support Team

Sent: Date To: Company

Subject: Supplier Invitation for acQuire - Queen's University Supplier Portal

Queen's University acQuire Supplier Registration Invitation for acQuire - Queen's University Supplier Portal

Dear Company,

acQuire - Queen's University Supplier Portal has invited you to register as a potential supplier through the Jaggaer Supplier Network. This supplier network is a best-in-class Supplier Registration and e-Procurement system that provides a one-stop, complete solution for buyer and supplier interaction.

Becoming an acQuire - Queen's University Supplier Portal network supplier is free, easy and it only takes a few minutes to join. By selecting the "Register Now" link below, you will be routed to a secure website to complete the registration process. Upon successful completion of your registration, you will have access to your secure acQuire - Queen's University Supplier Portal where you can add additional details about your organization, invite colleagues to become users in your site, and more.

Register Now (Link Provided)

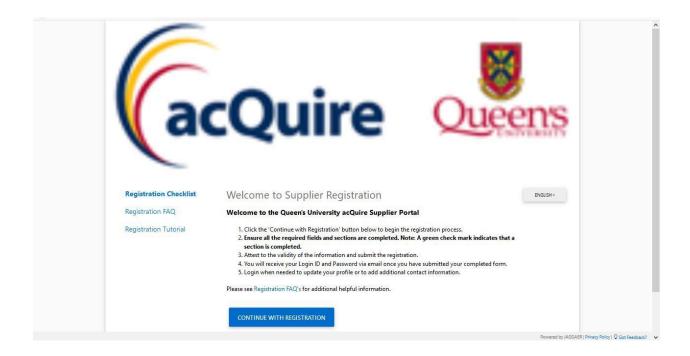
Thank You,

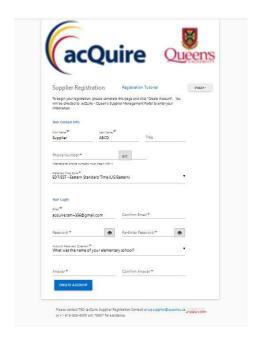
acQuire - Queen's University Supplier Portal

If you have any registration questions, please contact xxxx acQuire Supplier Registration Contact at xxxx or xxxx for assistance and identify yourself as registering in the acQuire - Queen's University Supplier Portal Supplier Network.



Queen's acQuire Supplier Network Portal Registration - Create Account





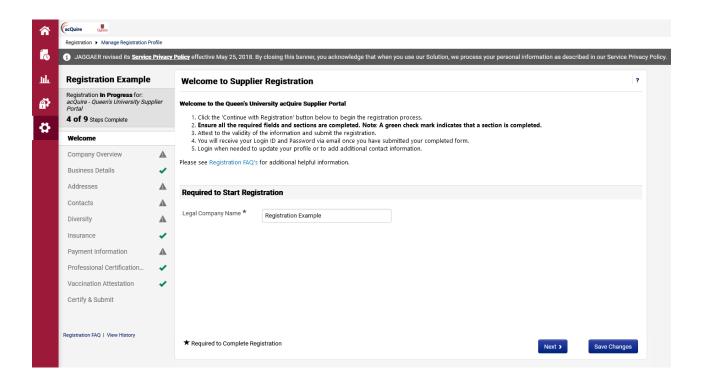


Queen's acQuire Supplier Portal – Completing Registration Profile

Completing your supplier registration profile is a five-step required process, with four additional optional areas to provide valuable information about your company.

1. Welcome (required to complete registration)

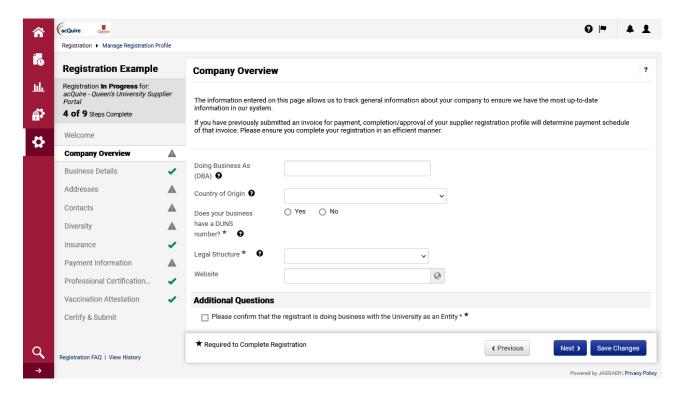
- a. Confirm your Legal Company Name
 - The company name to which Purchase Orders and Remittances should be addressed
- b. Click "Next" or "Save Changes" then "Next"



2. Company Overview (required)

- a. Provide your Doing Business As (DBA) name, if applicable
 - i. Only enter a DBA if it is different from your legal company name
- b. Select your company Country of Origin
- c. Choose Yes if your company has a DUNS (Dun and Bradstreet) number, No if not
- d. Select your company Legal Structure
 - i. Choose "other" if you are unclear which to select
- e. Include your company website, if applicable
- f. Check the box to confirm that your company is doing business with Queen's as an Entity



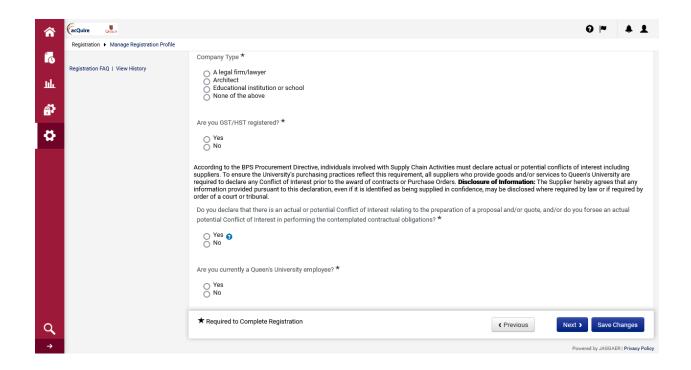


- g. Company Type: choose one of the four available options
- h. Choose Yes if your company is GST/HST registered, No if not
 - i. If you select Yes, provide your nine-digit GST or HST number
 - o Do not include the "RT0001"
- Declare whether there is an actual or perceived Conflict of Interest between your company and

Queen's University

- i. If you select Yes, provide a description of the conflict
- j. Choose Yes if any current staff members of your company are also currently staff members of Queen's University, choose No if not
- k. Click "Next" or "Save Changes", then "Next"

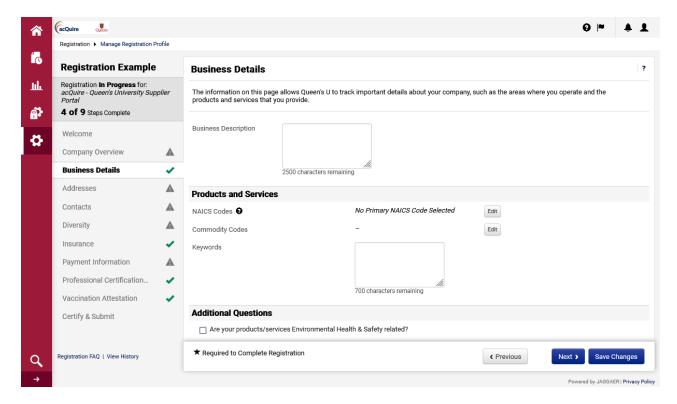






3. Business Details (optional)

- a. Provide a Business Description
- b. NAICS Codes associated with your company's offered goods and/or services
- c. Commodity Codes related to your company's offered goods and/or services
- d. Keywords to describe your company's business
 - i. Providing keywords will assist our community in searching your business for potential future engagements
- e. Answer whether your company's goods and/or services are Environmental Health & Safety related
- f. Click "Next" or "Save Changes" then "Next"

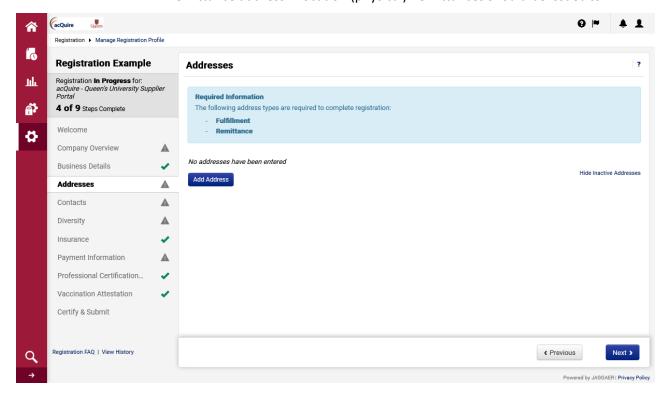




4. Addresses (required)

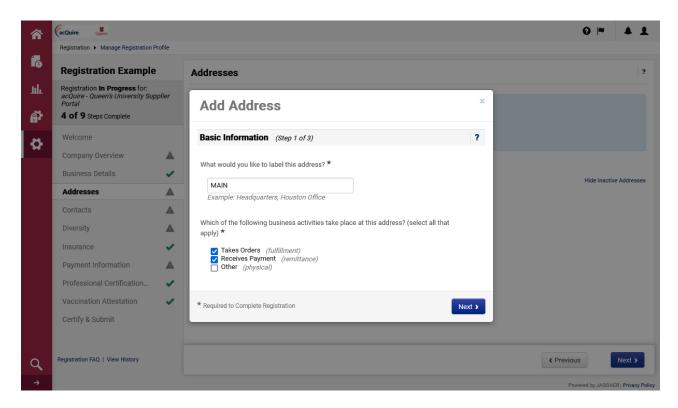
*If your company previously existed in Queen's University's supplier database before the invitation to register was issued, addresses may already appear here – if so and the addresses require updating, please inactivate the currently existing addresses and add a new Fulfillment address and a new Remittance Address (2 separate).

- a. Both a (at least one) Fulfillment address and a Remittance address are required to be entered
 - i. Fulfillment address = location (physical) Purchase Orders should be issued to
 - ii. Remittance address = location (physical) Remittances should be issued to

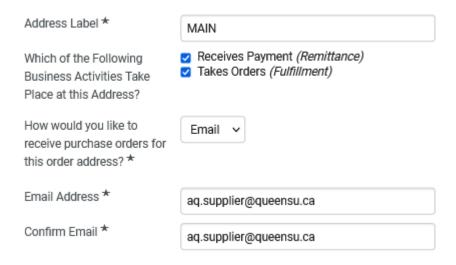


iii. If your company is a new supplier to Queen's, adding a joint Fulfillment/Remittance address is optional (encouraged) if the address for each type of activity (Sales/POs and Remittances) is the same





- iv. Choose how your company would like to receive purchase orders, either by fax or email. Depending on your choice, input the fax number or email address where POs should be directed when an applicable order is submitted by Queen's.
 - If you are a "catalogue" vendor with Queen's/Jaggaer, selecting/identifying information here will only apply to "non-catalogue" orders

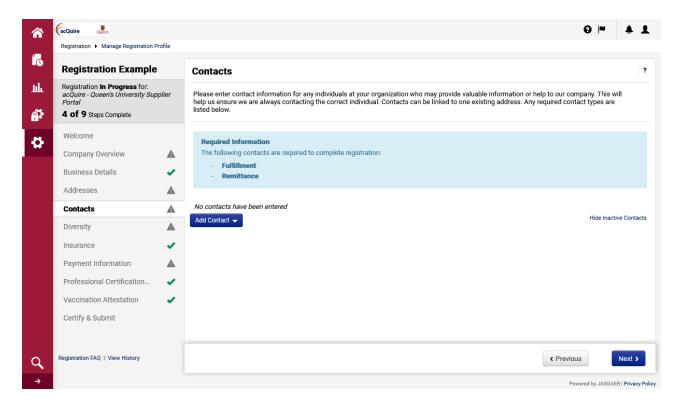




5. Contacts (required)

*If your company is a new supplier to Queen's, you will be prompted to provide Contacts after entering Addresses. If your company is previously existing in Queen's University's supplier database, Contacts may have to be entered separately after Addresses are confirmed/updated

- a. Both a (at least one) Fulfillment and a Remittance contact are required to be entered
 - i. Fulfillment contact = the company staff member who should receive inquiries about Purchase Orders
 - ii. Remittance contact = the company staff member who should receive payment notifications and/or questions





6. Diversity (required)

*In an effort to be more socially conscious and diversify our supplier base, we have incorporated equity, diversity, inclusion and **indigeneity** classification fields into our supplier registration profiles as of April 29th, 2022.

The build of these classification fields were consulted with the Queen's Equity team - their guidance and support have helped to ensure the above noted efforts are furthered with I-EDIAA values top of mind.

Existing "Diversity" sections within supplier registration profiles that were previously considered optional are now mandatory sections for suppliers to complete during the registration process. By introducing this functionality, our Queen's community will be able to search for those suppliers in our e-Procurement platform (acQuire) that have identified as equity deserving.

The new I-EDIAA classification include:

- 2SLGBTQ+
- Indigenous
- Indigenous Elder(s)
- Newcomer(s) to Canada
- Person(s) with Disabilities
- Racialized Person(s)
- Veteran(s)
- Women Owned
- Other

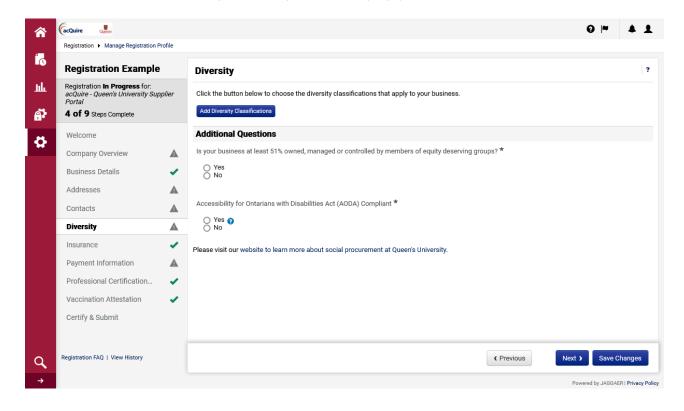
Note, we recognize that currently provided classifications are subject to change and evolve – as identified, we will adjust language and/or include additional options accordingly. Please let us know if there are changes we should consider, at any time.

If you would like to learn more about <u>Social Procurement</u> at Queen's please visit Strategic Procurement Services' website.

- a. Answer the two Additional Questions regarding Diversity
 - i. If your business is not at least 51% **owned** by an equity deserving group, choose 'no'.
 - ii. If your business is at least 51% **owned** by an equity deserving group, choose 'yes' and click the 'Edit' button to check the equity deserving group that best describes your company.
 - o If you choose 'Other', please enter the information under 'Other Diversity Classification' (Please type "Rather not identify" if preferred).
 - iii. If your business is not AODA (Accessibility for Ontarians with Disabilities Act) Compliant, choose 'no'.
 - iv. If your business is AODA Compliant, choose 'yes' and upload your certificate of completion for Accessibility for Ontarians with Disabilities Act.



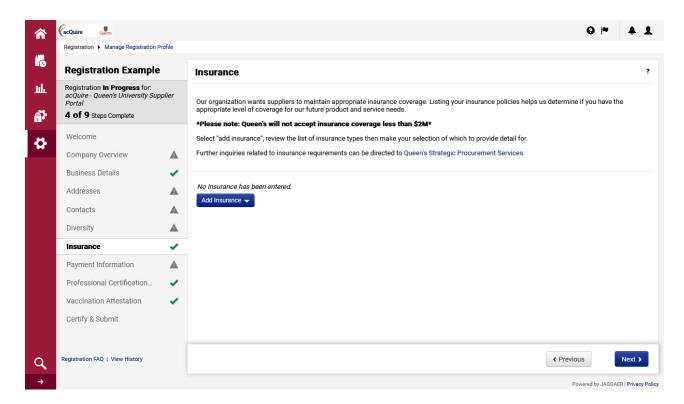
If you would like to complete your certification, you can do so here: https://www.queensu.ca/equity/public/acs/





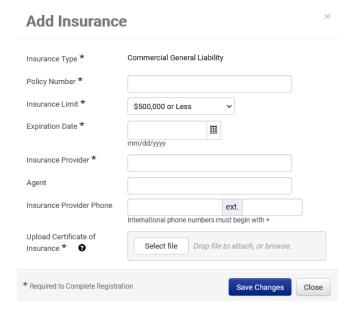
7. Insurance (optional)

a. If applicable, identify any Insurance your company has by clicking the blue **Add Insurance** dropdown button and choose an option(s) from the available menu



- i. Input Policy Number
- ii. Choose Insurance Limit
- iii. Input Expiration Date as reflected on the Insurance Form
- iv. Upload applicable supporting Certificate of Insurance documentation





8. Payment Information (required)

*Information on this page is used to determine how and where your company will receive payment. If you are registering Cheque, EFT or ACH remittance information, come the time of payment to your company an email notification regarding the payment details at the time Queen's releases payment to your company (invoice number, date and amount) will be issued to the "Remittance" contact provided earlier in the registration profile.

Queen's University's Standard Pay Terms (in business days) are as follows:

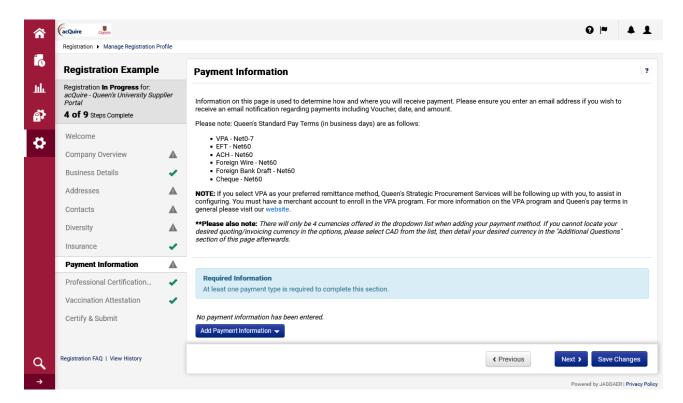
VPA – Visa Payables Automation (Net0-7)
EFT (Electronic Funds Transfer) – Canadian Direct Deposit (Net60)
ACH (Automated Clearing House) – U.S. Direct Deposit (Net60)
Foreign (International) Wire (Net60)
Foreign (International) Bank Draft (Net60)
USD or CAD Cheque (Net60)

Note: Any concerns with Queen's standard payment terms should be directed to our support team at aq.supplier@queensu.ca ahead of submitting your registration profile to Queen's — otherwise, submission of your registration profile to Queen's will signify acceptance of our posted pay terms. Additionally, if you select **VPA** as your preferred remittance method, Queen's Strategic Procurement Services will be following up with your company to assist in configuring the VPA account. Your company must have a merchant account to enroll in the VPA program. For more information on the VPA program and Queen's pay terms in general, please visit our website.

Please also note: There will only be four currencies offered in the dropdown list when adding your company's pay method. If you cannot locate your company's desired quoting/invoicing currency in the provided options, please select CAD from the list, then detail your desired currency in the



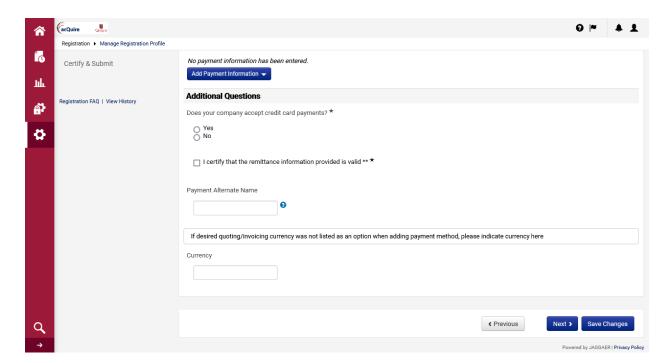
"Additional Questions" section of this page afterwards.



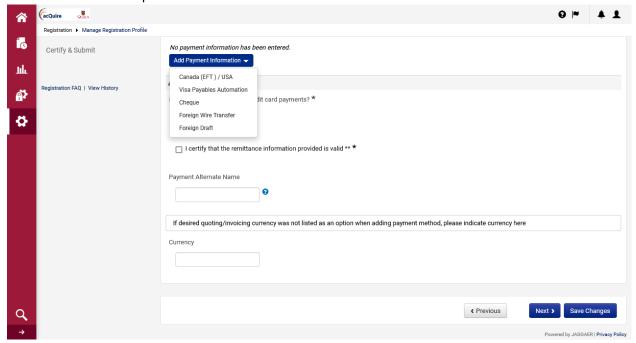
a. Add your company's Payment Information (remittance method) by selecting the blue **Add Payment Information** dropdown button

*If your company has multiple physical business locations with differing remittance methods/accounts per location, please ensure to add payment information for each location You must have previously added a fulfillment/remittance address for each location within the "Addresses" section of the registration.





i. Select the preferred remittance method for your company from the available options listed

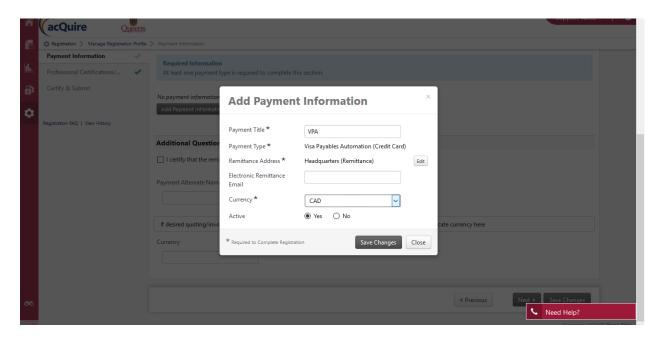


- ii. In the "Add Payment Information" pop-up window, add a value to each required* field
 - Payment Title = This field can be the type of remittance method you are selecting – for example, "VPA" for Visa Payables Automation (or any



title you wish)

- Remittance Address = Ensure to click the "edit" button and check the box to connect payment to the remittance address that was previously assigned within the "Addresses" section of the registration
- Electronic Remittance Email = This email address should have previously been added via the "Remittance Contact"
- Currency = Select the currency the payment should be made in. Note:
 Queen's University cannot pay a CAD payment to a US bank account, or a
 USD payment to a Canadian bank account
- Active = Ensure "yes" is selected if this remittance method is an active pay method for your company
- If you are selecting EFT or ACH, note the "What is this" help link located under the "Routing/Transit" number field – this navigation will assist in detailing the required values to be entered into the field

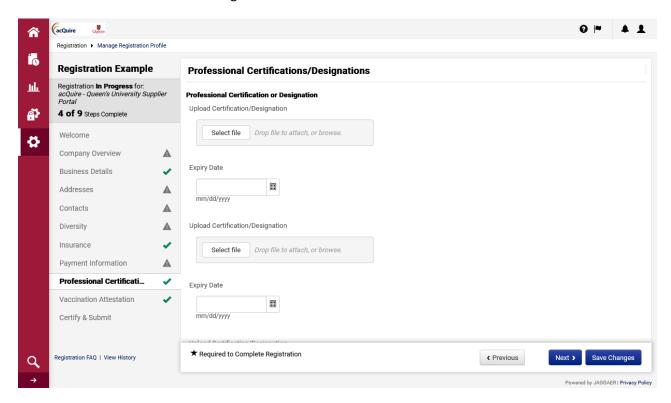


- iii. "Does your company accept credit card payments?"
 - Choose yes or no; if yes
- iv. "Does your company have an established merchant account?"
 - Choose yes or no
 - Note: A merchant account will be required if selecting "VPA" as your preferred remittance method
- v. Certify that the remittance information provided is valid
- vi. If your company needs to be paid in a name alternate to that of the business name you have registered under, add your Payment Alternate Name
- vii. If you could not locate your desired payment currency in the list of options provided while adding your payment information, add your desired currency code
- viii. Click "Next" or "Save Changes" then "Next"



9. Professional Certifications/Designations (optional)

- a. Add any relevant Professional Certifications or Designations you would like Queen's to be aware of
 - i. Upload the Certification/Designation document then add the related Expiry Date
 - ii. Save Changes



10. Vaccination Attestation (optional)

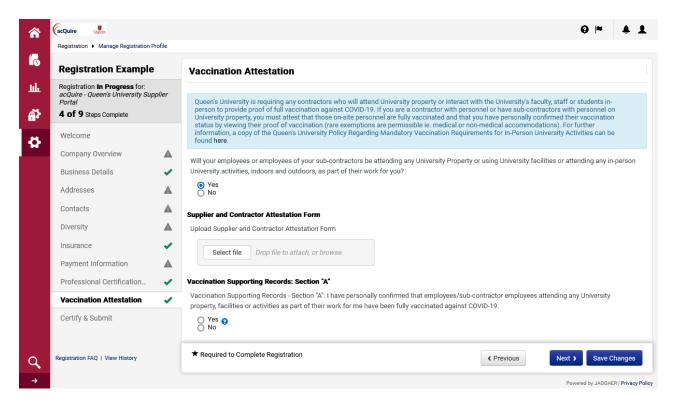
*Comprehensive information regarding Queen's University's supplier vaccination attestation requirements can be found here.

"Will your employees or employees of your sub-contractors be attending any University Property or using University facilities or attending any in-person University activities, indoors or outdoors, as part of their work for you?" Answer "Yes" or "No".

- a. If "No" click "Next" or "Save Changes"
- b. If "Yes"
 - i. Fill out, sign and attach the Supplier and Contractor Attestation Form
 - ii. Fill out, sign and attached the Vaccination Attestation Form A
 - iii. (if applicable) Fill out, sign and attach <u>Vaccination Attestation Form B</u> for each Medical Accommodation Request
 - iv. (if applicable) Fill out, sign and attached Vaccination Attestation Form C for each



Non-Medical Accommodation Request

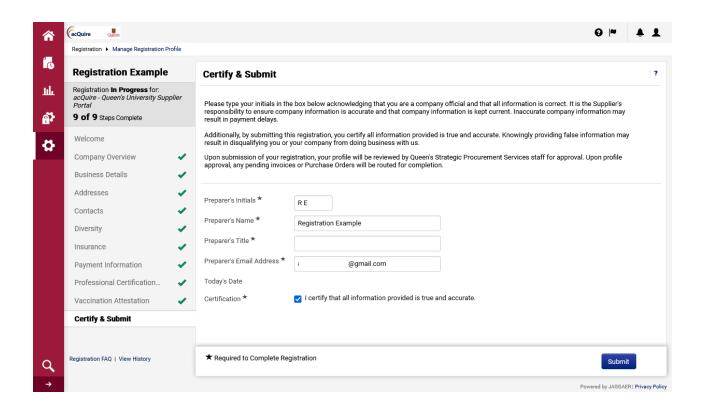


11. Certify and Submit

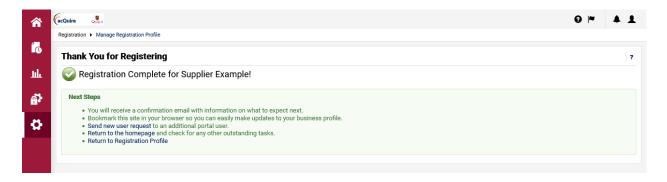
*If all sections of the registration have green check marks, the final step will be to Certify and Submit the registration

- a. Ensure all required fields are populated
- b. Select the "I certify that all information provided is true and accurate" checkbox
- c. Click the blue 'Submit' button located bottom right of the page





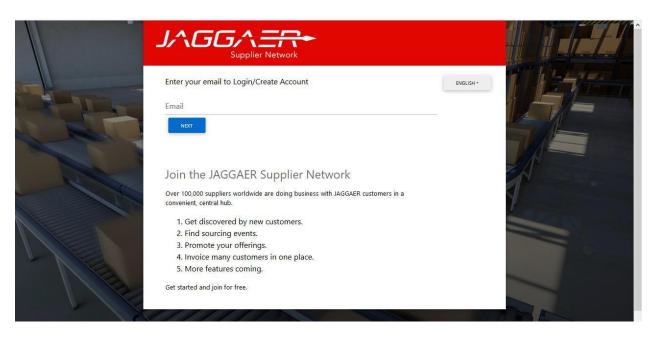
d. Once the registration is submitted, a notice will be provided indicating the registration is complete.





Existing Jaggaer/Queen's Account Registered Suppliers - Login Page

*To log back into your Jaggaer/Queen's supplier portal account, navigate here.



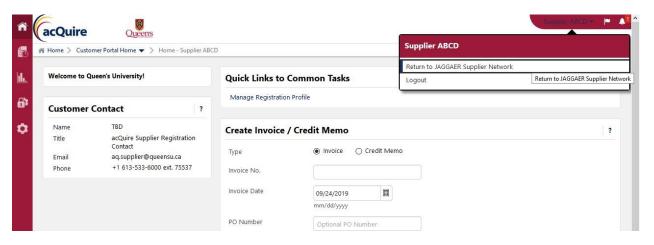




Jaggaer Supplier Network Portal - Configuring Currency Settings (for PO invoicing)

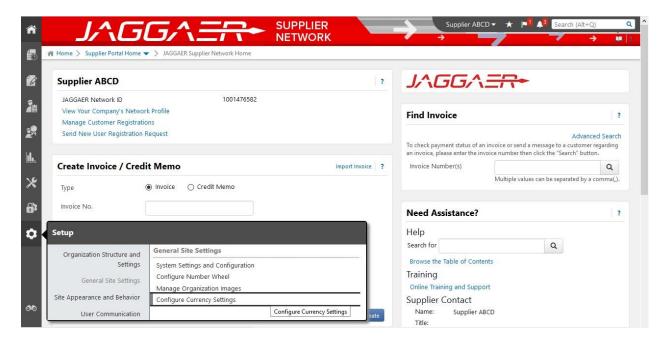
*If your company would like to invoice Queen's University for a PO in Canadian funds, you must configure CAD currency in your Jaggaer Supplier portal first.

- 1. If logged into Queen's University acQuire Supplier Portal, click dropdown arrow next to Supplier name in top right corner of screen
 - a. Click "Return to JAGGAER Supplier Network"

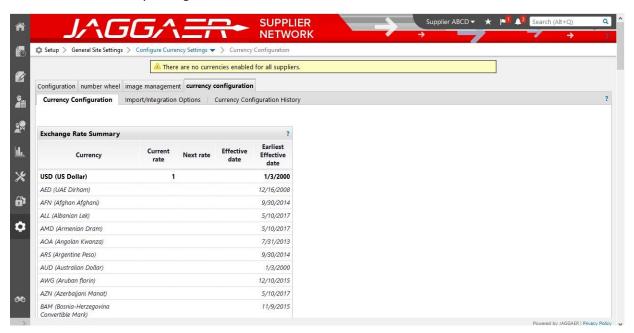


- 2. When in Jaggaer Supplier Network Portal, click "Setup"
 - a. Click "General Site Settings"
 - b. Click "Configure Currency Settings"



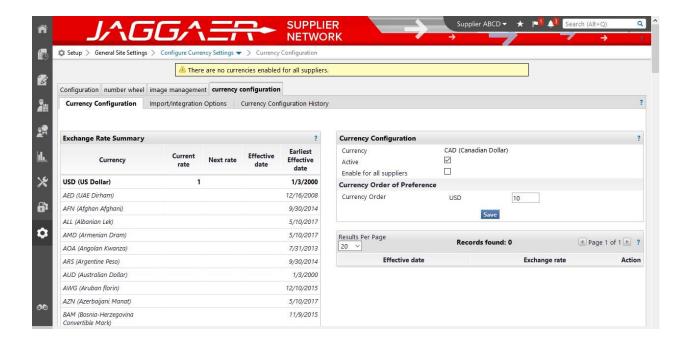


3. Click "Currency Configuration" tab



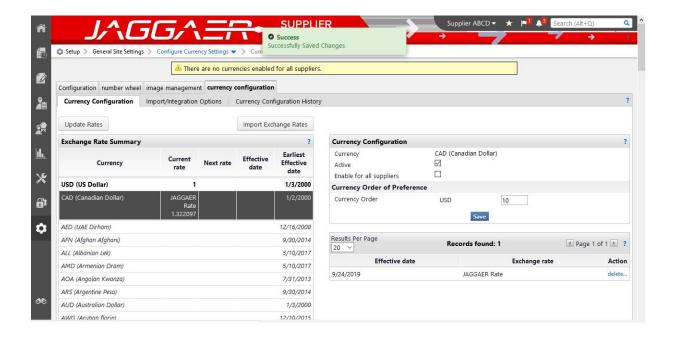


- a. Locate CAD from the listing of currencies
- b. Click "Active" within the Currency Configuration pop-up section on the right-hand side



- c. Click "Save"
 - CAD (Canadian Dollar) should now appear second from the top of the available currency listing on the left-hand side, with a JAGGER exchange rate to correspond
- d. You can now navigate back to Queen's acQuire Supplier Portal if you wish to submit a PO invoice to Queen's



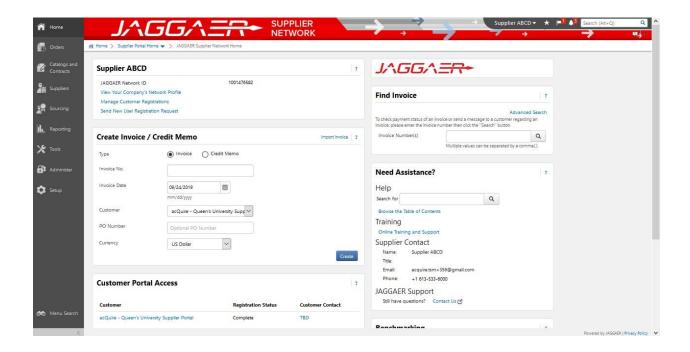


Jaggaer Supplier Network Portal – Navigating to Queen's acQuire Supplier Portal

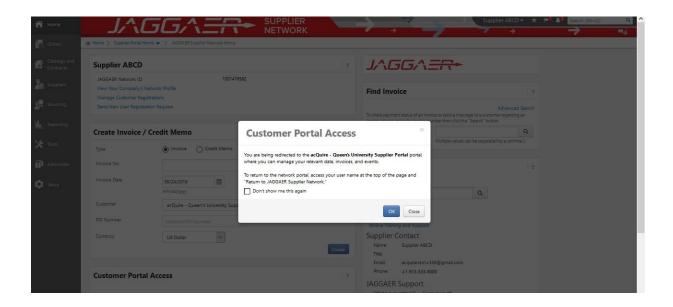
*If you are logged into the Jaggaer Supplier Network Portal, you can navigate to individual customer portals you have registered with (i.e. Queen's University, other clients, etc.)

- 1. Ensure you are on the Jaggaer Home page
 - a. Click "Home" from main menu on the left
- 2. Locate the "Customer Portal Access" section
- 3. Click "acQuire Queen's University Supplier Portal" link





4. Click "OK" when notified you are being redirected to the acQuire – Queen's University Supplier Portal"

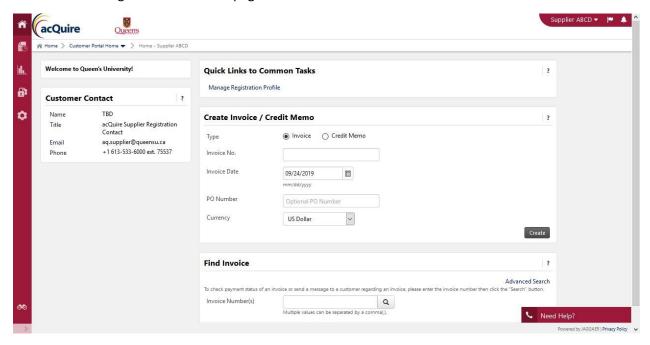




Queen's acQuire Supplier Portal – Creating/Monitoring PO Invoice

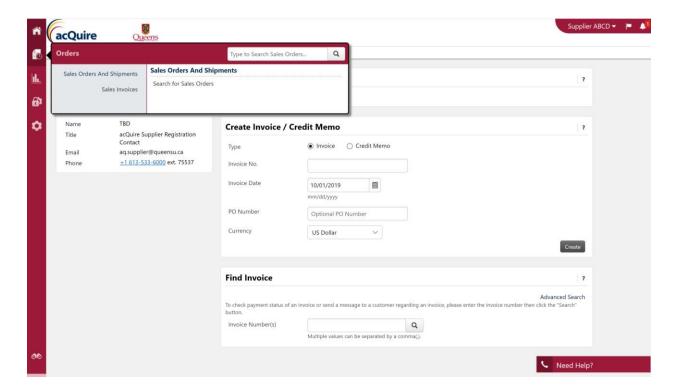
*Currently, your company must have received an official Queen's University Purchase Order for you to submit an invoice through the acQuire supplier portal. If you have not received a PO, please continue to invoice Queen's how you have been (preferably at least in an electronic method).

1. Ensure you have received a PO from Queen's, are logged into the acQuire Supplier Portal and have navigated to the Home page

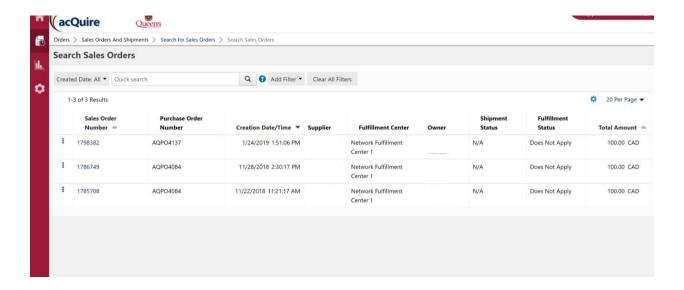


- 2. Click "Orders" from the main menu on the left-hand side
- 3. Click "Sales Order and Shipments"
- 4. Click "Search for Sales Orders"



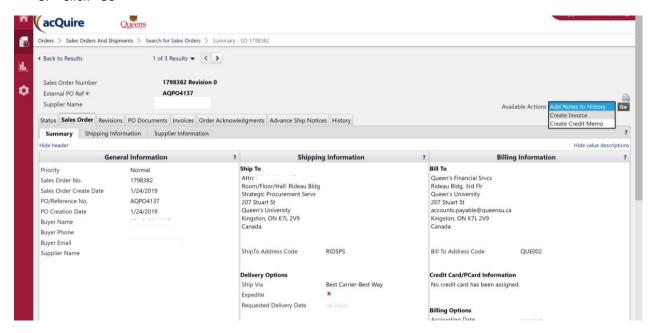


- 5. Locate the PO you want to invoice against, from the listing of POs Queen's has issued to your company
- 6. Click on the "Sales Order Number" or "Purchase Order Number" to access the PO

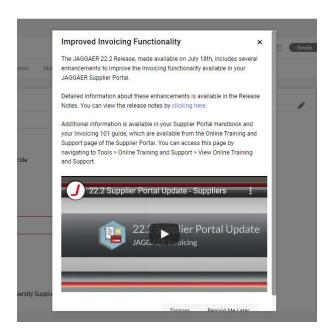




- 7. When in the PO, click "Create Invoice" (or "Create Credit Memo") from the "Available Actions" menu on the right-hand side of the screen
- 8. Click "Go"



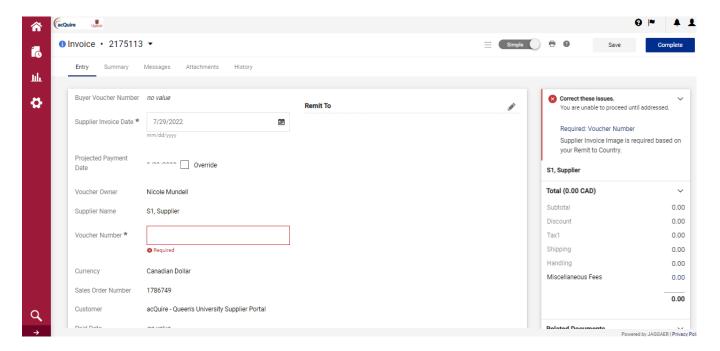
Note: Jaggaer's portal invoicing functionality was updated July 2022 – Jaggaer has provided a tutorial video and written information within the portal that details the updates:



9. Add/adjust any applicable values and supporting information (can be done via "Entry" or "Summary" tab)

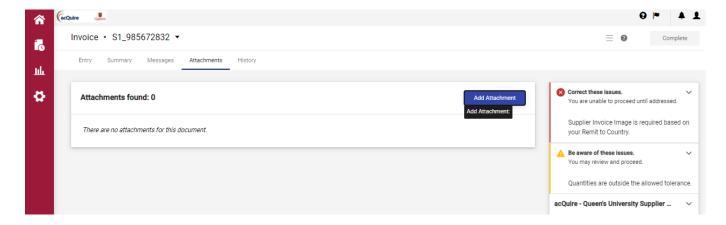


- a. Invoice (Voucher) No.
- b. Invoice Date
- c. Quantity of goods/service being invoiced
- d. Unit price of goods/service being invoiced
- e. Taxes
- f. Can click "Save" in top right once information is entered and/or updated

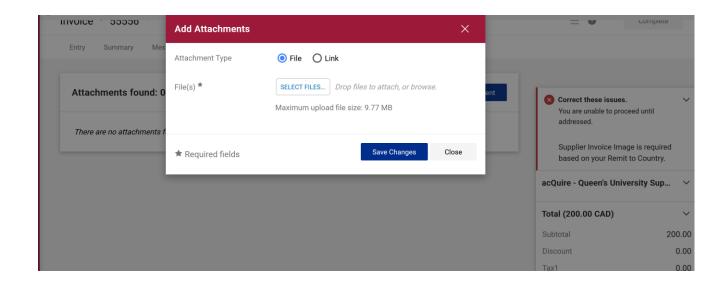


10. Attach a copy of the Invoice

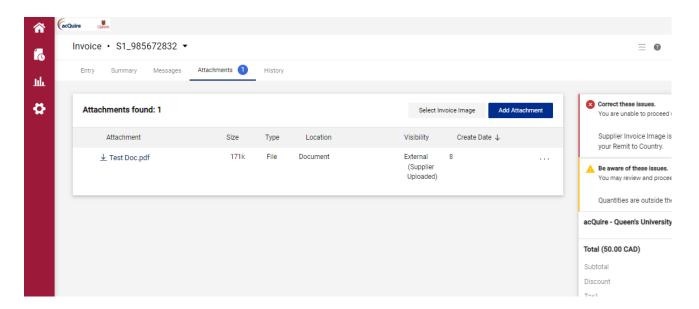
- a. Navigate to the "Attachments" tab of the invoice to upload the document
- b. Select the "Add Attachment" blue button, browse ("Select Files") and upload document (Note: Must be PDF)
- c. Save Changes





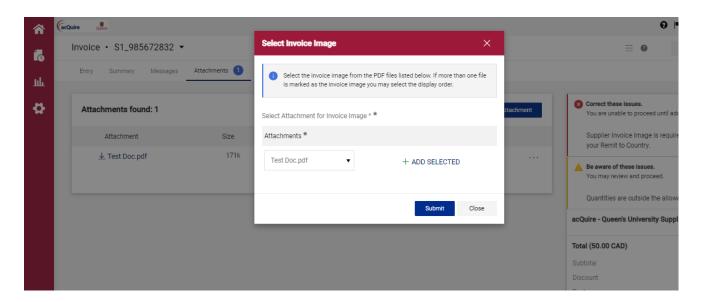


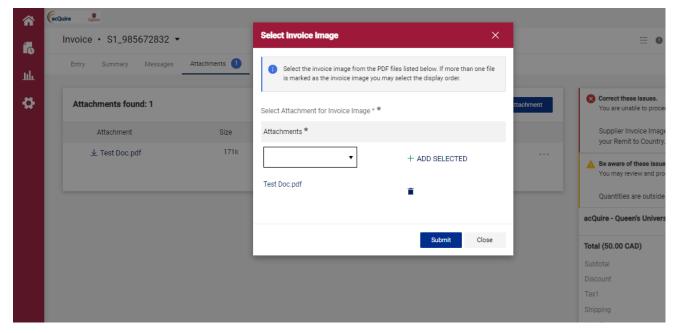
- i) While still on "Attachments" tab, click on "Select Invoice Image" button
 - a. Primary invoice document must be flagged as such, in order for invoice (voucher) to be marked complete and available for submission to Queen's



- ii) Select the primary invoice attachment from the dropdown menu and click on the "+ADD SELECTED" button
- iii) Once added, click "Submit"

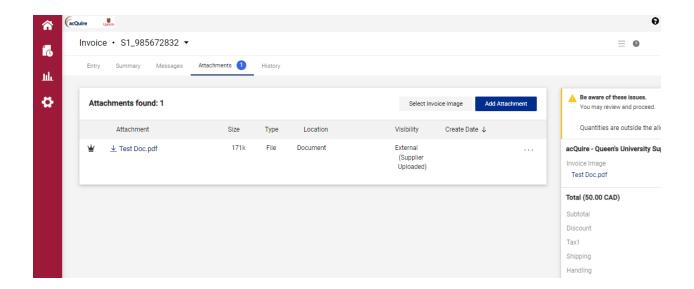




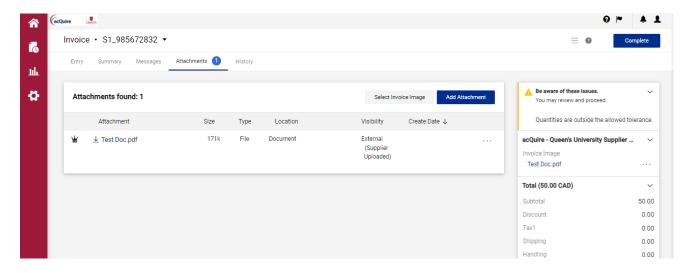


i) Primary invoice document will have a crown image displayed next to it, symbolizing its primary status

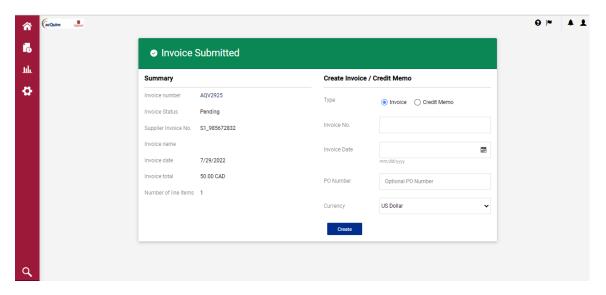




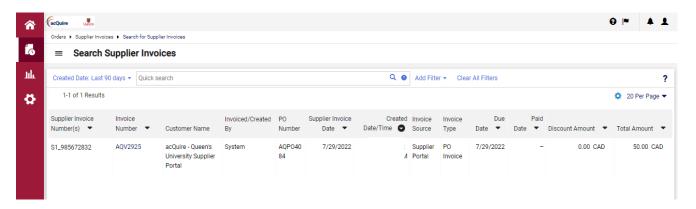
11. Click "Complete" top right of page when completed input of invoice details







- 12. At any time if you would like to check back and review the status of the invoice, navigate to "Orders"
 - a. Click "Sales Invoices"
 - b. Click "Search for Sales Invoices"
 - c. Look up the sales invoice in question
 - i. Once located, the "Pay Status" and "Payment Date" fields will be visible for the invoice
 - ii. Payment date is calculated based on the Pay Terms set up on your Queen's supplier profile and the invoice date entered on the invoice.
 - iii. Payment date will also be dependent on timing of Queen's departmental invoice approval





Queen's acQuire Supplier Portal - Adding New Supplier Contact (User) to Portal

*If you would like another contact from your company to manage the portal activities as well, see sales orders or review invoice status, add a New User. Note: It is recommended to have at least two contacts from your company managing the portal, in case of absences or turnover.

- 1. When logged into acQuire Supplier Portal, navigate to "Administer" from main menu on lefthand side
- 2. Click "Manage Users"
- 3. Click "Send New User Request"
- 4. Identify details of the new user
 - a. First/Last Name
 - b. Phone Number
 - c. Email Address
 - d. Role for the user to have in the portal
 - e. Click "Send User Request"

