

## SFS Vendor Support Fact Sheet



Vendor Questions / Issues	Vendor Resources	Agency Resources
Vendor wants to be assigned a Vendor ID	Submit a <a href="#">Substitute W-9</a> form to the NYS Agency you will be doing business with to get assigned a NYS Vendor ID number	Most agencies have someone in their Contracts or Procurement office handling these requests; contact them if you are not sure where these forms should be directed for your Agency
Vendor wants to know what their Vendor ID number is	Contact the SFS Help Desk Phone: (518) 457-7717 (855) 233-8363 Email: <a href="mailto:HelpDesk@sfs.ny.gov">HelpDesk@sfs.ny.gov</a>	Agencies Refer to: <a href="#">SFS Secure</a> : Master SFS: Job Aids Viewing Vendor Information JAA-CN210-037 JAA-REQ205-016 JAA-REC205-013
Vendor is missing registration letter with login credentials	Contact the SFS Help Desk Phone: (518) 457-7717 (855) 233-8363 Email: <a href="mailto:HelpDesk@sfs.ny.gov">HelpDesk@sfs.ny.gov</a>	N/A
Vendor wants to review payment information	Click the Help link in the <a href="#">Vendor Portal</a> and the Reviewing Payments help guide	Agencies Refer to: <a href="#">SLMS</a> : SFS-9.2-SPT AP205 Voucher Entry and Processing <b>Performing Payment Inquires</b> <a href="#">SFS Secure</a> : Master SFS: Job Aids Accounts Payable (AP)

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		Performing Payment Inquiries, JAA-AP205-012
The Primary Contact / Administrator is no longer at the entity or is incorrect	Submit form AC-3327-S available on <a href="#">Update Vendor Information and Access</a>	N/A
Vendor wants assistance logging into to Self-Service	<a href="#">Vendor System Help</a>	N/A
Vendor wants to register for eSettlements	Click the Help link in the <a href="#">Vendor Portal</a> and the Sign Up to Submit Invoices Electronically help guide OR Click the “Submit Invoices Electronically” hyperlink on the <a href="#">Vendor Portal</a> Home Page	N/A
Vendor wants to set up a password hint for the vendor portal password	<a href="#">Vendor System Help</a>	N/A
Vendor wants their eSupplier Portal / Self-service password reset	Contact the SFS Help Desk Phone: (518) 457-7717 (855) 233-8363 Email: <a href="mailto:HelpDesk@sfs.ny.gov">HelpDesk@sfs.ny.gov</a>	N/A
Vendor wants to add additional Addresses	Click the Help link in the <a href="#">Vendor Portal</a> and the Adding an Address to a NYS Vendor Record help guide	N/A

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Vendor wants to add additional Locations or edit existing Locations	Click the Help link in the <a href="#">Vendor Portal</a> and the Adding a New Location help guide	N/A
Vendor wants to apply for electronic payments (ePayments)	Click the Help link in the <a href="#">Vendor Portal</a> and the Get Paid Faster via Direct Deposit help guide OR Click the "Get Paid Faster via Direct Deposit" hyperlink on the <a href="#">Vendor Portal</a> Home Page	N/A
Vendor wants to view the aging of payments	Click the Help link on the <a href="#">Vendor Portal</a> and the Receivables Aging Balance help guide	N/A