

SFS Vendor Support Fact Sheet



Vendor Questions / Issues	Vendor Resources	Agency Resources
Vendor needs to be assigned a Vendor ID	Submit a Substitute W-9 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 aren't sure where these forms should be directed for your Agency
Vendor needs to know what their Vendor ID number is	Contact the SFS Help Desk Phone: (518) 457-7717 (855) 233-8363 (toll-free) E-mail: HelpDesk@sfs.ny.gov	Agency can look up the Vendor ID in the SFS: SFS Navigation path: SFS Applications > SFS Financials > Vendor > Vendor Information > Review vendors > Search by any search criteria listed, including withholding Tax ID number
Vendor is missing registration letter with login credentials	Contact the SFS Help Desk Phone: (518) 457-7717 (855) 233-8363 (toll-free) E-mail: HelpDesk@sfs.ny.gov	N/A
Vendor wants to review payment information and is not the Primary Contact listed on the Vendor Record	Contact the Primary Contact listed on the Vendor Record to obtain a delegated User ID to access eSupplier	Agency can look up payment information in the SFS. Agency will need the payment amount, payment date, check or deposit and Vendor ID. SFS Navigation path: SFS Applications > SFS Financials > Vendor > Add/Update search by Vendor ID and view the Contacts Tab Agency can also run the NYAP0621 report in the SFS and search by Vendor ID.
The Primary Contact is no longer at the entity or is incorrect	Vendor Guide to the NYS Vendor Management System Refer to Maintenance > Contacts to obtain the information and appropriate form to submit to OSC's Vendor Management Unit to update the vendor record	N/A
Vendor needs to register for eSupplier / needs assistance logging in to Self-Service	Vendor Self-Service Login Guide	N/A
Vendor needs their eSupplier Portal / Self-service password reset	Contact the SFS Help Desk Phone: (518) 457-7717 (855) 233-8363 (toll-free) E-mail: HelpDesk@sfs.ny.gov	N/A
Vendor registered for eSupplier, wants to know how to look up a payment	Vendor Payment Inquiry Job Aid	SFS Navigation Path: SFS Financials > Accounts Payable > Review Accts Payable Info > Payments > Payment Enter Search criteria (two types of criteria are required, i.e., Business Unit and Voucher number), click Search button to look for payments
Vendor sees the payment "breakdown" in eSupplier but isn't sure what they are looking at, OR they need further detail on the payment	Vendor Payment Inquiry Job Aid <i>If further detail is required, contact Agency that made the payment:</i> Agency GLBU to Agency Crosswalk	SFS Navigation Path: SFS Reports > select tab for Payment Analysis > click on link to Payee Listing NYAP0621 > Enter search criteria

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Vendor needs to add additional Address other than the Default REMIT TO Address	Vendor Guide to the NYS Vendor Management System Refer to Maintenance > Address to obtain the step by step online process	N/A
Vendor needs to change their Default REMIT TO Address	Vendor Guide to the NYS Vendor Management System Refer to Maintenance > Address to obtain the information and appropriate form to submit to OSC's Vendor Management Unit to update the vendor record	N/A
Vendor needs to apply for electronic payments (ePayments)	Applying for ePayments	N/A

Additional Agency Resources

Questions / Issues	Agency Resources
How to view the aging of different payments for a Vendor or group of Vendors	SFS Navigation path: SFS Financials > Accounts Payable > Review Accounts Payable Info > Vendor > Aging
How to review the current Accounts Payables balance for a Vendor or group of Vendors	SFS Navigation path: SFS Financials > Accounts Payable > Review Accounts Payable Info > Vendor > Current Balance
How to review scheduled payment information for a Vendor or a group of Vendors	SFS Navigation path: SFS Financials > Accounts Payable > Review Accounts Payable Info > Vendor > Scheduled Payment
How to run an inquiry in the SFS for a Voucher, Purchase Order (PO) or Payment status of a Vendor	Take the Inquiries Training Course (IQ201) to learn how to perform each of these functions in the SFS.

Accounts Payable Job Aids for Researching Vendor Inquiries on Payments, Vouchers, etc.

Topic	Location
Payment Inquiries Inquiring Upon Payments Performing Payment Inquiries Viewing Voucher Errors Vendor ID Descriptions	http://www.sfs.ny.gov/sfstools/jobAids/job_aid.html (Use Ctrl +F to search for a Job Aid term or filter by module / topic)
NYS Vendor Self-Service FAQs	http://www.osc.state.ny.us/vendors/vendorguide/guide.htm