



# Supplier Frequently Asked Questions

<b>Q</b>	<i>What is the eSupplier Portal?</i>
<b>A</b>	On May 7, 2018 the State of Delaware replaced its previous Substitute Form W9 with the State of Delaware eSupplier Portal. The State of Delaware uses this portal to collect payment information from its Suppliers. Registering with this Portal also allows Suppliers to review and request updates to their record.

<b>Q</b>	<i>I am a current supplier for the State of Delaware. Do I need to do anything?</i>
<b>A</b>	Unless you are a new Supplier for the State of Delaware registering after May 7, 2018, or need to make changes to your current information, NO action is required.

<b>Q</b>	<i>I am an individual registering with the State of Delaware for payment. What do I use for my TIN?</i>
<b>A</b>	Most individuals will use their Social Security Number as their TIN unless they are doing business under their name and have previously registered for an EIN with the IRS.

<b>Q</b>	<i>I registered as an Existing Supplier for a new User ID and Password. Why can't I log back in?</i>
<b>A</b>	When you register for a new User ID you will receive two e-mails. The first e-mail will confirm that we have received your request for the User ID. The second e-mail may take up to 48 hours to receive and will let you know when your user name has been approved. You will only be able to log back into the eSupplier Portal after you have received the second e-mail notifying you that your request has been approved.

<b>Q</b>	<i>How do I find out what my Supplier ID is?</i>
<b>A</b>	You will need to contact the Supplier Maintenance team at (302) 672-5000 to request your Supplier ID. Please have your EIN or SSN available when you call as we will need this information to locate you in the system. For security purposes, you may also be asked to verify other information on your Supplier record.

<b>Q</b>	<i>I registered as a new Supplier and received an e-mail requesting additional information. How do I log in to update my registration?</i>
<b>A</b>	Please use the <b>Accessing a Previously Submitted Registration</b> User Guide located under Step by Step User Guides on the Frequently Asked Questions and Contact Us page.

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<b>Q</b>	<i>On the W9 Information section I don't know what my Federal tax classification is. What should I choose?</i>
<b>A</b>	If you are unsure what tax classification you fall under, please contact our Supplier Maintenance team at (302) 672-5000 to discuss the type of payments you expect to receive from the State of Delaware.