# Supplier Registration Frequently Asked Questions

Global Procurement

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## **Supplier Registration FAQs**

#### Contact information

Country	Phone or Email	Hours of Operation*
U.S. (also supports UK and Europe)	888.550.6433 Supplierregistration@bankofamerica. com	Mon-Thurs: 8:30 a.m. – 6:30 p.m. Friday: 8:30 a.m. – 5:00 p.m. (ET)
Australia	61.2.9225.6820	Mon-Fri: 9 a.m 5 p.m.
Hong Kong	852.3508.7290	Mon-Fri: 9 a.m 5 p.m.
Korea	82.23707.0530	Mon-Fri: 9 a.m 5 p.m.
Japan	Aps Invoicing Japan	Mon-Fri: 9 a.m 5 p.m.
Singapore	65.6331.3820	Mon-Fri: 9 a.m 5 p.m.
India	Supplierregistration@bankofamerica. com	Mon-Fri: 11:30 a.m. – 8:30 p.m. (IST)

<sup>\*</sup>All hours are shown in local country time unless otherwise noted.

# What do I need to know before registering?

How can I engage/register my business with Bank of America?

If you have received a request to register from a Bank of America associate, please use the link provided in the request, otherwise, please visit <a href="www.bankofamerica.com/suppliers">www.bankofamerica.com/suppliers</a> and select the "Register Online" button at the top of the page to register your company.

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#### When I register, does that mean I am a Bank of America supplier?

No. Registration is required for all contracted suppliers at Bank of America. However, completing the registration process does not guarantee that your company will receive a request to bid and/or a contract from Bank of America, nor does it imply that your company has any type of procurement relationship with Bank of America, either now or in the future.

Registering provides us with your company's vital information so we can match your company to potential opportunities. You will be contacted if an opportunity becomes available that matches your company's product and/or service offering.

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## Is there a registration fee?

There is no registration fee associated with registering on the Bank of America Supplier Registration website.



Are there system requirements for registration?

Yes. The site functions best with Microsoft Internet Explorer 6.0 or above, and Windows 98 and above. The system does not support the following systems/applications: Macintosh, Linux/Unix, Firefox or Safari. Please disable the pop-up blocker to view the registration pages.

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How long will it take me to register?

If you have all of the required information gathered ahead of time, it will take you approximately 10-15 minutes to complete your registration.

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How do I know if my company has already registered with Bank of America? Please contact the help desk. See <u>Contact information</u>.

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If my company is a subsidiary of a parent/holding company, is it necessary to have the subsidiary registered separately?

Yes. If you are operating under a different Dun & Bradstreet number (D-U-N-S number) than the parent company or another subsidiary, you will need to register individually.

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Can I save a partially completed registration or "X" out before completing the process?

No. Once you begin the registration process, you should continue and complete the registration. If you stop or "X" out before clicking the "Submit" button, your information will not be saved. You will need to access the registration site again and start over.

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Can we have more than one individual registered?

If you are invited to participate in a Bank of America Sourcing event or if you are already a Bank of America registered supplier, you can have multiple individuals associated with your registration. Please contact your Sourcing or Vendor Manager to request additional contacts to be added to your company profile.

If you have not been invited to participate in a Bank of America Sourcing event and you are not a Bank of America registered supplier, please re-register at www.bankofamerica.com/suppliers.



## What type of information will be required for registration?

What are the required registration fields?

#### Page 1

- Sourcing/RFX Code (required/provided if you were invited to register, please enter in ALLCAPS)
- Tax ID information (required if you were invited to register)
  - o In the U.S., this is the Federal Tax ID must be entered twice
  - Outside of the U.S. this is your country's equivalent of a Tax ID (if your country does not have the equivalent of a Tax ID, you must check the Tax ID Not Applicable checkbox)
- Dun & Bradstreet D-U-N-S number
- Country
- Supplier Contact First Name
- Supplier Contact Last Name
- Supplier contact Phone Number
- Supplier Contact Email Address (must be entered twice)
- Who is your Bank of America contact (only required if you were invited to register)

**Note:** Suppliers are required to acknowledge that Bank of America uses Ariba to facilitate purchase order and invoicing transactions (U.S. only), to accept the terms and conditions (all vendors), and to attest that they are aware of anti- corruption and economic sanctions laws prior to proceeding to Page 2 of the registration.

#### Page 2

- Full Legal Company Name
- Supplier Headquarter Address Type (headquarters or subsidiary)
- Supplier Headquarter Address Line 1
- City
- State/Province
- Zip/Postal Code (required for U.S. registrations)
- Headquarter Telephone Number
- Commodity Code (products/services provided by your company)
- Total Number of Employees
- Year Company was Established (YYYY)
- U.S. Citizen (required for U.S. registrations)
- Are you a Diverse or Small Business Supplier (required for U.S. registrations, if applicable)
  - If answered Yes, additional questions related to diverse/small business ownership are required such as percentage of ownership, ethnicity, and gender.



- You will be given the opportunity to enter details of Diversity/Small Business classification and certification
- Gross Revenue (required for U.S. registrations)
- Fiscal Year End Close Date (required for U.S. registrations)
- Country of Organization/Incorporation
- State/Province of Organization/Incorporation
- Company Ownership (Public or Non-public)
- Existing Bank of America Customer
- Supplier Invoicing Contact Name
- Supplier Invoicing Contact Email
- Supplier Invoicing Contact Phone

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#### What is a Dun & Bradstreet number and how do I get one?

A D-U-N-S<sup>®</sup> number is a unique nine-digit identification sequence, which has become the global standard for identifying and tracking businesses, and is recognized, recommended and/or required by organizations worldwide. Please visit the Dun & Bradstreet website at <a href="https://www.dnb.com">www.dnb.com</a> for more information regarding obtaining a D-U-N-S<sup>®</sup> number. This page defaults to the United States – choose your country from the dropdown at the top of the page.

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Is there a cost associated with obtaining a Dun & Bradstreet number? In some countries, there is a fee to obtain a D-U-N-S® number. For more cost information, please visit the <u>Dun & Bradstreet website</u> and select your country from the "Select Region" drop-down box.

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Which businesses can be certified as Diverse Suppliers?

- U.S. Citizen\*, diversity owned company\*
- Ownership information if company is certified by the <u>U.S. Small Business</u>
   <u>Administration</u> for small business and HUB Zone certification.
- Ownership information if company is owned by a minority, woman, veteran, disabled person, or LGBT (lesbian, gay, bi-sexual or transgender) additional questions such as percentage of ownership\*, diversity category\*, and gender will be required.
- For more information, please visit the <u>Supplier Diversity</u> website.



#### What is a Tax Identification Number?

- In the United States, this is your company's Federal Tax ID, for individuals (sole proprietors, this may be your social security number). For more information visit www.irs.gov
- For suppliers outside of the United States, this is your country's nationally issued ID number. If your country does not have an equivalent to a Tax ID number, check the Tax ID Not Applicable box.

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My company reports net revenue – not gross. What should I do? Information collected on the Supplier Registration website allows Bank of America Sourcing teams to identify prospective suppliers. Having a profile with detailed information about your capabilities will give you a better chance of being considered for opportunities. However, if

capabilities will give you a better chance of being considered for opportunities. However, if your gross revenue information is not available, please enter your net revenue data.

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I can't find my product/service in the commodity section. What should I do?

UNSPSC<sup>®</sup>, the United Nations Standard Products and Service Codes, is a classification system that codes supplier service offerings. If you are unable to locate the product/service that best fits the description of your business, please visit <a href="www.unspsc.org">www.unspsc.org</a> and use the search feature on the left side of the page to look for the closest match.

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I could not enter my commodity code in the Commodity Code field. What should I do?

The Commodity Code field is not an editable field. Please turn off your pop-up blocker, and then select your commodity by clicking on the "select" button on the right side of the commodity field. A table of commodities will appear in a separate window. Drill down on the commodity descriptions by clicking the "+" sign. When you find your commodity description, click the corresponding underlined number. Please note: Only one commodity can be selected.

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I could not enter my fiscal year end close date in that field. What should I do?

The Fiscal Year End Close Date field is not an editable field. Please turn off your pop-up blocker, and then click on the calendar icon to the right of the field. You can change the month and year by using the arrow keys at the top of the displayed calendar. Choose the correct date and click the date to select.



Where should I send my diversity certification(s)?

A Bank of America associate will direct you where to send your Diversity certification(s) when/if they are required.

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## What happens after I register?

Will additional information be required?

If any additional information is needed to validate the company profile, you may be contacted by <a href="mailto:supplierregistration@bankofamerica.com">supplierregistration@bankofamerica.com</a>.

For non-public/private entities, you'll receive a secure email request for beneficial ownership information from <a href="mailto:bank.of.america.beneficial.ownership@bankofamerica.com">bank.of.america.beneficial.ownership@bankofamerica.com</a>.

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How do I reach decision makers?

If you have registered on the website, your profile has been received. If there is an opportunity that matches your company's product and/or service offering, you will be contacted.

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Can I contact your prime suppliers to inquire about indirect opportunities? No. Please register at <a href="www.bankofamerica.com/suppliers">www.bankofamerica.com/suppliers</a> and a bank associate will contact you if there is an opportunity - direct or indirect - that matches your company's product and/or service offering.

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I'm registered but I haven't received any communication or business.

Registration is required for all contracted suppliers at Bank of America. However, completing the registration process does not guarantee that your company will receive a request to bid and/or a contract from Bank of America, nor does it imply that your company has any type of procurement relationship with Bank of America, either now or in the future.

Registering provides us with your company's vital information so that we can match your company to potential opportunities. You will be contacted if an opportunity becomes available that matches your company's product and/or service offering.



I registered on your website - Can you tell me who to contact for my commodity product/service?

We have your company's information on file. A representative from Bank of America will contact you if an opportunity becomes available that matches your company's product and/or service offering.

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If my password has expired or I have forgotten it, what should I do?

Access the login page and click either "To change your password click <u>Here</u>" or "If you have forgotten it click <u>Here</u>", as applicable. These links will take you to the appropriate screen to change your password or request that it be sent to you. If you are still unable to access the tool after changing or retrieving your password, please contact the help desk (see <u>Contact information</u>) and request a password reset.

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A screen came up that says, "You have had xx failed login attempts..." What should I do?

After five attempts to login, the user will receive an error message with the notification that he/she is locked out of the tool. Access the login page and click on the "To change your password click Here" link. You will be taken to the appropriate screen to change your password. If you are still unable to access the tool after changing your password, please contact the help desk (see Contact information) and request a password reset.

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# Updating registration data for suppliers currently doing business with Bank of America

Why/how often do I need to update my company's registration data?

Bank of America requires all suppliers that have active contracts to refresh/update their registration data at a minimum of once every three years. This is to ensure that we have the most current/accurate information about your company within our system.

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How do I update my registration?

If you are invited to participate in a Bank of America Sourcing event or you are already a Bank of America supplier, you will have a login User ID and Password. If you need to make an update to your existing registration, reach out to your Sourcing or Supplier Manager and provide them with the requested updates. They will engage the registration team to update your registration profile.



If you have not been invited to participate in a Bank of America Sourcing event and are not a current Bank of America supplier, but you need to update your registration, please re-register at <a href="https://www.bankofamerica.com/suppliers">www.bankofamerica.com/suppliers</a>.

