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1. Introduction

1.1 Section Objectives
This document discusses the processes and procedures to register and receive payment from the George Washington University (GW). When required the necessary forms are noted and links provided. Registration takes place in several formats. Please be sure to review the sections applicable to the supplier type. When required, the necessary forms are noted in section 3.

1.2 iSupplyGW Division/School Responsibilities

The responsibilities of the iSupplyGW Team are to assist with supplier set-up and modifications in accordance with GW Tax and policy guidelines. This includes the service level agreement along with exceptional support to our internal/external customers and Suppliers.
1.3 Supplier Responsibilities

1.3.1 Domestic Suppliers
Domestic Suppliers are required to register using the self-service iSupplyGW Portal. Required documentation: W-9 and electronic banking authorization form.

1.3.2 International Suppliers
International Suppliers are required to fill out the supplier registration packet and provide the appropriate IRS W-8 form. These documents can be emailed to isupplygw@gwu.edu or faxed to 571-553-8526.

1.3.3 Students and Employees
Updates to student and employee records must be made through the Banner system.

1.4 Division/School Responsibilities

1.4.1 Registering Domestic Suppliers
Domestic Suppliers should be directed to the iSupplyGW Portal or contact the iSupplyGW Helpdesk at isupplygw@gwu.edu or 571-553-0300.

1.4.2 Registering International Suppliers
International Suppliers should be directed to the iSupplyGW Portal or contact the iSupplyGW Helpdesk at isupplygw@gwu.edu or 571-553-0300.

2. Registration

2.1 Section Objectives
Register and modify a domestic company as a prospective supplier is done through the iSupplyGW Portal. Registration lets GW know that the supplier is interested in establishing a business relationship and allows the university to make payments upon completion of work.

The following types of payments exempt from the registration process are honorariums, athletic referees, reimbursements, garnishments, and refunds. Please see section 3.2 on how to initiate payments to these types of suppliers.

Register or modify your foreign company as a prospective supplier via emailing the supplier registration form and a W-8BEN/E form.
**Note:** Suppliers not participating in the purchasing process are exempt from registering through the iSupplyGW Portal. Modified processes are listed by request type below.

### 2.2 Types of Registrations

#### 2.2.1 New Supplier – Domestic
New domestic supplier registration requests are processed through the iSupplyGW Portal. This process must be completed by an authorized representative of the organization. The supplier will need to provide a W-9 and voided check to complete the registration process. Faculty and Staff should direct the supplier to the portal or to isupplygw@gwu.edu for assistance. Please visit [Doing Business with GW](#) for more information. Documents attached to registrations are secured internally by GW. Access to these documents is limited to a select group of individuals to maintain confidentiality.

Once the registration is approved, the Supplier will receive an email containing the user name and password. The login credentials are used to manage the supplier profile going forward.

#### 2.2.2 New Supplier - Foreign
New foreign suppliers are required to send the appropriate W-8BEN form and Supplier Registration Packet to isupplygw@gwu.edu. Please visit [Doing Business with GW](#) for more information.

#### 2.2.3 Existing Supplier – Domestic
Existing domestic suppliers are required to access their profile through the iSupplyGW Portal to make changes. Suppliers will be provided a user name and password upon registration approval. The user name is the contact's email address and the password is initially random but can be changed upon first login. Update to banking requires a voided check be emailed to isupplygw@gwu.edu before changes are approved. Please visit [Doing Business with GW](#) for more information.

#### 2.2.4 Existing Supplier – International
Existing foreign suppliers should send all updates to isupplygw@gwu.edu. Updates should be in the form of a new W-8BEN, invoice, or company letterhead. Please visit [Doing Business with GW](#) for more information.

#### 2.2.5 Honorarium – Domestic and International
Honorarium requests for domestic recipients should be sent to isupplygw@gwu.edu. The honorarium form and the appropriate tax form, W-9 or W-8BEN or W-8BENE, are required for processing. Banking is required for foreign recipients.

#### 2.2.6 Payment Request – Domestic and International
Refund requests are submitted to the Accounts Payable Department. A payment request form is required, all other documentation is optional.
2.2.7 Travel and Entertainment Reimbursement – Non-GW Employee
T&E Reimbursement requests for all non-GWU employees and students are submitted to the Accounts Payable Department. A payment request form is required, all other documentation is optional.

2.2.8 T&E Reimbursement – GW Employee
Employees submit T&E expenses through Concur. Please visit Expense Reporting for additional information.

2.2.9 Refunds – Domestic and International
Refund requests are submitted to Accounts Payable Department. A payment request form is required, all other documentation is optional.

2.2.10 Garnishments
Garnishments are submitted to Payroll Department. Organization name and address are required; a W-9 is helpful.

2.3 Sending Requests
All supplier inquiries and questions should be submitted to isupplygw@gwu.edu or call 571-553-0300 for technical assistance with the iSupplyGW Portal.

3. Supplier Maintenance Documents and Forms

3.1 Section Objectives
This section provides a list of common documents that are required to register the various entities receiving payments from GW. Links to the documents are provided along with other pertinent information.

3.2 Types of Documents and Forms with Accessibility Links

3.2.1 **W-9**, current version – for domestic individuals and organizations.
This form does not expire, however an updated W-9 is required if the organization’s name changes.

3.2.2 **W-8BEN** or **W-8BEN-E**, current version – for foreign individuals and organizations.
This form expires the last calendar day of the third consecutive year.

3.2.3 **Supplier Registration Packet**, current version – for all new international suppliers.
3.2.4 **Workers Classification Review Form** – for domestic and international individuals.

3.2.5 **Honorarium** – for domestic and international individuals.

3.2.6 **Payment Request Form**.

3.2.7 **Endowment Spending Request**.

3.3 **Document and Form Retention**

3.3.1 **Document Storage**
Documents are stored as attachments to the supplier record.

3.3.2 **Required Forms and Documentation Expiration**
- W-9 – No expiration date
- W-8BEN – expires the last calendar day of the third consecutive calendar year
- W-8BEN-E - expires the last calendar day of the third consecutive calendar year
- Supplier Registration Form – No expiration date
- Workers Classification Review Form – expires 2 years after signature date

4. **Registration Procedures**

4.1 **Section Objectives**
This section provides an understanding of service level agreements between the iSupplyGW Team and our customers’. You can expect to have your request processed using the following schedule. This provides Supplier Maintenance with the ability to manage workload and provide exceptional customer service.

4.2 **Service Level Agreements**

4.2.1 **RUSH Requests**
RUSH request from Accounts Payable will be processed within a 2 hour time frame. This is to accommodate time sensitive payments.

4.2.2 **First-in First-Out**
All requests to isupplygw@gwu.edu will be processed on a first-in first-out basis. The standard processing time is 2 business days.

5. **Contact Information**
For all inquiries and requests please contact the following:

isupplygw@gwu.edu  Phone: 571-553-0300  Fax: 571-553-8526

For escalated issues please contact the following:

Danny Callum – Finance Specialist, Supplier Applications Maintenance
dcallum@gwu.edu  Phone: 571-553-4129  Fax: 571-553-8526

Corinne Calef – Program Manager – iSupplyGW
ccalef@gwu.edu  Phone: 571-553-3719  Fax: 571-553-8526