

SUPPLIER FAQ'S FOR RIFANS SUPPLIER PORTAL

GENERAL QUESTIONS:

Q. What is the RIFANS Supplier Portal?

A. The RIFANS Supplier Portal is an internet interface by which suppliers can view their purchase orders, invoices and payment status. Suppliers can also maintain their account information such as address changes and maintain their contacts. This Portal also allows the State of Rhode Island to send suppliers electronic notification of bid opportunities for the commodity categories the suppliers have indicated on their supplier profiles.

Q. What is the cost to me?

A. There is no cost. The Portal is a completely electronic interface. No special software, aside from an up-to-date web browser, is required to access this portal.

Q. What if I don't have access to the internet?

A. If you do not have internet access of your own, the site can be accessed using any public computer or one of the computers available in the Purchasing Department at the Department of Administration.

ACCESS AND PASSWORD:

Q. How can I get access to the RIFANS Supplier Portal?

A. If you are an approved supplier doing business with the State of Rhode Island, please email the Department of Accounts & Control at doa.stateportalhelp@doa.ri.gov They will send you a username and password via email to begin using the portal. If you are not an approved supplier, please register at <http://www.purchasing.ri.gov> and follow the links.

Q. What is my username?

A. Your username will be the email address used to create an account with the State Of Rhode Island. All communications will be sent to this email address. If the email address is changed, be sure to notify doa.stateportalhelp@doa.ri.gov of new contact information or all communication will be interrupted.

Q. Who will notify me when my account is created in the RIFANS Supplier Portal?

A. The State of Rhode Island will send an automated encrypted email that contains your email address and temporary password when an account is established for your organization.

Q. Does each person in our organization get a separate login to access the portal?

A. Yes, the State of Rhode Island will provide a separate username and password for each user upon Suppliers request.

Q. When I first try to access the portal home page, I am told that my password has expired. Is there a problem?

A. No, all supplier logins are created with a temporary password. Upon initial access to the page, suppliers are prompted to change their password for security purposes.

Q. I typed my password incorrectly 4 (four) times, now my account is locked, and I am unable to login to the portal. What should I do?

A. Immediately send an email to doa.stateportalhelp@doa.ri.gov. Your password will be reset. The portal will automatically lock the account after 4 (four) invalid attempts. You will **NOT** be able to gain access until the State of Rhode Island releases the lock.

Q. I forgot my password. Who should I contact to get a new password?

A. Send an email to doa.stateportalhelp@doa.ri.gov so they can reset your password. A new password will be generated by the portal system and an email will be sent to your account with your temporary password.

Q. There is another person in my organization who wants access to the portal. How do I request this access?

A. Send an email to doa.stateportalhelp@doa.ri.gov and provide the following information: First and last name; email address; phone number; job title. The Supplier Administrator will review the request and register the user if appropriate.

Q. When I login to the portal I get an error. Why?

A. Please report this error to doa.stateportalhelp@doa.ri.gov. This may be an application issue and/or may need further review by Tech support.

Q. How often should I login to the portal?

A. It depends on your business needs. The portal will send you a notification when an action is required from you. You should log in frequently. See next question.

Q. I have not used the portal for over 90 (ninety) days. Will my original login still work?

A. No, if the portal has not been accessed within 90 (ninety) days, the login will be deactivated. You will need to email doa.stateportalhelp@doa.ri.gov to request your account to be reactivated.

Q. Why does the system log me out after inactivity?

A. This is done for **security** purposes.

Q. What do we do when one of our employees with portal access leaves our organization?

A. You need to immediately email doa.stateportalhelp@doa.ri.gov or call 401-222-1888 to have the user account disabled so that the former employee will not be able to access the portal.

USER NOTIFICATIONS:

Q. My RIVIP username and password do not work when I try to log in to the portal, what am I doing wrong?

A. RIVIP and RIFANS are two separate systems and require different usernames and passwords. Please note that once are registered in the RIFANS Supplier Portal you will receive a separate username and password that is different from your RIVIP username and password.

Q. What if I have not completed a supplier registration package?

A. Please complete the Supplier Registration Package located at <http://www.purchasing.ri.gov>. Allow up to two (2) weeks for processing, email the Department of Accounts and Control at doa.stateportalhelp@doa.ri.gov for a valid username and password.

Q. What is the difference between RIVIP and RIFANS

A. RIVIP is the Rhode Island Vendor Information Program which allows for the downloading of posted bid opportunities. This is a separate system from the Rhode Island Financial and Accounting System (RIFANS) that includes the supplier portal and automatic bid notifications will be sent for those vendors who select their Products and Services.

Q. How can I view the notifications sent to me via the portal?

A. On the RIFANS Supplier Portal Home Page under Worklist, click on the **Full List** Button and select the appropriate notification type from the drop-down list.

Q. Is it possible to have the email notifications sent to more than one email address?

A. The RIFANS Supplier Portal sends workflow notifications to **all** registered email address (s) in the portal.

AUTOMATIC BID NOTIFICATIONS

Q. Can I submit a Bid or Quote online?

A. No quotes at this time. All Bids or RFQ's must be mailed in to the Purchasing Department. See website for more information <http://www.purchasing.ri.gov>.

Q. How do I sign up for automatic bid notifications?

A. If you are an approved supplier doing business with the State of Rhode Island, please email the Department of Accounts & Control at doa.stateportalhelp@doa.ri.gov. They will send you a username and password via email to begin using the portal.

Q. What if I am not an approved supplier doing business with the State?

A. If you are not an approved supplier, please register at <http://www.purchasing.ri.gov> and follow the link to download the "Complete Supplier Registration Package". Instructions on where and to whom it should be mailed to will be provided in the package.

Q. Why can't I see the entire bid in the notification?

A. The primary purpose of a bid notification is to let you know of an opportunity that might be of interest to you. The specifications are available in the portal, just in a different format than the RIVIP website.

Q. Why do I have to set up products and services (NIGP/Commodity Codes)?

A. In order to receive automatic bid notifications, you must set up your commodity codes under **products and services**. Your commodity codes selections are particularly important. These are used for a variety of functions including automatically sending e-mails to registered suppliers regarding new RFQ opportunities.

Q. Who can help me choose my products and services (NIGP/Commodity Codes)?

A. Since you know your business best, you are the best person to choose your products and services. The State of Rhode Island would not have that knowledge.

Q. Do I still need to check RIVIP?

A. Yes, you still need to go to the RIVIP website for complete bid specifications and to submit a bid response.

Q. Who do I contact for bid issues or RIVIP issues?

A. For questions on bids or RIVIP issues in general, please contact the RIVIP Help Desk at 401-222-3766.

Q. I am receiving too much email. What can I do?

A. We suggest you use the HTML with attachments option only as the text version does not allow the display of certain links. Although there may be Yes/No "buttons" in the email, these are not functional; and you are still required to login to RIVIP or RIFANS to review documents. There is also an option to summarize email. We do not recommend that you chose the "do not send me email" option as this would prevent you from receiving automatic notifications on bid opportunities.

Q. How do I change the email preference?

A. These options are found under the "preferences" link on the home page. It displays preferences. Go to the bottom of the page to "notifications", "email style". There is a drop-down menu that allows you to choose the different options. Once you choose that, you must click on the "Apply" button to apply and save your changes.

INVOICES and PAYMENTS:

Q. Is there a format to enter invoices?

A. The State of Rhode Island requests you use ALL CAPS when typing in the portal.

Q. Can I see the status of my invoice and if it has been paid?

A. Yes, you can access the portal and review an invoice and its status from the Account tab.

Q. Do we have to use the portal to invoice the State of Rhode Island?

A. You can use your current method of sending invoices to the State of Rhode Island. Currently the online invoice feature is only available to suppliers with purchase orders. The State of Rhode Island would like to encourage these suppliers to submit invoices through the portal.

Q. Can I process invoices in bulk?

A. Yes, there is currently an upload process that is used thru text file or an Access Database can also be provided to the supplier. For more information email doa.stateportalhelp@doa.ri.gov.

Q. I created an invoice in the portal. I cannot find the invoice that I created when I search for invoices.

A. Invoices created in the portal are automatically uploaded to RIFANS on a periodic basis. Invoices will not be visible until the upload process is complete.

Q. What happens if I can't see the invoice the next day?

A. If an invoice fails validation or is rejected, it will not be visible in the portal. Email the Department of Accounts & Control at doa.stateportalhelp@doa.ri.gov for assistance.

Q. My invoice is on hold for quantity billed exceeds quantity received. What do I need to do?

A. Items need to be received by the agency in the system before payment can be made. If items were shipped and payment is past-due, please contact the requisitioner.

Q. My invoice is on hold pending internal review. What do I need to do?

A. Please do not contact the State of Rhode Island. The issue will be resolved internally before invoice is due for payment.

Q. My invoice is on hold until an SFA-12 is attached. What do I need to do?

A. Please do not contact the State of Rhode Island. The issue will be resolved internally before invoice is due for payment.