New Supplier – Registration Instructions

This document provides instructions for new suppliers registering with an Agency's Ion Wave Technology (IWT) electronic bidding system.
NOTE: If you are registering as a Foreign Company, please note the specific instructions for registration in blue font, these are for Foreign Companies only.

- Suppliers need to register with an Agency to be able to respond to Bid Events that are Issued. Registering with a particular Agency does not allow a supplier to respond to a solicitation from any other Agency — you must register separately with each Agency.

- Registrations are managed by each Agency and not by Ion Wave Technologies. All questions about supplier registration or the registration approval process will need to be directed to the Agency.

NOTE: If your company is already registered with an Ion Wave customer, and you know which Agency you are registered with and the login information, the quickest and easiest way to register for additional Agencies is to log into that Agency and use the "Find New Agency" button. *See the **Agency & Registration Management** document for instructions, you must have Admin access to use this process.*

REGISTRATION INSTRUCTIONS
If you are unsure if you have registered with an Ion Wave Agency, begin a new supplier registration, click on the "Supplier Registration" button located on the Agency's IWT login page.

Preliminary Company Information:
Enter your company name, telephone number, SAM.gov Unique Entity ID (if applicable), and DUNS number (if applicable). All required fields are marked with a red asterisk (*) (*see Figure 1*).

Foreign Company: Make sure to check the box next to International for International phone numbers.

If you are providing an international telephone, check the box and enter information accordingly. Click the 'Next' button to proceed.

Figure 1

The system automatically searches for existing accounts across all Ion Wave sites and provides the "Similar Suppliers" information if one is found. If no similar supplier account is found, the system will progress to the Terms Tab.

Similar Supplier Found

After entering the Company Name and Main Phone number, if a Similar Supplier Account is found in any Ion Wave site, a message will appear and list the Similar Supplier, who they are Registered with and the Status (*see Figure 2*).

- If the "Registered with" agency is the agency you are attempting to register with, the agency name will be in bold print.
- If registered with multiple Agency's, it will list multiple matches or 1 match with a (+ number of agencies) depending on how many there are.

Figure 2

To see additional information, click on the magnifying glass on the left side of the Company Name. One of the following pop-up boxes will appear with the company information (*see Figure 3*). **Do not create a duplicate registration**, click one of the options on the pop-up box.

Pop-up box Options:

- **Return to login:** Clicking this option will bring you to the Login page of the Agency you are on, you can login or use the Trouble Logging In button.
- **Login to your IWT Supplier account and register with this Agency:** Clicking this option will bring up the login page of the Agency that was clicked on.
  - To login, use the Username and Password for the Agency that you clicked on to get to this screen.
  - If you are unsure of the login information and do not receive an email when using the 'Trouble Logging In' button, contact IWT Support at support.ionwave@eunasolutions.com.
- **Close window and return to list:** This will close the pop-up box and return to the previous screen.

Figure 3

If no Similar Supplier is found, the next screen will be the Terms and Conditions Tab of the registration.

Terms and Conditions Tab:

The Terms and Conditions must be acknowledged using the checkbox, then select the 'Next' button to proceed (s*ee Figure 4).*

Figure 4

Company Info Tab:

Complete all applicable fields with accurate company information. Required items are marked with a red asterisk (*). (*See Figure 5)*.

Figure 5

Company Information

- Trade Name/Legal Name – Companies with separate operating names may utilize both fields. Companies that use the same legal and trade name only need to enter this information in the Trade Name field.
- Organization Type – Organizations outside of the U.S. should select 'Foreign Entity' from the organization type dropdown list.
- Tax ID Number – Foreign based companies should select "other".
- Company Recovery Email – Enter a secondary email address that can be used if account information has been lost or changed. **NOTE: *This should NOT be the same email address that is used for your User Information.***
- Company Address Section

Foreign Company Instructions:

After agreeing to the TERMS of using the website, the next tab will ask for "Company Information".

In the drop-down menu for "Organization Type", select "Foreign Entity (see *Figure 6*).

Figure 6

In the box for the Tax ID Number, select "Other" (see *Figure 7*).

Figure 7

Finally, scroll down to the area for the company address, select the COUNTRY first. This will then pull up the various applicable states/provinces (see *Figure 8*).

Figure 8

User Information

- User Name / Login - A unique username / login is required for each new user account established in an IWT system. You will not be able to use or reuse a existing username, it must be a unique username.
  NOTE: *Once Registered, we strongly recommend adding a secondary user to vendor accounts (see "Supplier Profile – Manage Company Profile").*

- Time Zone - Pay special attention to the time zone selections. If you reside in a state that **does NOT observe daylights savings**, be sure to select that option from the lower portion of the list.

  Once the necessary information has been entered on the Company Info tab, click 'Save and Next'. An email with a verification link will be sent to the email address entered in the User Information. This link redirects to the site to set up your Password. Then you will be at the Company Info tab, and you can proceed with registration *(see Figure 9)*.

Dear Supplier,

Please click the link below to verify your email address and continue the registration process. As you work through the registration process, the data you enter will be automatically saved and can be accessed at any time by clicking this link.

Click Here to Continue Registration

This link will expire in 14 days. If you have not completed your registration during this time period, it will be deleted.

If you have questions about your account or the system, please contact the system administrator.
Name: John Smith
Title: Purchasing and Fulfillment Manager
Phone: (123) 555-0992
Fax: (123) 552-8569
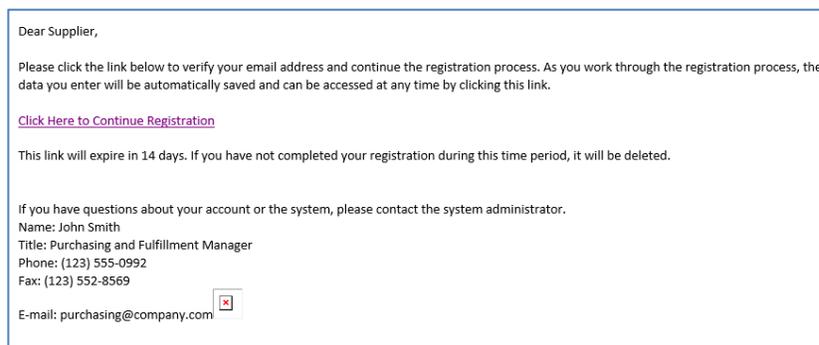
E-mail: purchasing@company.com

Figure 9

If the verification email is not received, review trash/spam email folders. If the email still cannot be located suppliers should whitelist the email domain **@customer.ionwave.net**.

Once whitelisted, contact the Agency they are registering with and request the verification email be sent again.

Addresses:
This Tab will include the address entered previously on the Company Info tab. Click the pencil icon to edit this address. Additional addresses may also be added by clicking 'Add Addresses.'

W-9:
If the Agency has elected to collect W-9 forms during registration, the system will prompt the supplier to complete a W-9 form on this tab. Complete and electronically sign this form before selecting 'save and next'.

Automated Clearing House (ACH):
If the Agency has elected to collect ACH information during registration, the system will prompt the supplier to submit this information at this step. You are not required to provide ACH information; however, if you begin filling it out, you will be required to complete all fields. If this tab is not visible, the Agency has opted not to collect this information.

Other Information:

If the Agency has elected to collect any additional inforamation during registration the system will prompt the supplier to submit this information at this step (s*ee Figure 10)*. If this tab is not visible, the Agency has opted not to collect this information.
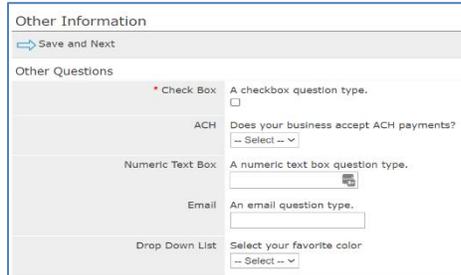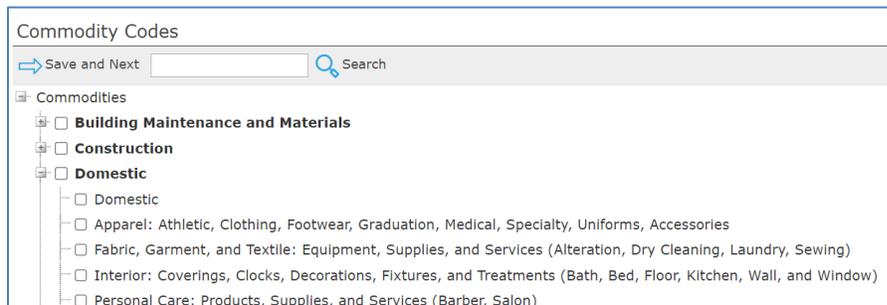

Figure 10

Commodity Codes:

Selecting commodities will allow a supplier to receive invites to Bid Events as they are issued. Review commodities and mark those that pertain to your organization.

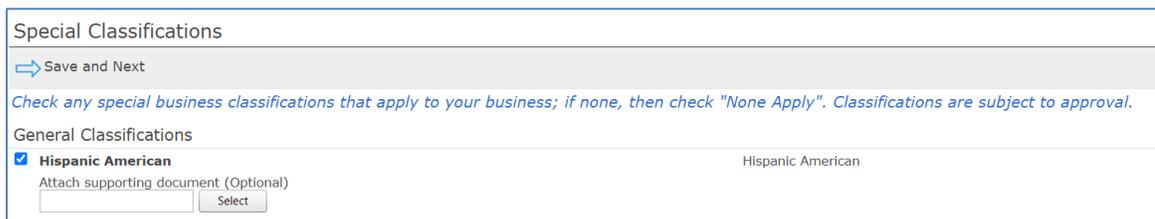Use the search tool to search and highlight commodities using keywords. (*See Figure 11).*

Figure 11

Classifications:

If the Agency allows suppliers to self-elect special classifications during registration the system will prompt the supplier to do so on this tab. Check any applicable classification. The system may ask that you upload supporting documentation (s*ee Figure 12).* If this tab is not visible, the Agency has opted not to collect this information.

Figure 12

Review:

Review the information to confirm it is accurate and use the pencil icon to edit any incorrect information. When finished, select 'Register Now'.

An email notification will be sent once the supplier account has been activated.