

Submitting Change Requests

After the Supplier Enrollment process is completed, suppliers can continue to manage their account, making updates as needed to the supplier record information.

Creating a supplier change request will unlock all of the fields on your Supplier Record and allow you to make changes as necessary to your account. Suppliers can only submit one change request type at a time. All submitted supplier change requests will be automatically saved by APP; however, changes to organization's TIN and/or Legal Name will require additional review from the State.

If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO Website: <https://spo.az.gov/>.

Submitting a Change Request

1. From the supplier profile, click on **Create a change request**.

The screenshot shows the ARIZONA Procurement Portal interface for a supplier profile. The top navigation bar includes 'General Info.', 'Sourcing', 'Contracts', 'Catalogs', 'Orders', 'Invoicing', and 'Performance'. The breadcrumb trail shows 'Supplier 9876'. Below the breadcrumb, there are three buttons: 'Save', 'Create a change request' (highlighted with a green box and a green circle with the number 1), and 'Add DBA'. The main content area is divided into two sections: 'BASIC COMPANY INFO' and 'SUPPLIER HIERARCHY'. The 'BASIC COMPANY INFO' section shows 'Status: Activated', 'Registration Type: US Non-US', and 'EIN/SSN: 987-87-9876'. The 'SUPPLIER HIERARCHY' section shows 'Vendor Level: Supplier Group Supplier Head-office' and 'Parent Supplier:'.

2. Select the **Change Request Type** from the dropdown menu. Depending on the type of change selected, different fields will become editable.

The screenshot shows the ARIZONA Procurement Portal interface for a 'Supplier change request: 9876'. The top navigation bar includes 'General Info.', 'Sourcing', 'Contracts', 'Catalogs', 'Orders', 'Invoicing', and 'Performance'. The breadcrumb trail shows 'Supplier change request: 9876'. Below the breadcrumb, there are four buttons: 'Save', 'Cancel', 'Submit for Approval', and 'Add DBA'. The main content area is divided into two sections: 'CHANGE REQUEST DETAILS' and 'Additional Comments'. The 'CHANGE REQUEST DETAILS' section shows 'Change Request Type:' with a dropdown menu (highlighted with a green box and a green circle with the number 2) containing options: 'General Change Request', 'Legal Name Change', 'Please prevent future orders for this supplier', and 'TIN Change'. The 'Additional Comments' section is empty. The 'Original Supplier:' field shows '9876'.

(continued on next page)

General Change Request

This will allow the supplier to edit fields within the Identity, Information, and Remit to Address tabs.

- A. Edit fields as needed
- B. Click **Submit for Approval** to automatically save all changes. Changes will automatically be updated on the supplier profile.

Legal Name Change or TIN Change

This will give the supplier the ability to change the Legal Name or TIN field. Changing the Legal Name or TIN requires State approval. The supplier cannot change the Legal Name and TIN simultaneously.

- A. Edit the Legal Name or TIN as needed
- B. Click **Submit for Approval** to request the change. The APP system will review the request to see if the supplier has any open POs or contracts under the current Legal Name or TIN. If POs or contracts exist, the APP system will notify the supplier to submit a 'Please Prevent Future Orders for this Supplier' Change Request and re-register using the new Legal Name or TIN. If no POs or contracts exist, changes will be approved and saved automatically on the supplier profile.

The screenshot shows the ARIZONA Procurement Portal interface. At the top, there are navigation tabs: 'General Info.', 'Sourcing', 'Contracts', 'Catalogs', 'Orders', 'Invoicing', and 'Performance'. Below the navigation, there is a search bar and a breadcrumb trail: 'Supplier change request: 9876'. The main content area contains a form with several buttons: 'Save', 'Cancel', 'Submit for Approval', and 'Add DBA'. A dropdown menu is open, showing 'Change Request Type' with options: 'General Change Request', 'Legal Name Change', and 'TIN Change'. A green circle with the letter 'B' is overlaid on the 'Submit for Approval' button. The 'Additional Comments' field contains the text: 'Please prevent future orders for this supplier'. The 'Original Supplier' field shows '9876'.

Preventing Future Orders

If re-registration is required, the supplier must mark the Change Request Type as 'Please Prevent Future Orders for this Supplier'. This is equivalent to putting a 'block' status on the supplier account, meaning all future transactions are prevented, and the State will only be able to make payments on existing POs.