

# Common Registration Errors

## Errors and Updates

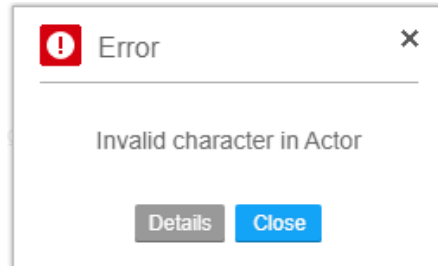
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## Common Registration Errors

### Invalid Actor Error

Any error involving the username will come up as an Actor error. In order to avoid this error, the prospective vendor should do the following



- Username:** Your login username is case sensitive and space sensitive. The Username should not contain any spaces or special characters.
- Password:** Your password minimum password length is 8 (eight) characters with **NO REPEAT CHARACTERS**. [i.e., Apple]. Do not use your username

### W9 “fakepath” error

Upon uploading their w9 the following will appear: "**C:\fakepath\thenameofyourfile**" as shown below

Supplier Registration

Terms And Conditions  Contact Information  Company Information  Diversity Codes  Questions  Com Codes

1 Do you have a current completed W-9 form for your organization? All vendors must have a current W9 for bid award t

[fv9.pdf](#)

Both response and attachment are required

\*Answer:

\*Attach document:

This is **NOT** an Error but a security measure to protect your information.

### ACH Form Verification





## Common Registration Errors

### Downloading an ACH Form

Vendors should Download the ACH form on the questions tab during registration. They can also retrieve it from the Supplier Portal Homepage at [www.mncppc.org/register](http://www.mncppc.org/register). The Vendor should complete the form according to the Instructions on page one and return it to [ACH@mncppc.org](mailto:ACH@mncppc.org).

- The ACH form should be submitted once you receive and forward their 6 digit Vendor Number.

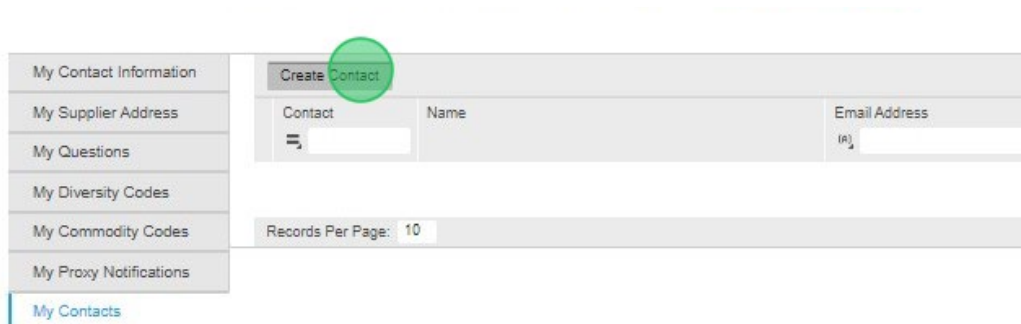
### Name not listed on Account

Accounting Representatives should be listed as secondary contact on the Supplier Portal.

1. Sign into the supplier portal
2. Once on the home page, go to My Account and select Update Account Information



3. Under My Contact Information, select My Contacts
4. Select Create Contact






## Common Registration Errors

5. Create your unique Username and Password
  - Username: Your login username is case sensitive and space sensitive. The username should not contain any spaces or special characters.
  - Password: Your password minimum password length is 8 (eight) characters with
  - NO REPEAT CHARACTERS. [i.e. Apple]. Do not use your username
6. Add all contact information for the Accounting Representative including contact information, address and email address.
7. Select Save.

## Missing Commodity Code

1. Sign into the supplier portal
2. Once on the home page, go to My Account and select Update Account Information

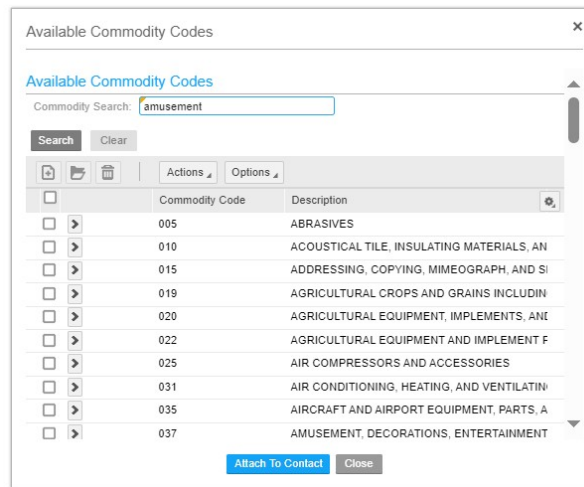


3. Under My Contact Information, select Commodity Codes
2. Click the **Helper List** , click into the **Commodity Search** field and type in your service. If no exact commodity is available for your service, choose a similar commodity.
  - a. To display codes with a description that includes a specific keyword, enter only that word. **Example:** office.





## Common Registration Errors



Available Commodity Codes

Available Commodity Codes

Commodity Search:

<input type="checkbox"/>	Commodity Code	Description
<input type="checkbox"/>	005	ABRASIVES
<input type="checkbox"/>	010	ACOUSTICAL TILE, INSULATING MATERIALS, AN
<input type="checkbox"/>	015	ADDRESSING, COPYING, MIMEOGRAPH, AND SI
<input type="checkbox"/>	019	AGRICULTURAL CROPS AND GRAINS INCLUDIN
<input type="checkbox"/>	020	AGRICULTURAL EQUIPMENT, IMPLEMENTS, ANI
<input type="checkbox"/>	022	AGRICULTURAL EQUIPMENT AND IMPLEMENT F
<input type="checkbox"/>	025	AIR COMPRESSORS AND ACCESSORIES
<input type="checkbox"/>	031	AIR CONDITIONING, HEATING, AND VENTILATI
<input type="checkbox"/>	035	AIRCRAFT AND AIRPORT EQUIPMENT, PARTS, A
<input type="checkbox"/>	037	AMUSEMENT, DECORATIONS, ENTERTAINMENT

3. Find all applicable codes and click **Attach To Contact**. When all are selected, click **Close**.

