● **What steps can be taken to help ensure a submitted vendor maintenance request form is error free so processing by the CVG is not delayed?**

1) Complete all fields that are marked with an asterisk
   Please write legibly, if CVG is unable to decipher the information we will return the form to be resubmitted.
2) Ensure the appropriate approval signature is on the form
   -The requestor and approver cannot be the same individual
   -The approver should be reviewing the form for accuracy prior to submittal
3) Provide descriptive comments for the vendor request
4) Provide appropriate documentation when required

● **What information is needed in the comments section of the vendor maintenance request form?**

Please provide a detailed description of the nature of business you conduct with the vendor. CVG needs to determine if the vendor is a fiscal or procurement vendor. Procurement vendors must be registered in eVA by the vendor or state agency.

Examples of fiscal vendor comments include: non-employee travel reimbursements, revenue refunds, tort claims, honorarium, stipends, grantees, etc.

● **What is needed in order to update an address in Cardinal for a fiscal vendor?**

For address updates, documentation is needed to verify the address being added is valid. A few examples of supporting documentation include: COVA W-9, invoice, letter from the vendor, etc.

● **How do I search for a vendor in Cardinal?**

Navigate to the "Review Vendors" page in Cardinal. The fastest way to find a vendor is by searching by the tax identification number.

Alternate methods would include a search on a unique part of their name or on an address using the "Contains" field.

Be sure to manually select the "Search" button. Selecting Enter will not run the search for the vendor.

● **What supporting documentation is needed in order to add a fiscal vendor in Cardinal with a persistence of "Regular"?**

In order to add a vendor in Cardinal with a persistence of "Regular", the following items are needed: COVA W-9 (W-8 for foreign vendors), valid explanation in the comments section, and all appropriate fields completed on the request form.

● **How long does it take for a fiscal vendor maintenance request form to be completed?**

It can take up to a maximum of 5 business days for regular requests and up to 1 business day for expedited requests. A valid reason should be provided when requesting expedited processing.

We ask that agencies submit one vendor request per email. It allows us to better manage each request that is submitted by each agency, instead of receiving bulk requests within one email.

For expedited requests we ask that agencies only request a form be expedited in valid situations. An example of a valid situation may consist of an agency needing to make a payment immediately for a court order or payee hardship.

● **Can you please provide further information on the following statement that has been seen in the comments section of vendor records: "Vendor updated by Cardinal PPS Team to one-time persistence, status set to inactive per VSMXXXXXXX."**

In February of 2016, the Cardinal PPS team updated vendors that were converted with an unapproved status, and unapproved vendors from eVA, to a status of "One-Time" and "Inactive." This was done to assist interfacing agencies with their voucher/refund upload process. If the vendors were converted from Task 60 they were set to unapproved because they failed IRS TIN matching. If the vendor interfaced from eVA, a properly completed COVA W-9 or W-8 is needed along with successful IRS TIN matching. These vendors can be reclassified as approved with the required documentation outlined above *(reference response to question titled, "What supporting documentation is needed in order to add a fiscal vendor in Cardinal with a persistence of "Regular")*.

● **Who should I contact to update payment/location information for a vendor?**

In order to update any vendor banking/location information, please contact DOA's EDI department. edi@doa.virginia.gov

● **How do I determine if a Cardinal vendor record originated from eVA?**

Too see if a Cardinal vendor record originated in eVA, you can navigate to the vendor record and select the "Custom" tab. If the vendor record originated from eVA, Vendor Field C30 B will display "eVA Interfaced Vendor." Vendors from eVA require updates to be made in eVA.

● **Why/Who do I need to contact at eVA to update a vendor record in Cardinal?**

There are two types of vendors that exist on the vendor table – Fiscal and Procurement. Procurement vendors have been established in eVA and interface into Cardinal. Since eVA is the source system for procurement vendor records, we ask that all records which originate from eVA, be updated in eVA, in order to allow the scheduled nightly interface with Cardinal to run and keep both systems in sync.

eVA can be contacted at evacustomercare@dgs.virginia.gov or at 1-866-289-7367/804-372-2525

● **What process is in place to review vendor records that interface from eVA?**

When vendor records are interfaced from eVA, CVG will review the vendor's tax id information with the IRS, and review the eVA site for a COVA W-9. If all reviews produce positive results, CVG will set the vendor record to an approved status in Cardinal.

A vendor record may have an active status in eVA, however, eVA registration states that it is not complete until a COVA w-9 has been submitted.

● **Vendor information (for an existing vendor) was updated in eVA.   When should I expect to see the update in Cardinal?**

Each business night, vendor information from eVA is interfaced into Cardinal.

● **How can I view a W-9?**

For each Cardinal agency, there are users who have system security to view W-9s related to Cardinal vendor records. If you navigate to the vendor record, specifically the "Identifying Information" tab, all W-9s will be located in the "Attachments" section.

3/15/2016