

## Tips for Onboarding Non-U.S. Payees (Individual Suppliers)

### Frequently Asked Questions

#### ***Is there a guide for registering in Buy-to-Pay (B2P) as a non-U.S. individual?***

Yes, it is available on the B2P website: [Supplier Experience - Individual](#)

#### ***I received an invitation to join Harvard's B2P Supplier Portal, but my registration is incomplete. How can I complete my registration?***

- If you have not yet logged in to B2P, you must refer to your original email invitation from [AP\\_SupplierOnboarding@harvard.edu](mailto:AP_SupplierOnboarding@harvard.edu) to log in, complete your profile, and upload relevant documents.
- If you have logged in to B2P before, please use the following link to log in, complete your profile, and upload relevant documents: [Harvard University Supplier Portal - Registered Suppliers Login Page](#)

#### ***What payment method should I choose if I'm an individual with a U.S. bank account?***

Zelle is the preferred payment method. If Zelle is not an option, select "Paper Check via Mail."

#### ***What payment method should I choose if I'm an individual with a non-U.S. bank account?***

- If your bank accepts paper checks, select "Paper Check via Mail."
- If your bank does not accept paper checks, select the "Paper Check via Mail" option **and** you **must** contact your Department Administrator to initiate a wire transfer.

#### ***I have not received an email to access GLACIER. How do I get access if I have never completed GLACIER before?***

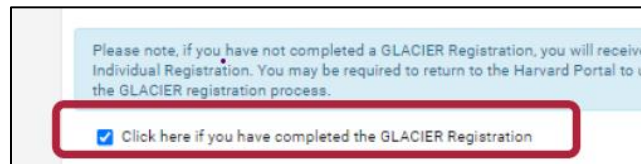
Please ensure you have first selected "Certify and Submit" within your B2P supplier registration, which will trigger GLACIER to generate login credentials for any new account.

#### ***I lost my GLACIER invitation. How can I get another one?***

You will not receive new login credentials if you have an existing GLACIER account with Harvard. If you have forgotten or lost your login information, please click on "Forgot Login" on the [GLACIER login screen](#). Please also see [instructions for the GLACIER process](#).

#### ***Where do I upload my documents if I have completed the GLACIER registration?***

Navigate to your supplier profile in B2P and go to the **Additional Information** section on the left side of the page. (Note: If you don't see the **Additional Information** section, make sure you have selected "Foreign Individual" in the **Legal Structure** field on the **Company Overview** section.) On the **Additional Information** page, tick the box next to "Click here if you have completed the GLACIER registration."



Please note, if you have not completed a GLACIER Registration, you will receive Individual Registration. You may be required to return to the Harvard Portal to up the GLACIER registration process.

☒ Click here if you have completed the GLACIER Registration

By ticking the box, the **GLACIER INFORMATION** area will open on the page for you to upload your documents.

## **Expanded Office Hours**

The Nonresident Alien Tax team will host virtual office hours for administrators on Tuesdays, Wednesdays, and Thursdays from 10am-11am, from 5/4 to 6/29. Supplier Onboarding will also participate to support questions that touch supplier registration.

Click here to join the [NRA Office Hours](#).