



American
Heart
Association.

Job Aid

Maintaining Your Supplier Profile

Last Updated June 18, 2026

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Before You Begin

When to Use This Job Aid

This Job Aid is intended to provide suppliers with directions for using AHA's Supplier Portal to maintain your organization's Supplier Profile. Topics include:

- Log Into the Supplier Portal
- Access your Supplier Profile
- Update Supplier Name
- Update Tax Information including Tax ID and W-9/W-8 Tax Form
- Update Addresses (Principle & Payment)
- Update Contacts
- Update Payment Method and Bank Information

Prerequisites

The following prerequisites must be met before you can access our Supplier Portal and Search for POs

- Your organization must have a supplier profile registered in AHA's instance of Oracle Cloud
- You are set up as a contact under your organization's supplier profile
- You registered a user account to access our Supplier Portal under your organization's supplier profile

Related Job Aids

Reference the following job aids for additional guidance:

- Navigating the Supplier Portal
- Finding Purchase Orders
- Sending Invoices & Viewing Payment Status
- Participating in a Sourcing Event

Maintaining Your Supplier Profile

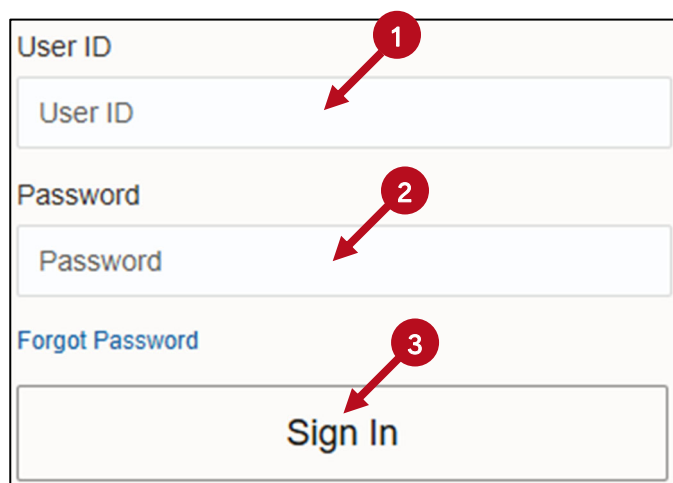
Log into the Supplier Portal and Access your Supplier Profile

Step	Task Instructions
------	-------------------

- | | |
|----|---|
| 1. | Use the following link to access our Supplier Portal: |
|----|---|

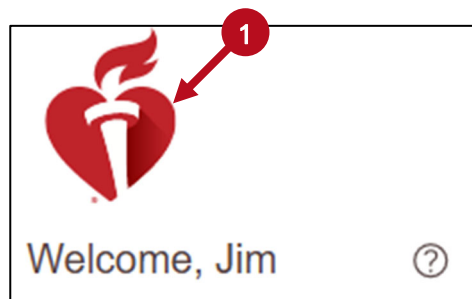
<https://aha-ibojjb.fa.ocs.oraclecloud.com/>

- | | |
|----|--|
| 2. | Enter your User ID (note: same as your email address) and Password then press Sign In . |
|----|--|



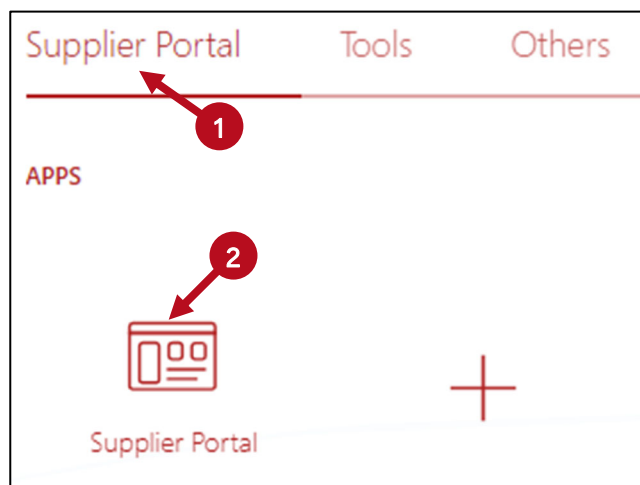
The screenshot shows a login form with three main sections. The first section is labeled 'User ID' and contains a text input field with 'User ID' as a placeholder. A red arrow with the number '1' points to this field. The second section is labeled 'Password' and contains a text input field with 'Password' as a placeholder. A red arrow with the number '2' points to this field. The third section contains a blue link labeled 'Forgot Password' and a large 'Sign In' button. A red arrow with the number '3' points to the 'Sign In' button.

- | | |
|----|---|
| 3. | Click on the AHA's logo (Heart and Torch) at the top left of screen to access your Homepage. |
|----|---|

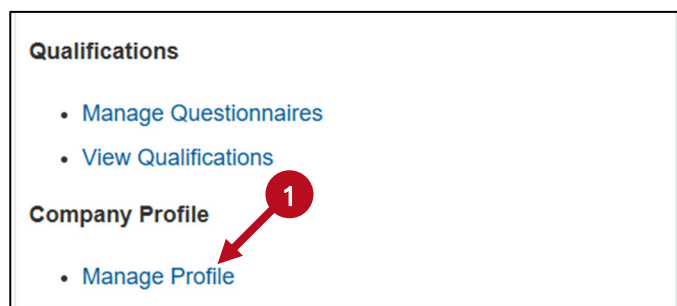


Step Task Instructions

4. In the middle of the screen, click on the **Supplier Portal** option, then the **Supplier Portal** icon



5. You will now see the main home screen for the supplier portal. Under **Tasks** area, go to **Company Profile**, then click **Manage Profile**.



6. Click **Edit** at the top right of the screen.



Update Supplier Name, Tax ID and W-9/W-8 Form

Please follow the steps below to update your Supplier Name, Tax ID Number, and W-9/W-8 Tax Form. AHA requires you attach a new signed W-9/W-8 form when you change your Supplier Name or Tax ID.

Step Task Instructions

- On the **Organization Details** tab, update the following fields:
 - Supplier Name:** Enter the new Legal Name of your organization
 - Attachments:** Click the plus sign (+) to attach your updated W-9/W-8 form showing the new Legal Name and/or Tax ID of your organization

Edit Profile Change Request: 24001

Change Description

Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

General

* Supplier Name Best Corp Inc.

Supplier Number 2000053

Supplier Type Supplier

Tax Organization Type Partnership

Status Active

Attachments fw9.pdf + x

- On the **Tax Identifiers** tab, update the following fields:
 - Taxpayer ID:** Enter your new US Tax ID (if you file income tax in the United States with the IRS) or
 - Tax Registration Number:** Enter your new Country registration number (if you do not file income tax in the US)

Change Description

Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

Income Tax

Taxpayer Country United States

Taxpayer ID 060220251

Federal reportable

Federal Income Tax Type

State reportable

Transaction Tax

Tax Country

Tax Registration Number

Tax Reporting Name

Name Control

Verification Date m/d/yy

Use withholding tax

Withholding Tax Group

Tax Registration Type

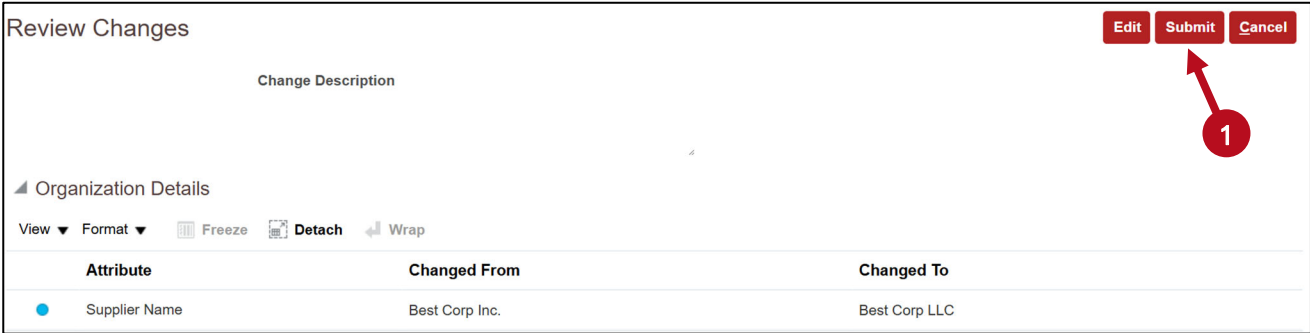
Step

Task Instructions

1.
- To submit your changes, click on the **Review Changes** button at the top of the screen. (Note: Saving your changes will only save a draft of your change request. You must follow this step and the one below to submit your changes.



3.
- Review the summary of changes, then press **Submit**.



4.
- AHA will review the change request and contact you if we find any issues. The updated information will take effect only after AHA approves the Change Request.

Update Addresses

Please follow the steps below to update your organization's Principle Address and/or Payment Address.

Step Task Instructions

- Click on the **Addresses** tab to view all addresses setup under your supplier profile. Review the **Address Purpose** column to locate the address type you wish to update. Addresses are setup as either Ordering (Principle Address) or Remit to (Payment Address). These may be set up under one address or separate addresses. Locate the address you wish the update then click on the **Address Name** to view the details.

Change Description

Organization Details Tax Identifiers **Addresses** Contacts Payments Business Classifications Products and Services

Actions View **3** Format + ✎ ✕ Status Active Freeze Wrap

Address Name	Address	Phone	Address Purpose	Fax	Status
2 Main Address	100 Main Street,77001,Houston, TX Harris		Ordering		Active
Payment Address	PO Box 2023,77001,Houston, TX Harris		Remit to		Active

- Update the following fields, then press **OK**.

- Country:** Country where the address is located
- Address Lines 1, 2, 3:** Street address details
- Postal Code:** Type your 5-digit postal code, then select the correct city & state combination
City & State: Do not enter values for these fields. Use the Postal Code field to select the city & state

* Address Name Main Address **1**

* Country United States **2**

* Street Address Line 1 100 Main Street **3**

Street Address Line 2

Street Address Line 3

Attention To

* Postal Code 77001

Postal Code Extension

* City Houston

* State TX

County Harris

Language

* Address ☒ Ordering

Purpose ☐ Remit to

☐ RFQ or Bidding

Phone

Fax

Email

Inactive Date m/d/yy

Status Active

OK Cancel

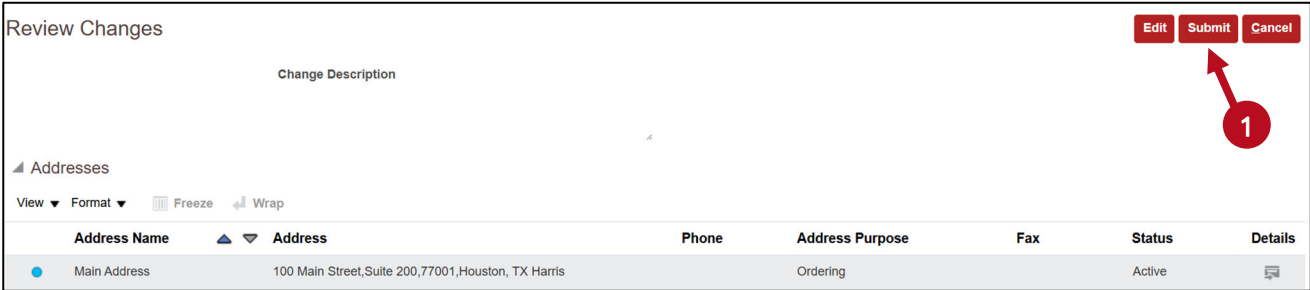
Step

Task Instructions

3.
- To submit your changes, click on the **Review Changes** button at the top of the screen. (Note: Saving your changes will only save a draft of your change request. You must follow this step and the one below to submit your changes.



4.
- Review the summary of changes, then press **Submit**.



5.
- AHA will review the change request and contact you if we find any issues. The updated information will take effect only after AHA approves the Change Request

Add and Update Contacts

Please follow the steps below to add new contacts to your supplier profile.

Step Task Instructions

1. Click on the **Contacts** tab to view all contacts under your supplier profile, then click the **Plus Sign (+)** to add a new contact or click the **Name** of contact to modify an existing contact

Change Description

Organization Details Tax Identifiers Addresses **Contacts** Payments Business Classifications Products and Services

Actions View Format + ✕ Status Active Freeze Detach Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
Smith, Jim				✓	✓	Active
Stevens, Sally				✓	✓	Active

2. Complete/Update the following fields, then press **OK**.

- 1) **First Name & Last Name:** Contact's first and last name
- 2) **Job Title:** Contact's job title (ie: Area Manager)
- 3) **Administrative Contact:** Mark this option if the contact will work directly with the AHA
- 4) **Email:** Contact's email address
- 5) **Contact Addresses:** Press the **Select and Add** button (+) to assign addresses to the contact
- 6) **Request User Account:** Mark this option if you want the contact to have access to the supplier portal

Salutation

* First Name

Middle Name

* Last Name

Job Title

☐ Administrative contact

Phone

Mobile

Fax

Email

Status Active

▲ Contact Addresses

Actions View Format ✕ + Freeze Detach Wrap

Address Name	Address	Phone	Address Purpose	Status
No data to display.				

Columns Hidden 5

▲ User Account

☐ Request user account

Roles Data Access

Actions View Format ✕ + Freeze Detach Wrap

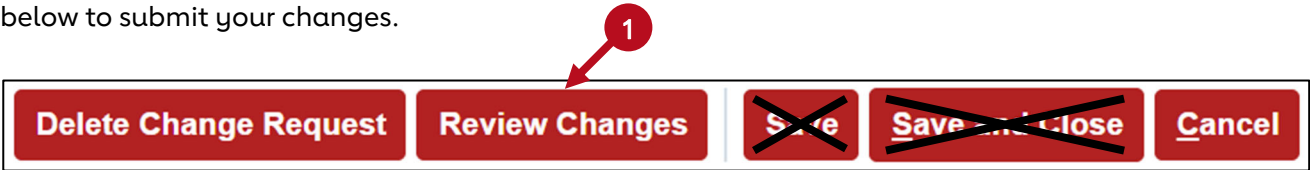
Role	Description
No data to display.	

Create Another OK Cancel

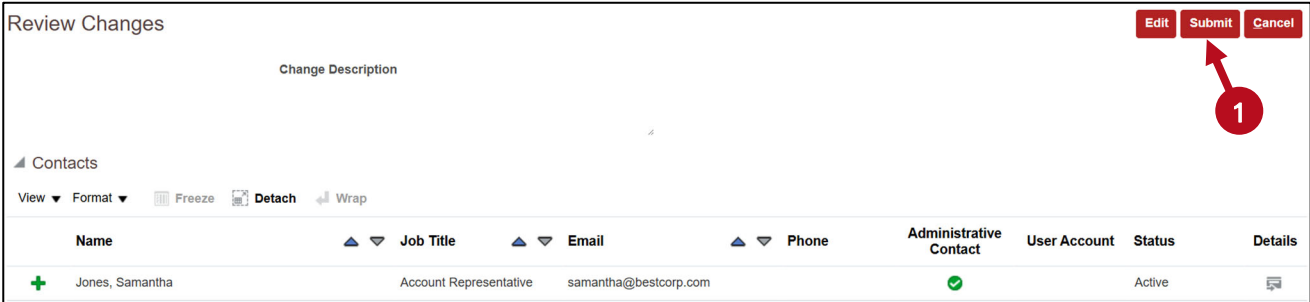
Step

Task Instructions

3.
- To submit your changes, click on the **Review Changes** button at the top of the screen. (Note: Saving your changes will only save a draft of your change request. You must follow this step and the one below to submit your changes.



4.
- Review the summary of changes, then press **Submit**.



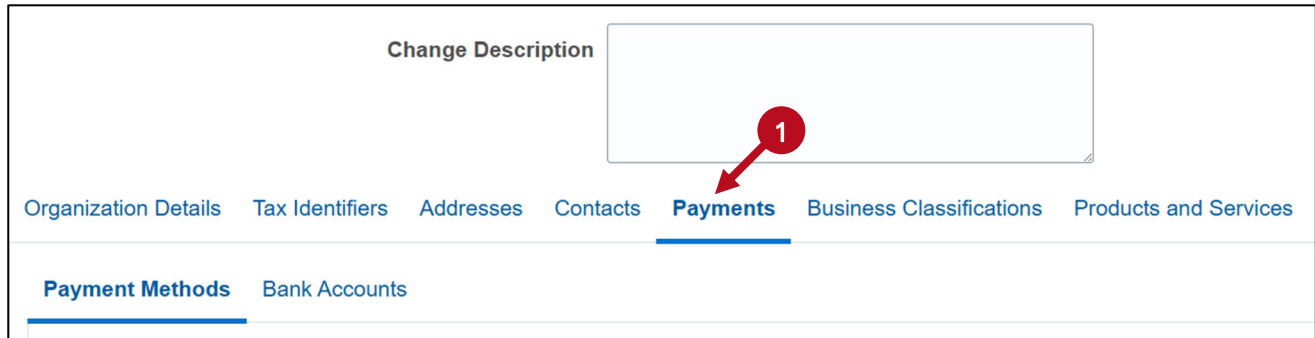
5.
- AHA will review the change request and contact you if we find any issues. The updated information will take effect only after AHA approves the Change Request

Update Payment Method & Banking Information

Please follow the steps below to update your default method for receiving payments & banking information.

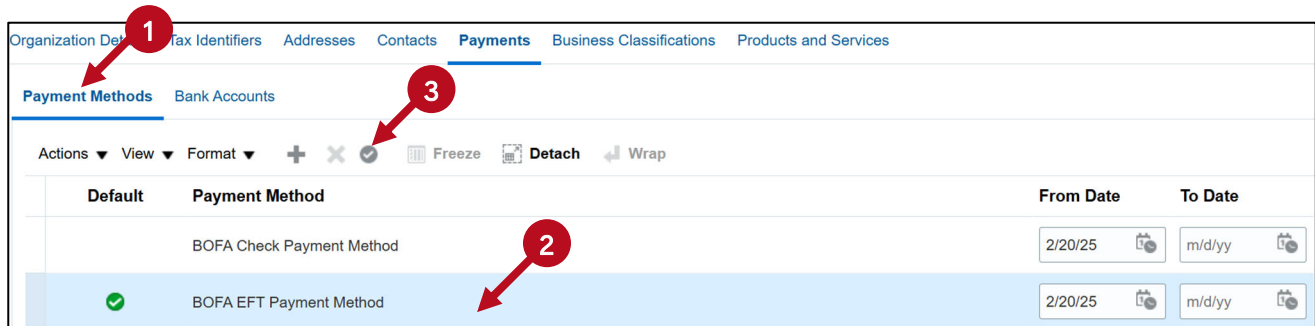
Step Task Instructions

1. Click on the **Payments** tab to view your default payment method and bank account information.



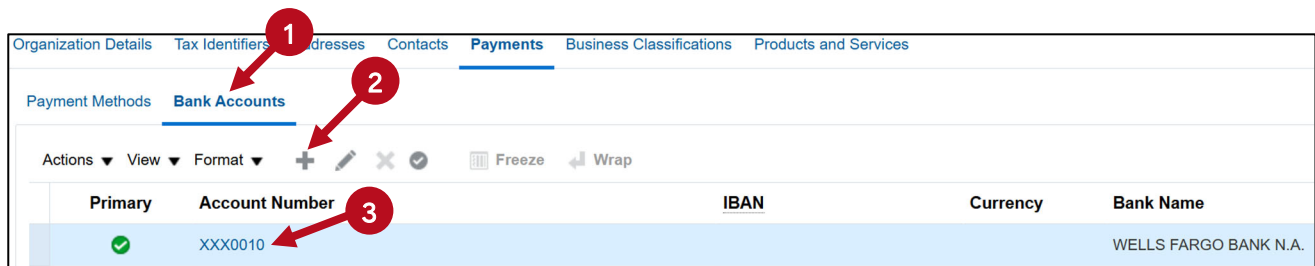
2. To change your Default Payment Method, perform the following steps:

- 1) Click on the **Payment Methods** tab
- 2) Click on the payment method you prefer using to receive payment
- 3) press the **Set Default** (✓) button to make your selection



3. To update your Bank Information, perform the following steps:

- 1) Click on the **Bank Accounts** tab
- 2) If there is no bank account present, click on the **Create** (+) button to add a new bank account
- 3) If a bank account is present, click on the **Account Number** to modify the bank account



Step Task Instructions

4. Enter/Update your organization's **bank account** information by updating the fields listed below, then press **OK**.
 - 1) **Country:** Select the Country where the banking institution is located
 - 2) **Account Number:** Enter the bank account number
 - 3) **Bank Branch:** Enter your bank's routing number and select the correct routing number from the drop list. The Bank Name will automatically populate.
 - Bank Name:** Do not enter values in this field. It will auto populate from the Bank Branch selection.
 - 4) **Attachment:** Attach a supporting document showing your organization owns the bank account. Proof of ownership can include a copy of a voided check or a signed bank verification letter.
 - 5) **Account Type:** Select the appropriate type of bank account (Checking or Savings)

The screenshot shows a form for entering bank account information. Red callouts with numbers 1 through 6 point to specific fields:

- 1: Country dropdown menu (currently set to United States)
- 2: Account Number text input field
- 3: Bank Branch dropdown menu
- 4: Attachments dropdown menu (currently set to None)
- 5: Account Type dropdown menu (currently set to Checking)
- 6: Description text input field

Other visible fields include: From Date (9/18/25), Inactive On (m/d/yy), IBAN, Currency, Allow international payments (checkbox), Additional Information section with Account Name, Alternate Account Name, and Account Suffix. At the bottom right are buttons for 'Create Another', 'OK', and 'Cancel'.

5. To submit your changes, click on the **Review Changes** button at the top of the screen. (Note: Saving your changes will only save a draft of your change request. You must follow this step and the one below to submit your changes.)

The screenshot shows a horizontal bar with five buttons: 'Delete Change Request', 'Review Changes', 'Save', 'Save and Close', and 'Cancel'. A red callout with the number 1 points to the 'Review Changes' button. The 'Save' and 'Save and Close' buttons are crossed out with large black X's.

6. Review the summary of changes, then press **Submit**.

The screenshot shows the 'Review Changes' screen. At the top right are buttons for 'Edit', 'Submit', and 'Cancel'. A red callout with the number 1 points to the 'Submit' button. Below the buttons is a section for 'Change Description' and a table for 'Payment Methods'.

Default	Payment Method	From Date	To Date	Details
☒	BOFA EFT Payment Method	2/20/25		

7. AHA will review the change request and contact you if we find any issues. The updated information will take effect only after AHA approves the Change Request



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