

What is IPRO-POWERED BY LUMA?

IPRO – POWERED BY LUMA is the State’s updated Supplier Portal and is a part of Luma. IPRO – POWERED BY LUMA replaces IPRO (Jaggaer) and the SCO Vendor Remittance Application. The look and feel will be different, but just as easy to navigate and use.

IPRO – POWERED BY LUMA will allow for the seamless integration of procurement and payment activities. Here are just a few exciting benefits to be aware of:

- Viewing bidding opportunities
- Viewing purchase orders, contracts, invoices, and payments processed in the system for your company

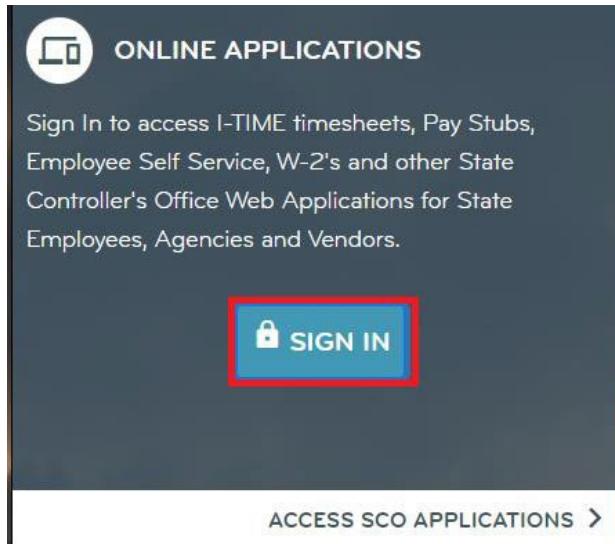
What Do the State of Idaho Suppliers Need to Do?

We encourage Suppliers to register as soon as possible as your account will need to be validated before you can use some of the functionality that is available.

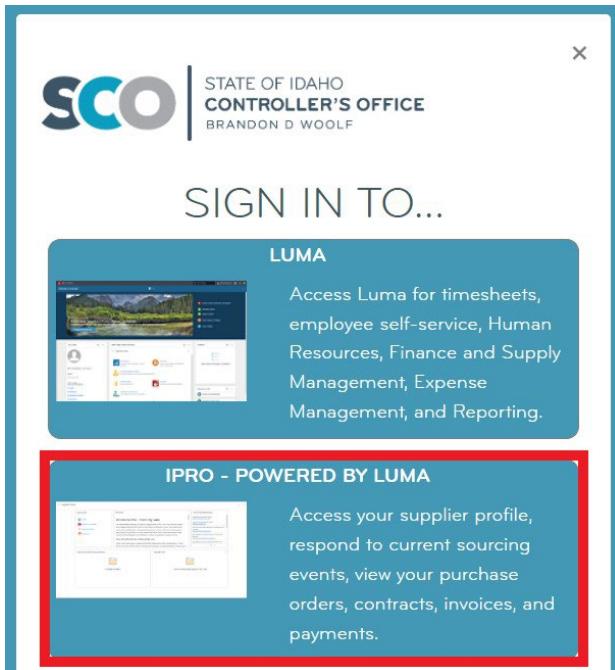
There is a quick reference guide that outlines the registration process under the **Links and Attachments section** on the Supplier Portal Homepage. If you are doing business with the State at this time you may already have an account.

TO ACCESS IPRO:

1. Visit the State of Idaho’s Controller’s Office website at www.sco.idaho.gov
2. Under **Online Applications** click **Sign In**



3. Click Sign In To IPRO – Powered By Luma



IPRO HOME PAGE NAVIGATION

1. Toggle Menu (to view alternate quick menu on left)
2. Supplier Registration Quick Reference Guide
3. Register as a Supplier – Refer to the Quick Reference guide for all the steps
 - (a) During registration, please attach a W9 signed and dated within the last 90 days in the Attach Tax Certification field.
 - (b) Under Commodity Codes, select from the list of commodity codes and find one or more that describes the goods or services your business provides.
 - (c) Once you are registered, an email will automatically notify the SCO Supplier Portal Administration team who will validate your registration in the Luma application.

For the resolution of common issues during registration, click
[HERE](#)

NOTE: We are processing requests in the order they are received and validation may be delayed.

4. CONTACT US – For any assistance you need.
 1. SupplierPortal@sco.idaho.gov
 2. State Controller’s Office – 208.334.3100 Menu Option 5

FORGOT YOUR USERNAME OR PASSWORD

To retrieve your User Name

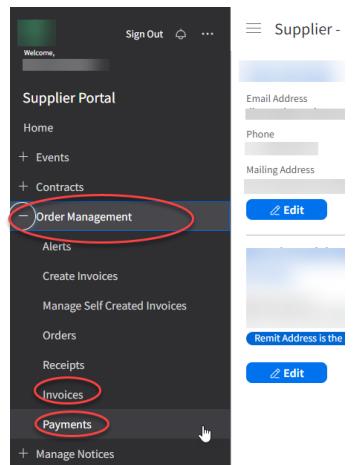
1. Click Forgot User Name
 - a. Enter the email address you used to register and confirm the email address.
 - b. Click Submit
 - c. An email will be sent to you with your username

To reset your Password

1. Click Sign In
2. Click Forgot Password
3. Enter your User Name
4. Click Reset
 - a. An email will be sent to you with a temporary password
5. Click Go Back
6. Enter your Username and Temporary Password
7. Click Sign In
 - a. You will need to create a new password, refer to the password requirements
[HERE](#)

CHECKING FOR PAYMENTS

1. Login into Supplier Portal
2. From the left menu panel, select ‘Order Management’
3. Select ‘Invoices’ to view the invoice information Select ‘Payments’ to view payments.
4. For detailed information, please contact the agency that issued the payment.



TROUBLESHOOTING REGISTRATION ERROR MESSAGES

Invalid character in Actor – The user name has an invalid character. This is usually a space or a symbol. To avoid this error, we recommend using your email address as your username.

Password Does Not Meet Minimum Requirements - Minimum password length is fourteen (14) characters and must include at least one (1) UPPERCASE character and one (1) base 10 number (0-9). Passwords cannot contain four (4) consecutive characters, five (5) consecutive characters from the username, or be the same as the previous 24 passwords.

Another supplier has already registered with this tax id – Refer to the Q&A below and contact the Supplier Management team at supplierportal@sco.idaho.gov for assistance.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q: Do I need an account to view bidding opportunities?

A: No, when you access IPRO all of the bidding opportunities are available to view under the Open Events tile. You do need to register and have a validated account in order to submit responses to bidding opportunities.

Q: I registered but I do not see any invoices or payments, where are they?

A: Your supplier account may still need to be linked to your payments. Please contact supplierportal@sco.idaho.gov for assistance.

Q: Where can I update my banking information for ACH/EFT payments?

A: For your protection, banking information cannot be updated in the supplier portal. Banking information is updated by our Vendor Management team and the process for updating it can be found [HERE](#).

Q: IPRO says there is already a user registered with our Tax ID, how do I create my account?

A: There may already be an account setup by someone at your entity or it may be an account that was migrated from our legacy system. Contact supplierportal@sco.idaho.gov and they will research and contact you with the next steps

Q: I am working with an agency on a new contract, do I have to create an account?

A: Yes, a supplier account and associated vendor record are required to be able to create a contract.

Q: I have emailed supplierportal@sco.idaho.gov and have not received a response, what should I do?

A: The Supplier Management team is responding to emails in the order they are received and with a new system is experiencing a high volume of requests for assistance. A response can be expected within 2 -3 business days.