

Supplier Not Receiving Verification Email

Registration process for suppliers is a two-step process. After the supplier completes the “Company Profile Page,” a pop-up window (see *Figure 1*) will alert them that an email has been sent.

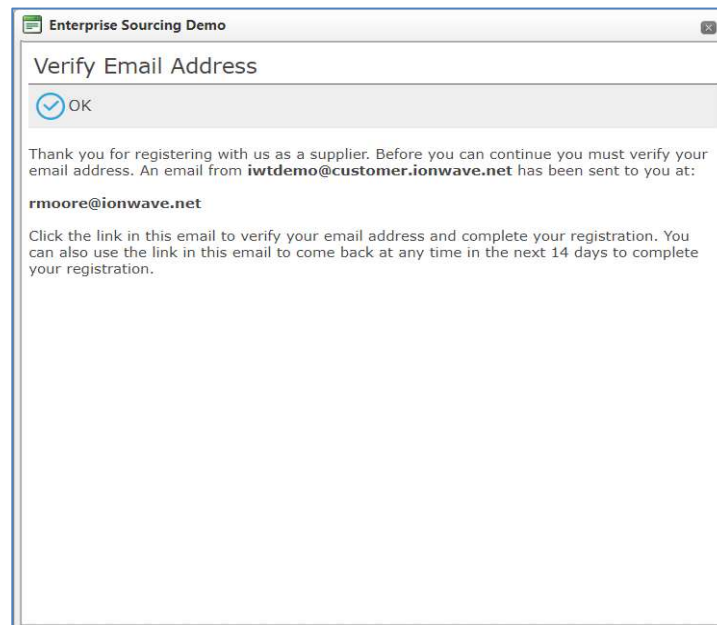


Figure 1

If the supplier has not received the verification email, buyers should first verify the email address the supplier entered in their DRAFT registration is correct.

- Click on ‘Suppliers’ from the top navigation bar
- Select the ‘Draft’ tab
- Locate the draft supplier registration
- Confirm email address with the supplier
- Click the “Resend Verification Email”

If correct and supplier did not receive the resent verification email, the supplier will need to do the following:

- Check spam/junk folders
- “Whitelist” the following domain: **@customer.ionwave.net**. They may need to contact their IT Office for assistance with this.
- Once whitelisted, request the buyer resend the verification email. If the email is still being blocked, supplier will need to also make certain the domain is not blocked on any of the following:
 - Email software on the specific computer must be whitelisted
 - If any virus protection software is loaded on the system, the domain must also be whitelisted in the software
 - Internet service provider may be blocking emails. Have them whitelist the domain.