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## **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.

E Enterprise Sourcing Demo
Verify Email Address
<b>О</b> К
Thank you for registering with us as a supplier. Before you can continue you must verify your email address. An email from iwtdemo@customer.ionwave.net has been sent to you at:
rmoore@ionwave.net
Click the link in this email to verify your email address and complete your registration. You can also use the link in this email to come back at any time in the next 14 days to complete your registration.

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.