SOP – Supplier ACH update (changing your direct deposit information) - Existing Suppliers

The following instructions will allow you to update or change your ACH information to receive direct deposit payments from the City of Jacksonville for invoices submitted.

Log into City of Jacksonville's Supplier Portal

1. Open an internet browser and go to COJ.net - Supplier Portal (www.coj.net/departments/finance/procurement/supplier-portal)

2. Click on **If you are already registered**, **Click here to access the 1Cloud Supplier Portal**

3. You will be redirected to the following web page. Enter your **username** and **password**, then click **Sign In.** Username is typically your email, Use the **Forgot Password** link if you can't remember your password to reset it.

4. Click on **Manage Profile**

5. Click on **Payments**, click on **Electronic** to highlight row, click **Edit**
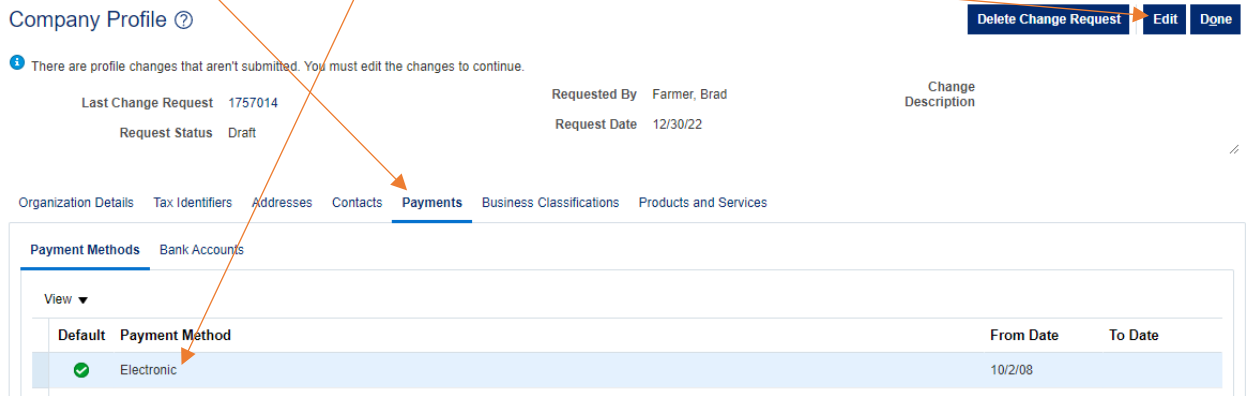
6. Click on **Payments**, click on your **account number**, click on the **pencil** to edit bank information.
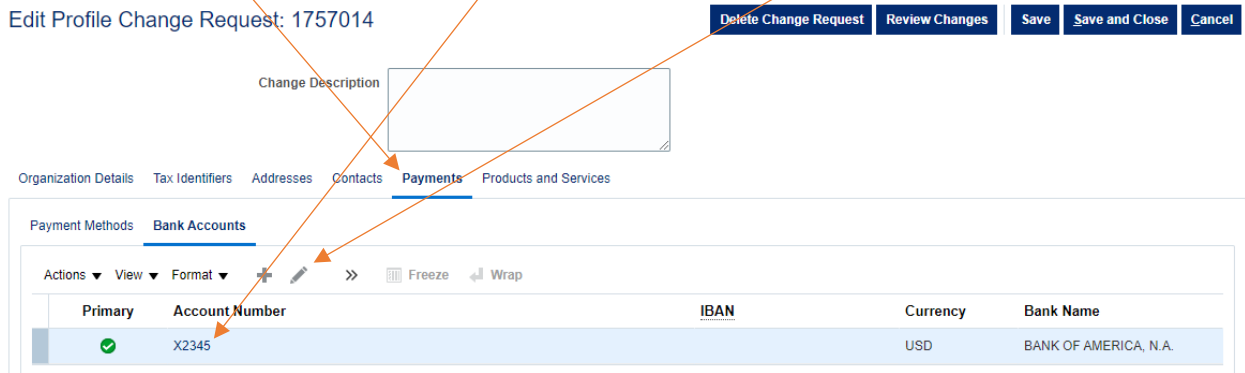
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7. Enter all Banking information – **Be careful to follow these instructions precisely to set up your bank account for payment. Successful direct deposits from the City depends on accurate information here!**

   - Use the tab key on your keyboard to move from one field to another.
   - If you are changing accounts, delete the existing information.
   - Enter your new bank **Account Number**
   - **VERY IMPORTANT** – Delete **Bank Name**, tab past Bank Name and enter your **Bank Branch/Routing Number.** The Bank Name will self-populate after you enter your Bank Branch/Routing Number.
   - Enter your business name in the **Account Name** field.
     - If your name is new or has changed, you will need to submit a new W-9 to Accounting.
   - For **Account Type** choose **Checking or Savings** only from drop down menu.
   - Leave the remaining blank boxes below empty!
   - Click **OK.**

Edit Bank Account X2345

Enter account number or IBAN unless account number is marked as required.

* Country	United States ▼
* Account Number	X2345
Bank Name	BANK OF AMERICA, N.A. ▼
Bank Branch/Routing Number	121000044 - BANK OF AMERICA, N.A ▼
	☐ Allow international payments

From Date 12/30/22

To edit, enter the complete IBAN number.

n	m/d/yy 📅
IBAN	
Currency	USD ▼

▲ Additional Information

Account Name	BVF Enterprises
Alternate Account Name	
Account Suffix	

Check Digits	
Account Type	Checking ▼
Description	

OK Cancel

8. You will be brought back to the Edit Profile Change Request page and should see the **last four numbers of the new bank account.** Click on **Review Changes**

Edit Profile Change Request: 1757014

Delete Change Request | Review Changes | Save | Save and Close | Cancel

Change Description

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

Payment Methods   **Bank Accounts**

Actions ▼ View ▼ Format ▼ ➕ ✏️ ✖️ ✔️   ▦ Freeze   ⤵ Wrap

Primary	Account Number	IBAN	Currency	Bank Name
✅	X2345		USD	BANK OF AMERICA, N.A.

Columns Hidden 8

9. Click **Submit**

10. You will get a **confirmation** with a **profile change request number**, click **ok**, click **Done**

Congratulations, you have completed your portion and it has been submitted to the City for approval!

You will receive a conformation email letting you know once the change is approved. Sample below.