ComplyExchange Help Document

1. What is ComplyExchange?
    To meet tax compliance requirements, on May 10th, we, in cooperation with the PayPal Tax team, went live with a new supplier Registration add on process. ComplyExchange is an online, interactive onboarding tool to electronically collect IRS forms with real-time validation leveraging the latest IRS guidelines.

2. Who should complete this?
    All businesses working with PayPal are required to complete the tax form in ComplyExchange. It is important that all our suppliers/merchants are compliant with our policies and procedures therefore, you must complete the form.

3. I am not a US Supplier. Should I complete this?
    Yes, all suppliers regardless of the location must complete this.

4. How much time do I have to complete the form?
    You must complete the form within 30 days of from the date you received the email for Ariba registration. This will avoid any inconvenience or delays in payments.

5. Can we share our latest paper form instead of completing this in the ComplyExchange site?
    We do not collect paper forms any longer therefore, you must complete the tax form in ComplyExchange.

6. Who should complete the tax form in ComplyExchange?
    The invitation will be sent to the same person who completed the registration questionnaire in Ariba. If it needs to be sent to someone else. Please contact vmteam@paypal.com for assistance.

7. I am trying to login and the token expires before I use. What should I do?
    The token is valid for 60 minutes. If you are using the token after 60 minutes the system would have timed out which means you need to request a new token.

8. I am not the right person to complete the tax form. How do I send it over to the tax team?
   Please contact the VM Team at vmteam@paypal.com to update the contact.

9. I want to update information on the basic details page (first screen)
    The information is prepopulated from the Ariba registration questionnaire. If you need to make any changes, please contact VM Team at vmteam@paypal.com to make the update in Ariba registration.

10. I need assistance with filling the form. Who do I contact?

Please contact your Tax Advisor / Chartered Accountant for assistance with the form. Unfortunately, we cannot provide any tax advice.

11. I have completed the Basic information on the first screen and the page keeps loading. What should I do?
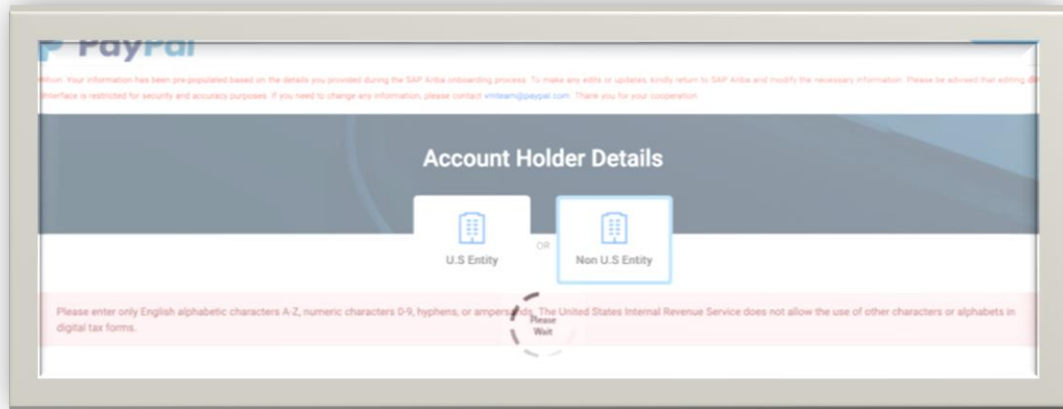
This happens when there is a foreign character. This means that you will need to change the foreign character to English. Example of foreign characters –
In the name Iván the "á" should be changed to "a"
All other foreign languages like Chinese, Japanese, Korean, Hebrew, Spanish, etc. are not supported. The form must be completed in English per IRS guidelines.

12. Which form type should I complete?
All US suppliers must complete the W9 form, and we accept W8 form for all NON-US suppliers. If you aren't sure which W8 type you must complete, please contact your Tax Advisor / Chartered Accountant.

13. When will I receive the email to complete the form in ComplyExchange?
After completion of the Ariba registration, you will receive an email from donotreply@complytaxforms.com to complete the tax form.

14. Will I receive an email after submission?
If you see the below screen, it means the form has been submitted. You will not receive a e-mail confirmation.

Thank you for completing
The U.S. Withholding Certification Submission Process

Submitted information has been passed on to our administration team to validate against data on file.
You do not need to contact us to confirm delivery.

15. I have completed the Ariba registration questionnaire however, I did not receive an email from ComplyExchange to complete the tax form.
Please use the below link and manually enter your Ariba Network ID or your e-mail address.
https://paypal.complyonboarding.com/SAPeFormsLogin.aspx
> · On the login page, you will need to manually enter your e-mail address.
> · A TOKEN/PIN will be sent to your registered email address.
> · Please enter the TOKEN/PIN on the website to validate your SAP Ariba AN ID.

If you cannot login for any reason, please contact vmteam@paypal.com

If you come across an issue that isn't listed above or if you have any more questions, please contact vmteam@paypal.com

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Version 1	Document Creation	Vishakha Sharma	Vishakha Sharma	7/29/2024