



corcentric™

Frequently Asked Questions

THE NEW CORCENTRIC

1. Why is Corcentric adopting a new brand identity?

Our new brand is about bringing together Corcentric's solutions and technology capabilities in financial process automation with our presence in procurement and asset management and unifying under one powerful brand identity.

2. How does the new brand affect me?

In most ways, the new brand launch will not affect how you work with Corcentric or your product experience. One significant change is that the new Corcentric, LLC is a new legal entity with a new Federal Tax ID. [We have supplied a new W9 for all customers.](#) If you have additional new vendor setup forms that you require us to fill out, you can email them to vendorsetup@corcentric.com.

3. When will these changes take effect?

The new Corcentric, including new logo and brand vision, will be launched on March 26, 2018.

4. Are the products changing?

Over the course of April and May, we will make changes and updates to our products and solutions to reflect the new brand identity. However, the product itself will still work the same way and the rebranding should not cause any user disruption.

5. Will the way I remit payments change?

Electronic payments will continue to be made to our Bank of America account; the number has not changed. A W9 form with the new Federal Tax ID Number can be accessed via the [Corcentric website](#). Your contact for all questions regarding remittances will continue to be directed to arremittance@corcentric.com.

6. Will my contacts at Corcentric change?

No, your sales and support teams have not changed. You can continue to contact your Customer Success Manager or support@corcentric.com with any questions or issues.

7. Will how I access my account change?

No, you will continue to log in to your account as you always have. Throughout April, you will begin to see the new logo and branding across all customer portals.

8. Do the new brand changes apply to all global suppliers and customers?

Yes, the new brand identity applies to all customers, both domestic and international.