

Supplier Self Service FREQUENTLY ASKED QUESTIONS



I have maintained a longstanding business relationship with CMSD. Could you please clarify why registration is now required?

We are in the process of automating the maintenance of important information about suppliers and service providers. The system makes communications and collaboration with Suppliers easier while reducing or eliminating the need for you to make redundant submissions of information to different departments/areas in our organization.

1. If I register, will my information be secure?

This process uses secure online systems to collect and organize your information.

2. How long will the registration take?

The Supplier Self Service will guide you through the section efficiently and should not take long. Please visit our Registration Instructions page for helpful tips.

3. Are there any browser requirements?

For best results, use Google Chrome or Firefox with the supplier self-service system. The site also supports Internet Explorer 8 or newer; if using IE11, enable Compatibility View.

4. Which forms are needed for the New Supplier Registration?

New Suppliers are required to submit a current, completed and signed W-9 with their registration. Suppliers may also submit any other documentation that will support their registration and request to do business with CMSD.

5. What if I am missing some of the requested information?

While each section must be completed in order, you can Save and logout to return later and finish your registration.

6. What should I do if someone else in my organization needs to provide information?

As the Primary User, you can add additional users in your Organization. These users will have their own logins and passwords and can access your Organization's profile to provide the necessary information. Please see the Registration Instructions for more information.

7. Once I register, what will I be able to do using Supplier Self Service?

- a. View and create invoices from purchase orders.

- b. Access payment and remittance advice information.
- c. Maintain master data such as contact information, addresses and bank accounts.

8. Some sections ask for information. Do I need to complete every item?

Required fields will be shown in red. All other questions are optional. Supplying more details is helpful, but if a required question doesn't apply to you, simply put "N/A" in text fields or "0" in numeric ones.

9. How will registering in the system help my company?

Registering on the site will reduce the time and costs your organization previously dedicated to responding to multiple or duplicate information requests. It will also enhance the visibility of your firm's products and services among our buyers and support improvements in internal processes related to suppliers.

10. How secure is my information?

Security measures, including data encryption, password authentication, and firewall controls are all at or above industry standard and configured to provide robust protection against data theft/unauthorized usage.

11. How do I access the initial Registration page?

Check the browser version you are running. The preferred browser is Google Chrome or Firefox. Please email (to be set up: SupplierSelfService@clevelandmetroschools.org) if you are still can't access the registration page.

12. How do I check payment status?

Please view the invoice and payments application to view most recent payments.

13. Can I be notified when a payment is processed?

Yes, an email will be sent to the Supplier contacts email address.

What if my company is already registered?

Please go to the procurement page at clevelandmetroschools.org. Once you are on the procurement page, click the "already a supplier" link and update your contact information. Once the contact information is updated, you will receive an email notification within 24-72 hours with your workday account.

14. If the Primary Contact for my company is no longer employed by us, what should I do?

Please contact SupplierSelfService@clevelandmetroschools.org for support. Please include the new representative's email, first and last name, and phone number. Your information will have to be verified by our procurement staff before access is permitted.

15. Can I look at other suppliers' data?

No.

16. I am a current supplier for CMSD and I received a letter asking me to fill out or update my supplier registration profile. Why am I being asked to do this?

If your organization conducts business with CMSD, we will periodically request that you update your company's profile to ensure our records contain the most current information. Specifically, accurate email addresses and contact details are required for the issuance of purchase orders and payments.

17. Can suppliers access Supplier Contracts?

No, suppliers will not have access to view Supplier Contract.

18. Will suppliers have access to view in process items?

No, suppliers can only view purchase orders and invoices that have been issued. Transactions that are in-process cannot be viewed by the supplier.

Contact us:



(216)-838-0410



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