

Workday Supplier Self-Service Portal

Guide *for Suppliers*

Cleveland Metropolitan School District
COMPREHENSIVE GUIDE FOR SUPPLIERS

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CMSD Workday Supplier Self-Service Portal – *Guide for Suppliers*

What is the Workday Supplier Self-Service Portal?

The Workday Supplier Self-Service Portal, aka 'Supplier Portal,' is a free, secure, self-service, web-based tool available for all CMSD suppliers and vendors. The portal is available 24/7 and provides real-time access. Here, suppliers can easily manage their contact and banking information, invoices and payments, purchase orders, and more.

Contacts & Resources

For assistance, please contact our Supplier Self Service mailbox:

- [Supplier Self Service](#): Resources and Help Guides Here
- Supplier Help Team: SupplierSelfService@clevelandmetroschools.org

Privacy

Suppliers, please visit [Terms of Use and Disclaimer](#) for more information. For further questions, please leverage the Supplier Maintenance Team contacts and resources above.

Using this Guide

This comprehensive guide was created to assist suppliers and third parties. If there are questions or concerns not addressed by this guide, or for more information, please leverage the resources and contacts above.

Setting up and Logging in

I'd like to get started. How do I set up an account?

On the [CMSD Supplier Self Service Page](#), select 'New Supplier Registration' to access and complete the registration form.

1. After review Suppliers will receive a welcome email from the Supplier Self Service mailbox with instructions.
2. The email will contain a username and a temporary password. Enter this username into the Workday Supplier Log In Page
3. Workday will then prompt you to enter a new, custom password. Enter a new password. Click 'OK'.
Please save this password for future reference. CMSSD Supplier Maintenance teams have no insight into passwords; therefore, it is the sole responsibility of the supplier to preserve.
4. You will now be automatically redirected to the Workday Supplier Portal Home Page.

Once approved and registered, you should have received your login credentials. If you are registered and have not received your login credentials, please contact SupplierSelfService@clevelandmetroschools.org

Subsequent Log-in:

1. Go to the Workday Supplier Log In Page
2. Enter your username from the email received from your first log in.
3. Enter the password you created from your first log in.

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Forgot Username?

If you have forgotten the username associated with your Workday portal account, please refer to the welcome email received when your portal account was established. Alternatively, email SupplierSelfService@clevelandmetroschools.org and provide the following information:

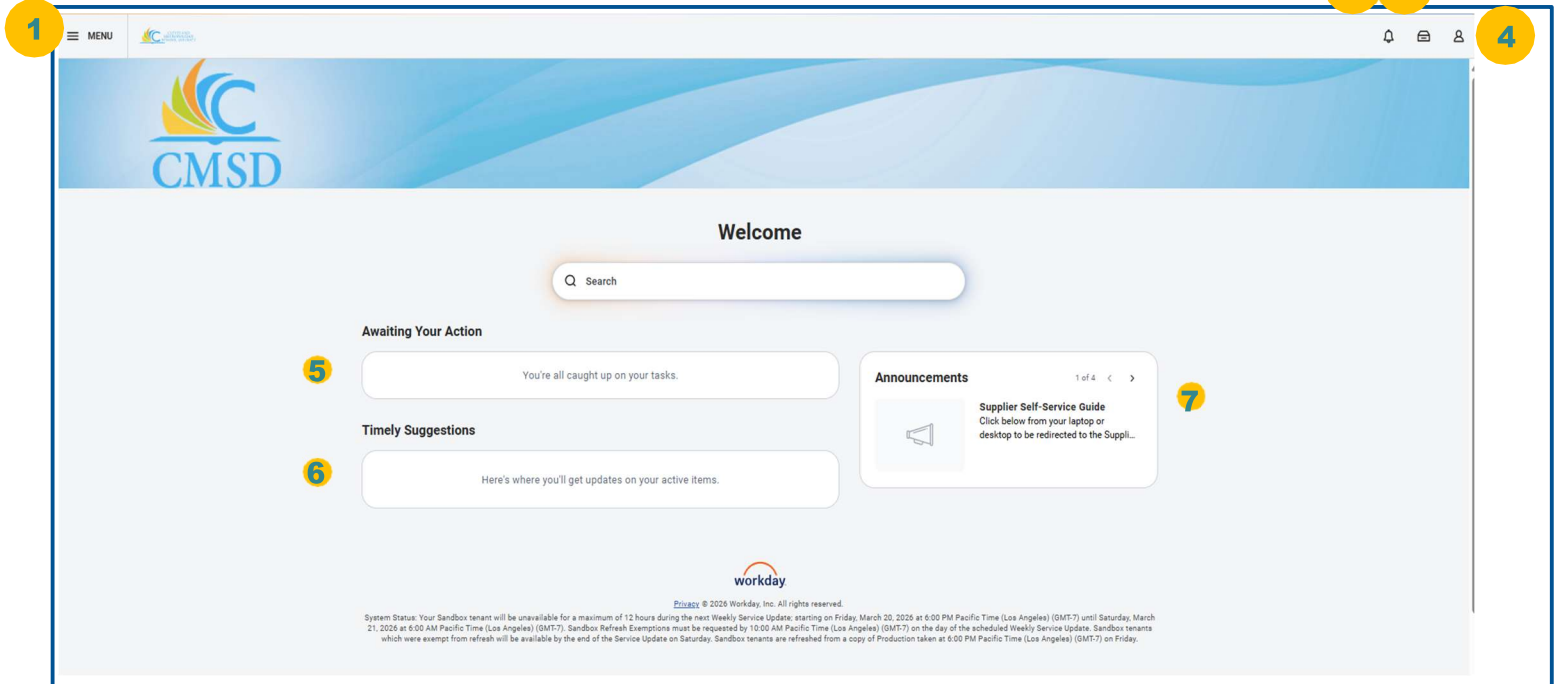
- Your Supplier Name
- The email address associated with your Workday portal account

Forgot Password?

Email the Workday Supplier Team SupplierSelfService@clevelandmetroschools.org

Please save your password for future reference. CMSD and Supplier Maintenance teams have no insight into passwords; therefore, it is the sole responsibility of the supplier to preserve their passw

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The Workday Homepage

1. Menu

Use the menu to access all of your apps, including the 3 Supplier Portal apps: Contact and Banking, POs and Catalogs, and Invoices and Payments.

2. Notifications

Notifications will inform suppliers of activity related to their account. Suppliers, please check 'My Tasks' and notifications frequently.

3. My Tasks

View, filter, organize, and manage all your tasks here.

4. Profile

Quickly access your Workday account info, favorites, reports, and sign out here.

5. Awaiting Your Action

Your 3 most recent 'My Tasks' items will appear here. To access all your tasks, click the 'My Tasks' icon (4).

6. Timely Suggestions

This section highlights reminders and updates of upcoming items.

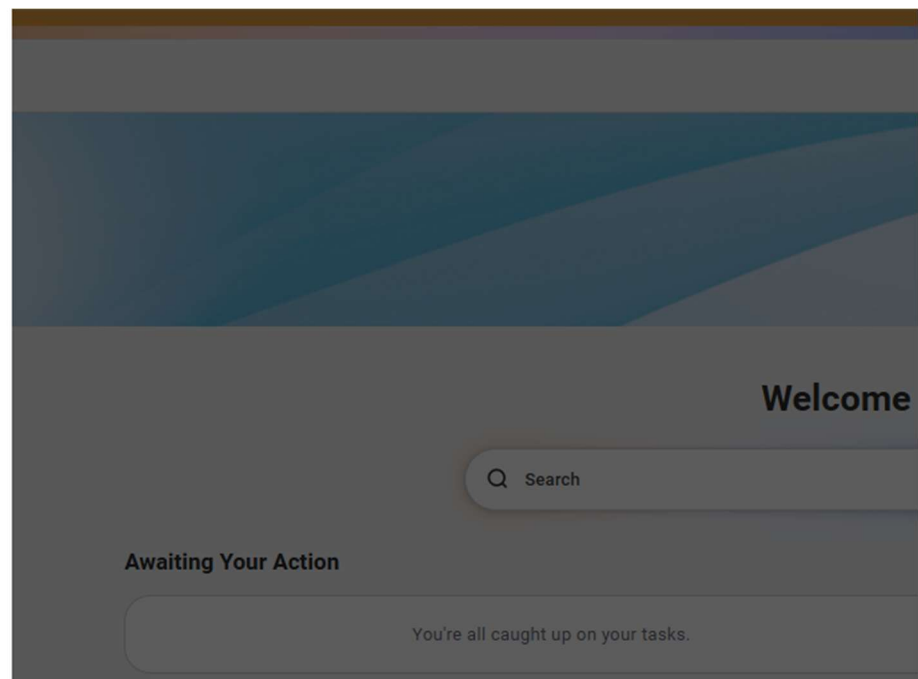
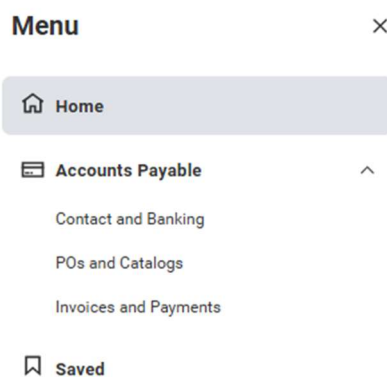
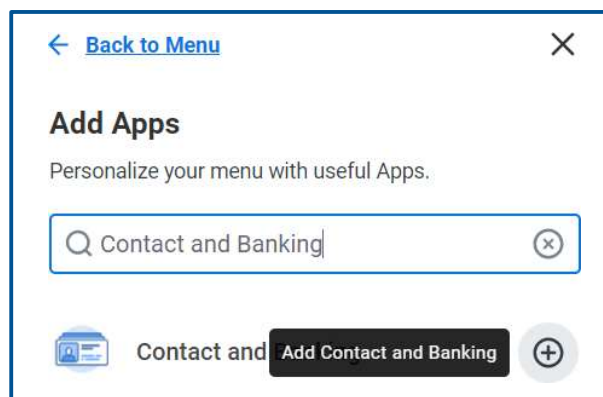
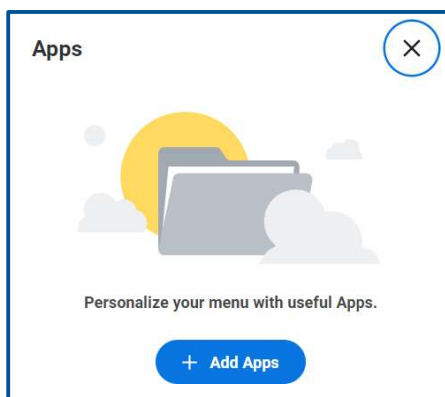
7. View All Apps

All available apps can be viewed using this section. You can also access and add apps via the 'Menu'.

How to add an App

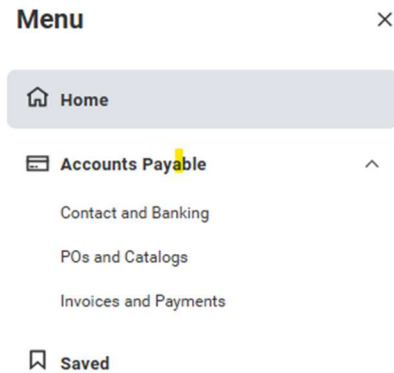
To add applications used for the Workday Supplier Self-Service Portal,

1. Click 'Menu' in the upper left-hand corner of your Workday screen.
2. Click 'Add Apps'.
3. In the 'Find Apps' search bar, search for and add three applications:
 - a. POs and Catalogs, Invoices and Payments, Contact and Banking



Main Applications in the Portal

The Workday Supplier Portal features three main applications, or apps.



App: Contact and Banking

View and/or change banking information and contact information.

App: Invoices and Payments

View and edit banking information and contact information; additionally, view invoice and payment activity here.

App: POs and Catalogs

View purchase orders and invoices pending payment. The ability to create an invoice from a purchase order is also accessible in this app.

NOTE: At this time, Catalogs and catalog functions are not available.

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Contact and Banking

This section allows suppliers to view or change their contact and banking data, i.e. addresses, phone numbers, emails, settlement banking information, and classifications (classifications are US only).

MENU



Q Search

🔔

📁

👤

← Contact and Banking

⚙️

Change

Change Contact Information

Change Settlement Bank Accounts

Change Alternate Names

Manage Attachments

View

Contact Information

Settlement Bank Accounts

Alternate Names



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How to Access

1. On the Workday Homepage, click 'Menu' in the upper left-hand corner.
2. Select the 'Contact and Banking' app.

Change Actions - Contact and Banking

Change Contact Information

Use for: to add new or make changes to existing phone numbers, addresses, and email addresses

Change Contact Information

Click OK to create a draft change request.

Supplier CMSD AP TEST (Inactive)

Address 2 items

Address	Usage	Visibility	Effective Date
1111 Superior Ave. E. cleveland, OH 44114 United States of America	Business (Primary) Remit To	Public	02/15/2022
Details 1			
1111 Superior Ave. E. Cleveland, OH 44114 United States of America	Business Mailing	Public	02/15/2022
Details 1			

Email 1 item

Email Address	Usage	Visibility
wd.cletest2@gmail.com	Business (Primary)	Public

OK

Cancel

Steps:

1. In the 'Contact and Banking' app,
2. Click 'Change Contact Information'. Click 'OK'.
3. Update, add, or remove contact information as needed.
4. To add new contact information, click 'Add' under each section that you would like to add new information for.
5. To remove contact information, click the 'Delete' checkbox.
6. To include attachments, click the Attachments tab, click 'Upload', and select a file.
7. When changes are complete, click 'Submit', and then 'Done'.
8. The change request will now be sent to CMSD's Supplier Team for processing.

To cancel a change, see below.

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To cancel a change: If a change is started but is no longer needed you must cancel the request. To cancel a request, click back into 'Change Contact Information, then 'Cancel Pending Change'. *The request must still be pending and not completed or actioned by the CMSD Supplier Team.*

Edit

Cancel Pending Change

Cancel

Change Contact Information – What Can I Change?

Required fields are denoted with a red asterisk (*). This field must be completed to proceed.

Phone Number

Field	Required/Optional
Country Phone Code	Required
Phone Number	Required
Phone Extension	Optional
Phone Device	Required
Type	Business (Default)
Primary	At least one must be Primary
Use For	Billing Remit To (See Tip Below) Shipping
Visibility	Required
Comments	Optional

Tip: If the remit to address is to be used as the primary business/contact address, you only need to complete the remit-to address section it will serve as the address for all instances.

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Address

Field	Required/Optional
Effective Date	Required
Country	Required
Address Line 1	Required
Address Line 2	Optional
City	Required
State	Required
Postal Code	Required
County	Optional
Type	Business (Default)
Primary	At least one must be Primary. We suggest selecting the most effective dated one.
Use For	Select one or all that apply
Visibility	Required
Comments	Optional

Email

Field	Required/Optional
Email Address	Required
Type	Business (Default)
Primary	At least one must be Primary
Use For	Select one or all that apply
Visibility	Required
Comments	Optional

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Instant Messenger

Field	Required/Optional
Username	Required
Provider	Required
Type	Business (Default)
Primary	At least one must be Primary
Use For	(Empty)
Visibility	Required
Comments	Optional

Web Address

Field	Required/Optional
URL Address	Required
Type	Business (Default)
Primary	At least one must be Primary
Use For	Select one or all that apply
Visibility	Required
Comments	Optional

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Change Settlement Bank Accounts

Use for: To add new or make changes to bank account information such as account number, routing number, bank name, and account type.

Change Settlement Bank Account

Change Event Settlement Account Change for [Color Swatches] Status Draft

Supplier [Color Swatches]

Settlement Bank Accounts Attachments

Settlement Bank Accounts 1 item

Settlement Bank Account	*Account Information	Account Details	Intermediary Bank Accounts
[Color Swatches]	Account Nickname [Text Field] Account Type * × Checking Supplier Connection Payment Types [Text Field] Payment Types [Text Field] For Supplier Connections Only ☐	Country * × United States of America Routing Transit Number * [Text Field] Bank Name * [Text Field] Bank Identification Code [Text Field] Account Number * [Text Field]	0

Submit Save for Later Cancel

Steps:

1. In the 'Contact and Banking' app,
2. Click 'Change Settlement Bank Accounts. Click 'OK'.
3. Update, add, or remove banking information as needed.
 - a. **To correct** banking information, overwrite the existing fields by typing the corrected info within the fields. Click 'Submit' once finished.
 - b. **To add** new banking information, click the '+' icon in the left corner of the table and a blank section will appear.
 - c. **To remove** banking information, click the 'Delete' check box in the section of the banking information you would like to remove. Please note that this change will result in this banking information being removed from all payment remittance locations on your supplier record with CMSD.
4. Enter desired information in fields. See below matrix for fields and field requirements.
5. Click 'Submit' once finished and your request will be sent to CMSD Supplier Team for processing.

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Required fields are denoted with a red asterisk (*). Do not enter info in fields marked **Do Not Use**.

Field	Required/Optional
Settlement Account Information	
Account Nickname	Required
Account Type	One required
Supplier Connection Payment Types	Do Not Use
Payment Types	Select one or all that apply
For Supplier Connections Only Box	Do Not Use
Settlement Account Details	
Country	Required
Bank Name	Required
Branch Code	Optional
Branch Name	Optional
Bank Code	Required
Account Number	Required
Check Digit	Optional
Name on Account	Required for UK / Optional for US
Roll Number	Optional
IBAN	Required for UK and 'Wire' / Optional for US
Bank Identification Code	Optional
Bank Instructions	Optional
Additional Fields	Action to Take
Attachments	Required for UK Only / Not Required for US Please attach a copy of a voided check, bank letter, or portion of a bank statement that contains your full account number, routing number, bank name, and account holder name using the Attachments tab.

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Comments	Enter the remittance address that this banking applies to in the 'Comments' box near the bottom of the page (this will appear after clicking 'Submit'.
----------	--

NOTE: Banking changes require a voided check, bank letter, or top portion of bank statement attachment for security purposes. Attachment must show full account and routing numbers, account holder name, and the bank name.

NOTE: If a change is started but is no longer needed you must cancel the request by following the process titled "I started a change request and want to cancel it" starting on page 24. This is important to ensure that other users within your company can complete update requests as needed.

To cancel a change: If a change is started but is no longer needed you must cancel the request. To cancel a request, click back into 'Change Settlement Bank Account', then 'Cancel Pending Change'. *The request must still be pending and not completed or actioned by the CMSD Supplier Team.*

Edit

Cancel Pending Change

Cancel

View Actions - Contact and Banking

View Contact Information

Use for: Contact information can also be viewed without the need to create a change request. A summary of phone numbers, addresses, and email addresses can be viewed in this section.

Steps:

1. In the 'Contact and Banking' app,
2. Click 'View Contact Information'.

View Settlement Bank Accounts

Use for: Limited banking information can also be viewed without the need to create a change request. A summary of banking information can be viewed in this area. If you would like to view full banking information, please refer to the section above for Change Settlement Bank Accounts

Steps:

1. In the 'Contact and Banking' app,
2. Click 'View Settlement Bank Accounts'.

View Alternate Names

Use for: The tax/legal reporting name can be viewed in this area without the need to create a change request

Steps:

1. In the 'Contact and Banking' app,
2. Click 'View Alternate Names'.

Invoices and Payments

This section allows suppliers to view their most recent Invoices, Payments, and related data.

MENU



Search



Invoices and Payments

Invoices and Payments

Most Recent Invoices

Invoice	Supplier Reference Number	Total Invoice Amount	Currency	Due Date	Invoice Status	Payment Status
No items available.						

View More Details...

Most Recent Payments

Payment	View	Payment Amount	Currency	Payment Date	Transaction Reference	Invoices
No items available.						

View More Details...



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How to Access

- 1. On the Workday Homepage, click on the 'Menu' in the upper left corner.
- 2. Select the 'Invoices and Payments' app.

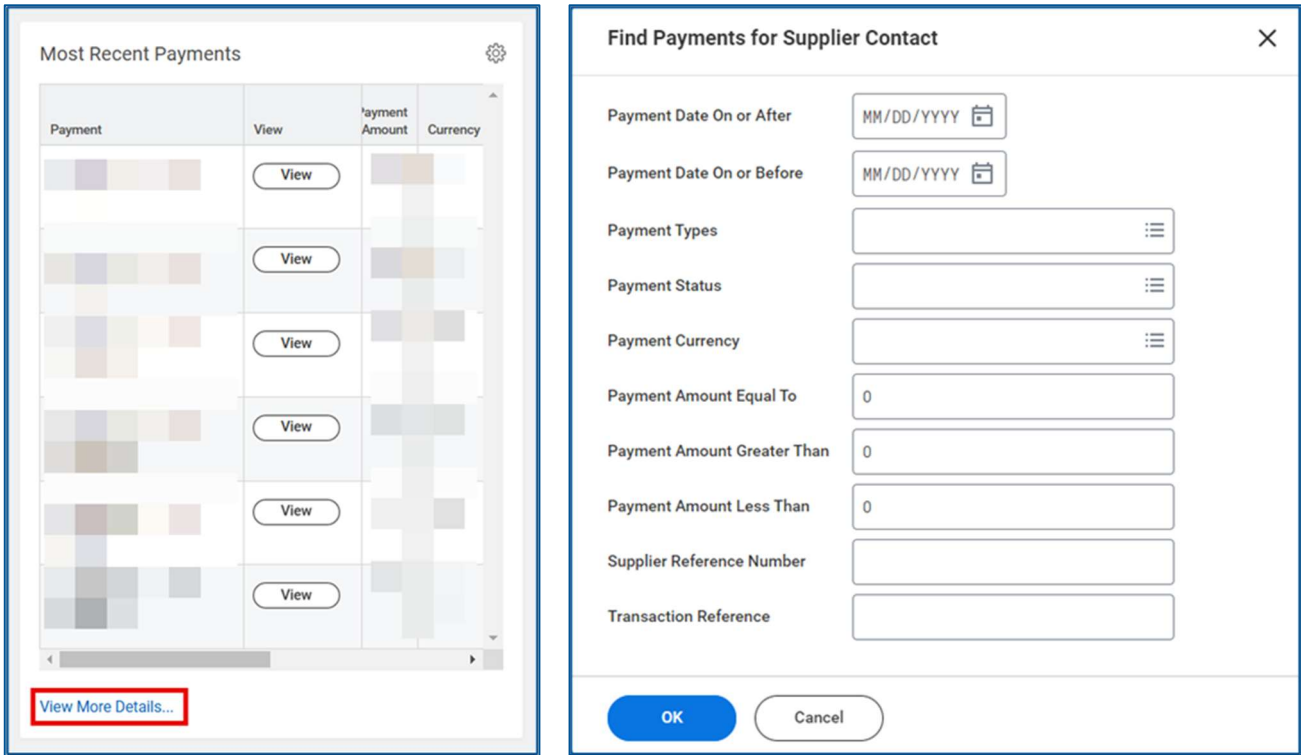
Most Recent Invoices

This report lists your most recent invoices. Details for most recent invoices include invoice: number, amount, due date, status and payment status.

Actions

- To view more details about an invoice, click the Invoice Number (INV-12345678) in blue.
- If you don't see an invoice, you are looking for, click 'View More Details' on the bottom left of 'Most Recent Invoices' to open the 'Find Invoices for Supplier Contract' action. This enables search based on due dates, invoice number, supplier reference number, and invoice or payment status.

View More Details & Find Payments for Supplier Contact



Clicking 'View More Details' in the bottom left corner of 'Most Recent Payments' will allow you to perform detailed searches using the selection fields below. This option allows customized searches to fit your needs.

Find Payments for Supplier Contact – Search Options

Selection Options	Options
Payment Types	Cash, Check, Credit Card, Debit Card, Direct Debit, Direct Deposit, EFT, Manual, Wire
Payment Status	Approved, Awaiting Payment Acknowledgement, Awaiting Settlement, Canceled, Complete, Draft, Escheated, In Progress, Payment Received, Rejected, Returned, Stopped, Unapplied
Payment Currency	Generally USD but other currency selections are available

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Report Features and Additional Details

View Payment for Supplier Contact

Supplier Payment Status Reconciliation Status Reason for Cancel

Payment Information

Company
Payee
Payment Date
Payment Amount
Currency
Memo

Payment Detail

Bank Account
Payment Type
Transaction Reference

Invoices Paid 1 item

Invoice	Invoice Date	Supplier's Invoice Number	Invoice Amount	Discount Due Date	Invoice Due Date	Discount Taken	Payment Amount
Q							

The Report Features and Filters toolbar is available when drilling into details on reports such as 'Most Recent Invoices' and 'Most Recent Payments'. This toolbar is also accessible within most other reports accessible in the Workday Supplier Portal.



Actions, from left to right:

- Export to Excel
- Select to Filter grid data
- Expand/Collapse chart
- Click to View/Edit grid preferences
- Toggle Fullscreen Viewing Mode
- Collapse Rows
- Expand Rows

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POs and Catalogs

This application allows suppliers to view their most recent purchase orders, view non-invoiced POs, and find purchase orders. Details include purchase order status, date, and amount, number of invoiced and partially invoiced POs, and amount of non-invoiced POs.

NOTE: At this time, Catalogs and catalog functions are not available.

The screenshot shows the 'POs and Catalogs' page in the Workday Supplier Self-Service Portal. The page has a header with a 'MENU' button, a search bar, and notification icons. Below the header, the page title 'POs and Catalogs' is displayed. The main content area is divided into three sections:

- Most Recent Purchase Orders:** A table with columns for Purchase Order, Version, Document Date, Status, and Amount. The table is currently empty, showing 'No items available.' Below the table is a 'View More Details...' link.
- Uninvoiced POs:** A summary card showing '0 Partially Invoiced' and '0 Uninvoiced' POs, with a total 'Uninvoiced Amount' of '0.00'. The currency is listed as 'USD'.
- Purchase Order:** A card with a 'Find Purchase Orders' button and a right-pointing arrow.

At the bottom of the page, there is a footer with the Workday logo and a system status message: '© 2024 Workday, Inc. All rights reserved. System Status: Your Sandbox tenant will be unavailable for a maximum of 12 hours during the next Weekly Service Update, starting on Friday, March 20, 2025 at 6:00 PM Pacific Time (Los Angeles) (GMT-7) until Saturday, March 21, 2025 at 6:00 AM Pacific Time (Los Angeles) (GMT-7). Sandbox Refresh Exemptions must be requested by 10:00 AM Pacific Time (Los Angeles) (GMT-7) on the day of the scheduled Weekly Service Update. Sandbox tenants which were exempt from refresh will be available by the end of the Service Update on Saturday. Sandbox tenants are refreshed from a copy of Production taken at 6:00 PM Pacific Time (Los Angeles) (GMT-7) on Friday.'

How to Access

1. On the Workday Homepage, click on the 'Menu' in the upper left corner.
2. Select the 'POs and Catalogs' app.

Purchase Order – Quick Actions

Here, easily Find Purchase Orders, Create Invoice from Purchase Order, and Log Time and Tasks.

The screenshot shows a 'Purchase Order' quick actions menu. The menu is titled 'Purchase Order' and contains three items, each with a right-pointing arrow:

- Find Purchase Orders
- Create Invoice from Purchase Order
- Log Time and Tasks

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Most Recent Purchase Orders

This report lists your most recent purchase orders.

Most Recent Purchase Orders

Purchase Order	Document Date	Status	Amount

[View More Details...](#)

To view a purchase order, click the PO number (Example: [PO-12345678](#)) in the first column. More details about the PO will appear:

View Purchase Order

Purchase Order

Status

Invoice Status

Receiving Status

Summary

Company

Purchase Order Type

Supplier

Currency

Document Date

Line Total Amount

Terms and Taxes

Payment Terms

Due Date

Default Payment Type

Override Payment Type

Credit Card

Supplier Contract

Contact Information

Goods Lines

Process History

Printing Runs

Goods Lines 2 items

Goods Order Line	Line	Item	Item Description	Spend Category	Supplier Item Identifier	Business Document Status	Tax	Tax Recoverability
Q	1						Tax Applicability	
							Tax Code	

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If the purchase order you seek is not listed, in the 'Purchase Order' section, click 'Find Purchase Orders' to launch the search box. Here, you may search by date or by PO number.

The screenshot displays the 'POs and Catalogs' section of the CMSD Workday Supplier Self-Service Portal. The interface is divided into three main panels. The left panel, titled 'Most Recent Purchase Orders', contains a table with columns for 'Purchase Order', 'Document Date', 'Status', and 'Amount'. The middle panel, titled 'Uninvoiced POs', shows summary statistics: '0 Partially Invoiced', '0 Uninvoiced', and '0.00 Uninvoiced Amount'. The right panel, titled 'Purchase Order', contains a menu with three items: 'Find Purchase Orders' (highlighted with a red box), 'Create Invoice from Purchase Order', and 'Log Time and Tasks'. The currency is set to 'GBP'.

To perform a search, enter your search criteria and click 'OK' to continue or 'Cancel' to stop searching.

The screenshot shows the 'Find Purchase Orders for Supplier Contact' search box. It has a title bar with a close button (X). The search criteria are as follows:

Field	Value
Document Date On or After	11/01/2024
Document Date On or Before	MM/DD/YYYY
Purchase Order	

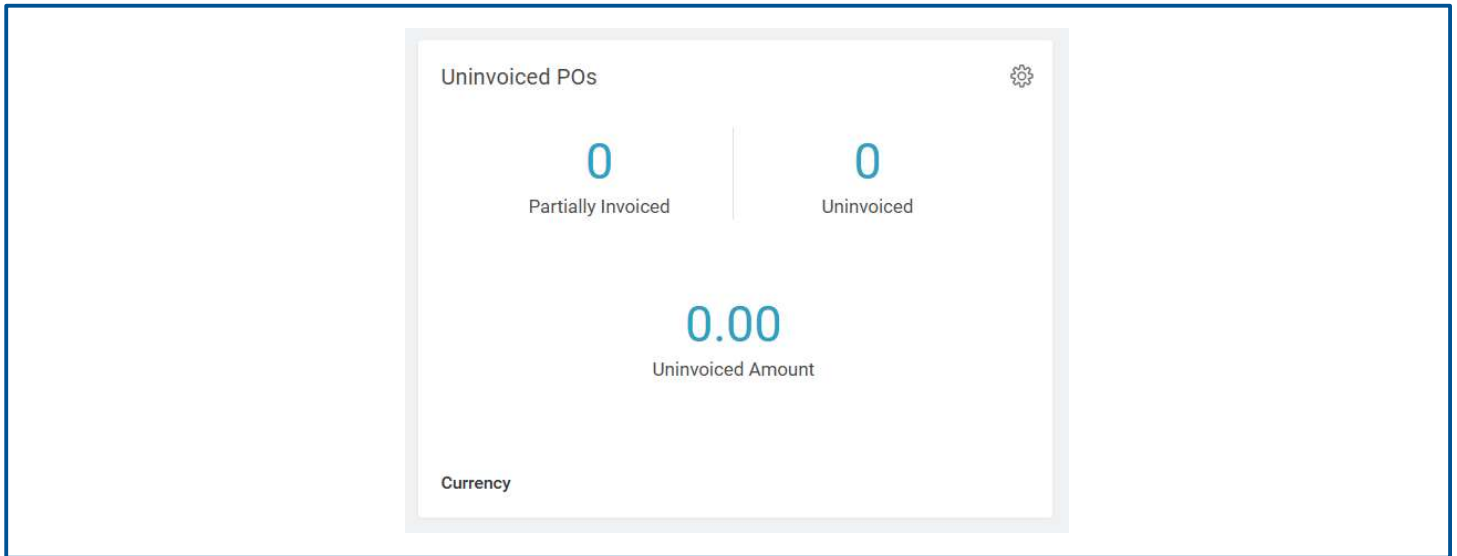
At the bottom, there are two buttons: 'OK' (highlighted) and 'Cancel'.

Following is the result. Click any PO number (Example: [PO-12345678](#)) to view more details.

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Uninvoiced POs

This feature allows you to view partially invoiced POs and uninvoiced POs while providing the uninvoiced amount. Clicking on any of the blue text allows you to: view details, export to Excel, or export to a PDF.



NOTE: While the menu options are different for 'Partially Invoiced' the resulting reports will return the same information (PO#, document date, status, uninvoiced amount, and currency).

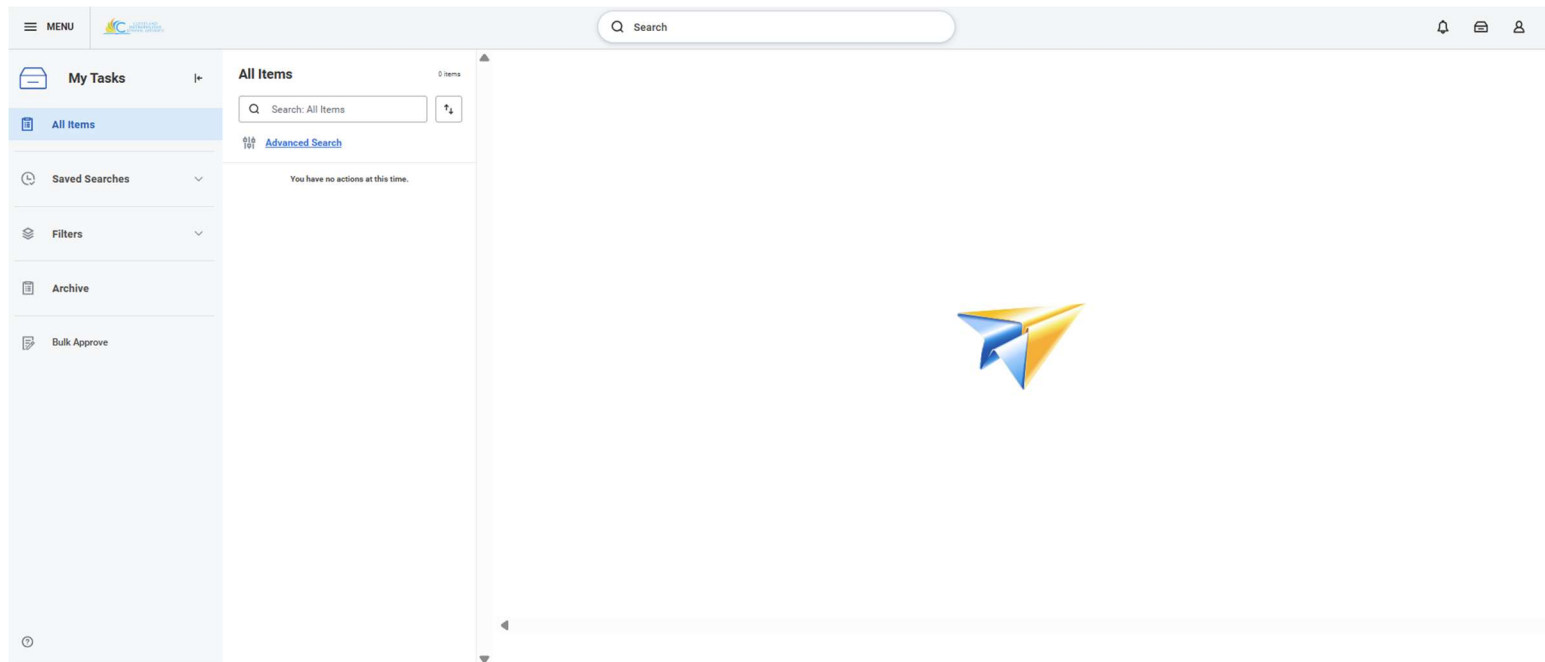
Actions

- View Details displays the full list of partially invoiced POs.
- Export to Excel
- Export to PDF

My Tasks – View, Action, Archive, & More

Formerly known as your 'Inbox', in 'My Tasks' you can view, filter, organize, and manage all your tasks.

'My Tasks' Features –



- All Items – Shows pending task items awaiting your action.
- Saved Searches
- Filters – Filter tasks by 'Favorites', 'Overdue', and 'Delegated to Me'. 'Manage Filters' at any time.
- Archive – View completed tasks here.
- Take a Tour – Workday tips appear on screen to guide users through 'My Tasks'

To view a change in progress, click 'Archive'. Here, you'll see all your requests that do not require your action but are awaiting action from the CMSD Supplier Maintenance Teams.

- 'Completed' requests are also stored in the archive, whether 'Successfully Completed' or 'Denied'.
- By default, the Archive displays requests and events from the last 90 days.
- Use 'Advanced Search' to search using additional criteria, such as type of event and date range.

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To view a request's process history and additional comments from CMSD, open a task item awaiting your action and scroll down to the bottom of the first tab. Actions taken on this request from both the CMSD Supplier Maintenance Team and Supplier will be displayed in 'Process History'. Comments can be added to provide additional information from either CMSD or the Supplier.

Task Actions in 'My Tasks'

When a specific task is selected in 'My Tasks', supplier can perform the following actions:

Task Actions	Action Description
Save for Later	All changes the supplier has made are saved. This task can be picked up at a later time to complete all the pending edits and submit for approval.
Cancel	The supplier is redirected to the 'My Tasks' screen without any changes being saved.
Submit	Fulfills immediate action required by the supplier and submits the request to the CMSD Supplier Maintenance Team, who will then review and approve, send back, or deny the change request.
Done	Once a task is actioned on and the request is submitted, the supplier can click 'Done' to return to the 'My Tasks' screen.

Notifications

Notifications will inform suppliers of activity related to their account. Notifications are typically items that do not require action but are important to be informed of. Unread notifications are denoted by a blue circle next to the notification text.

Suppliers, please check your inbox and notifications frequently.

The screenshot displays the 'Notifications' section of the CMSD Workday Supplier Self-Service Portal. The interface includes a top navigation bar with a 'MENU' button, a search bar, and notification icons. The main content area is titled 'Notifications' and features a list of notifications. The first notification is 'Contact Information Change for [redacted] - created by Billy Ping on 12/20/2024', which is 31 minutes old. The notification text states: 'Your contact info change has been sent back. Please take further action in the Tasks inbox.' The notification is marked as read. Below this, there are two more notifications: 'Contact Information Change for [redacted] - created by Billy Ping on 12/20/2024' (37 minutes old) and 'Classification Change for [redacted] - created by Billy Ping on 12/05/2024' (14 days old). The first of these two is marked as read, and the second is marked as 'No further action'. The 'Details' link for the first notification is highlighted. Red arrows point to the 'Header/Subject', 'Notification Text', and 'Click for More Details' elements.

Common Notification Types - Your change request has been...

- ...submitted and sent to CMSD for review.
- ...approved. No further action required.
- ...sent back. Please take further action in the Tasks inbox.
- ...denied. Please submit a new request, if desired.