Supplier Onboarding FAQs
Supply Chain Services

NEW REQUESTS - HOW DO I ADD A SUPPLIER TO WORKDAY?
• If the supplier is not found in Workday or UMarketplace a request must first be generated to invite the supplier to begin the onboarding process. Contact the supplier for the exact name, phone and email of the employee that will complete the application. Note if the supplier forwards the invite, it will become invalid. To find the request form, from the WorkDay Homepage click on the UM Quicklinks icon (rocket ship). Select #3 New Supplier Request. You will be re-directed to the Information Technology SelfService portal. Click on the Order Items & Services link, (shopping cart). Select the New Supplier Request tab. Once the request form is completely filled out, click on “Order Now”.
• Retain the Req/RITM#'s generated from the UMIT request to locate status of Purchasing approvals.

TIMEFRAME - HOW LONG DOES IT TAKE THE SUPPLIER TO APPEAR IN WORKDAY?
• Once the New Supplier Request form has been completely approved, the invitation to onboard is sent to the supplier. The invite can take up to approximately two to three days to be sent out.
• An email invite from umiami@sciquest.com is sent to the supplier for them to complete the online registration. The supplier can complete the application in as little as 15 minutes. If all the information is completed correctly, approval and upload into Workday can occur the same day.
• NOTE: After the invite is sent to the supplier, the period for uploading as a valid UM supplier is completely dependent on the supplier completing application.

INSURANCE - DO ALL SUPPLIERS NEED INSURANCE?
• The supplier can contact Risk Management at (305) 284-3163, or email (riskmanagement@miami.edu) their questions regarding specific requirements. Otherwise, Risk Management has standard insurance requirements. To view the requirements, please visit http://business-services.miami.edu/departments/risk-management/vendor-insurance/index.html. The requirements are posted on the application for the supplier to review as well.
• Once the registration is completed, the Certificate of Insurance is reviewed and either approved or denied by Risk Management.

SUP vs P - WHAT IS THE DIFFERENCE BETWEEN A “SUP” VENDOR AND A “P” VENDOR?
• “SUP” (i.e. sup-0123) vendors can only be used for check requests. They may never be used for anything else.
• “P” (i.e. p1234567) vendors can be used for purchase orders and if needed, check requisitions.

SUPPLIER TASKS - MY SUPPLIER CONTACT SAYS HE SUBMITTED THE APPLICATION BUT THEY ARE STILL NOT IN WORKDAY?
• The supplier's application after they submit goes through the UM approval flow. The speed of this flow is dependent on the supplier submitting all the correct and required documents. After a vendor is approved by both Risk Management and Vendor Onboarding, they will appear in Workday. An email is sent to the end user advising that the supplier is now active in Workday.
STATUS - CAN I VIEW THE SUPPLIER APPLICATION PROGRESS ON UMARKETPLACE?
• The end user can go out into UMarketplace via Workday. Once an end user is in UMarketplace, click on the Suppliers tab. Select the Search for a Supplier tab. Type supplier name and select GO. If the supplier name appears, click on the name. On the left-hand side, under the About section, click on “Workflow and Review.”
• An approval flow will appear.

APPROVALS - HOW CAN I CHECK THE APPROVAL STATUS FOR A NEW SUPPLIER REQUEST?
• Send an email to purchasing.supply@miami.edu to check if the request has been approved or denied. Send an additional email to supplychain.supplierapp@miami.edu if the request needs to be expedited.

NOTIFICATIONS - WILL DEPARTMENTS RECEIVE NOTIFICATION ONCE SUPPLIER IS APPROVED?
• The employee that submitted the request will receive an email once the vendor is approved

PAYMENT TERMS - HOW ARE PAYMENT TERMS CHANGED AFTER A SUPPLIER IS ACTIVATED?
• An email request from either the department or the vendor requesting the term change needs to be submitted.
  o Send an email to supplychain.supplierapp@miami.edu
  o Boyd Bartow 305-284-5208 or bbartow@miami.edu
• The request will be evaluated and appropriate party contacted.

ACH / WIRE TRANSFERS - HOW DO I REQUEST ACH AND WIRE TRANSFER?
• Email the Accounts Payable Manager, Elsa Liauwapau at eliauwapau@miami.edu. Copy Boyd Bartow at bbartow@miami.edu with the Supplier number and an explanation as to why you are making the request along with the banking information. If the request is approved it will be enabled by the Supply Chain Data Team. NOTE: Foreign Suppliers can have Wire Transfers and domestic suppliers can have ACH if approved by Accounts Payable.

ONBOARDING CONTACTS - IF A SUPPLIER OR AN END USER HAS QUESTIONS REGARDING THE APPLICATION WHO CAN THEY CONTACT?
• Call Supply Chain at 305-284-5751
• Send an email to supplychain.supplierapp@miami.edu
• Boyd Bartow 305-284-5208 or bbartow@miami.edu