Supplier Create Frequently Asked Questions

1. **How long does it take for my supplier request to be approved?**
   A. On average, it takes 5-7 business days, depending upon the volume of requests or if additional clarification is required from the supplier.

2. **How long does it take for a supplier update to be approved?**
   A. On average, it takes up to 7-10 business days. If the request includes banking and remit to updates, we must obtain both verbal and email confirmation from the supplier.

3. **How can the campus help with the accurate and timely entry or update process?**
   A. Campus can assist in the supplier entry process by submitting the current version of the supplier create maintain form or student supplier create forms available here: https://www.montclair.edu/procurement/supplier-create-group/. All forms should be signed and dated by the supplier. The forms should be submitted in pdf format.

4. **Why do I need to submit a supplier request and a W9?**
   A. The supplier form is required to enter the information provided by the supplier. The W9 is required for tax purposes such as a 1099.

5. **Why am I getting a primary contact page error?**
   A. A. It indicates you need to go to the primary contact tab on your request and add the **first** and **last name** of the supplier contact. Make sure to mark it as primary. This is required in case the Supplier Create Team needs to reach out for additional information.

6. **How can I verify if the supplier is already in Workday?**
   A. Type "Find Suppliers" in the Workday search bar. You can search by name or tax ID #. Detailed instructions are found on the Create New Supplier Request Job Aid located at https://www.montclair.edu/procurement/supplier-create-group/?6.

7. **I am not seeing the supplier request task in the search bar, what am I doing wrong?**
   A. You must have a requisitioner role to see the supplier request task. If you would like to request this role, you must complete the Workday security role request form found under Workday Security: https://www.montclair.edu/finance-and-treasury/forms/7

8. **How do I make an inactive supplier active again in Workday?**
   A. If the supplier is inactive in our system, you must submit a supplier update request in Workday and attach a new Supplier Create Form and W9. Refer to the "Supplier Update Request" Job Aid for more information.

9. **Where can I see my pending supplier requests?**
   A. Enter "My Supplier Request" in the Workday search bar.

10. **How can I reach the supplier create team?**
    A. You can email us at [suppliercreate@montclair.edu.](mailto:suppliercreate@montclair.edu)

11. **When will I know when my supplier is ready?**
    A. You will receive a notification in Workday.