Supplier Self Service
FREQUENTLY ASKED QUESTIONS

1. **I have been doing business with CMSD for a long time. Why am I being asked to register now?**

   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.

2. **If I register, will my information be secure?**

   Part of the process includes secure Internet based systems such as this one as a means to collect and organize your information.

3. **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.

4. **Are there any browser requirements?**

   Google Chrome or Firefox are the preferred browsers for using the supplier self-service system. This site may also supports Internet Explorer (IE) version 8 and higher. If you are using IE version 11, please make sure you are in Compatibility View when accessing the site.

5. **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.

6. **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.

7. **What if I need someone else in my Organization 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.

8. **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.

9. **There are several sections that ask for information. Will I be required to fill everything in?**
All required information is indicated in red lettering. All other information is optional. Please be advised the more information you give, the more beneficial this is to us. However, there may be some cases when a required question does not apply to you. In these cases, it's best to enter "N/A" in the case of text fields or "0" in the case of numeric fields.

10. **How will registering in the system help my company?**
Registration in the site will decrease the time and expense previously invested by your organization to respond to various/duplicate information requests, increase visibility of your firm's products and services to our buyers, and help improve internal processes that affect suppliers and suppliers.

11. **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.

12. **What should I do if I can't access the 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.

13. **How do I check payment status?**
Please view the invoice and payments application to view most recent payments.

14. **Can I be notified when a payment is processed?**
Yes, an email will be sent to the Supplier contacts email address.

15. **What do I do if I tried registering and 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.

16. **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.

17. **Can I look at other suppliers' data?**
No.

18. I am a certified minority-owned, women-owned, or disabled veteran owned supplier. How can I do business with CMSD?

All prospective suppliers use the same process to register with CMSD. The registration process captures diversity status and the information is made available to our Supplier Administrator.

19. 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 you are currently doing business with CMSD, we will periodically request that you update your company's profile to make sure we have the most up-to-date information. In particular, we require up to date email addresses and contact information for issuing purchase orders and payments.

20. Will suppliers be able to view to Supplier Contracts?

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

21. 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   SupplierSelfService@clevelandmetroschools.org