Supplier Management Community FAQs

YORK U

Supplier Management Community FAQs

ANSWERS TO COMMON QUESTIONS ABOUT THE SUPPLIER MANAGEMENT PROCESS IN SM@RTBUY

1. **Why has this changed?**
   Supplier setup and updates requests are now done in Sm@rtBuy instead of email. This gives you a tracked request and lets suppliers maintain their own details, which reduces errors and delays.

2. **Who can access the Suppliers section in Sm@rtBuy?**
   All active York employees can access the section in Sm@rtBuy. Access levels vary depending on your assigned role (Shopper, Requisitioner, or Approver).

3. **How do I know what my assigned role is in Sm@rtBuy?**
   You can confirm your assigned role by logging into your Sm@rtBuy profile. Roles determine what functions you can perform: Shoppers can browse but cannot submit carts, Requisitioners can shop and submit carts, and Approvers can review and approve or reject requests.

4. **Do I need to search for an existing supplier before submitting a new supplier request?**
   Yes. You must always first complete a supplier search to confirm if the supplier already exists. If no match is found, you may proceed with a new supplier request.

5. **What is the difference between a Quick Search and a Detailed Search for suppliers?**
   Quick Search allows you to find a supplier by name. Detailed Search allows you to filter by additional details such as diversity classification or business registration information.

6. **How do I request a new supplier?**
   Submit the request new supplier form in Sm@rtBuy. You'll need a quotation or invoice from the supplier before you start, because these will have the supplier details required to process the request.

7. **What supporting documents are required to request a new supplier?**
   A supplier quote, invoice, or contract/written agreement is required for all new supplier requests or reactivations. Without this documentation, the request cannot be completed.

8. **When should I be requesting a new supplier profile/account?**
   If a supplier account does not exist and a Purchase Order or Invoice payment must be issued to a Supplier.

9. **Can I request a new supplier for a one-time purchase or payment?**
   Yes. When completing the request form, you will be asked if the supplier is being created for a one-time purchase/payment. Select the option that applies.

10. **What happens after I submit the request?**
    The supplier receives an emailed invitation to register and enter their own information directly in the portal. You don't collect or enter their banking or tax details yourself.

11. **How long until the supplier is ready to use?**
    This depends on how quickly the supplier completes their registration. Typical turnaround is 3 business days or longer, depending on the completeness and accuracy of the information provided and the volume of requests. Delays may occur if additional verification is required. The clock starts when *they* register, not when you submit, so encourage your supplier to watch for the invitation.

12. **What do the different supplier request status labels mean?**
    - Incomplete: The request has not been submitted.
    - Under Review: The request has been submitted and is in the approval workflow.
    - In Progress: The supplier has started registration but has not finished.
    - Profile Complete: Supplier completed registration, and it is under Procurement Operations review.
    - Approved: Supplier profile is active and available for use in Sm@rtBuy.

13. **The supplier hasn't responded to the invitation. What do I do?**
    Ask them to check spam/junk for an email from yorkuniversity@sciquest.com. You will not be able to raise a PO or pay an invoice until registration is complete.

14. **Who reviews and approves supplier requests in the workflow process?**
    Supplier requests are reviewed through Sm@rtBuy's approval workflow. Each request moves through designated reviewers and Procurement Operations for final approval before being made active.

15. **A supplier we already use needs to update their details. What now?**
    Fill and submit the "Update Supplier Information" form in Sm@rtBuy. Note that a quote, invoice, contract or written request from the supplier requesting the update will need to be uploaded before you can submit the form.

16. **Can I update a supplier's banking details for them?**
    No. Suppliers maintain their own information. This is deliberate as it reduces fraud risk and keeps the supplier accountable for their own data.

17. **Do existing active suppliers need to re-register?**
    Existing supplier information will be migrated to the portal. However, suppliers will receive an invitation to log into the portal and ensure that all migrated data is accurate and up to date. Any outdated or inaccurate information will need to be updated by the supplier.

18. **I used to just email Procurement. Can I still do so?**
    No. Email requests are no longer accepted and will be redirected to the form. The form ensures your request is tracked and nothing is lost.

19. **Who do I contact for help?**
    If after reviewing the job aid, video guides, website and FAQs, you still have questions, please contact venreq@yorku.ca.