

SMART FAQ's- Suppliers

General Questions

Q: I got an email from contracts@aamc.org or support@gep.com. Is it legit?

A: Yes, those email addresses will send you tasks to complete, like Workday does, as well as reminders when your contracts are close to ending.

Q: How do I see where a contract is?

A: You can search for the contract in any of the search comments in SMART and select "Track Status" from the Action menu (3 dots in the upper right-hand side). If SMART notes that the status is "Approval Pending," the contract is still in Workday for financial approval.

Q: I should have gotten an email from SMART, but haven't yet. What happened?

A: The email may be stuck in your SPAM folder. Check there.

Supplier Questions

Q: What are the steps a supplier needs to take to become fully registered?

A: General information about the process is here: <https://www.aamc.org/procurement-office>

1. Register in Workday. Job aid here: [Supplier Registration Portal Job Aid](#).
2. (Post contract initiation) When you receive a [request to review a contract](#), register with SMART. Job aid here: [SMART Supplier Registration Guide](#).
3. (Post SMART registration) Interact with the system as needed. Job aid here: [SMART Supplier Guide - Contracts](#).
4. Sign contract in Docusign or assign to the correct person when received.

Q: How does a supplier register in Workday?

A: Instructions on how to do this can be found in the [Supplier Registration Portal Job Aid](#).

Q: How does a supplier register for SMART?

A: They should have received an email to register for SMART, in order to continue the contracting process, use the [SMART Supplier Registration Guide](#). You only need to do this once.

Q: How does a supplier complete what they need to do in SMART?

A: For help on how to complete contracts in SMART, download the [SMART Supplier Guide - Contracts](#).

Q: In SMART, what if I'm assigned as the signatory, but cannot sign on my company's behalf?

A: Please click "Sign Contract," download the PDF, get it signed and then upload that version back to SMART, click "done" and that version will be executed.

Q: Why haven't you signed when asking me to sign?

A: Under new policy, the supplier needs to sign first. This way we can ensure that all of our contracts are fully executed and that we have the full paper trail.

Q: How should we sign?

A: Via the link sent to you in Docusign from contracts@aamc.org.

Q: Is a PO required?

A: Yes, PO's are required on every invoice. You should receive your PO from your AAMC contact within 1 business day of signing the contract.

Q: We just received a notification about our contract being terminated, what happened?

A: If we are in process of amending the agreement, the existing agreement must be terminated to create a new one. You will not have an agreement terminated without being contacted first.