Frequently Asked Questions

Who will be able to access the Workday Supplier Portal?
Any supplier contact (registered under an active supplier account) with a username and password will have access to AvalonBay's Workday Supplier Portal.

What will I be able to do using Supplier Self-Service Portal?
Once you register and are provided access to the Workday Supplier Portal, you will be able to:

- View and create invoices from Purchase Orders
- Create purchase order acknowledgements
- View invoice status and payments
- Update your company contact information
- Update alternative names information

I'm having trouble accessing my account or need to reset my password. Is there someone that can help me?
If you are locked out, need a password reset, or are experiencing trouble with your account in the Workday Supplier Portal please send an email to AVBSuppliers@avalonbay.com for assistance. To help expedite your request, please include a brief description of your issue, such as "password reset".

I'd like to add someone else in my company/organization to my account. Can I do that?
As the Primary User, you can add additional users to your company/organization through a Supplier Change Process. For more information on that process refer to the Change Supplier Contact Information quick reference guide or video.

I am a prospective supplier. How do I get access to Workday? What do I need to do to become an approved supplier for AvalonBay?
AvalonBay requires all new suppliers provide:
- Current W-9 that is signed and dated within the last 12 months
- Current business license

Are there any browser requirements for using Workday?
Google Chrome, Firefox, Microsoft Edge, Opera, and Safari (macOS) are the preferred browsers for using the Supplier Self-Service portal.

When I use the Workday Supplier Portal, will I be required to fill in every field?
All required information is indicated with a red asterisk (*). All other information is optional unless otherwise indicated in the [How to Guides for Active Suppliers](#).

How do I check payment status in the Supplier Self-Service Portal?
View Apps > Invoices and Payments > Most Recent Payments to view the most recent payments. For a guided walk through, please refer to the [Viewing Invoice and Payment Status Supplier](#) quick reference guide or [video](#).

Will other suppliers be able to see my information?
No, you will not be able to view other suppliers' information; and they cannot view your information.

Are training resources available for the Workday Supplier Portal?
Yes, training resources are available in the [How to Guides for Active Suppliers](#) section of this site.

Are there other ways to do business with AvalonBay?
Suppliers can also submit PO Invoices electronically by completing the Electronic Invoice Template (click link to download) and sending the file to avbinvoices@avalonbay.com

Please refer to the Instructions - Completing the Electronic Invoicing Form (click link to download) for guidance on how to complete the Invoice Template.
Note: Payment will be delayed if any required information is omitted, or the form is altered in any way. Please be diligent when using this option.

I have questions about processes or policies that aren't addressed in this FAQ. Is there a point of contact I can send my questions?
Please send any questions not addressed in the Frequently Asked Questions to our team at supplieronboarding@avalonbay.com. We will respond with 72 hours and add relevant questions and answers to this site.