

Frequently Asked Questions

Please see below for some of our frequently asked questions. For additional inquiries, please email avbsuppliers@avalonbay.com.

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 with access to the Workday Supplier Portal, you will be able to:

- View and create invoices from Purchase Orders,
- View invoice status and payments including those submitted using the csv worksheet.
- Request changes to your company contact information
- Update your alternative supplier name.

How do I submit invoices or view the status of my payments?

Please refer to the training QRG document on Invoicing

I'm having trouble logging in or navigating my Workday Supplier Portal Account, can you help me?

If you are locked out, need your account reset or are experiencing trouble navigating 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 description of your issue.

Are there other ways to submit invoices outside of the Workday Supplier portal?

- Yes, suppliers may submit invoices using the csv worksheet. Please refer to the QRG for submitting invoices using the CSV worksheet.
- You will still need to have a Workday supplier portal account to see your purchase orders and view your invoices and payment status

How do I process a credit memo?

Please send the PDF format of your credit memo to suppliercredits@avalonbay.com

Who do I contact if I have issues with my submitted invoices or payments?

Please contact our AP team at accountspayable@avalonbay.com

I need to request changes to my Purchase Order, or I have questions about my PO

Please email the buyer or the contact at the property where you completed your work. For additional escalation support, contact avbsuppliers@avalonbay.com

How do I add someone else in my organization to our WD Supplier account?

An existing user can add additional users to supplier WD profile through the contacts and banking app in WD. Please refer to the QRG on "Update Supplier Contact.

I want to sign up for ACH

Please send an email to jpmorganip@avalonbay.com

I am a registered supplier and would like to change my Tax ID and / or company name

Please send an email to the AvalonBay AP team at accountspayable@avalonbay.com

I am a prospective supplier that was contacted by an AVB associate. What do I need to do to become an approved supplier for AvalonBay?

AvalonBay requires all new suppliers to provide the documents below to the AVB requester of their services:

- Current W-9 that is signed and dated within the last 12 months
- Current business license

I recently submitted my supplier registration documents to AvalonBay; how do I get the status?

Please send an email to the AvalonBay AP team at accountspayable@avalonbay.com

I am a prospective supplier that is looking to engage AvalonBay for business opportunity

Please send an email to procurements@avalonbay.com with a description of the products and service (s) you offer

Are there any browser requirements for using Workday?

Workday Supplier Portal works best with the latest versions Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari (on macOS)