



Chapter 90 - Statewide Customers and Suppliers

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Topic 10 Overview

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90.10.100 Overview

Customer and Supplier records are required in Workday to process receivables and payables. A payment can also be made using a Miscellaneous Payee, refer to [Sections 150.40.308 - Miscellaneous Payment Request](#) and [150.40.309 - Miscellaneous Payee Records in Workday](#) for additional details. The Office of Financial Management Statewide Registration Desk is responsible for data governance over all Customers and Suppliers. All payments include a Supplier or a Miscellaneous Payee. All Customer Invoices, Cash Sales, and Customer Refunds require a Customer number. Ad Hoc Bank Deposits can include a Customer. Accounting Journals can also include a Customer or Supplier.

90.10.110 Customer and Supplier Policies

Each Customer and Supplier record is unique, and the majority are available for use by any agency.

Parent and Child relationships can be established for Customers and Suppliers to link subsidiary organizations to the respective parent.

Each state agency is set up as a Customer and a Supplier in Workday to facilitate processing interagency payments, and transfers.

Employee payments (other than payroll) are made through Workday Finance until Human Capital Management and Payroll is implemented, so employees can be setup as suppliers as necessary.

A Miscellaneous Payee can be used in absence of an established Supplier for a one-time payment to that payee, refer to [Sections 150.40.308 - Miscellaneous Payment Request](#) and [150.40.309 - Miscellaneous Payee Records in Workday](#) for additional details. If an agency determines an additional payment is needed, a Supplier should be established.



Topic 20 Customers

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90.20.100 Overview

Customers are required in Workday to use the Accounts Receivable module.. This chapter applies to customers of agencies that have opted to used the Workday Accounts Receivable module. Workday Customers are for statewide use and are set up and governed by the Office of Financial Management Statewide Registration Desk.

A Basic Customer can be used on Ad Hoc Bank Transactions or Accounting Journals when not using the Accounts Receivable module. Refer to [Chapter 200 - Financial Accounting](#).

90.20.110 Types of Customers

There are two types of Customers in Workday:

- Accounts Receivable Customer – requires full set up for use in accounts receivable billing and related transactions.
 - State Agencies: Each state agency is set up as a customer for intercompany transactions.
 - For non-state agency Customers: These customers are set up for use by any agency and include parent/child relationships if there are multiple physical billing addresses and/or different DBAs for Customers that are non-state agencies and non-interagency billing. The parents and children are linked together in the setup of the Customer.
- Basic Customer - requires setup with a name only. It is a worktag and not associated with the Accounts Receivable Module. The Basic Customer worktag can be used in Ad Hoc Bank Transactions or Accounting Journals to track “who” provided the money. If needed, a Basic Customer can be expanded to a full customer in the Accounts Receivable Module.



90.20.120 Customer Records in Workday

The set up and maintenance of Accounts Receivable Customers is centralized by OFM Statewide Registration Desk. Customers are used in the payment of Customer Invoices for agencies that have opted to use the Accounts Receivable module.

To establish a Customer, agencies work with their Customers to complete the appropriate registration form. They agency will submit the form to the OFM Statewide Registration Desk. For more details refer to the [Statewide Registration website](#). The agency will receive an email once the Customer has been created.

90.20.130 Customer Categories and Groups

The Customer Category is required for each Customer and is used in the account posting rule (APR) to determine the receivable Ledger Account. The Customer Category is assigned by the OFM Statewide Registration Desk. Each Accounts Receivable Customer can be assigned to only one category.

Customer Category	Receivables Ledger
Component Unit	13155 Due from Component Unit
Federal	13140 Due from Federal
State	13150 Due from Other Agencies
Higher Education	13150 Due from Other Agencies
Other Government	13145 Due from Other Governments
External Customer	13030 Accounts Receivable

The OFM Statewide Registration Desk assigns customer groups which are used for searching and reporting. Each Accounts Receivable Customer must have at least one Customer Group (alphabetic or numeric group is mandatory) but can have multiple groups.

Customer Groups			
City	Customers A-D	Interagency	DES Business Lines
Tribe	Customers E-K	Universities	
State	Customers L-P	Community Colleges	
County	Customers Q-V	School Districts	
Customer Numeric	Customers W-Z	Other Districts	



90.20.140 Customer Payment Terms

The OFM Statewide Registration Desk will set the default payment terms for a customer that is a state agency as Pay Immediately and Net 30 for all other customers. The default payment terms will auto-populate in the Payment Terms field when creating a customer invoice but can be changed by utilizing the drop-down menu. If default Payment Terms need to be changed, a request can be made to the Statewide Registration Desk.

Topic 30 Suppliers

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90.30.100 Overview

Suppliers are required in Workday to process payments using a Supplier Invoice or a Intercompany Payment. Suppliers are generally for statewide use and are set up and governed by the Office of Financial Management Statewide Registration Desk.

A Miscellaneous Payee is used on a Miscellaneous Payment Request and is created by agencies. Refer to [Section 150.40.308 - Miscellaneous Payment Request](#).

90.30.110 Types of Suppliers

A Supplier is an entity selling a good or service to the State. Suppliers include, but are not limited to, retail businesses, consultants, contractors, manufacturers, and credit card companies. A supplier may be an individual, corporation, partnership, non-profit organization, tax exempt organization, Individuals with lived experience, caregivers for vulnerable individuals, trust, federal government or federal agency, local government or local



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agency, another state or another state agency, a Washington state agency, or Indian nation. For travel reimbursement purposes, a supplier may include an employee, a board member, or volunteer.

Multiple types of Suppliers exist in Workday:

- Suppliers for statewide use: These Suppliers are set up for use by any agency and include parent/child relationships to provide payments to multiple addresses or divisions for each Supplier. The parents and children are linked together in the setup of the Supplier.
- ProviderOne Suppliers: These Suppliers are for use only in paying Provider One. Each is an individual Supplier and does not use the parent/child relationship.
- State Agencies: Each agency is set up as a Supplier for use in processing petty cash (if they currently have a petty cash account), and interagency transactions.
- Employees: Employees are in Workday as Suppliers until Human Capital Management is implemented in Workday.

A Miscellaneous Payee is used on a Miscellaneous Payment Request. A Miscellaneous Payee can only be used one time. If a Miscellaneous Payee needs to be used again, a Supplier should be established. Refer to [Section 150.40.308 - Miscellaneous Payment Request](#) for additional details.

90.30.120 Supplier Records in Workday

Suppliers for Statewide use

The set up of Suppliers is centralized by Office of Financial Management's (OFM) Statewide Registration Desk. Suppliers are used in the payment of Supplier Invoices and Miscellaneous Payment Requests.

To establish a Supplier for statewide use, or to make changes to an existing Supplier record, agencies will refer Suppliers to the OFM Statewide Registration Desk. The Supplier will complete the appropriate form and submit to the OFM Statewide Registration Desk. For more details refer to the [Statewide Registration website](#). If Suppliers have a valid email address on file, the Supplier is notified once the Supplier record has been created.

ProviderOne Suppliers

ProviderOne Suppliers are established and updated by Health Care Authority. Workday is updated with ProviderOne Suppliers via an integration. Refer to the [Health Care Authority](#) for more information.

State Agency Suppliers

Each agency is set up as a Supplier with the appropriate Supplier groups: Petty Cash (if they currently have a petty cash account), and interagency supplier. If Agencies need to make



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changes to their supplier group they will submit a request to OFM Statewide Registration. For more details refer to the [Statewide Registration website](#).

Employee Suppliers

Employees are set up as Suppliers with a Supplier Category of Employee and Supplier Group of Employee for receiving travel and expense reimbursements until Human Capital Management and Payroll is implemented. Employee Suppliers are restricted to the agency to which they are employed.

To add/inactivate or change an employee supplier the agency will submit the Employee Supplier Change form to OFM Statewide Registration. For more details refer to the [Statewide Registration website](#).

Supplier Statuses

Suppliers that are "Inactive" cannot be seen as an option on the Supplier Invoice and payments cannot be made, however you can search for them, and you will continue to be able to see all history on inactive Suppliers. Suppliers will be inactivated if not used within 27 months.

A Supplier on hold can still be used on Supplier Invoices. The Supplier Invoices can still be processed and approved, but no payment will be issued until the status is changed to active.

90.30.130 Supplier Categories and Groups

The Supplier Category is required for each Supplier, and used in the account posting rule (APR) that determines the payable ledger account. Suppliers select the appropriate supplier category when completing the registration form. Each Supplier can be assigned to only one category.

Supplier Category	Payable Ledger
Attorney	21100 Accounts Payable
Board/Council	21100 Accounts Payable
Client	21100 Accounts Payable
Component Unit	21305 Due to Other Governments - Current
Corporation	21100 Accounts Payable
Employee	21100 Accounts Payable
Federal Government	21300 Due to Federal Government - Current
Interagency	21310 Due to Other Agencies - Current
Lived Experience Class One Group	21100 Accounts Payable
Other Government	21305 Due to Other Governments - Current



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Medical	21100 Accounts Payable
Medical Provider Mexico	21100 Accounts Payable
Non-Profit	21100 Accounts Payable
Partnership	21100 Accounts Payable
Payroll 3rd Party	21100 Accounts Payable
Sole Proprietors	21100 Accounts Payable
State Government	21310 Due to Other Agencies - Current
Tax Exempt	21100 Accounts Payable
Trust	21100 Accounts Payable
Volunteers	21100 Accounts Payable
Vulnerable Individual Caregiver	21100 Accounts Payable

The OFM Statewide Registration Desk assigns supplier groups to each Supplier which are used for searching and reporting. Supplier groups are optional for Suppliers and each Supplier can be assigned to multiple groups.

Supplier Groups			
DES Awarded Supplier	Foreign Address	Payroll Suppliers	Suppliers A-D
DSB Client	Interagency	Petty Cash	Suppliers E-K
Employee	Made By The Blind	ProviderOne	Suppliers L-P
ESD Client	MERIT	SSPS	Suppliers Q-V
Federal Government	OFAC	Subrecipient	Suppliers W-Z
Suppliers Numeric	Other Government		Washington Suppliers

90.30.140 Supplier Payment Types

A Supplier can:

- Receive an Automatic Clearing House (ACH) payment
- Receive a paper warrant

For more information about payment types refer to [Section 150.10.160 - Disbursement Processes and Mechanisms](#).

The default payment type for all new Suppliers is Warrant. The following pre-note process is triggered when banking information for a Supplier is entered in Workday for a new or an existing Supplier:



- Workday sends a pre-note to the Office of the State Treasurer (OST)
- OST sends the pre-note to the bank
- Workday updates the default payment type to ACH if no return comes from the bank through OST after seven business days
- Workday will leave the payment type as Warrant and the banking information will remain inactive if the pre-note sends a return.

A Supplier record with an active Payment type of ACH will go back through the Pre-Note process if the Supplier has not been paid and has had no banking changes for 180 calendar days.

90.30.150 Supplier Payment Terms

Payment terms are assigned to each Supplier. The payment term of 'Pay Immediately' is set up for all Suppliers.

The Due Date Override on the Supplier Invoice allows for all agencies other than the HHS agencies to make the payment at a later date as long as it's not more than 30 days out.