Supplier Management
Topics

• Supplier Management Overview
• Process and Scope
• Request and Registration Workflows
• Wrap-up and help
In this course, participants will learn about the new Supplier Management process. Participants will learn how to search for, request, and register new suppliers in the Prime Marketplace. This course is recommended for anyone who requests or works with new suppliers, guests, limited engagements or honoraria.

In this course, participants will learn about onboarding and paying **individual domestic** suppliers. We will explain how to determine whether a supplier is an independent contractor, limited engagement or honoraria recipient. Using real-life scenarios we will discuss how to determine the appropriate supplier type and related forms.

In this course, participants will learn about onboarding and paying **foreign** suppliers. We will explain the language related to the various statuses of foreign suppliers and the related implications for payments and taxability. Using real-life scenarios we will discuss how to determine the appropriate payment methods.
Overview
Supplier Management: A Brief Overview

• Procurement Services administers the supplier management process and is responsible for collecting and managing all of the information necessary for the University to transact with an individual, company, or organization.
  • Generate purchase orders
  • Pay third parties
  • Provide tax reporting
• The main component of this process is the onboarding of new suppliers and payees with which a department wishes to engage.
• The process is designed to support multiple scenarios based on various attributes of the supplier/payee.
Why do we need this information?

- **Buying and Paying** - Obtain the core information needed in order to buy and pay individuals, organizations, and companies.

- **Financial Stewardship** – Ensure that University policy, regulatory, and legal requirements are met e.g. tax status, visa status, insurance requirements.

- **Procurement (Supplier) Analysis** – Understand the procurement needs of the university in order to better leverage our buying power.
  - Number of suppliers providing similar goods/services
  - Suppliers without a contract
  - Improving our payment terms and methods
## Supplier Management, by the numbers

<table>
<thead>
<tr>
<th>Supplier Metrics</th>
<th>July 2014</th>
<th>October 2015</th>
<th>May 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Suppliers in our system</td>
<td>6,500 Suppliers</td>
<td>25,000 Suppliers</td>
<td>32,000 Suppliers</td>
</tr>
<tr>
<td>Requests/Week</td>
<td>200 new requests and 100 updates</td>
<td>250 new requests and 200 updates</td>
<td>300 Supplier Request Forms</td>
</tr>
<tr>
<td>Processing Time</td>
<td>8-10 days</td>
<td>&lt; 2 days</td>
<td>Varies, based on supplier / payee involvement</td>
</tr>
<tr>
<td>Requests Cancelled*</td>
<td>8%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Includes department initiated requests to cancel a supplier request*
What is TSM?

• Total Supplier Manager (TSM) is an additional capability within the Prime Marketplace (SciQuest).

• Notable features include:
  • Ability to allow suppliers to complete the registration process online.
  • Automated workflow routing for supplier requests, approvals, registration, and notifications.
  • Dynamic questions based on requestor and supplier responses.
  • Enhanced messaging and process transparency for suppliers and departmental requestors.
Simpler Supplier Request Process

• In April 2016, we introduced a new, more intuitive, simpler online Supplier/Payee Request Form (SRF).
• Paper forms have been eliminated, condensed, and/or refined.
  • Supplier/Payee Management Form
  • Single Honorarium Acceptance Form
  • Elimination of EFT Payment, Service Provider Questionnaire and Independent Contractor Determination Checklist
• Collection of Certificate(s) of Insurance, where necessary, is now incorporated into the registration process.
• Greater clarity into what forms are required and when.
  • Process separated into Request, Register, and Buy & Pay sections.
  • Supplier Quick Reference Cards
What has not changed

• **Most information requirements will continue.**
  • The information we collected before Supplier Management will still be needed in order to meet the various compliance, demographic and procurement requirements.

• **Requisition creators will initiate the process.**
  • Requisitions creators have access to the new supplier request process in the Prime Marketplace and continue to serve as the primary point of contact.

• **Paper forms are still required for onboarding foreign suppliers/payees.**
  • The paper onboarding forms have been streamlined and can be submitted in one step with the supplier request.
  • Use of TSM for foreign suppliers/payees is coming.
Process Overview & Scope
### Supplier Management Online process

<table>
<thead>
<tr>
<th>Search</th>
<th>Request</th>
<th>Review, Approve &amp; Setup</th>
<th>Register</th>
<th>Buy/Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Req. Creator/ Requestor searches for supplier/payee in Prime Marketplace.</td>
<td>Req. Creator/ Requestor submits a supplier/payee request in Prime Marketplace.</td>
<td>Procurement Services reviews request and either sends supplier a registration link or registers the supplier.</td>
<td>Supplier provides compliance, legal, demographic and payment information, and forms (as needed).</td>
<td>Req. Creator creates requisition, non-PO payment request.</td>
</tr>
</tbody>
</table>

#### Supplier Updates
Once registered, suppliers can update compliance, tax, demographic, and payment information anytime.

#### Supplier Status
Req. Creator/ Requestor and Supplier can check registration status via supplier portal anytime.
Supplier/Payee Considerations

When you begin the supplier onboarding process, there are a series of considerations along the way which ultimately determine how a supplier/payee is setup and the types of forms required.

- **Supplier Search** – Do we already have a supplier who can perform this service? Does your “new” supplier/payee already exist in our system?

- **Entity vs. Individual** – Is this supplier/payee a “company” or an individual?

- **Buy / Pay Method** – PO vs. Non-PO Payment.

- **Foreign vs. Domestic** – Where is the service performed?

- **One Time or Recurring** – Will this supplier/payee be paid one time?
  - Guest and Honoraria – If you end up paying a supplier/payee an Honoraria in addition to a Reimbursement, they cannot be setup as a one-time supplier.

- **Supplier Invoice & Payment Method** – How to ensure timely payment?
  - Supplier invoices should be sent directly to invoices@princeton.edu.
  - ACH or Manual Check makes a difference.
New Supplier/Payee Request

• All requisition creators have access to the new supplier/payee request process in the Prime Marketplace and continue to serve as the primary point of contact.

• **All** Requests will now be made in the Prime Marketplace. The new form includes dynamic questions which will help determine next steps and attachment requirements.

For most new Domestic Suppliers/Payees

• Requisition Creators need to complete the supplier request in the Prime Marketplace.
• No additional forms need to be attached to get the process started!

For Domestic or Foreign Guest Reimbursements

• Requisition Creators need to complete the reimbursement request in the Prime Marketplace.
• The Supplier/Payee Management Form must be uploaded with the request only if the payment method is ACH or foreign wire.

For all new Foreign Suppliers/Payees

• Requisition Creators must collect and upload all necessary forms as part of the supplier/payee request.

Review the Supplier Management Quick Reference Card for specific form requirements by supplier type.
Request and registration workflows
Request Review Process

- The Supplier Management Team reviews all requests for accuracy, completeness, and compliance to policy.
- Responses to dynamic questions will drive policy compliance
  - Onboard & Pay Domestic Suppliers/Payees training class
  - Independent Contractor Policy
  - Financial Service Center finance@princeton.edu
- Foreign suppliers will still require Foreign Tax Compliance review and approval
- Requests are either “Approved” or “Returned”
  - Approvals
    - Approved requests create a new supplier registration record within the Prime Marketplace
    - Once the registration is completed, a new Prime Financials ID will be assigned
  - Returns
    - Requests with missing information will be returned for more information
    - Updates will be returned, as a supplier record already exists
  - If your request is returned for more information, you will need to resubmit the request with the information attached
Review Your Submitted Requests
Click on the “Suppler Request Workflow” to see where the request is in the review process.

- “Active” signifies that that step is pending
  - If you see a name within the “Active” step, the request has been assigned to that person
- “Future” means that that step has not yet occurred
- “Approved” means that step has been completed
Registration Review Process

• All suppliers will be reviewed by Supplier Management, for
  • Completeness – are all sections completed
  • Tax information – W9 or otherwise
  • SSN / TIN matching with IRS database
  • Payment information – only 1 active payment method allowed

Additional Required Reviews

• All Entity suppliers (except Facilities Design & Construction) will be reviewed by Risk Management for insurance requirements

• All Facilities Design & Construction suppliers will be reviewed by Facilities Procurement

• Facilities Design & Construction suppliers identified by supplier-selected NAICS code.
Review a Registration

To view the status of a registration, first, search for the supplier.
Supplier Search Results

This is a Princeton supplier. Non-Princeton suppliers will not have this icon...

The Supplier Number from Prime Financials.

This supplier is Open for Ordering. A supplier that is not open for ordering will have a red circle instead.

If the supplier / payee has been in the Portal, this is the date they have first registered.

If the supplier has identified as a diverse supplier, that information will be here.

The date that the record was last updated, either by the supplier / payee or by Princeton.

This is an active supplier. Inactive suppliers will have a red “x” instead.

Is this supplier an Entity, Individual, or Unsolicited (Short Form)?

Tip: Hovering over any icon will tell you what that icon means.
# Supplier Registration statuses

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Supplier / Payee has never been invited to the Supplier Portal. Supplier / Payee cannot access the record.</td>
</tr>
<tr>
<td>Invited</td>
<td>Supplier / Payee has been sent an initiation but has not yet accessed the Portal.</td>
</tr>
<tr>
<td>In Progress</td>
<td>Supplier / Payee has accessed their registration through the Portal but has not submitted the registration to Princeton. This status will also show if the registration has been returned for missing or incomplete information.</td>
</tr>
<tr>
<td>Profile Complete</td>
<td>The registration has been completed by the Supplier / Payee and is now with Princeton for review.</td>
</tr>
<tr>
<td>Approved</td>
<td>The registration has been reviewed by Princeton. All of the information is complete and the Supplier / Payee information has been sent to Prime Financials.</td>
</tr>
</tbody>
</table>
Registration Workflow

• Click the supplier’s name to access the supplier’s profile
• You can check the registration status at any time by checking the workflow
• The workflow can be accessed from the supplier’s registration profile
• View the workflow by selecting “Workflow and Review” then “Supplier Registration Workflow”
Registration Workflow

For an individual

- **Perform OFAC Check**: Completed
- **Supplier Management Approval**: Active, view approvers
- **Send Supplier to ERP**: Expedite

For an entity

- **Perform OFAC Check**: Completed
- **Insurance Compliance Review**: Approved, Megan Wohlberg
- **Supplier Management Approval**: Active, view approvers
- **Send Supplier to ERP**: Expedite

For a facilities supplier

- **Perform OFAC Check**: Completed
- **Facilities Procurement Review**: Approved, Danielle Amico
- **Insurance Compliance Review**: Active, Patricia Jones, view approvers
- **Supplier Management Approval**: Future, view approvers
- **Send Supplier to ERP**: Expedite
Email Notifications

Department Requestor Emails
• Requestors may receive the following emails from finance@princeton.edu.
  • Supplier/Payee Request Received
  • Supplier/Payee Request Approved
  • Supplier/Payee Request Returned
  • Supplier/Payee Registration Complete
  • Supplier/Payee Registration Approved
• Requestors will not be copied on emails to Supplier/Payee.

Supplier/Payee Emails
• Different registration emails are sent depending on the type of supplier/payee.
  • Supplier/Payee will
    • Receive emails from finance@princeton.edu email address.
    • Be directed to the Financial Service Center for assistance.
  • Supplier/Payee will receive the following emails
    • Supplier/Payee Registration Invitation (for PO Suppliers, Independent Contractors)
    • Supplier/Payee Registration Invitation (for Individuals)
    • Supplier/Payee Registration Complete
• The requestor name will not be included in the emails.
Dear Pamela Muscente,

Thank you for submitting a Supplier Request Form for Gerald's Greenhouse. Your request has been received and is currently awaiting review by the Supplier Management team. Typically, requests are reviewed within 2 business days. You will receive an additional communication once your request has been reviewed and approved or returned.

- If your request is for a new supplier addition, your request will be approved and a new supplier record will be created.
- If your request is to update an existing supplier, your request will be returned to you once the update has been completed.

At any time, you can review the status of all of your request through the Manage Supplier Requests section.

Thank you,

Procurement Services - Supplier Management
Office of Finance and Treasury
Dear Pamela Muscente,

Thank you for your recent supplier/payee request submission. Your request has been received and is currently in progress. We will send an email shortly to the supplier/payee with instructions on how to register with the University. This self-service process allows the supplier/payee to create their profile and provide all requested documentation necessary to become a supplier/payee of the University.

Please note that in some instances, such as requests for guest reimbursements or foreign suppliers, we will not contact the supplier/payee and instead work directly with the requestor to gather any necessary information.

As part of the process, you will receive two subsequent emails which will allow you to keep informed of the request status; the first when the registration has been completed by the supplier/payee and the second when the registration had been approved and the supplier/payee is ready for use.

Click here to view the request in your organization's site

If at any point during the process, the supplier/payee should contact you for assistance or questions with regards to the registration process, please direct them to Princeton's Financial Service Center at (609) 258-3080 or finance@princeton.edu.

If you would like more information, please refer to the Office of Finance and Treasury's website for more information on how to Request a New Supplier or contact Princeton's Financial Service Center at (609) 258-3080 or finance@princeton.edu.

Thank you,

Procurement Services - Supplier Management
Office of Finance and Treasury
Dear Train User 11,

Thank you for your recent supplier/payee request submission. The request has been reviewed. Please refer to the information provided below.

Please provide justification for onboarding this bagel company. We already have relationships with 5 bagel suppliers in Princeton.

[Click here to view the request in your organization's site (requires log-in)]

If you would like more information, please refer to the Office of Finance and Treasury's website for more information on how to Request a New Supplier or contact Princeton's Financial Service Center at (609) 258-3080 or finance@princeton.edu.

Thank You,

Procurement Services - Supplier Management
Office of Finance and Treasury
Dear Pamela Muscente,

Gerald's Greenhouse has completed registration through Princeton University's Supplier/Payee Portal.

Procurement Services will next review the supplier/payee's information for completeness. You should receive an email within 1 business day regarding registration status. You may log in to the portal at any time to review the status of your request. Both you and the supplier/payee will receive an email once the request has been approved.

Thank You,

Procurement Services - Supplier Management
Office of Finance and Treasury

For registration questions, please contact the Financial Service Center at finance@princeton.edu or (609) 258-3080.
Dear Pamela Muscente,

Gerald's Greenhouse has been approved to become a Princeton University supplier/payee. Their Supplier ID will be available in Prime Financials within the next hour.

To obtain the Supplier ID, please search via Prime Marketplace or Prime Financials.

Once the Supplier ID has been retrieved, please proceed with either your Requisition or your Non-PO Payment Request.

Thank You,

Procurement Services - Supplier Management
Office of Finance and Treasury

For registration questions, please contact the Financial Service Center at finance@princeton.edu or (609) 258-3080.
Supplier / Payee Invitation Email

Dear Amwell Nursery,

Princeton University has invited you to register through our Supplier/Payee Portal.

By selecting the "Register Now" button below, you will be routed to a secure website to complete the registration process. Upon successful completion of your registration, you will have access to your secure portal where you can add additional details about your company or organization. You may also update and maintain your company information through this portal in the future.

Register Now

Thank You,

Procurement Services - Supplier Management
Office of Finance and Treasury

For additional information, review Princeton University's Special Information for Suppliers.

For registration questions, please contact the Financial Service Center at finance@princeton.edu or (609) 258-3080.
Dear Amwell Nursery,

Thank you for completing your registration profile on Princeton University's Supplier/Payee Portal. Your information has been received and is being reviewed for accuracy and completeness. Procurement Services will work directly with your campus contact to complete the onboarding process.

Please continue to log into your secure account to maintain your registration profile as needed.

Customer Portal Login Link

Thank you,

Procurement Services - Supplier Management
Office of Finance and Treasury

For registration questions, please contact the Financial Service Center at finance@princeton.edu or (609) 258-3080.
Wrap-Up and Help
Summary of Key Things to Know

• The old Prime Financials (PeopleSoft) Supplier Request form and paper onboarding forms are no longer available for use.

• All supplier/payee requests (new and updates) are now made through the Prime Marketplace.

• Form requirements vary based on supplier type and location. Many forms have been eliminated, consolidated, and/or updated.

• Foreign suppliers/payees should be requested via the Prime Marketplace and appropriate forms attached at time of request, but Procurement Services will still register all foreign suppliers.
Additional Information and Help

- Visit the [New Supplier Management Process](#) webpage on the Finance & Treasury website.
- Step-by-Steps for navigational help [here](#).
- Supplier Management Quick Reference card [here](#).
- Financial Service Center, (609) 258-3080 or [finance@princeton.edu](mailto:finance@princeton.edu).
### Additional Information and Help

<table>
<thead>
<tr>
<th>Supplier Management Resource</th>
<th>Email/Phone/Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step-by-Steps</td>
<td><a href="http://upkdocs.princeton.edu/Prime/PS92StepByStepHelp/Publishing%20Content/PlayerPackage/data/toc.html?treeindex=1">http://upkdocs.princeton.edu/Prime/PS92StepByStepHelp/Publishing%20Content/PlayerPackage/data/toc.html?treeindex=1</a></td>
</tr>
<tr>
<td>Financial Service Center</td>
<td>(609) 258-3080; <a href="mailto:finance@princeton.edu">finance@princeton.edu</a></td>
</tr>
</tbody>
</table>
Thank you!