Vendor Processing -- Vendor Management

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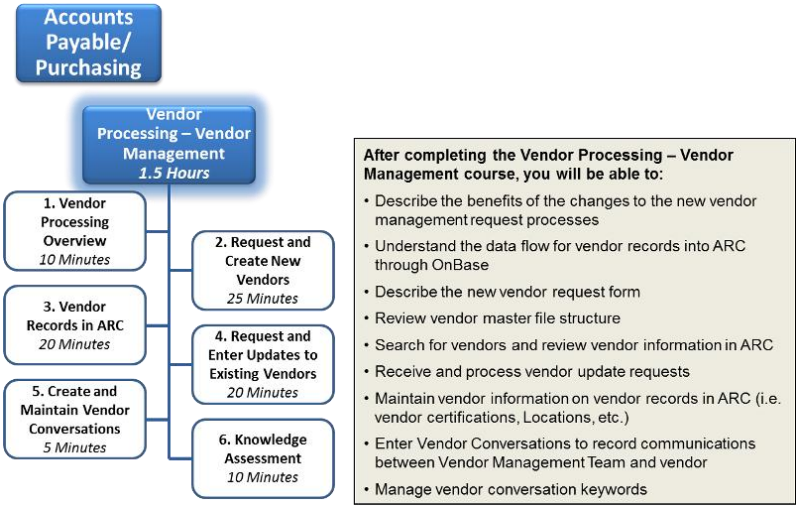
Vendor Processing -- Vendor Management

Vendor Processing -- Vendor Management

This is the *Vendor Processing -- Vendor Management* course within the *Vendor Processing* curriculum.

If you need a reminder on how to navigate through this course using ARC's web-based training tool (WBT), click here (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Getting_Started_With_the_Web_Based_Tool.pdf) for a quick reference guide.



Vendor Processing Overview

This is the *Vendor Processing Overview* lesson of the *Vendor Processing -- Vendor Management* course. Upon completion of this lesson, you will be able to:

- Describe the benefits of the changes to the new vendor management request process
- Describe the new vendor request form as well as the business reasons for the standardization
- Understand the data flow for vendor records into ARC through OnBase
- Review vendor information in ARC

Estimated time needed to complete lesson: 10 minutes

Vendor Processing Roles and Responsibilities

Vendor processing involves both departmental users, vendors, and the Vendor Management Team. While the departmental users and vendors will be responsible for requesting new vendors and vendor modifications, the Vendor Management Team is responsible for validating all information and ensuring that all documentation/vendor records are compliant. The Vendor Management Team will adhere to the Vendor Validation Policy (click here (http://policylibrary.columbia.edu/files/policylib/imce_shared/Vendor_Management_-_Vendor_Validation_Policy.pdf) to see the policy) to ensure that all vendors are legitimate and are tax compliant by adhering to all documentation requirements. Throughout this course, the following characters with different security rights and roles will help demonstrate the vendor processing business flow:

This is Sean. He works in the Psychology Department. He works with vendors for his department.

This is Dan. He works in the Vendor Management group in Procurement. He is responsible for processing and approving vendors in ARC and OnBase.

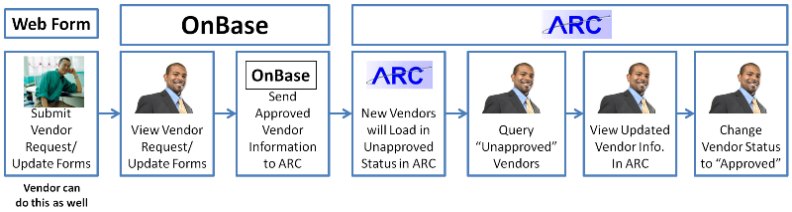
This is the ARC system logo. Whenever this logo appears throughout this course, it indicates that a particular action is automatically performed by or within the ARC system.

This is the OnBase system logo. Whenever this logo appears throughout this course, it indicates that a particular action is automatically performed by or within OnBase.

Vendor Management Process

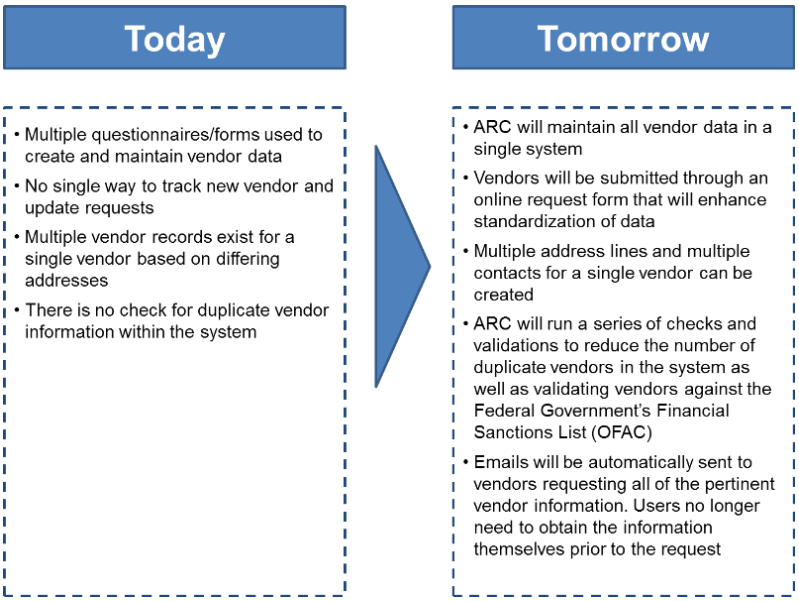
The vendor management process involves an interface between ARC and OnBase. The process is as follows:

- School/Admin users and/or Vendors will initiate new vendor requests and modifications through submitting a vendor request form, which will be submitted into OnBase
- Vendor Management Team will validate the vendor information in OnBase
- Once vendor information is validated, OnBase will send the vendor information to ARC, and the vendor record will be created
- Vendor Management Team will identify unapproved vendors to review/update
- Vendor Management Team will make applicable updates to the vendor record, i.e. withholding information, Location, etc. while referencing the vendor information uploaded in OnBase
- Once completed, the Vendor Management Team will approve the vendor in ARC, and the vendor is available for processing on procurement transactions



What's Changing?

ARC will maintain a single vendor master list. The new vendor request web form will help streamline and standardize vendor data. In addition, the new system will be able to capture multiple vendor addresses and contacts for a single vendor.



Request and Create Vendors

This is the *Request and Create Vendors* lesson of the *Vendor Processing -- Vendor Management* course. Upon completion of this lesson, you will be able to:

- Describe the new vendor request form
- Review vendor master file structure
- Validate vendor information in OnBase

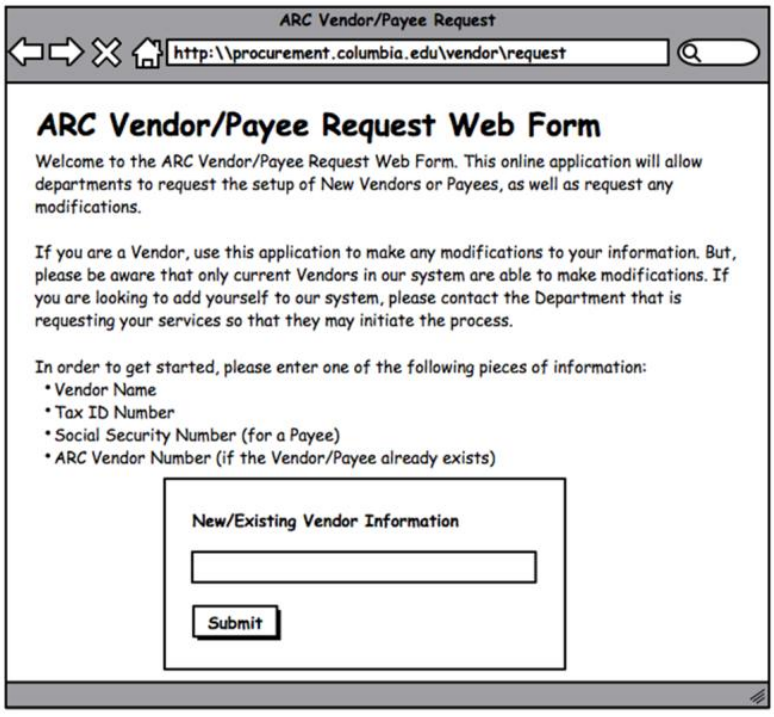
Estimated time needed to complete lesson: 25 minutes

Vendor Creation Process

In order to initiate a request for a new vendor, a Requestor (Department user) should first verify that the vendor does not currently exist in ARC. If the vendor does not exist, a request form should be submitted to have the vendor created in ARC. The web form can be accessed on the Procurement web page. The vendor request form has different components depending on the nature of the transaction:

1. **The School/Admin User Portion** -- This part of the form will require Department users to complete basic vendor information and select the nature of the transaction. The nature of the transaction dictates the rest of the fields on the form and vary based on whether the user wants to add a supplier to the system or are trying to do an employee reimbursement.
2. **The Vendor Portion** -- Once the School/Admin user has initiated the vendor request, it will automatically be sent to the vendor for them to complete additional disbursement information and submit required documentation.

Please click here (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Initiating_Vendor_Requests.pdf) **to access the new vendor request step-by-step guide to see step-by-step instructions on how to complete the vendor request form. Then, you can access the vendor step-by-step guide here** (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Vendor_Components_of_Vendor_Form.pdf) **to help provide guidance should vendors have questions.** Please note that the look and feel of the form will vary from the step-by-step guides, but the general process/fields will remain the same. The vendor request form looks like this:



Nature of Transaction

The term vendor is an umbrella term for anyone that Columbia University pays. Vendor refers to both suppliers (good and services, etc), employees, and all other payees to which Columbia disburses payments. The vendor creation process will vary based on the type of vendor being requested. The vendor type is indicated by the Nature of the Transaction. The Nature of Transaction' is the first field selected on the online vendor request form. The Nature of the Transaction determines requirements such as necessary tax forms and what transaction types a vendor can be associated with. Guidance on what to select is seen below. If you would like to print this table, you can access this job aid (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Nature_of_Transactions.pdf). For each new vendor request, you will need to validate that the Nature of Transaction is appropriate given the vendor.

Please note that there is only one Nature of Transaction (transaction type) allowed per vendor profile. If the same vendor experiences multiple transaction types, department users will need to request multiple vendor profiles for this vendor.

Nature of Transaction	Select This If…
Employee Reimbursements	You are reimbursing expenses to individuals for business related travel or other expenses. If you are reimbursing expenses but also providing honoraria, do not select this option - select "Honoraria". This only applies to reimbursing CU employees. For non-employees, please use the "Refunds" nature of transaction.
Goods and/or Services	You are paying an individual or entity for the purchase of goods or services.
Petty Cash	You are establishing or modifying the custodian of a petty cash fund (to be used only by the Controller's Office)
Honoraria	You are providing payments to a lecturer or a professional person from outside the University community (not a University faculty or staff member). Select this even if you are also reimbursing that individual for related travel & business expenses.
Refunds	You are refunding money to an individual, doctor or insurance company, or reimbursing non-employees only for travel and business expenses.
Human Subject Study	You are paying an individual for participation in a study.
Royalties	You are paying an individual or entity for royalty, license or copyright payments.
Prize or Award	You are paying an individual or entity as the recipient of a prize or award.
Charitable Contribution	The University is making a charitable contribution.
Scholarship or Fellowship – aka Stipend	You are paying a student a scholarship or fellowship.
Sponsor	You are refunding a sponsor entity (to be used only by SPA or SPF)
Libraries	You are paying a vendor in relation to University Libraries (to be used only by Libraries and corresponding departments)

Documentation Requirements for Vendors

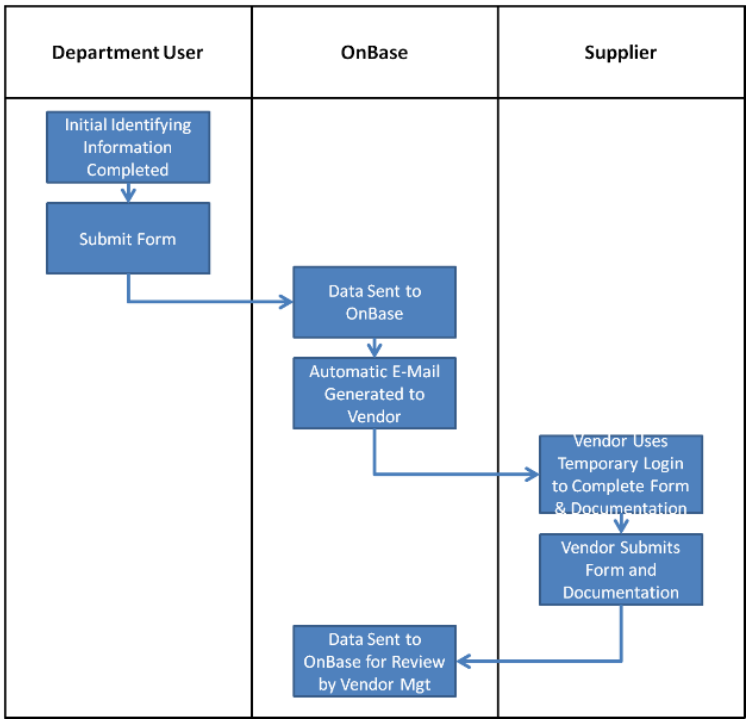
A vendor record is not considered complete until all required documentation is submitted. Required documentation will vary based on the Nature of the Transaction. The following table provides guidance on what documentation must be submitted for each type of transaction. A print friendly version of this table can be found in this job aid (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Vendor_Documentation_Requirements.pdf). For additional questions on documentation requirements, you can access the documentation policy here (http://policylibrary.columbia.edu/files/policylib/imce_shared/W9_policy_03020912368906129 02.pdf). In addition, the foreign vendor policy (http://policylibrary.columbia.edu/files/policylib/imce_shared/Foreign_Payment_Policy_foreign_nationals.pdf) can help dictate actions regarding foreign vendors. You will be responsible for validating that all required documentation is complete and submitted given the Nature of the Transaction.

Payee Type		Documentation Required					System or Other Validations Required									
Nature of Transaction	Domestic and Foreign / Sub Type(s)	W9	W8 or 8233	Invoice	Petty Cash Controllers Office Approval and Template	501c3, copy of exemption letter or equivalent	CU Employee / Student Validation	I94 / Visa / Passport Validation	Services Performed/ Product Used Inside or Outside US Validation	Medical Services Validation for 1099 coding	Legal Fees Approval from General Counsel	Pass-Thru Payment (Escrow, Settlements to Lawyer or Legal Firm Validation for 1099 coding	Egg Donor Validation	Participation Fee or Expense Reimbursement Validation	Reimbursing Vendor on behalf of CU employee / student occupying CU sponsored housing Validation	Individual / Sole Proprietor Validation	Immigration Status Validation (see Payment Chart)
TBER	Domestic TBER						X										
	Foreign TBER							X									X
Goods / Services	Domestic Vendor	X					X										
	Foreign Goods Supplier		X - W8 Only														
	Foreign Services Provider		X - W8 for firms, 8233 for individuals						X	X	X	X				X	
Petty Cash	Domestic Only				X												
Honoraria	Domestic Honoraria	X					X										
	Foreign Honoraria		X - W8 Only						X								
Refunds	Domestic Refund																
	Foreign Refund																
Human Subject Study	Domestic Subject Study	X											X	X			
	Foreign Subject Study		X - W8 Only					X	X								X For Reimbursements
Royalties	Domestic Royalties	X	X - W8 Only						X							X	
	Foreign Royalties		X						X								
Prize or Award	Domestic Prize or Award	X					X										
	Foreign Prize/Award		X - W8 Only				X									X	
Charitable Contribution	Domestic Contribution	X															
	Foreign Contribution		X														
Scholarship	Notify user to contact Student Financial services																
Housing	Domestic Housing	X													X		
	Foreign Housing		X						X							X	
Membership / Registration	Domestic Membership	X															
	Foreign Membership		X - W8 Only														

Requesting a New Supplier

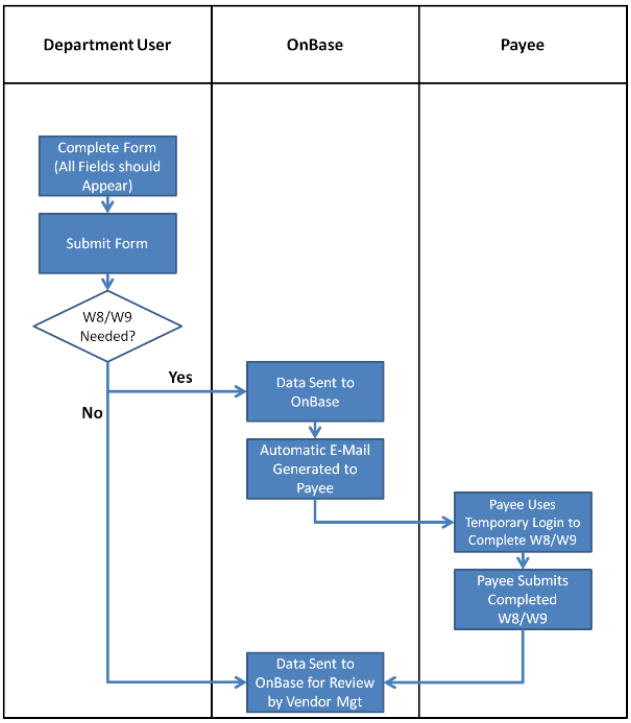
Vendors should be created in ARC prior to requesting goods and/or services from the vendor. Before deciding to transact with a new vendor, verify that there is not a vendor with a University Wide Purchasing Agreement (UwPA) that will meet your need. When a new vendor request is necessary, School/Amin Users will access the online vendor request form and select the appropriate 'Nature of Transaction'. Two of the most common transaction types are with suppliers and payees. The vendor request process will vary based on whether you are processing a request for a new supplier or a new payee. When requesting that a new supplier be added to ARC, the process is as follows:

- School/Admin User will access the web form and complete basic identifying information for the supplier and submit this information
- The information will then be sent to OnBase, which will trigger OnBase to automatically generate an e-mail to the supplier providing them with temporary login information. (As the temporary login information expires after a week, the vendor must create a permanent user ID and password soon after receiving the initial e-mail)
- The vendor will login to the online web form using their temporary ID and complete the rest of the required vendor information
- After the vendor submits the completed form, the information will be sent to OnBase for review by the Vendor Management team before the vendor record can be created in ARC



Requesting a New Payee

Another common transaction is an employee reimbursement which requires a new employee payee be created. In this case, the Department user will be able to complete the entire form with the exception of the W8/W9 information (if applicable). If a W8/W9 is necessary, an e-mail will be automatically generated and sent to the payee, indicating that they need to submit the required information (similar to the supplier process). The payee process is as follows:



Vendor Request Status

Once department users have submitted a vendor request form, there are multiple ways in which they can find out the status of the request. They can check the status of a vendor request online via the Procurement web Website. They will also receive emails at certain parts of the vendor creation lifecycle, which will provide notification when certain actions take place.

Emails will be sent to department users at the following stages in the request process:

- Once a request has been submitted, department users will receive a confirmation e-mail with the Request ID (which can be used to track the status of the request online)
- When a request has been approved
- When a request has been denied
- When a request has been on hold
- When a request that was previously on hold has been approved

Please note that vendors will not be able to view status on the Procurement website. If a vendor would like the know the status of a request, they will need to inquire with the Service Desk.

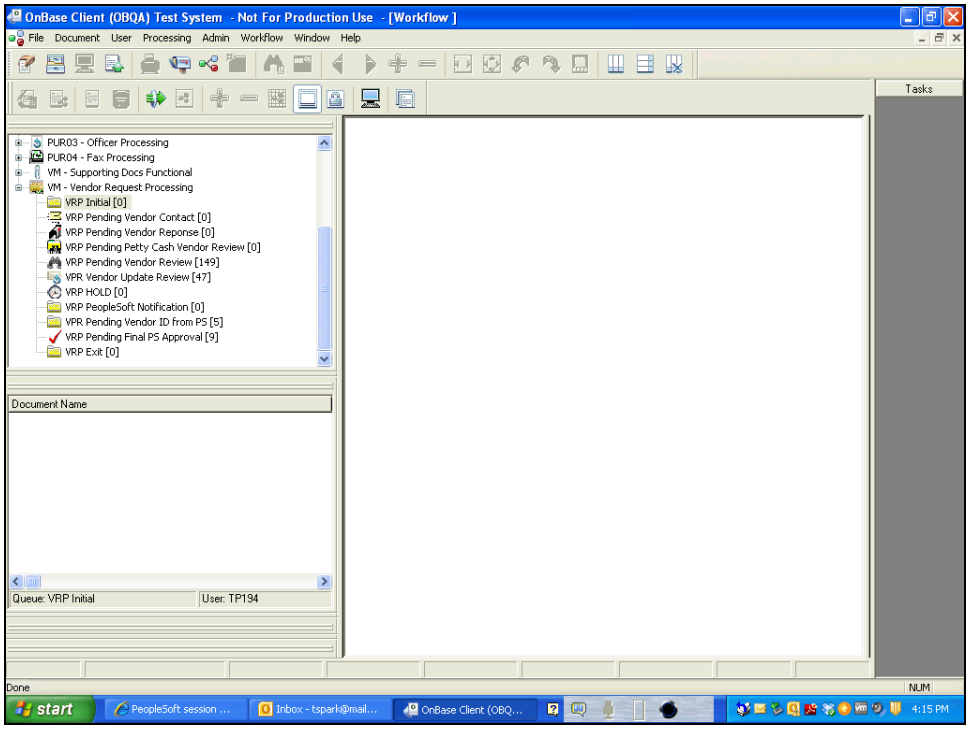
Validating Vendor Information in OnBase

Once a vendor request has been submitted by a School/Admin User, the information will be uploaded to OnBase for your review. You will need to review and validate the information in OnBase to ensure the information is complete and accurate. Once you have reviewed this information, you will validate, deny, or put a hold on the request. If you validate the request, the vendor information will be uploaded to ARC. Please note that all validated requests in OnBase will be sent to ARC with an Unapproved Status. Vendor Management will then need to approve the request in ARC. If you deny or put the request on hold, a notification will be sent to the Requestor with the status of their request as well as your comments indicating the reason behind the decision.

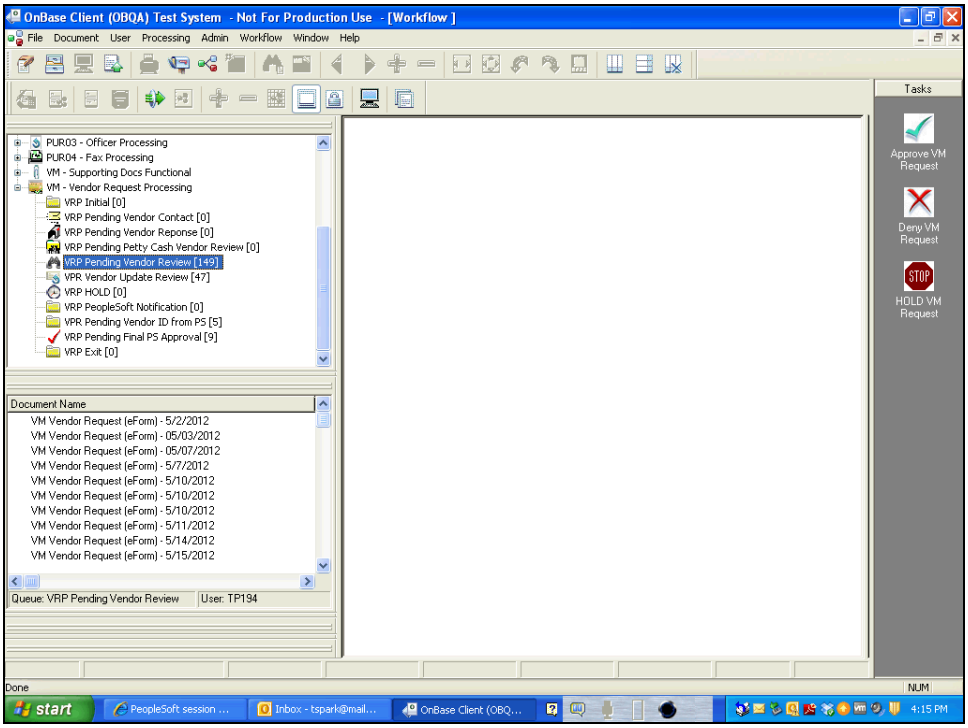
Throughout the following topic, imagine a time you've faced a similar scenario: Sean, a Department User, has submitted a request for a new vendor. You need to validate the information and decide whether or not to validate, deny, or hold the request.

Procedure

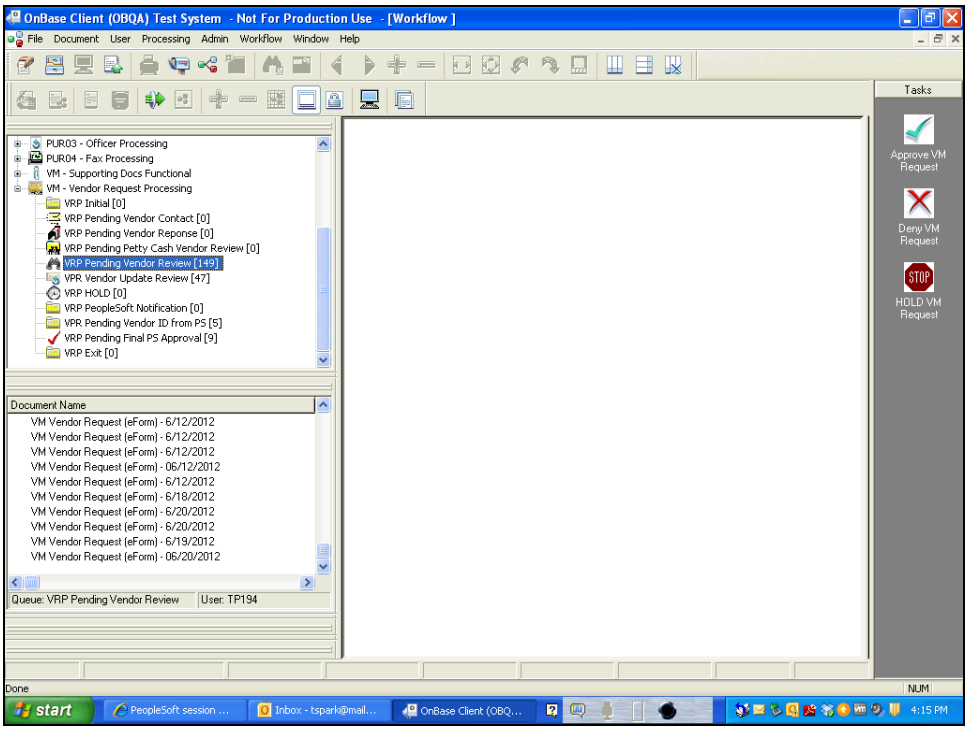
Welcome to the Validating Vendor Information in OnBase topic where you will learn how to validate vendor requests once they are sent to OnBase.



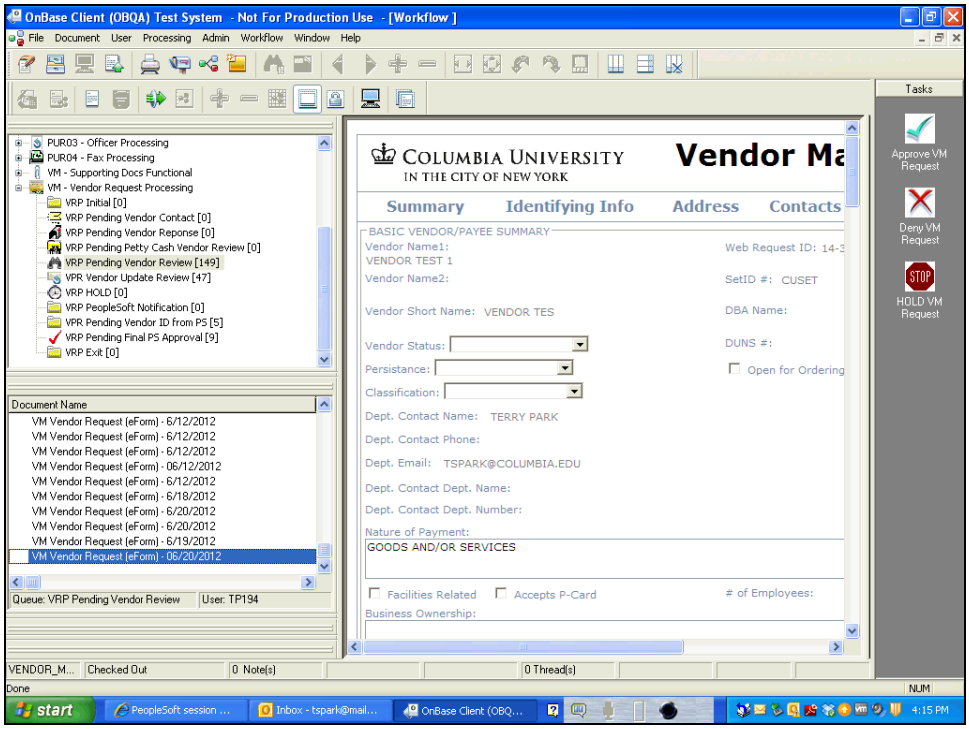
Step	Action
1.	Once you have logged into OnBase, you will select the file containing the pending vendor requests for review. Click the **VRP Pending Vendor Review [149]** tree item. VRP Pending Vendor Review [149]



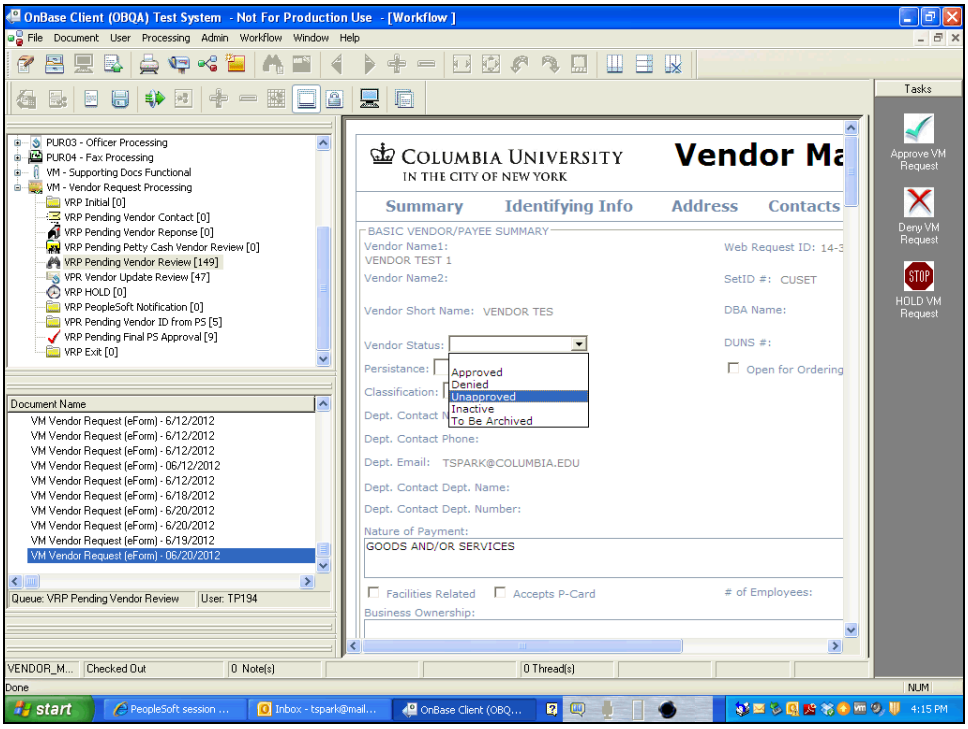
Step	Action
2.	Click the button of the scrollbar.



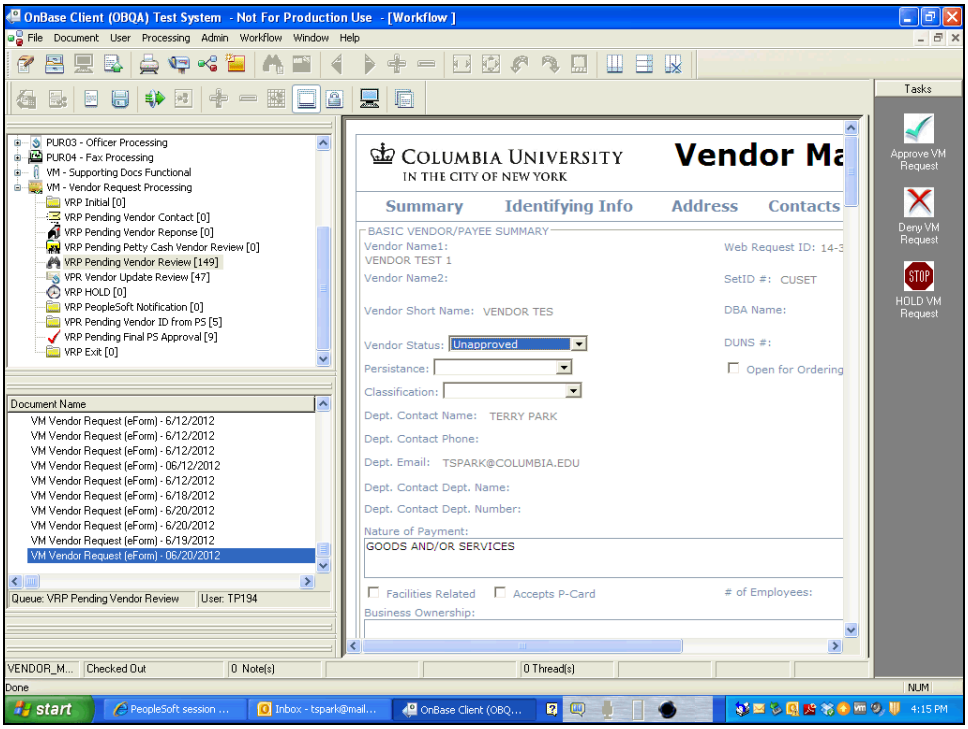
Step	Action
3.	Click the date for which you want to view the requests. VM Vendor Request (eForm) - 06/20/2012



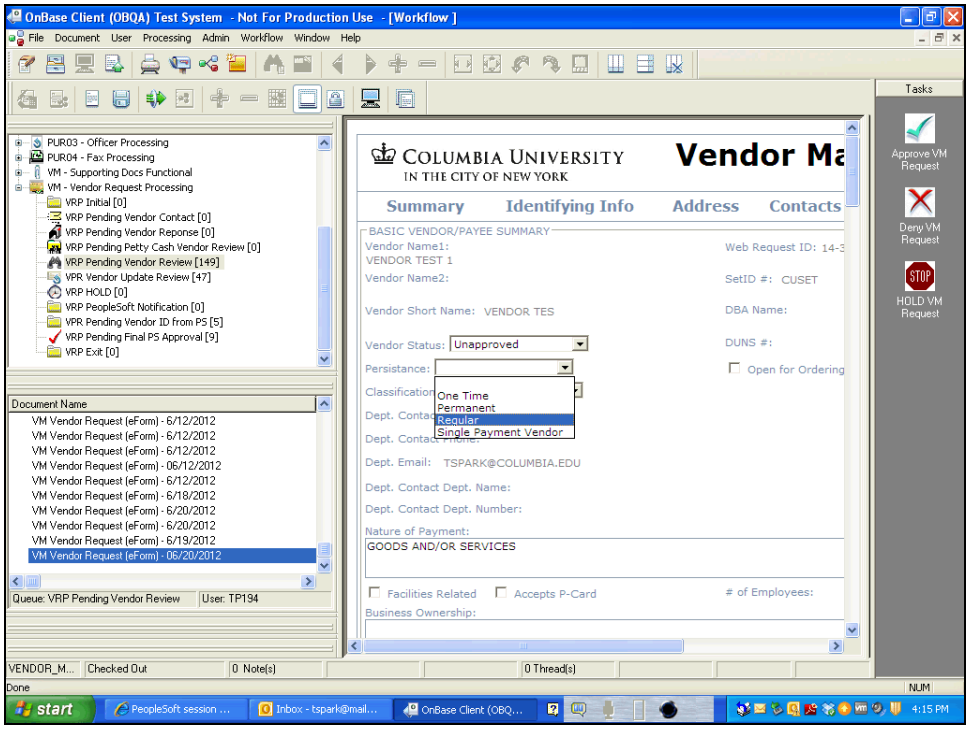
Step	Action
4.	Click the **Vendor Status** list.



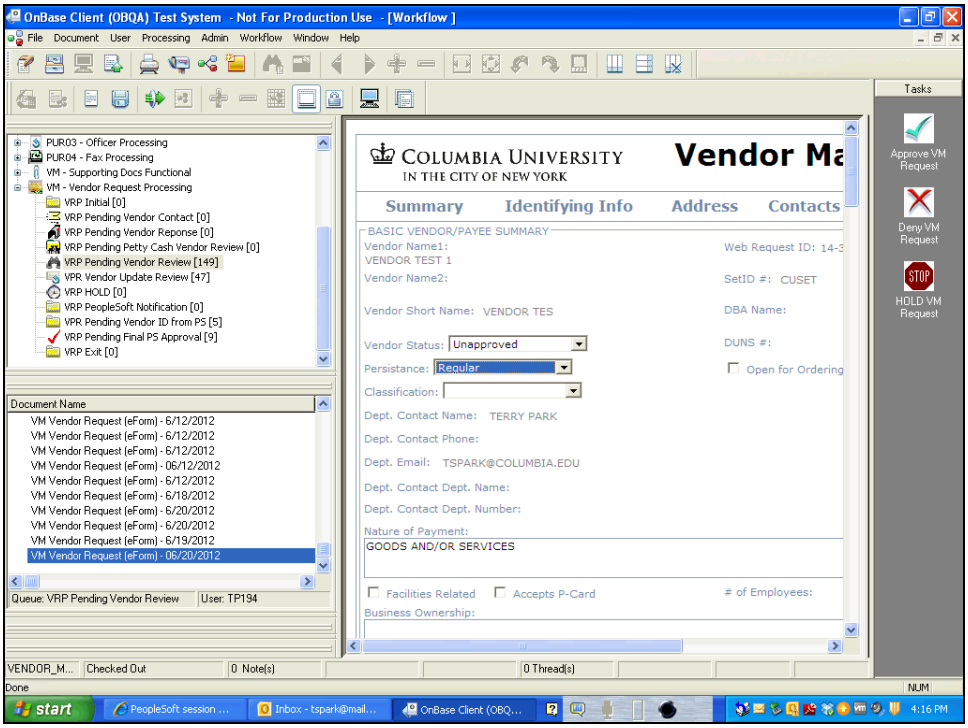
Step	Action
5.	Click the **Unapproved** list item. Unapproved



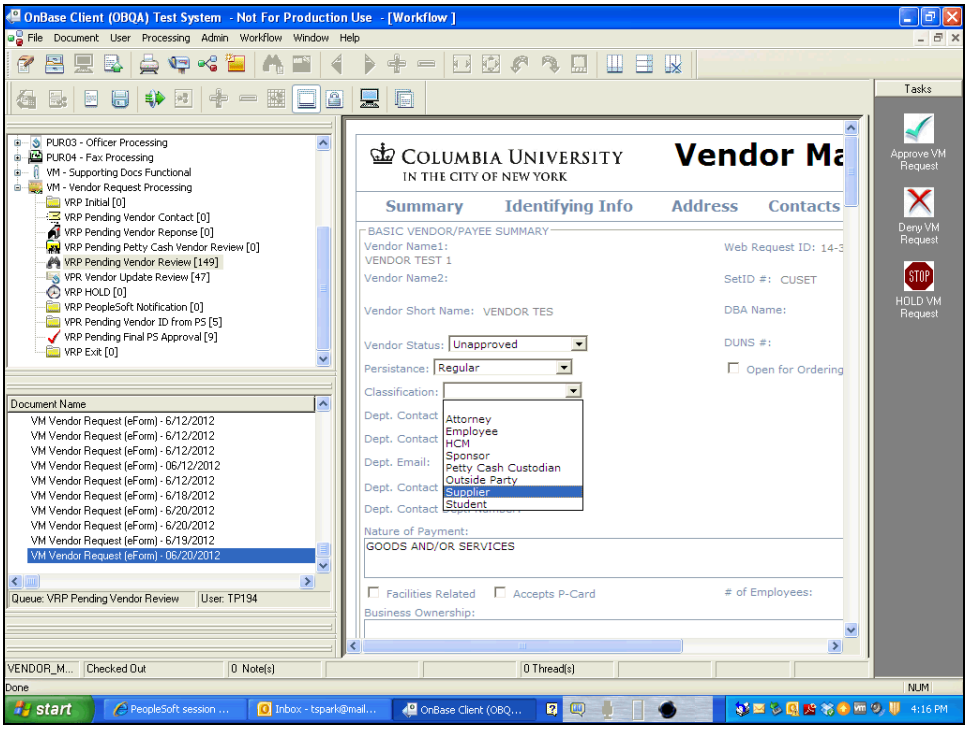
Step	Action
6.	Click the **Persistance** list.



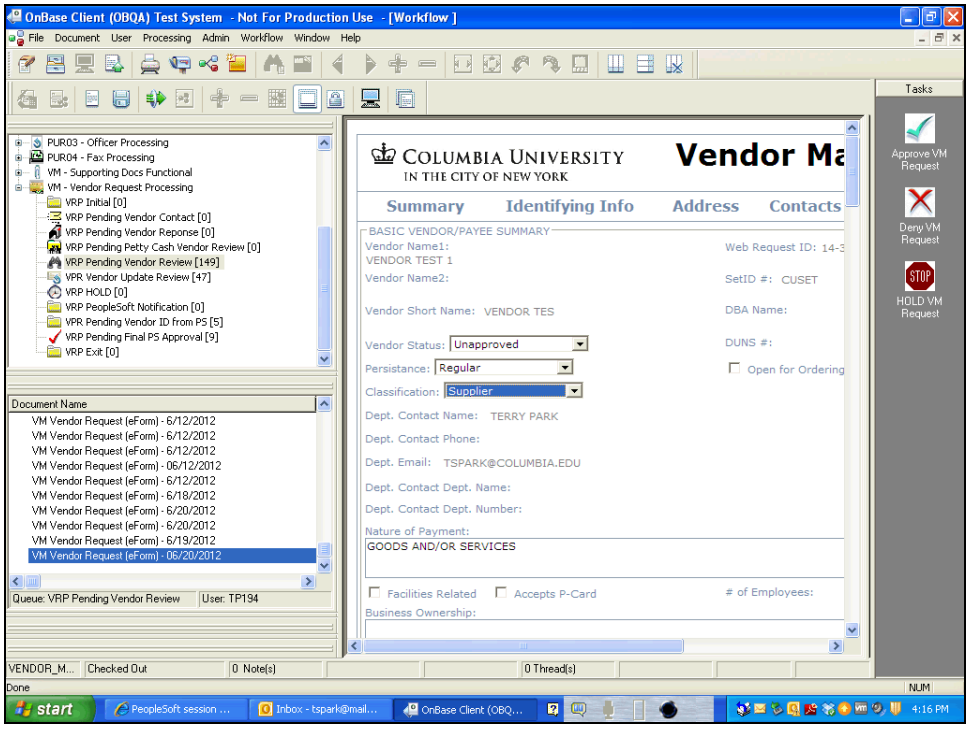
Step	Action
7.	Click the **Regular** list item.



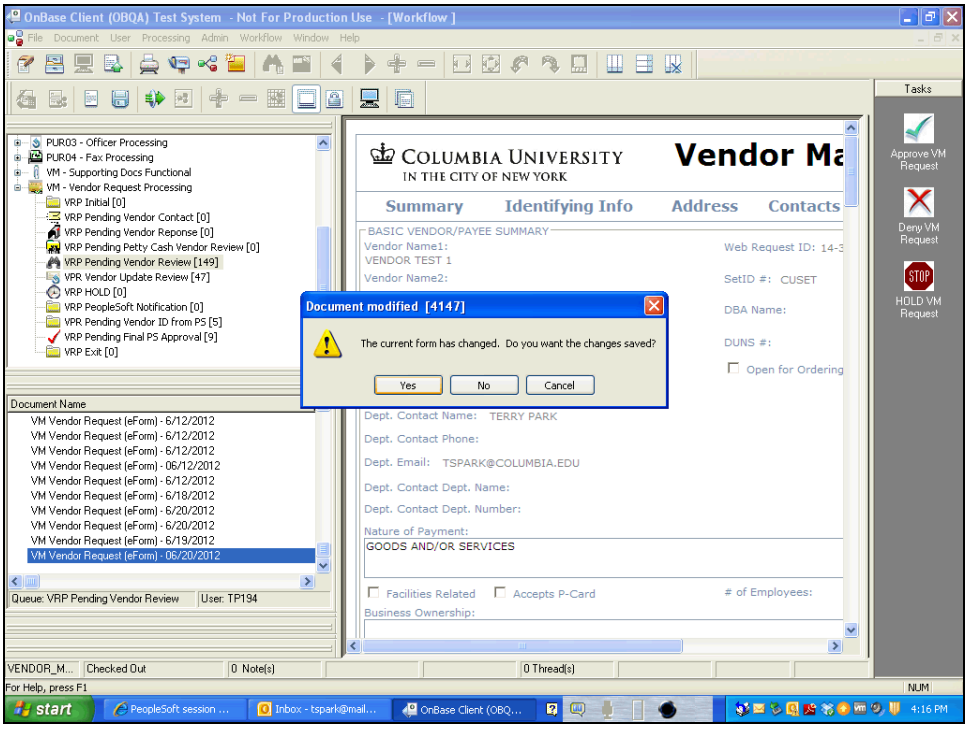
Step	Action
8.	Click the **Classification** list.

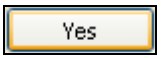


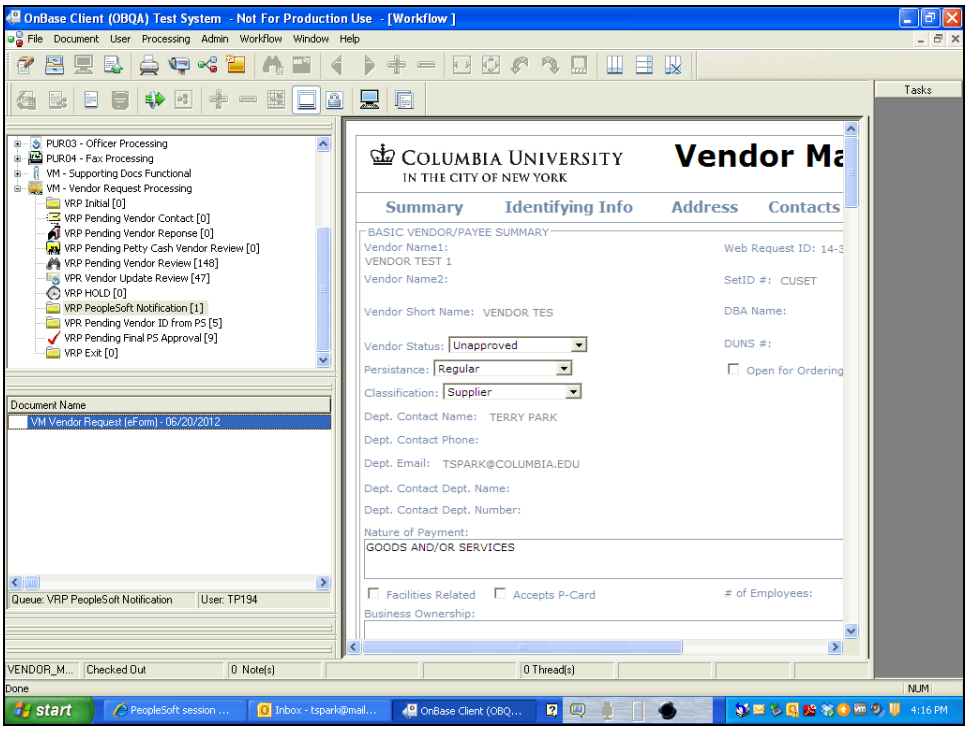
Step	Action
9.	Click the **Supplier** list item. Supplier



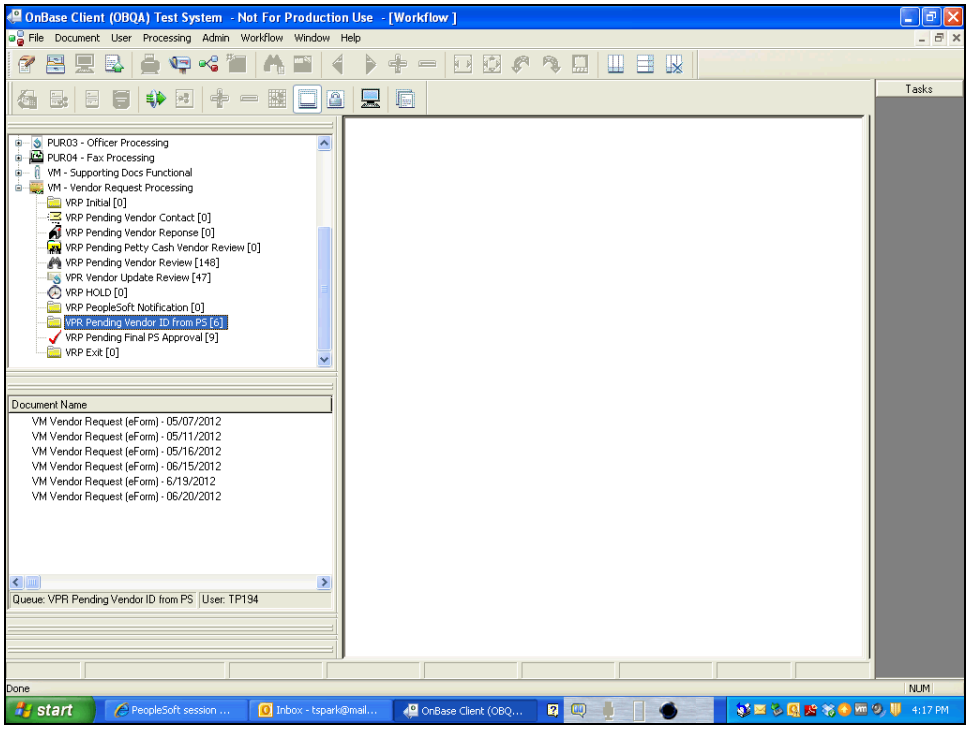
Step	Action
10.	If you want to validate the request, double-click the Approve VM Request button.



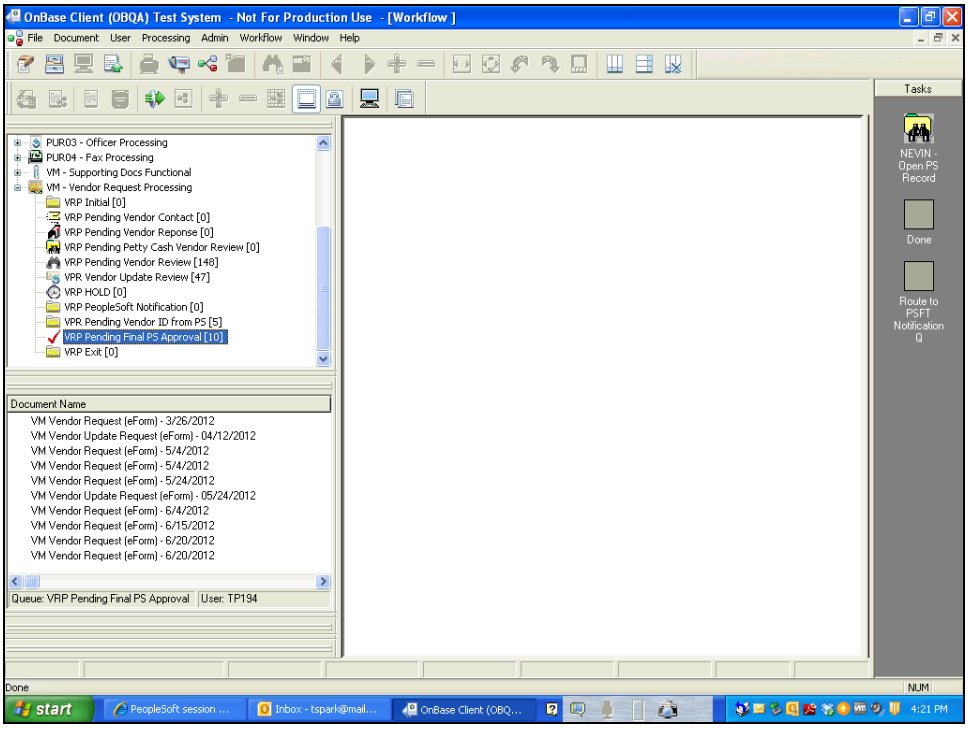
Step	Action
11.	Click the **Yes** button. 



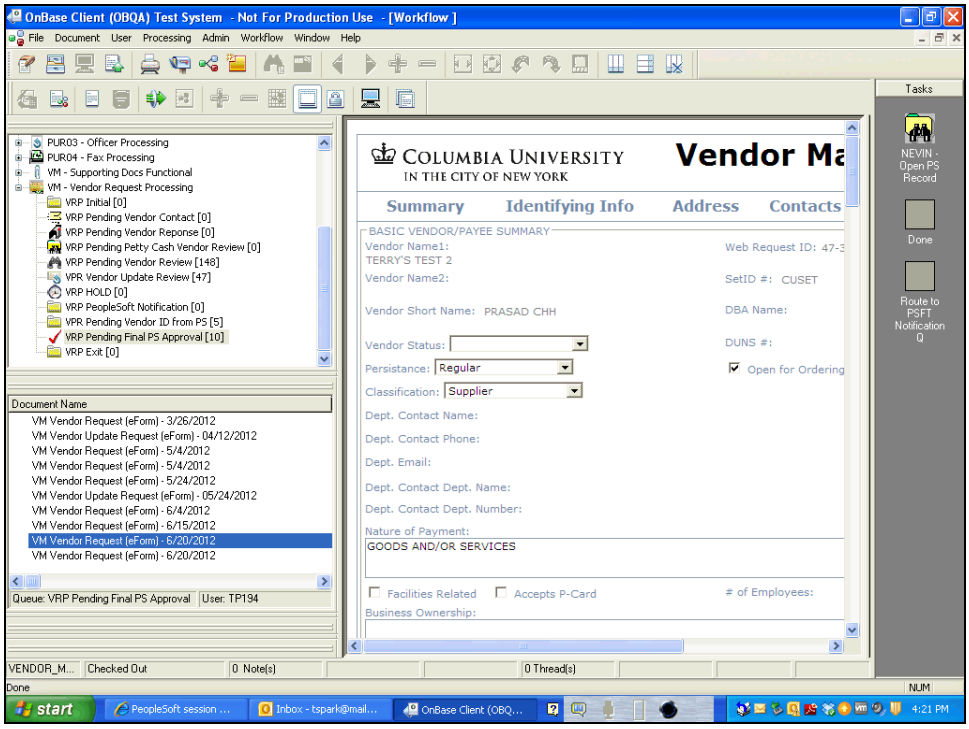
Step	Action
12.	Click the **VRP PeopleSoft Notification [1]** tree item to see when the file has been received by ARC. VRP PeopleSoft Notification [1]



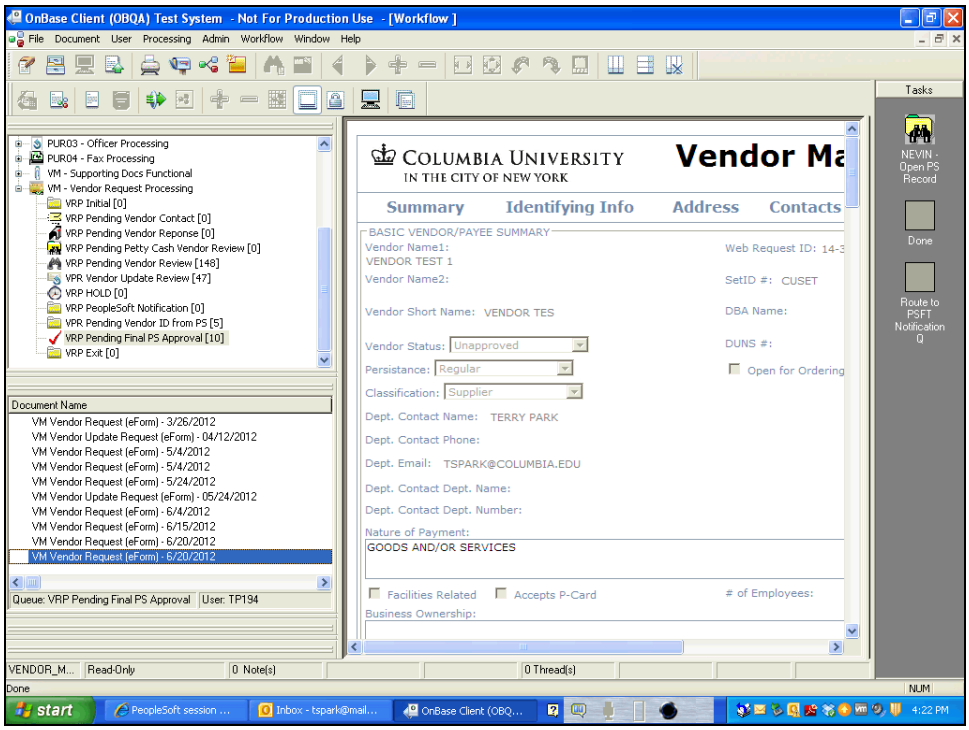
Step	Action
13.	When the vendor has been sent to ARC successfully and is pending a Vendor ID, the number next to the VPR Pending Vendor ID from PS will increase by 1 (notice the number went from 5 to 6). When the Click the **VPR Pending Vendor ID from PS [6]** tree item. VPR Pending Vendor ID from PS [6]



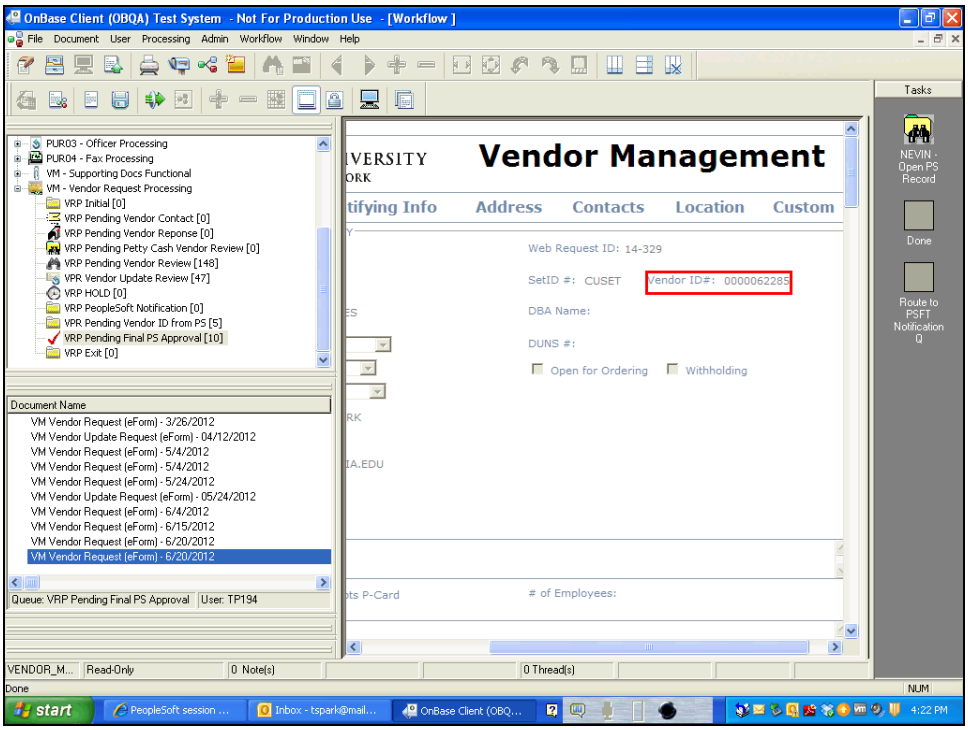
Step	Action
14.	When the vendor request is ready for final approval, the number next to "VRP Pending Final PS Approval" will increase. When this occurs, click the **VRP Pending Final PS Approval [10]** tree item. VRP Pending Final PS Approval [10]



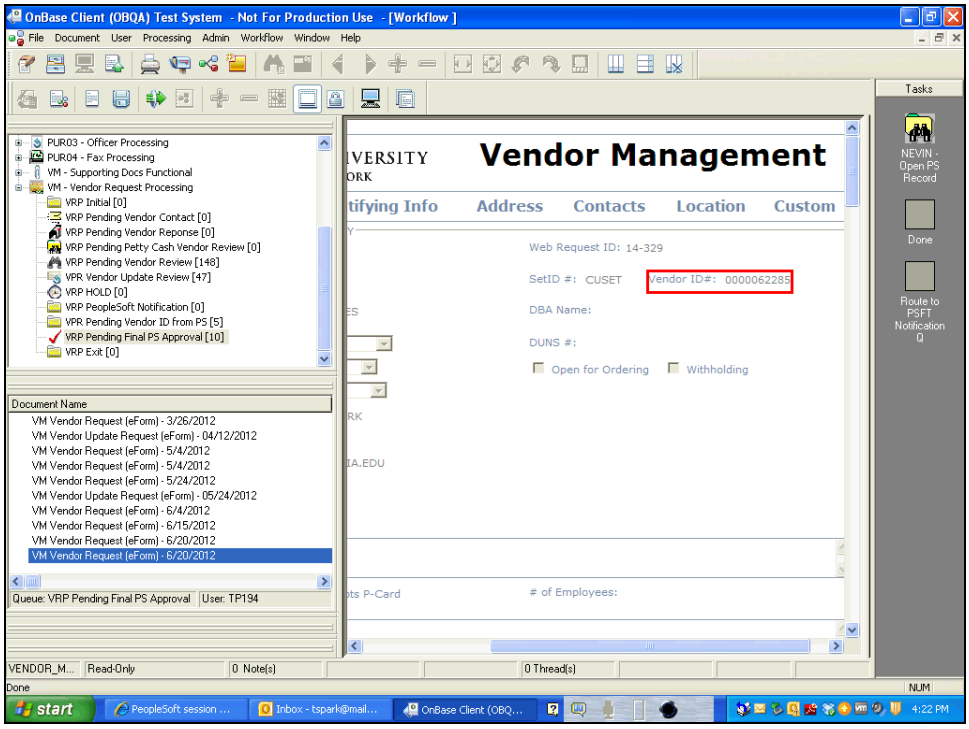
Step	Action
15.	Validate that the correct date is selected. VM Vendor Request (eForm) - 6/20/2012



Step	Action
16.	Click the button of the scrollbar.



Step	Action
17.	See that the Vendor ID has been created for the vendor. This will be the ID used in ARC to identify the vendor.



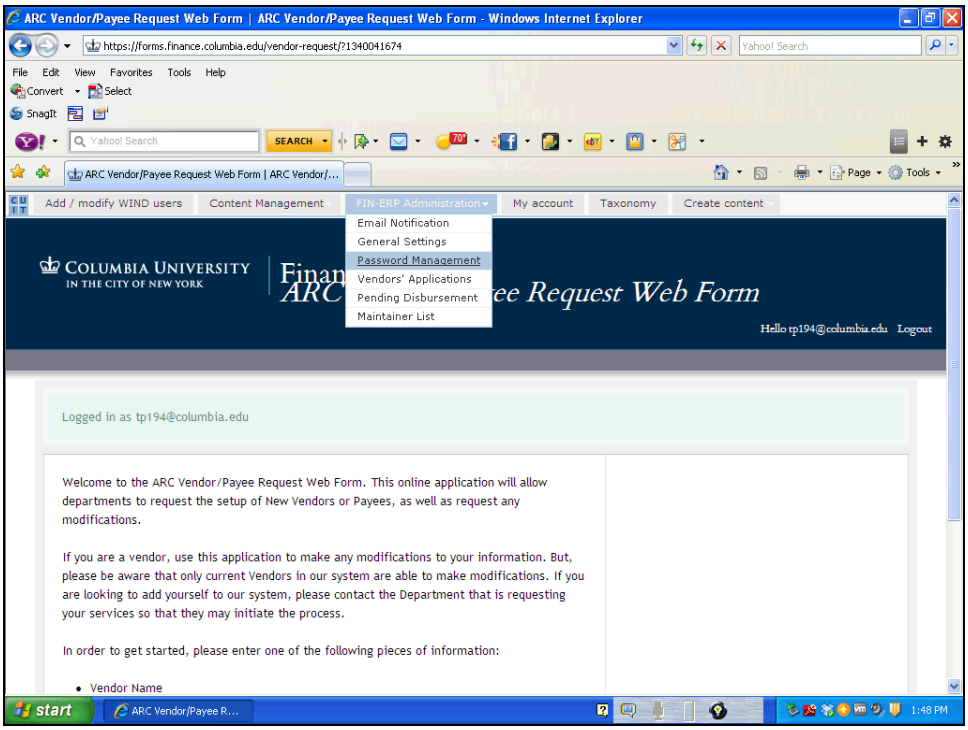
Step	Action
18.	You have successfully validated vendor information in OnBase. You can now select the next lesson. **End of Procedure.**

Resetting Temporary Vendor Passwords

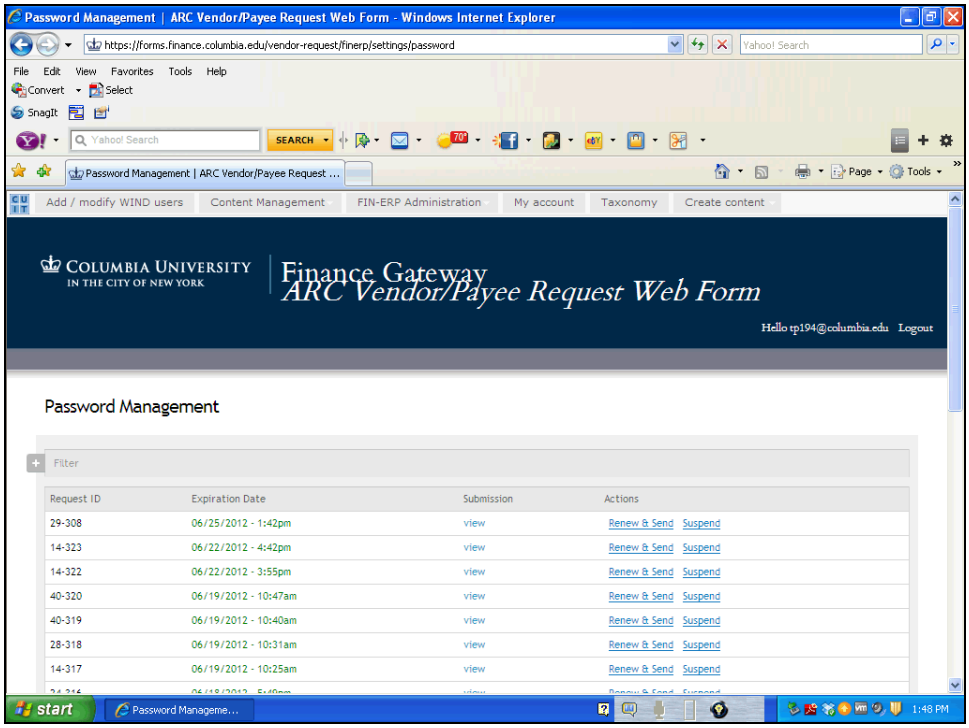
Each time a new vendor is requested, an email is sent to the vendor containing a temporary login ID and password. This temporary information will expire after a week. In the event the vendor hasn't updated their information in that time period, their login ID and password will need to be reset by the Vendor Management Team. This hands-on scenario will teach you how to reset temporary login information.

Procedure

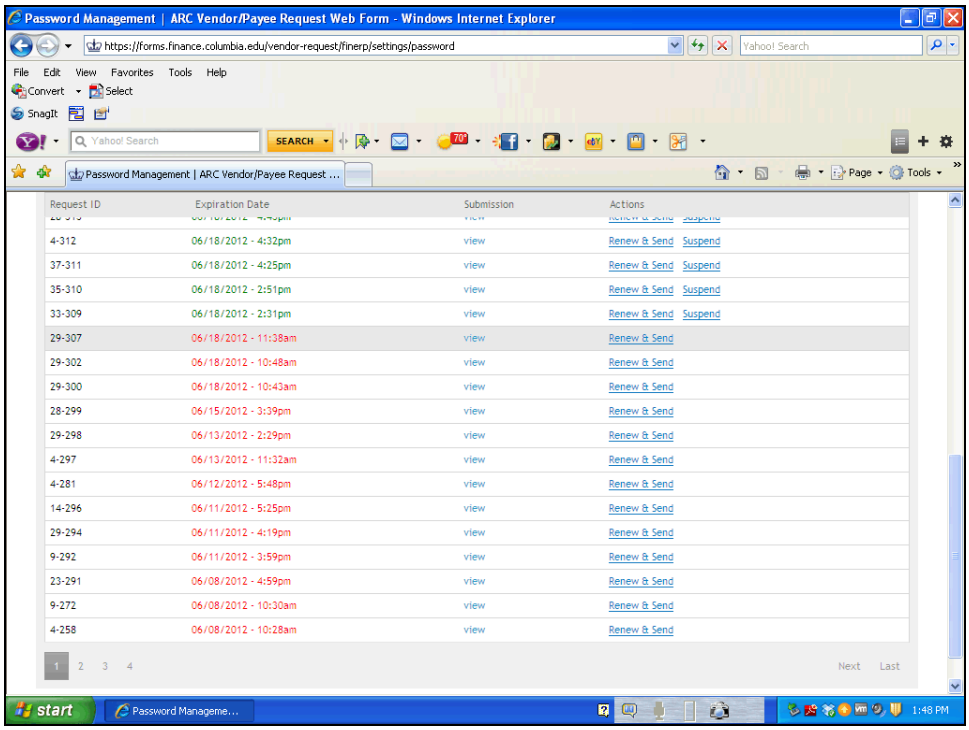
Welcome to the Resetting Temopary Vendor Passwords topic where you will learn how to reset vendor login information.

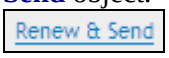


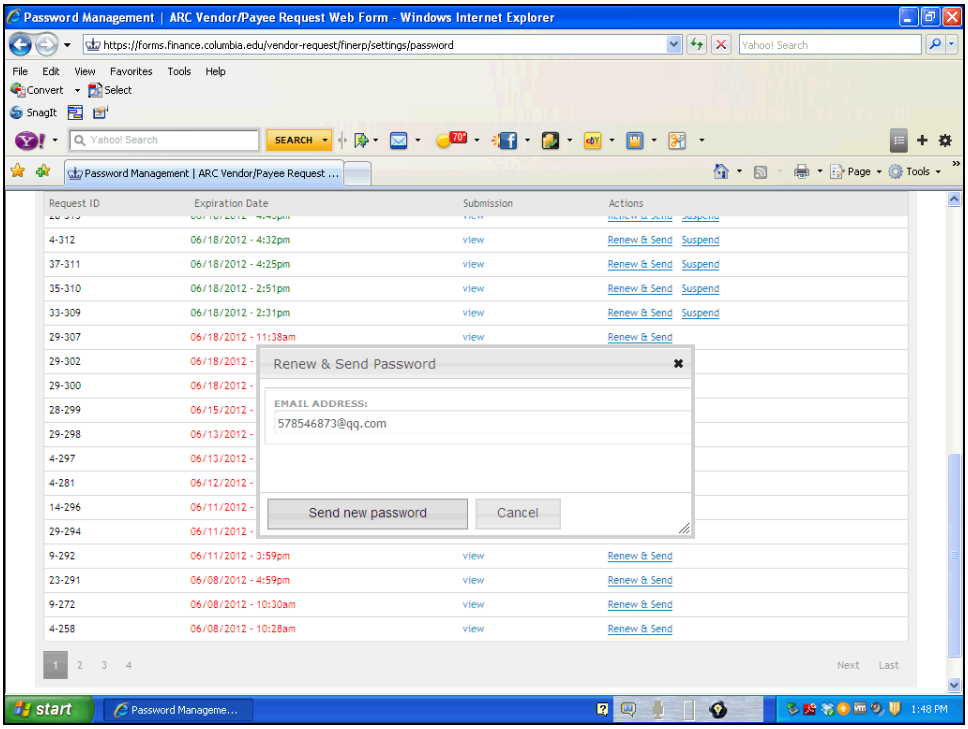
Step	Action
1.	After you have logged into the Vendor Management Request form on the Procurement Web Page, you will select the **Password Management** link from the FIN ERP Administration menu.

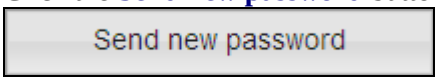


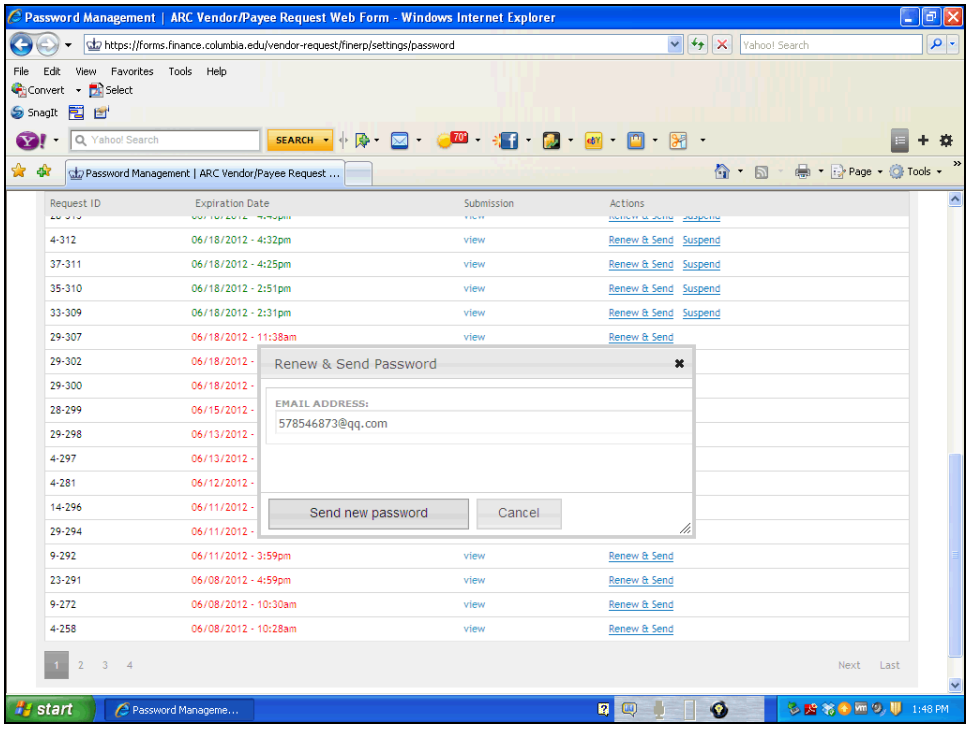
Step	Action
2.	Click the button of the scrollbar to find the request ID you are looking for.



Step	Action
3.	The dates in red will indicate that the information has expired. Click the **Renew & Send** object. 



Step	Action
4.	Click the **Send new password** button. 



Step	Action
5.	You can now select the next topic. **End of Procedure.**

Vendor Records in ARC

This is the *Vendor Records in ARC* lesson of the *Vendor Processing -- Vendor Management* course. Upon completion of this lesson, you will be able to:

- Review the different components of a Vendor Record in ARC
- Search for vendors and review vendor information in ARC
- Approve Vendors in ARC

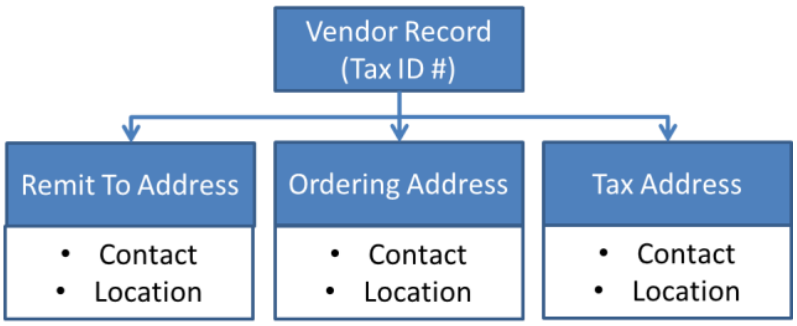
Estimated time needed to complete lesson: 20 minutes

Vendor Record Overview

Once vendor information has been validated in OnBase, a vendor record is created in ARC. Vendor Records in ARC are robust and contain six different tabs of information. The four tabs that contain most of the vendor information you will use are: Identifying Information, Address, Contacts, and Location. You can use these tabs to review vendor information and make modifications to certain fields.

The organization of the information on the vendor profile is as follows:

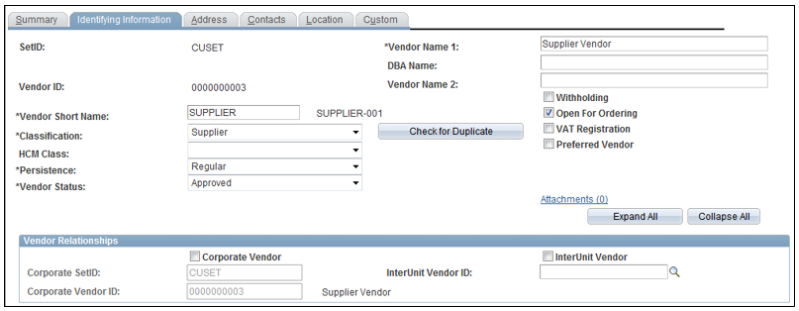
- There is one tax identification number per vendor profile (there can be no duplicate tax ID numbers in the system)
- Each vendor then can have multiple addresses (one remit to address, one ordering address, and one tax address)
- Each one of these addresses can be associated with a specific contact person at this vendor address as well as a location for this address.
- Locations are payment methods (check, wire, automated clearing house). Each location for a vendor must be linked to one of the three addresses



Vendor Identifying Information

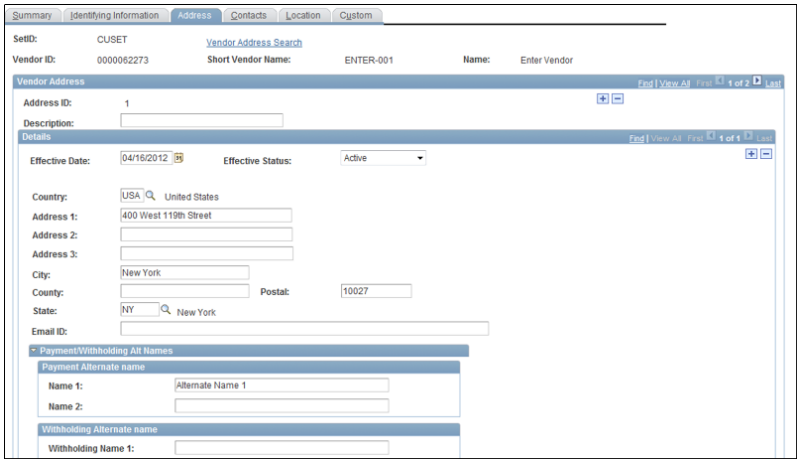
The Identifying Information Tab contains key labeling information for the vendor such as, Vendor Name, Vendor ID, and Vendor Short Name. You will use the fields on the Identifying Information tab to search for vendors when processing a transaction, such as a voucher or requisition.

In addition, this is where you will change the Vendor Status to Approved and make the vendor Open for Ordering, meaning that Departmental Users can use this vendor when processing requisitions.



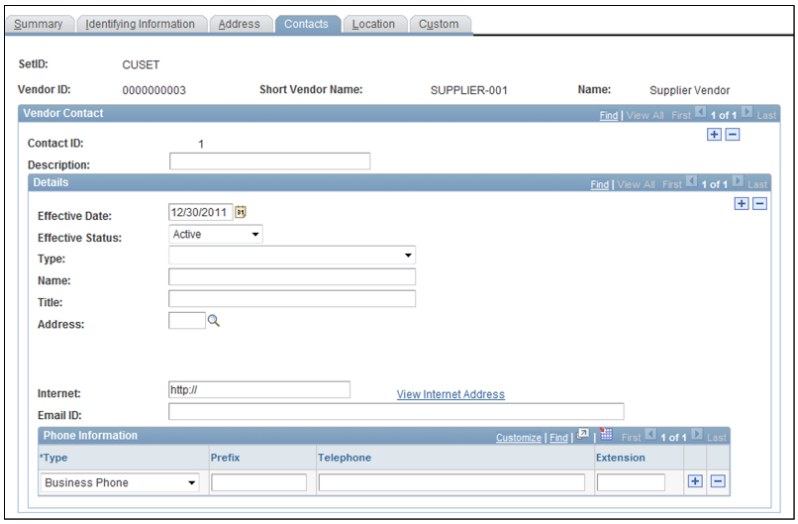
Vendor Addresses

The Address Tab is where you can find the vendor's address(es). ARC allows you to enter multiple addresses for a vendor. This information will also be used when dispatching payments and purchase orders to vendors. There is also a description field on the page to indicate what type of address is entered (remit to, ordering, tax, etc.)



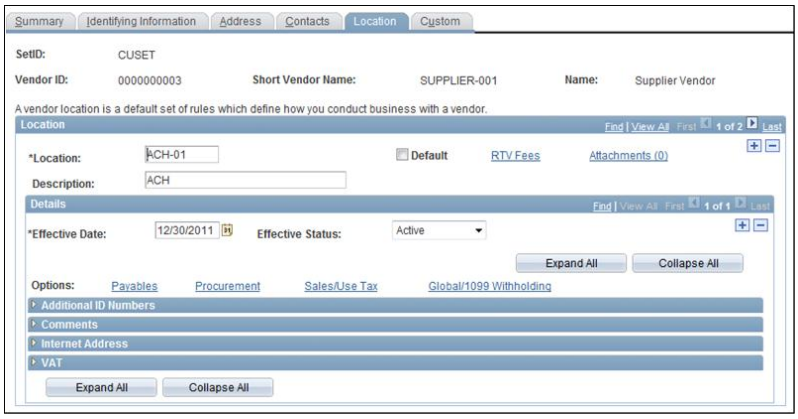
Vendor Contacts

The Contacts Tab contains information about the primary contacts for a vendor. The information entered on this page is informational only. It will not be copied to a transaction when the vendor is selected.



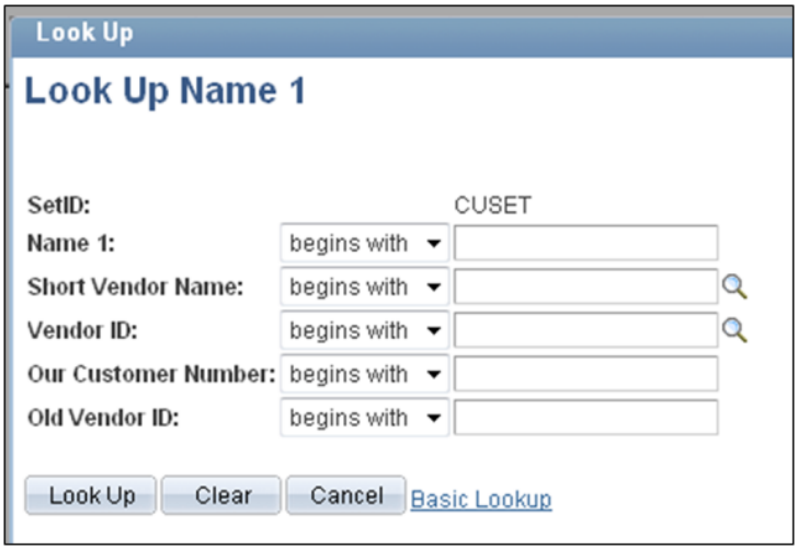
Vendor Location

The Locations Tab contains key disbursement information for the vendor. You will find payment method and associated payment details on this tab. The Vendor Management Team will need to update this tab with Location Information for the vendor once it has been submitted. New vendors created from ARC will be entered with the default Check Location (CHK-01). If a request is submitted for the vendor to be paid via ACH, the Vendor Management Team will need to insert a new row to define the ACH Location.



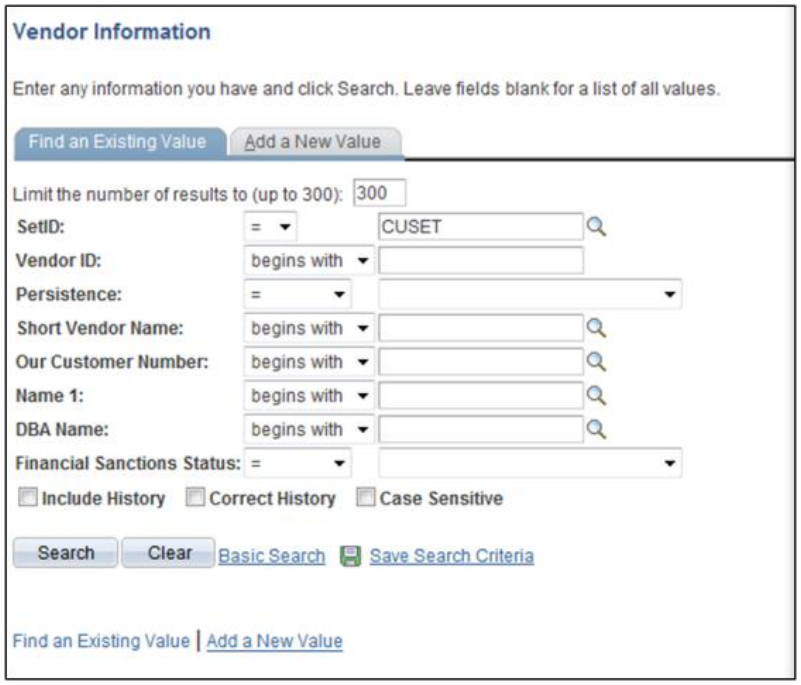
Identifying Vendors for a Transaction

Vendor Records can be used to review vendor information and verify whether or not a vendor exists in ARC. When processing transactions involving vendors, such as vouchers and requisitions, you can search for vendors using identifying information. When creating a new voucher or requisition, you can use the Look Up Function (symbolized by a magnifying glass) to identify and select the appropriate vendor. The Look Up function allows you to search by the following fields:



Searching For Vendors

Once a vendor exists in ARC, users can review the vendor information via the vendor search pages.



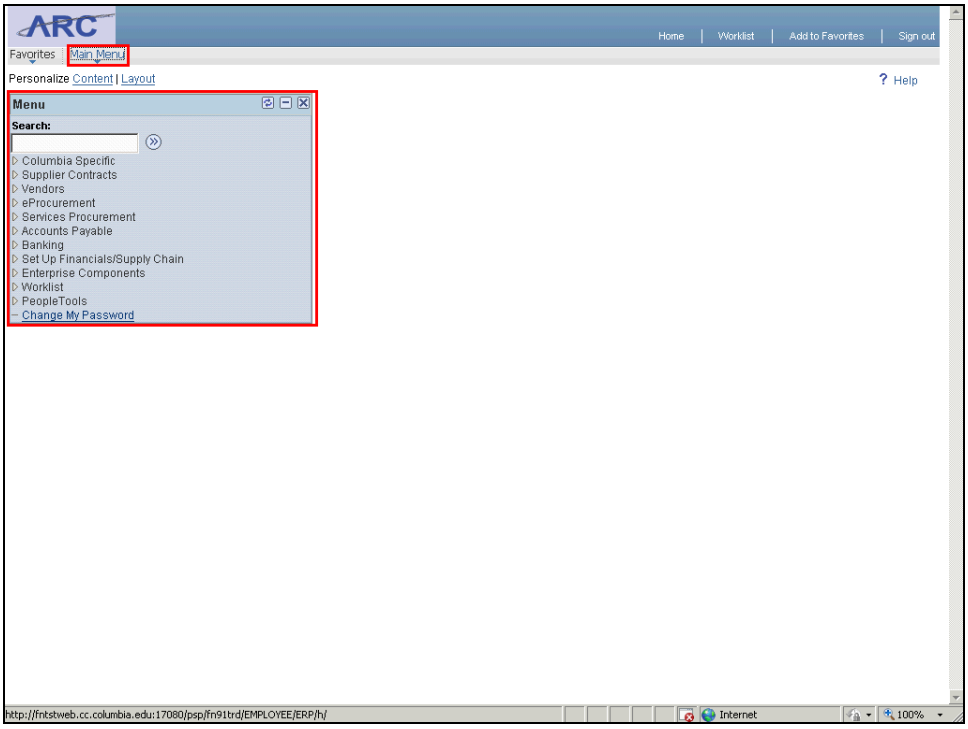
Note: This page can also be used to determine whether a vendor already exists in ARC prior to initiating the creation process.

Throughout the following topic, imagine a time you have faced a similar scenario: Mark needs to verify that a vendor does not already exist in ARC before he initiates the vendor request process.

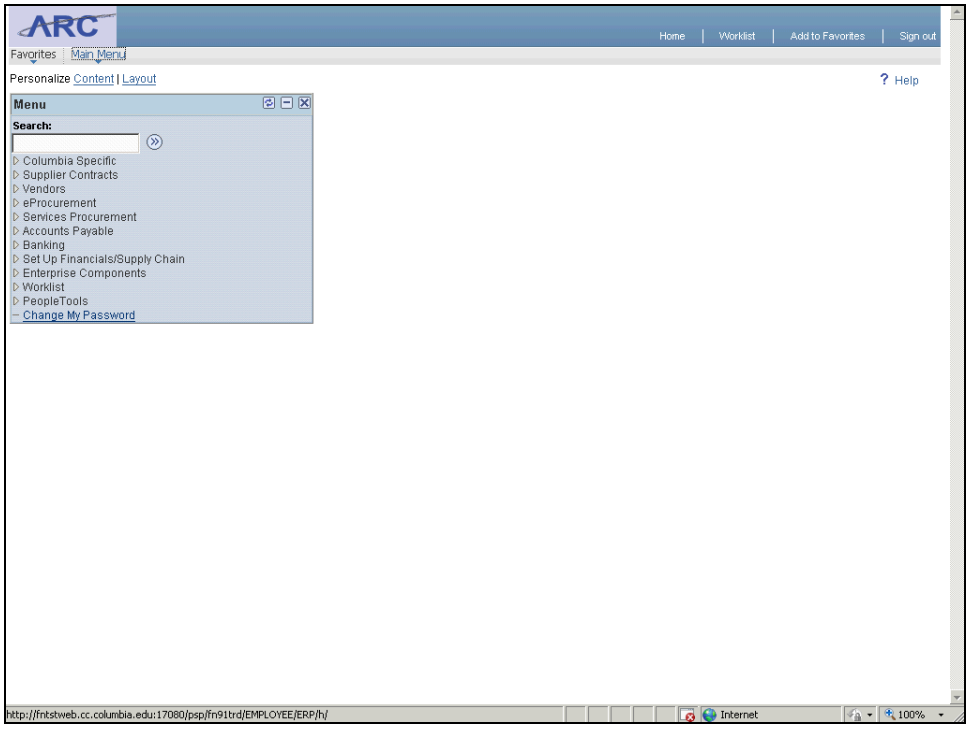
Estimated time needed to complete topic: 5 minutes

Procedure

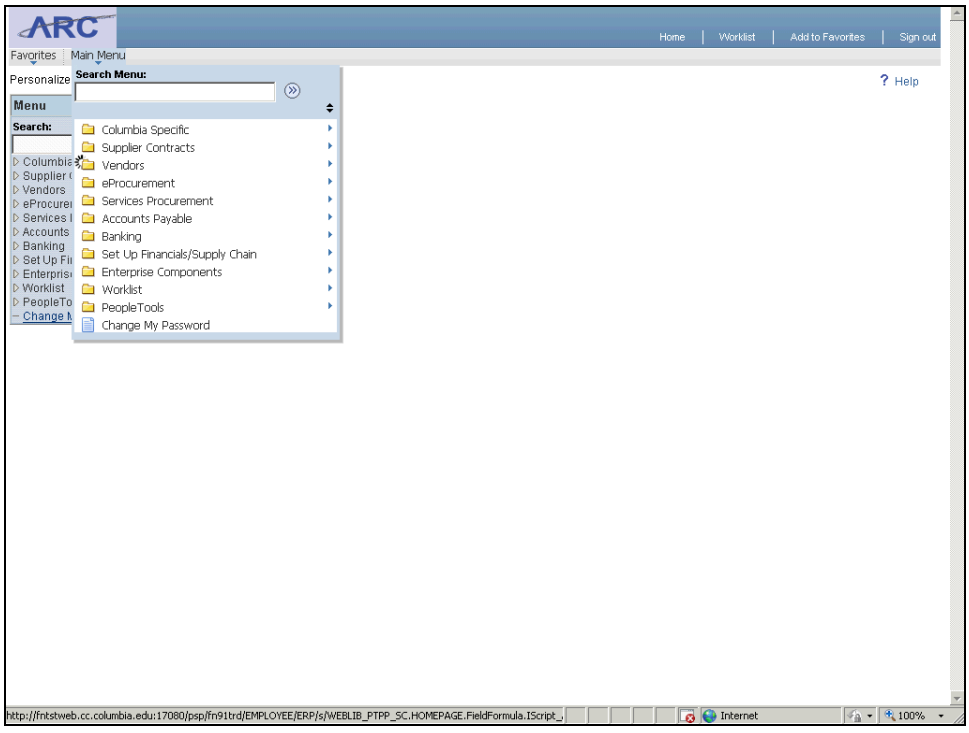
Welcome to the *Searching for Vendors* topic where you will learn how to search for vendor records. You can reference the Vendor Validation Policy (http://policylibrary.columbia.edu/files/policylib/imce_shared/Vendor_Management_-_Vendor_Validation_Policy.pdf) for additional information about validating vendors.

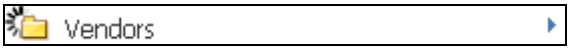


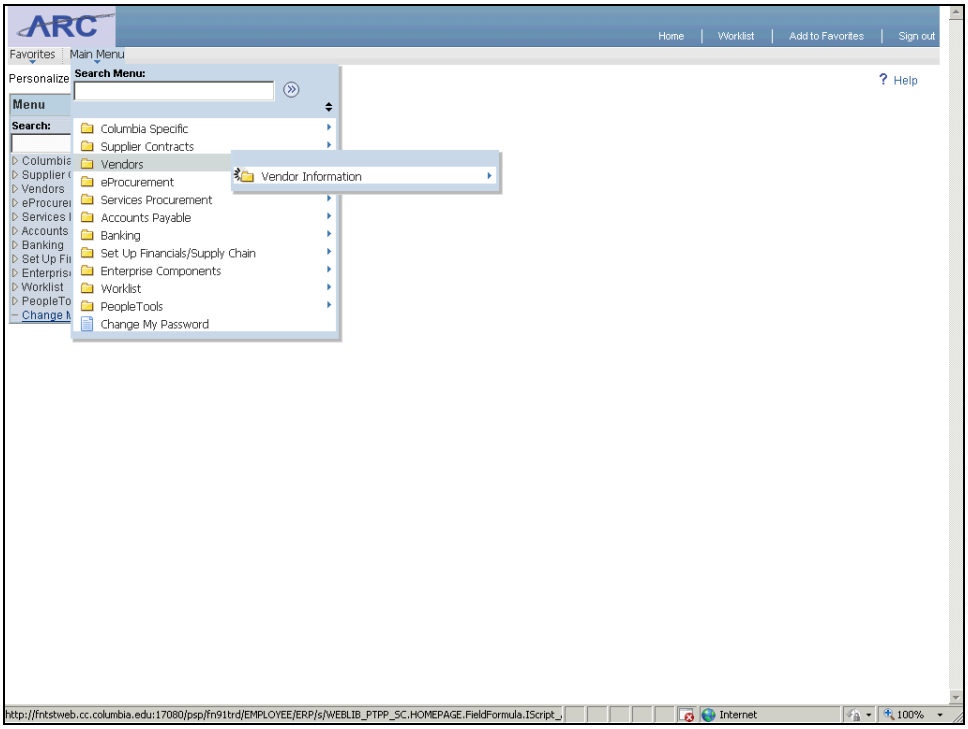
Step	Action
1.	There are two ways to access menu options in ARC. The first is by clicking on the appropriate option in the blue box, or you can find the same selections by clicking the Main Menu button at the top of your screen. In this course, we will use the Main Menu button at the top of the screen.

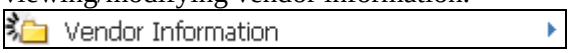


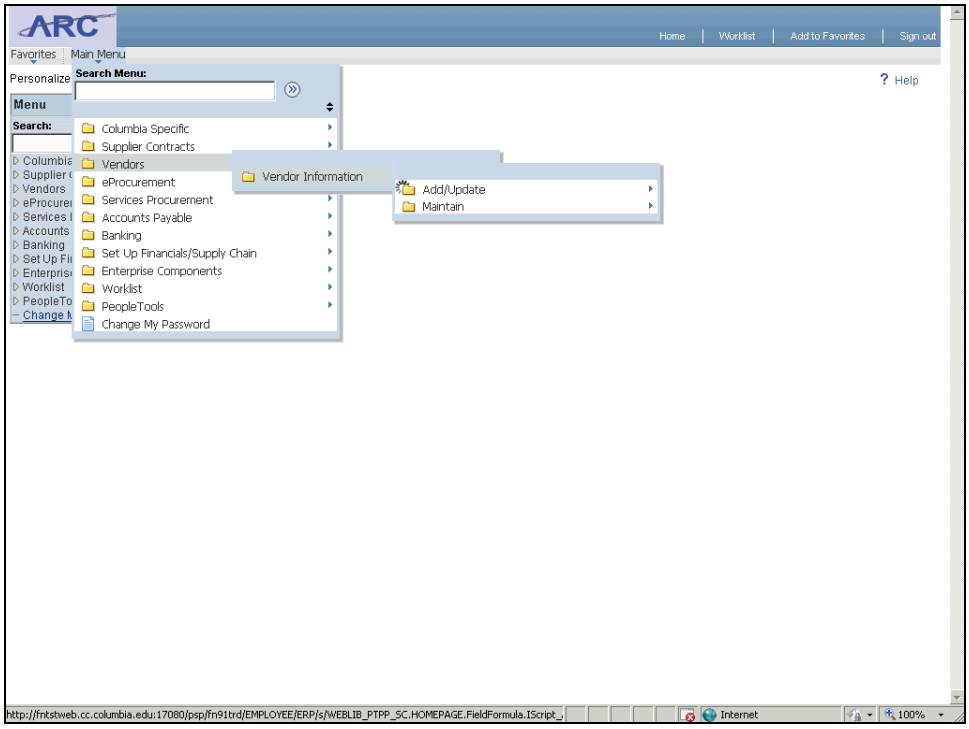
Step	Action
2.	Click the **Main Menu** button.



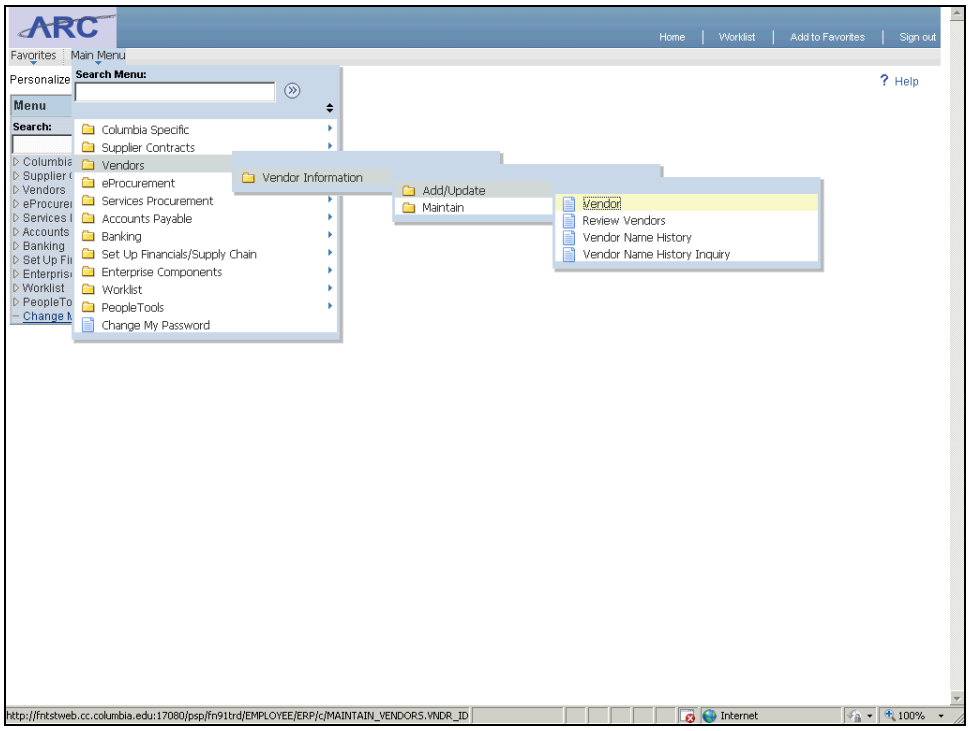
Step	Action
3.	Click the **Vendors** menu. 

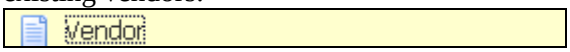


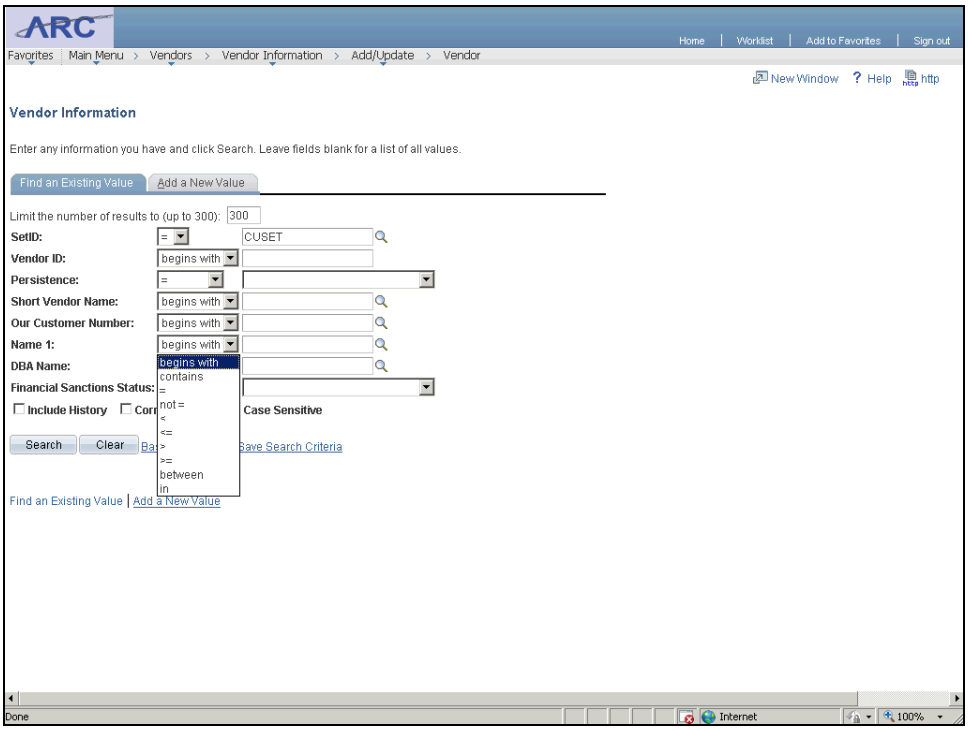
Step	Action
4.	Click the **Vendor Information** menu to see the different options available for viewing/modifying vendor information. 



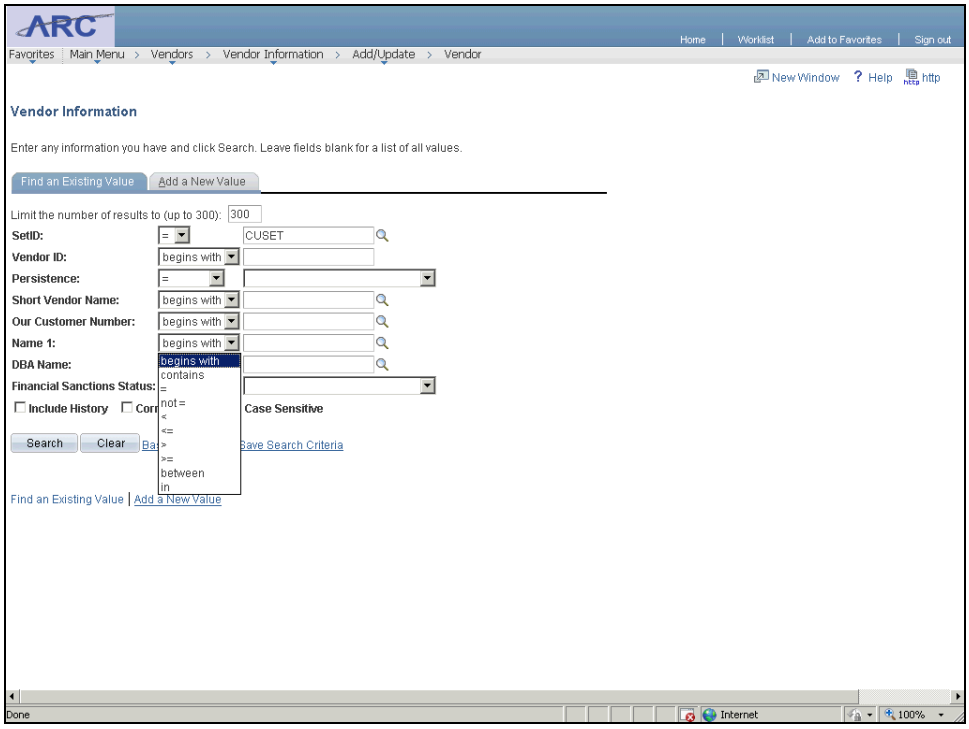
Step	Action
5.	Click the **Add/Update** menu to find an existing vendor.



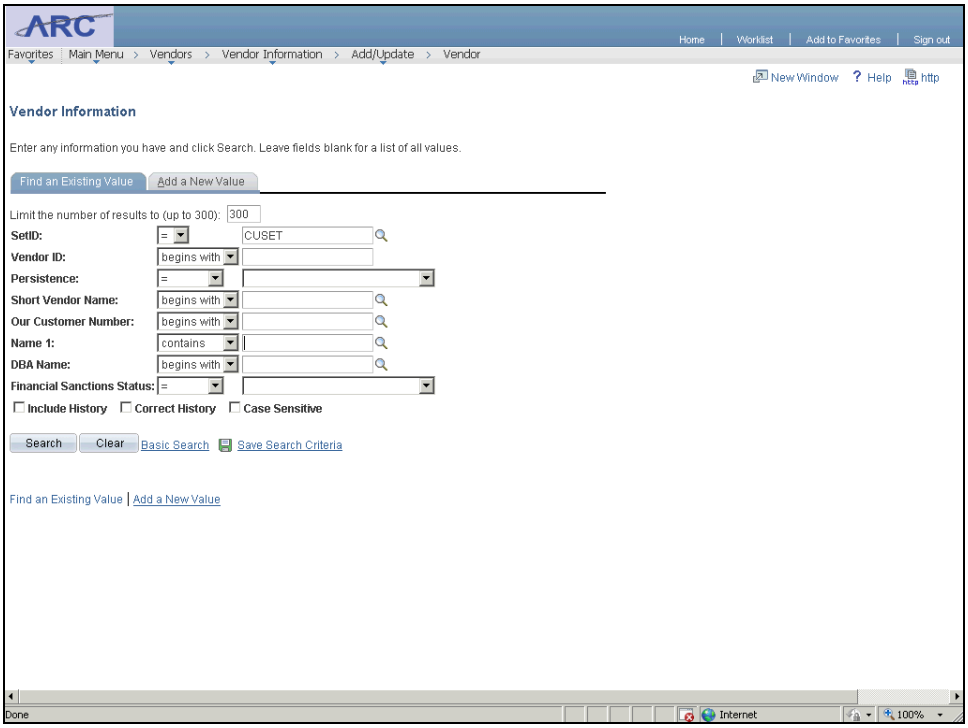
Step	Action
6.	Click the **Vendor** menu. You will always select this option when searching for existing vendors. 



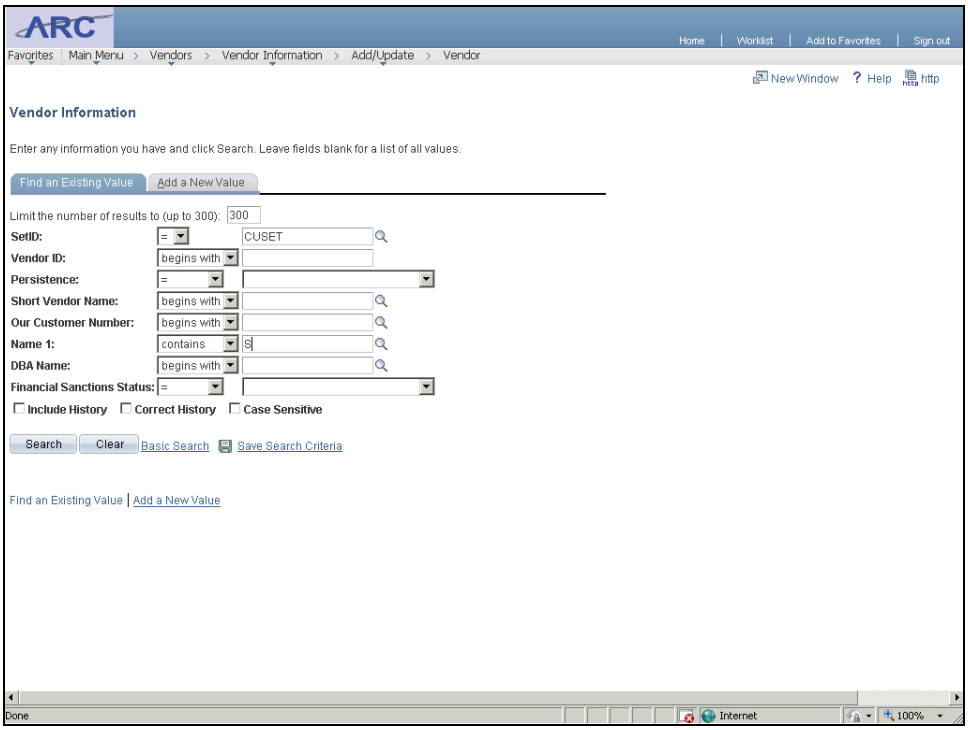
Step	Action
7.	Click the **Name 1** list to select the appropriate search options.



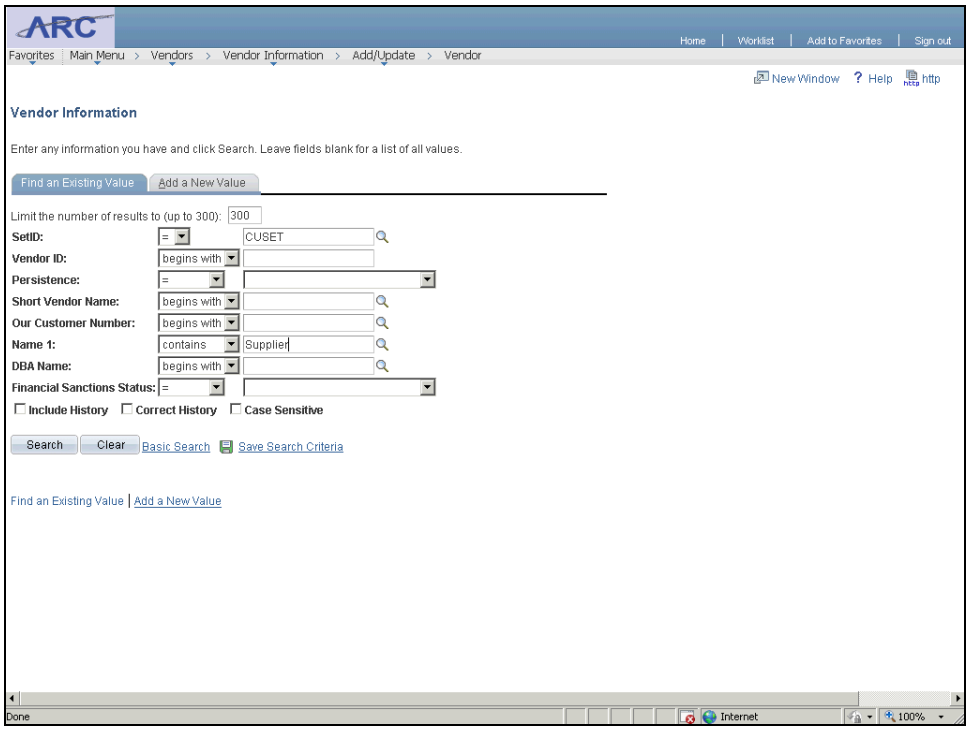
Step	Action
8.	Select **Contains.** This is a common search tool. If you don't know the entire vendor name, you can search by a part of the name. contains



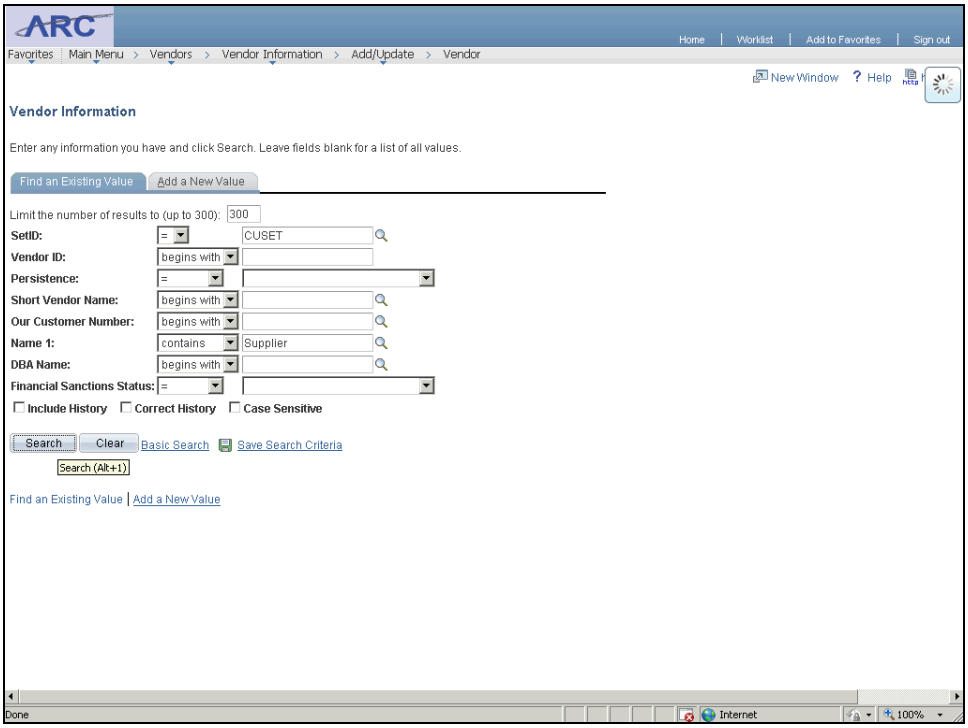
Step	Action
9.	Click in the **Name 1** field.



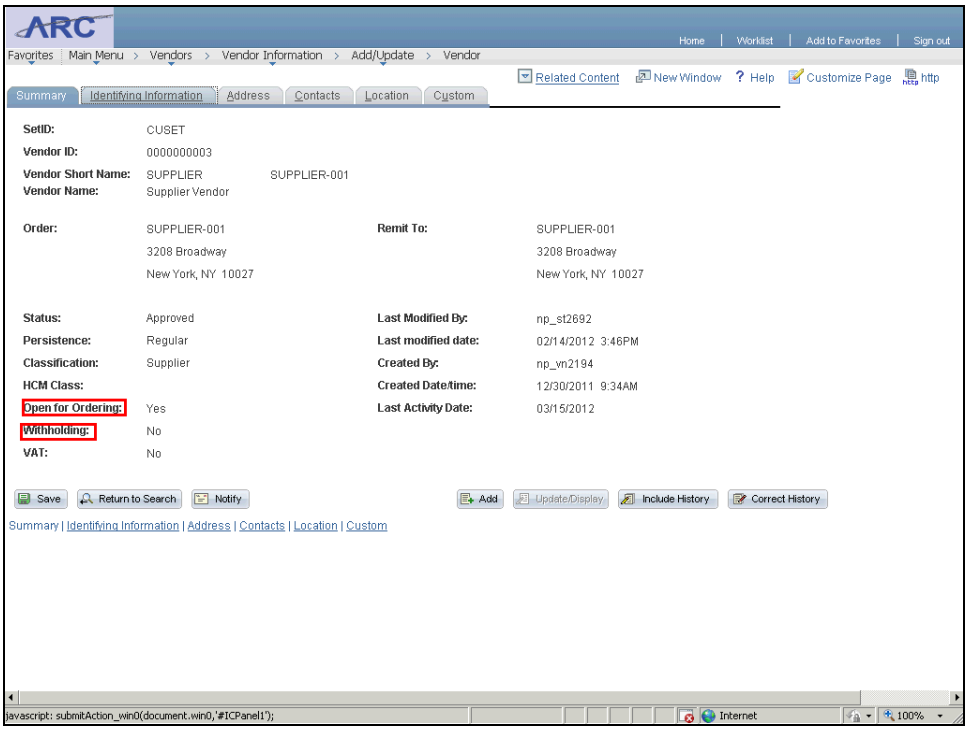
Step	Action
10.	Enter the desired information into the **Name 1** field. Enter "**Supplier**". Note: The Name 1 field is the corporate name of the vendor. If you are unfamiliar with this name, then you can search by the DBA name as recorded in APCAR today.



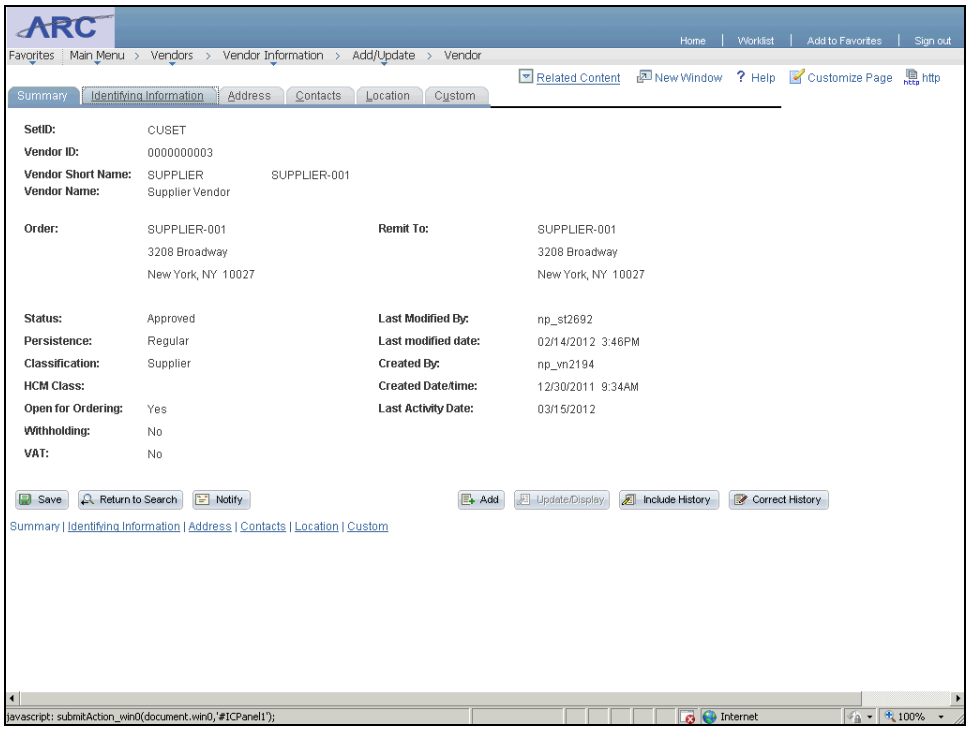
Step	Action
11.	There are no requirements as to which search fields you search by. It is not actually required to fill out any of the fields besides the SETID, however, entering search criteria assists in narrowing the search results.



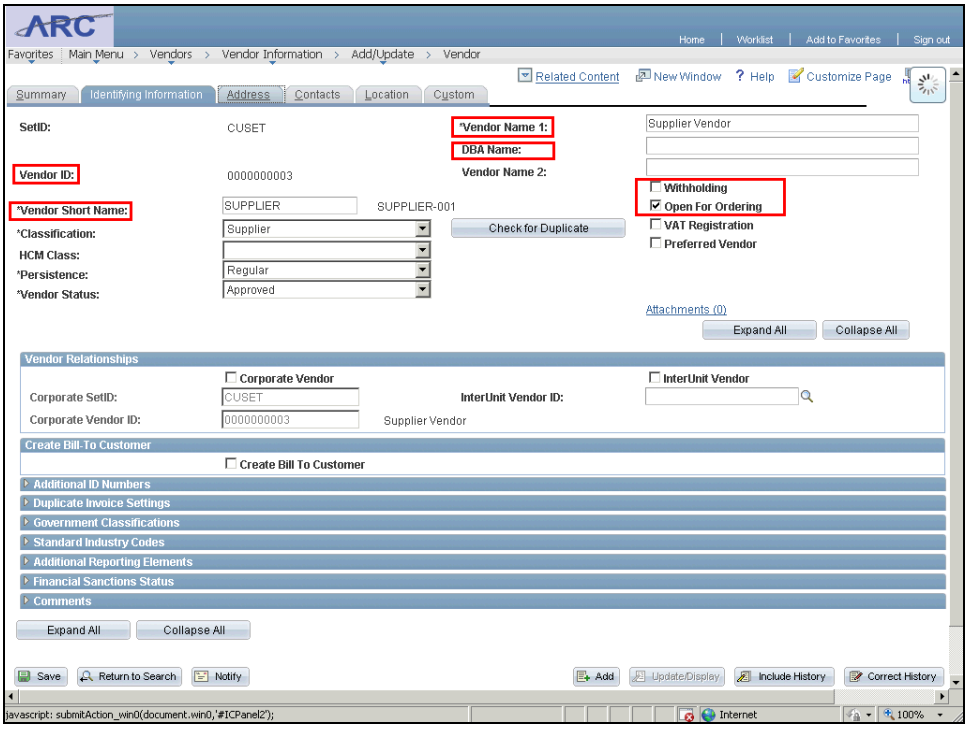
Step	Action
12.	Click the **Search** button.



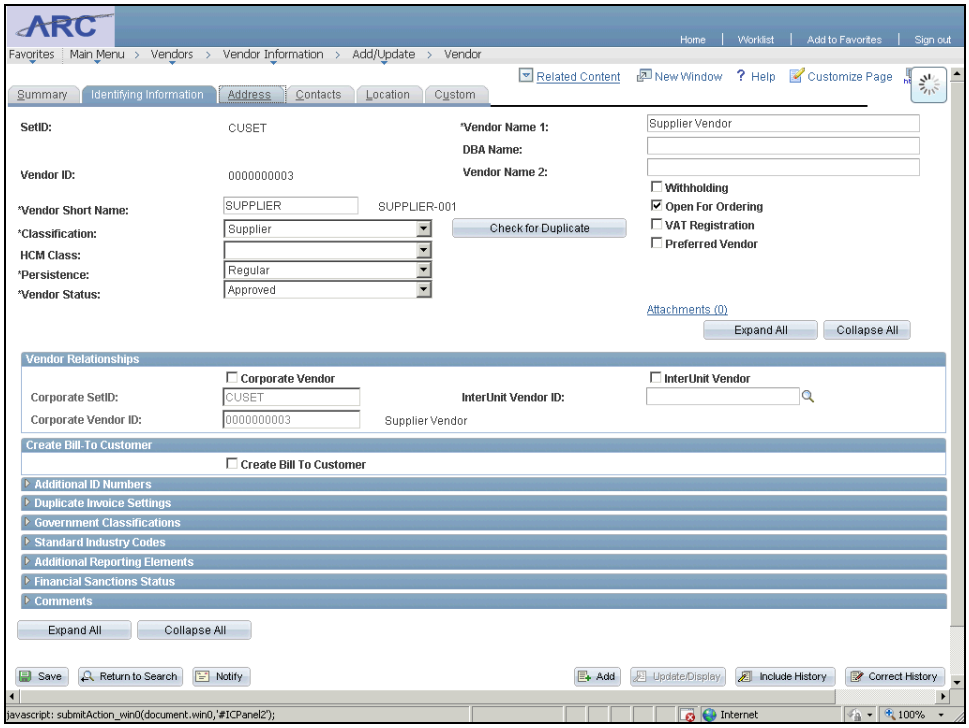
Step	Action
13.	See the **Summary Tab** to view summary information on the vendor. The majority of the information can also be found at other places in the detailed vendor record.



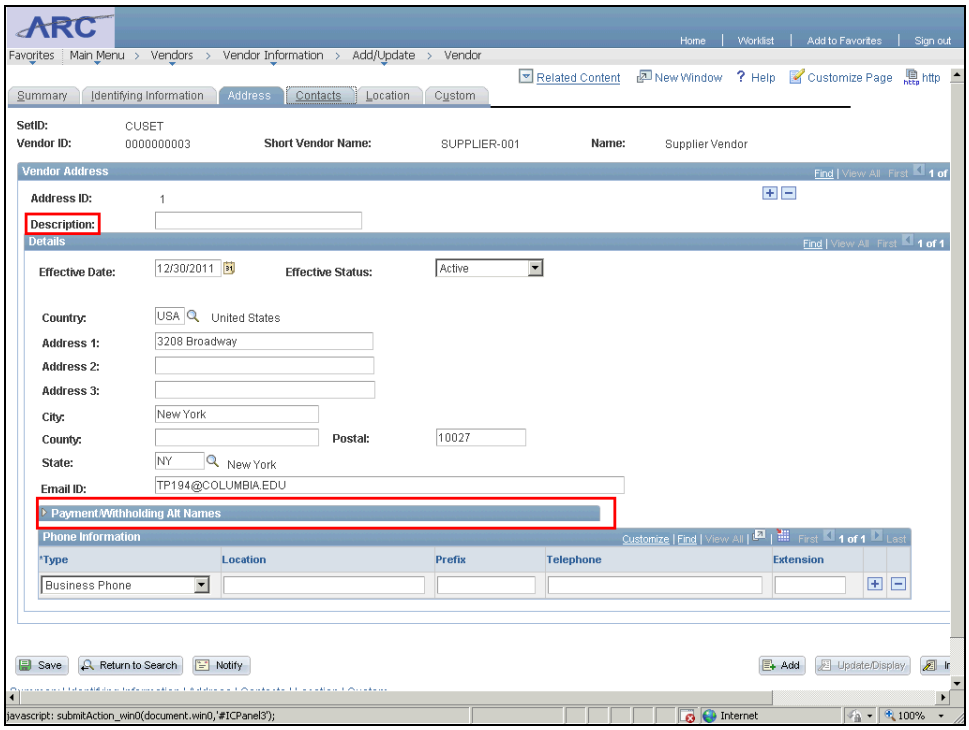
Step	Action
14.	Click the **Identifying Information** tab.



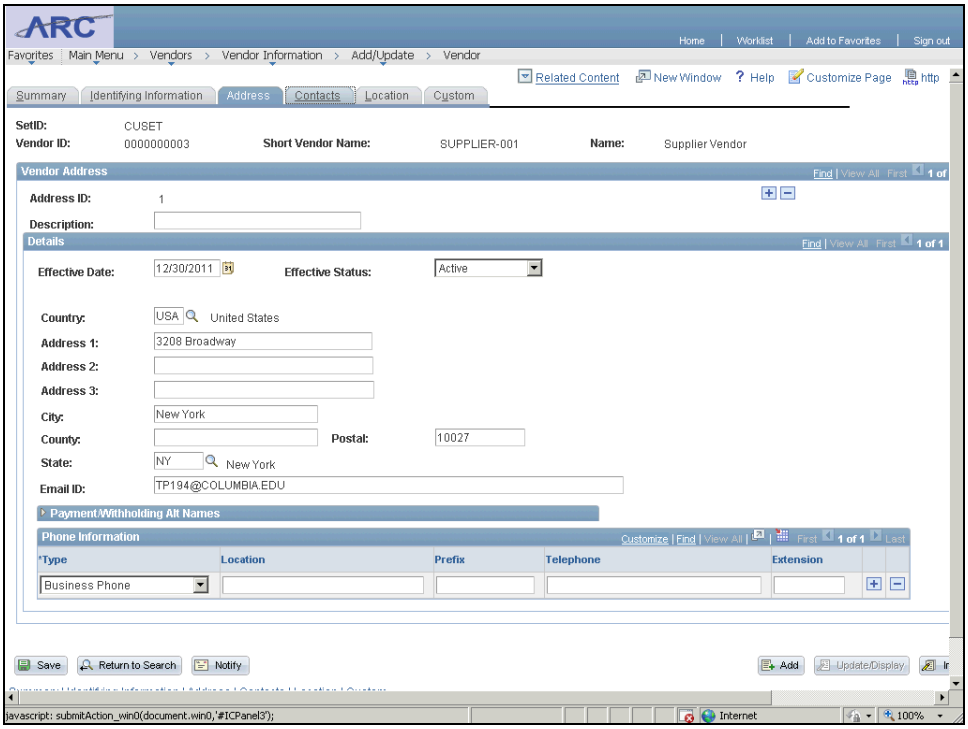
Step	Action
15.	The **Identifying Information** tab contains identifying information for the vendor, such as Vendor ID (the system generated ID number for the vendor), Vendor Short Name (an easy way to identify the vendor), Vendor Name (actual vendor name), and DBA Name (Doing Business As Name). This is also an area you can see whether withholding is required for the vendor and if the vendor is Open for Ordering (if they are eligible to be processed on requisitions).



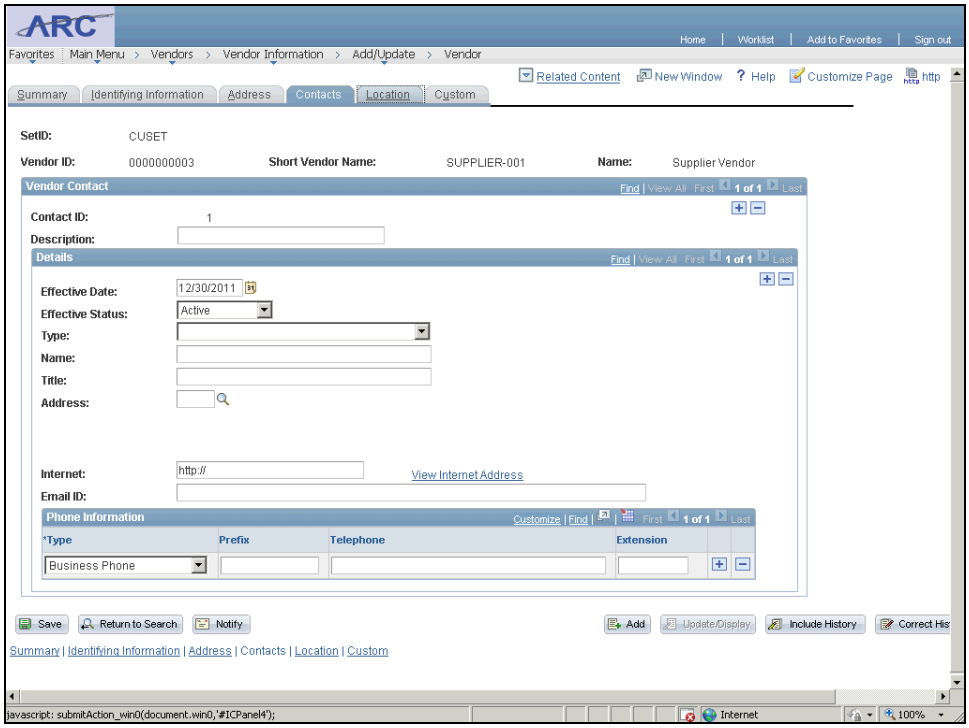
Step	Action
16.	Click the **Address** tab.



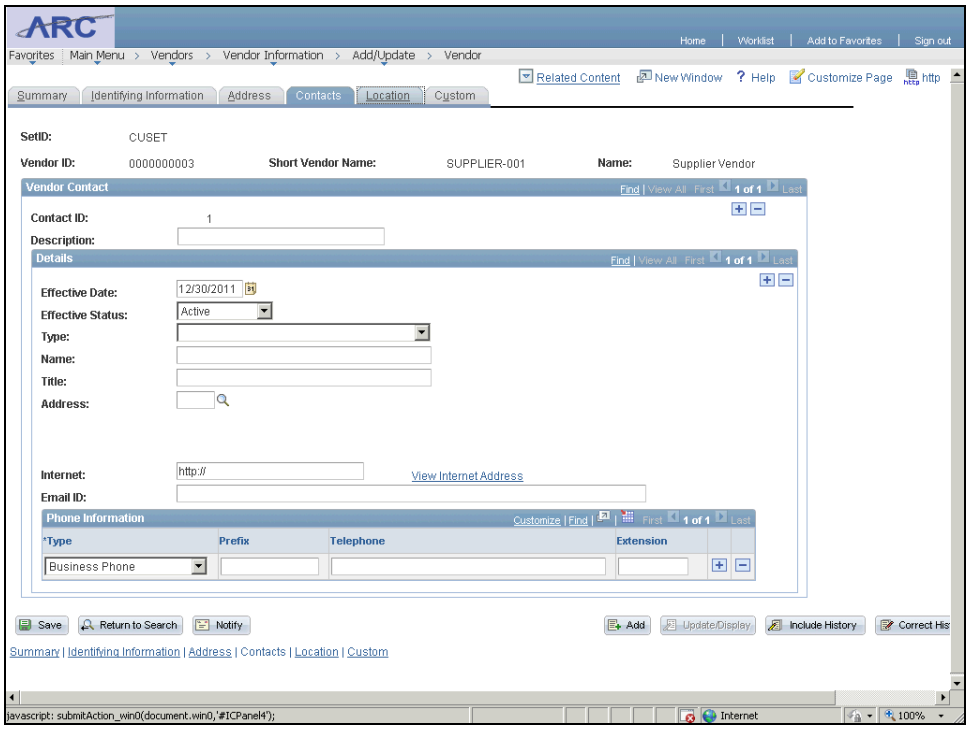
Step	Action
17.	The **Address** tab contains vendor address information. You can enter multiple addresses for the vendor. In addition, you will see a description field that indicates what type of address is entered (remit to, ordering, tax, etc.) Expanding the Payment/Withholding Alt Names tab will display the DBA name for the vendor.



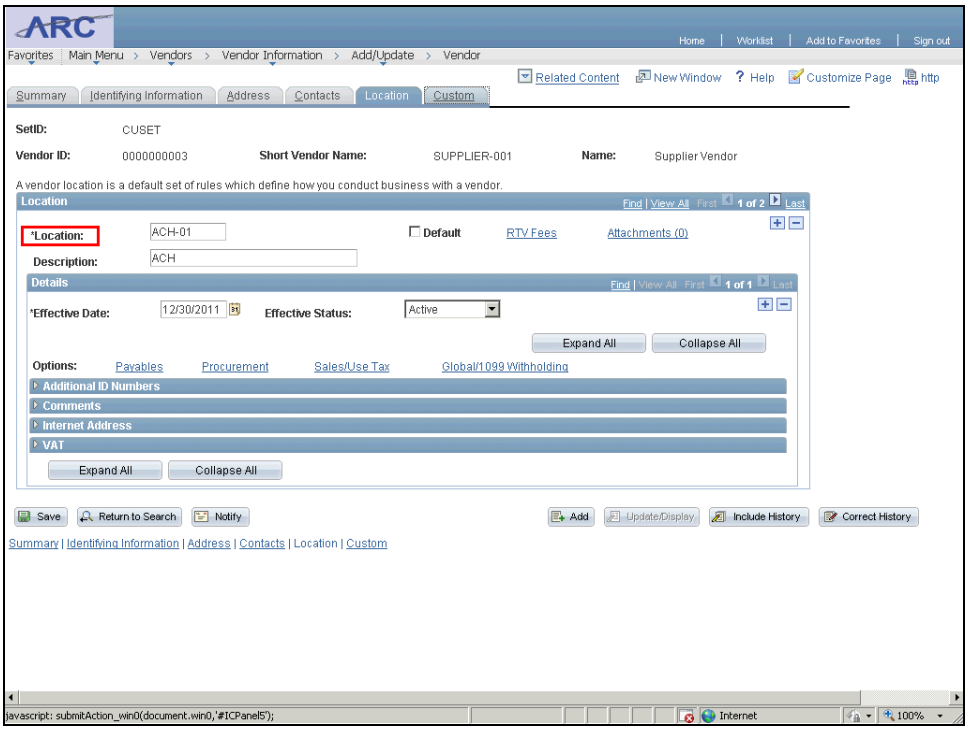
Step	Action
18.	Click the **Contacts** tab.



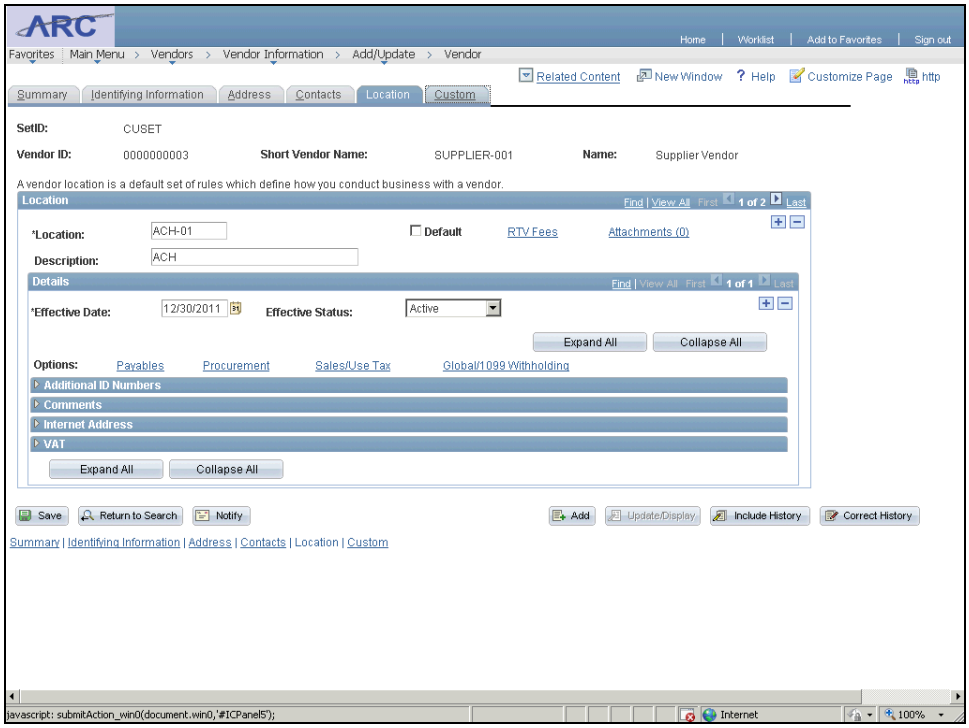
Step	Action
19.	The **Contacts** tab contains important vendor contact information. You can enter multiple contacts and enter a description for each contact.



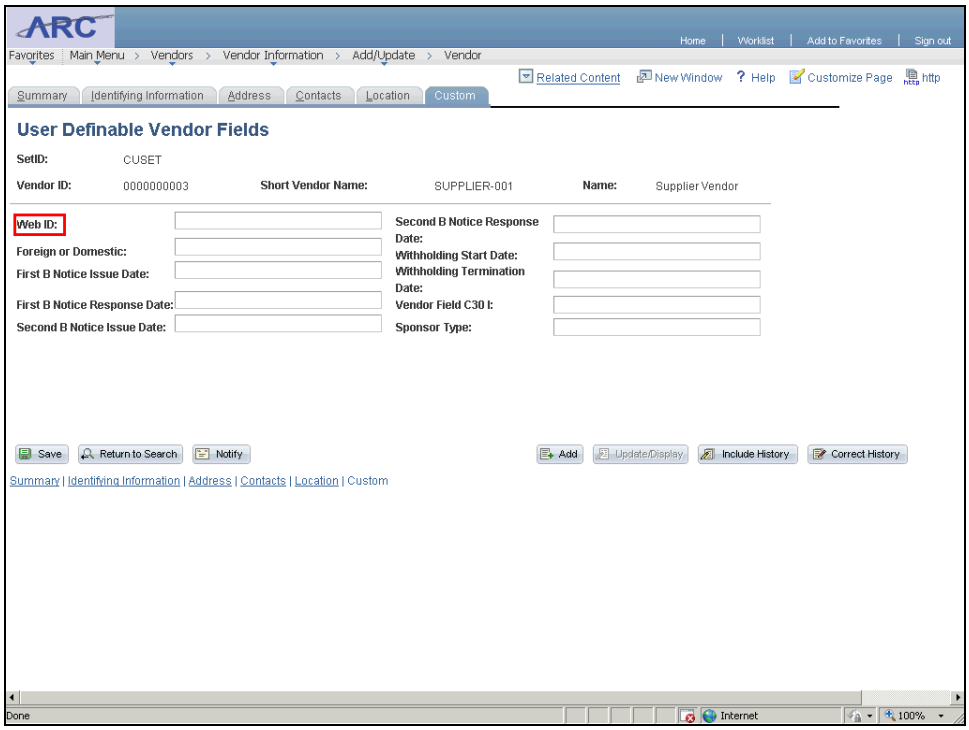
Step	Action
20.	Click the **Location** link.



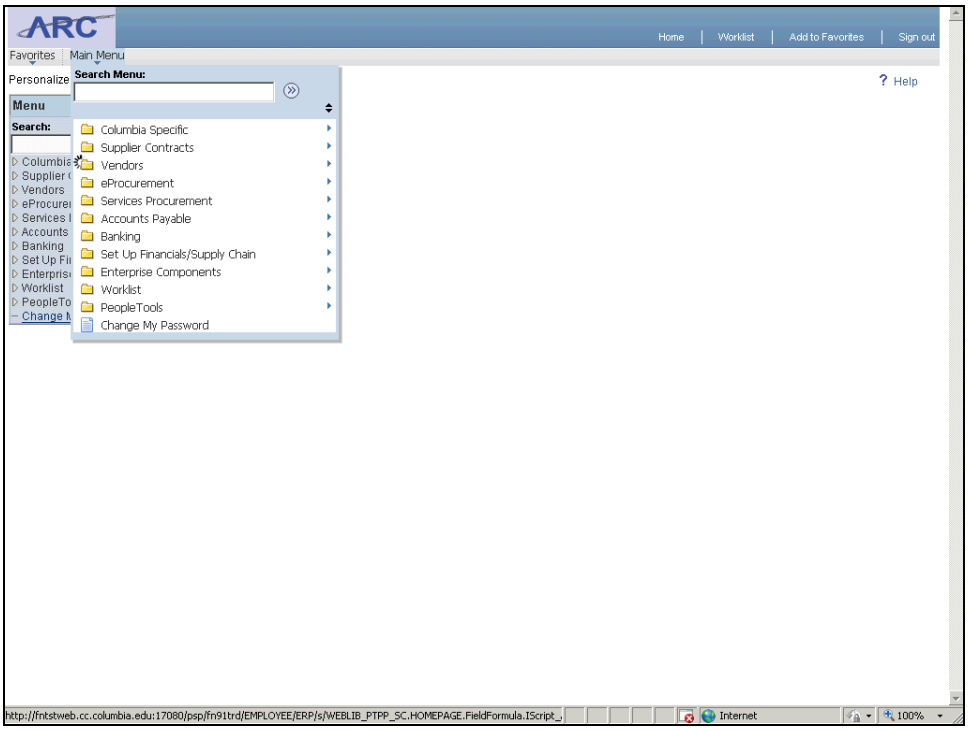
Step	Action
21.	The **Location** tab contains vendor payment method information.



Step	Action
22.	Click the **Custom** tab.



Step	Action
23.	The **Custom** tab contains information that identifies a vendor as either foreign or domestic. In addition, you can also see the Web ID (Request ID) for the vendor that links the vendor record to the OnBase vendor information. This ID is also given to you in the confirmation e-mail you will receive upon vendor request submission. The Web ID/Request ID is the easiest way to track the status of your vendor request.



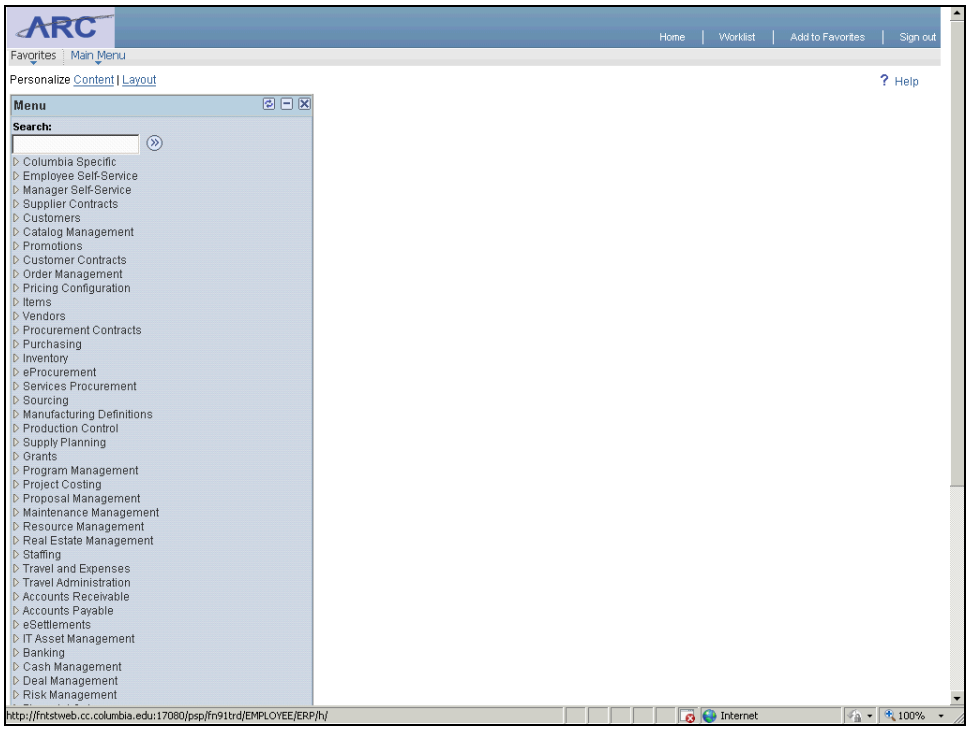
Step	Action
24.	You have successfully searched for a vendor. You can now select the next lesson, *Request Updates to Existing Vendors.* **End of Procedure.**

Approving Vendors in ARC

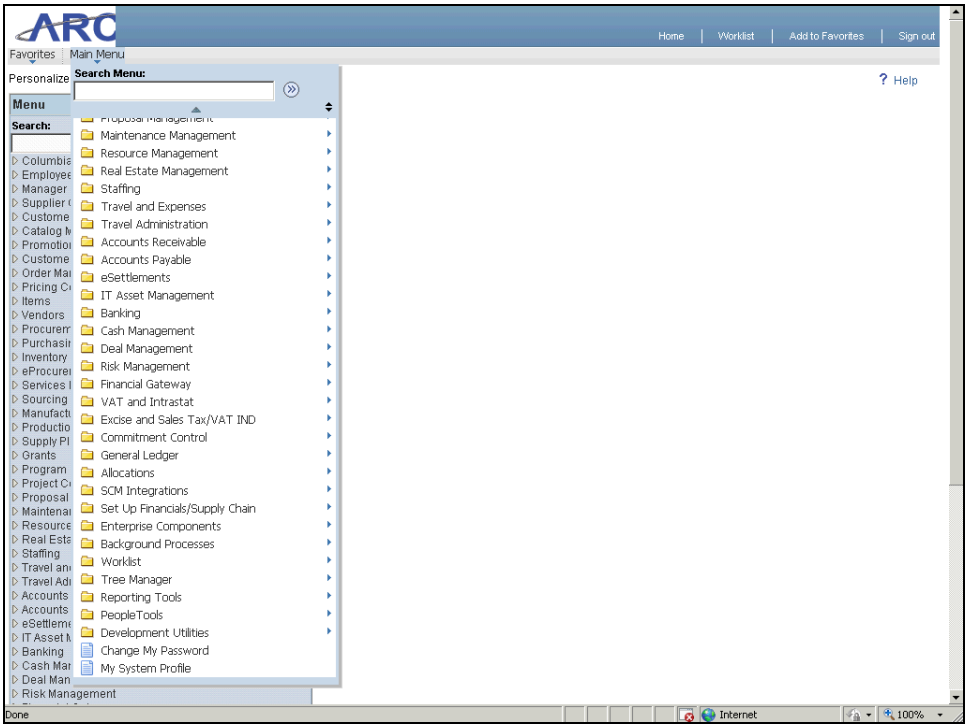
Once vendor information has been validated and approved in OnBase, the information will be generated into a vendor profile in ARC. The vendor will be uploaded into ARC with an "Unapproved" status. Once all information has been added to the vendor profile, a member of the Vendor Management Team will need to identify the unapproved vendors in ARC and change their status to "Approved". This topic will teach you how to change a vendor status once it has been loaded into ARC.

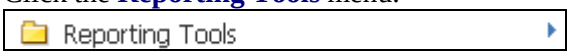
Procedure

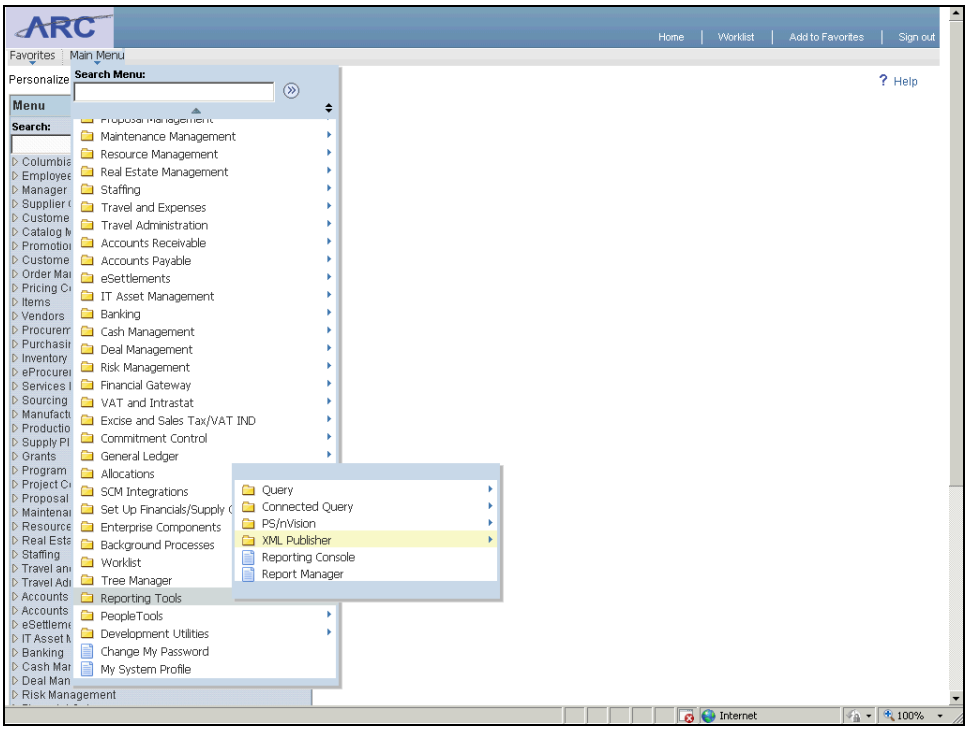
Welcome to the *Approving Vendors in ARC* topic where you will learn how to change the approval status of a vendor record.

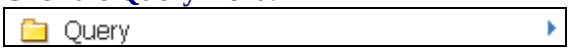


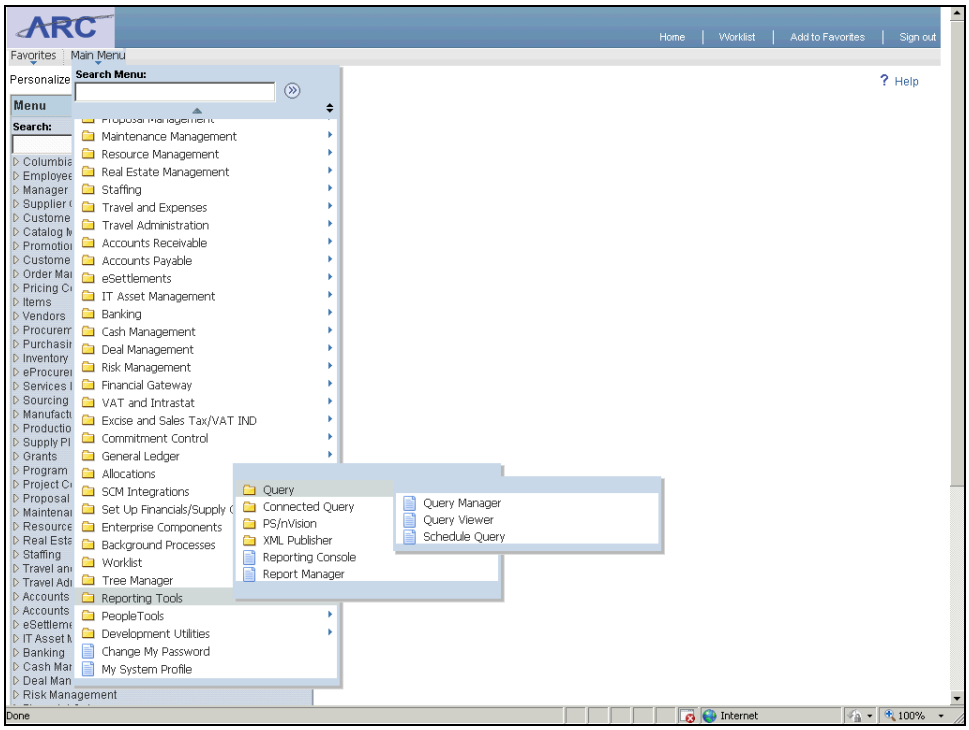
Step	Action
1.	First, you will run the "Unapproved Vendors" query to identify the vendors that need to be approved. Start by clicking the **Main Menu** button. Main Menu

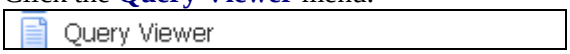


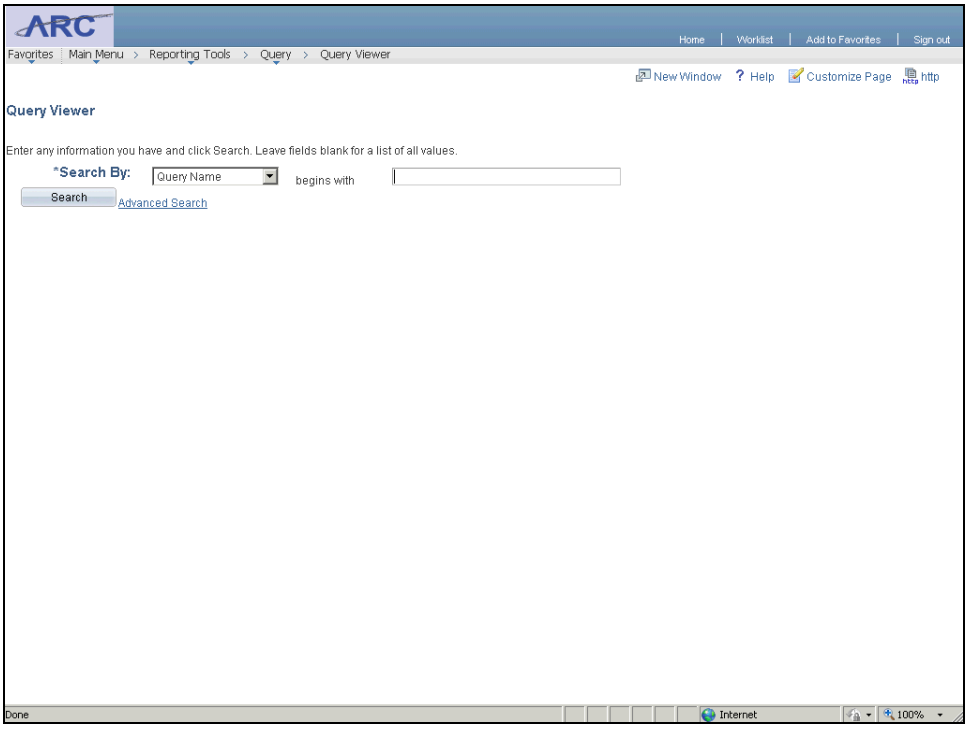
Step	Action
2.	Click the **Reporting Tools** menu. 



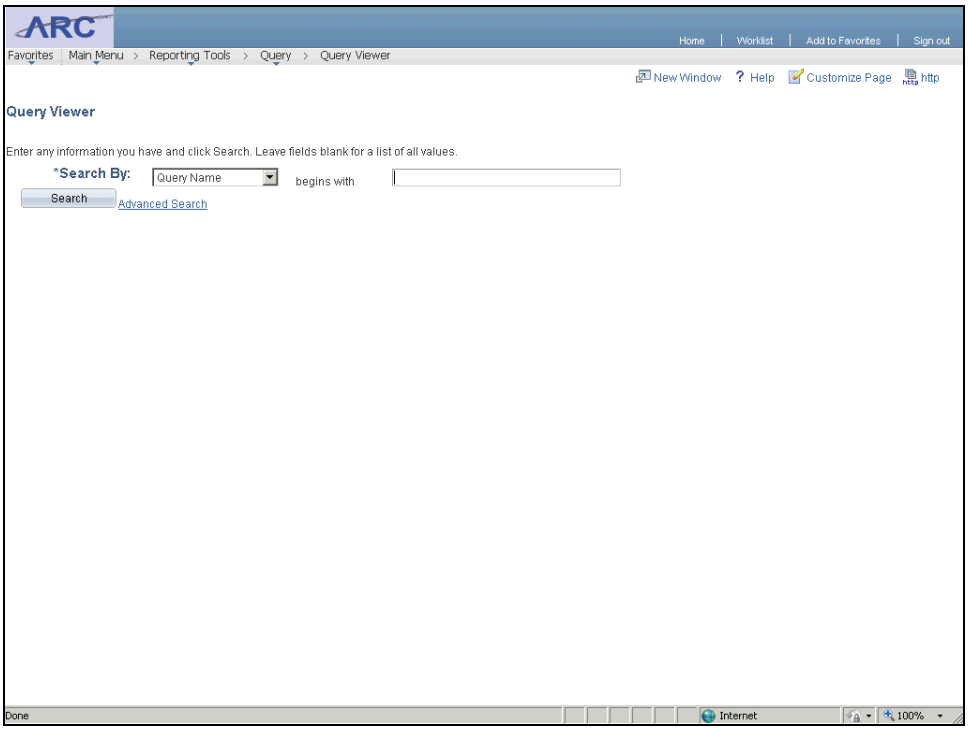
Step	Action
3.	Click the **Query** menu. 



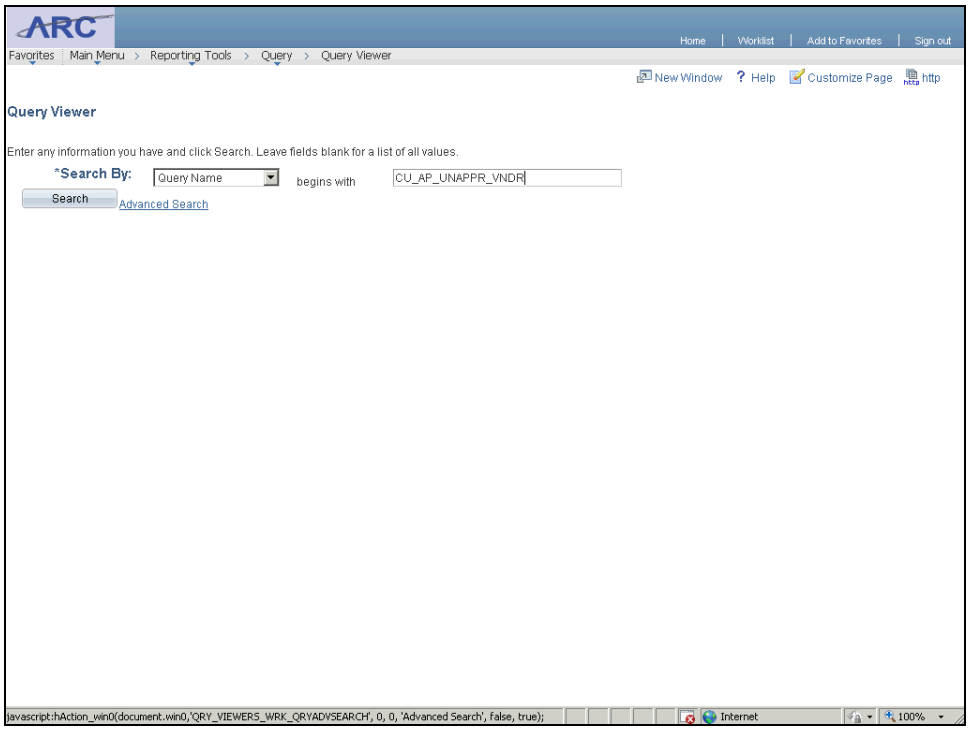
Step	Action
4.	Click the **Query Viewer** menu. 



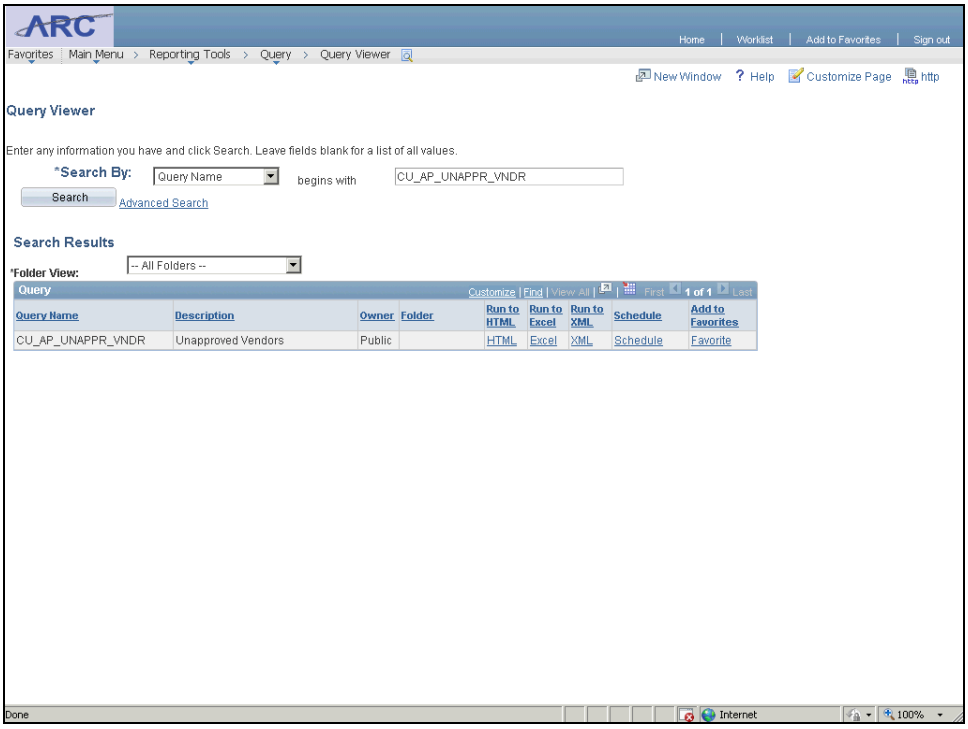
Step	Action
5.	Click in the **Search By** field to enter the name of the query.



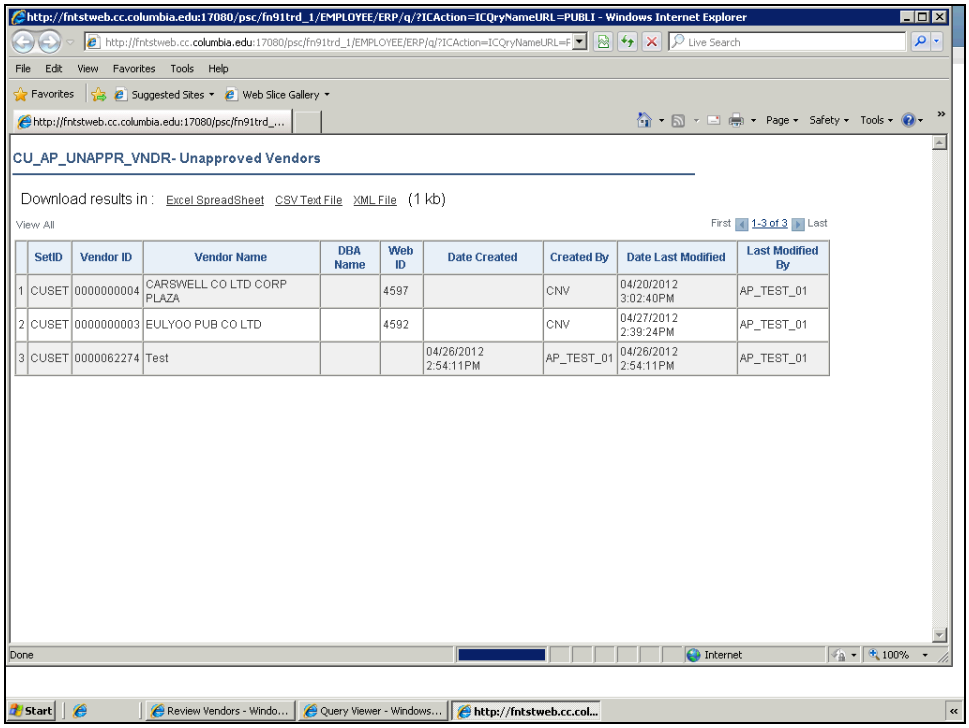
Step	Action
6.	Enter the desired information into the **Search By** field. Enter "**CU_AP_UNAPPR_VNDR**".



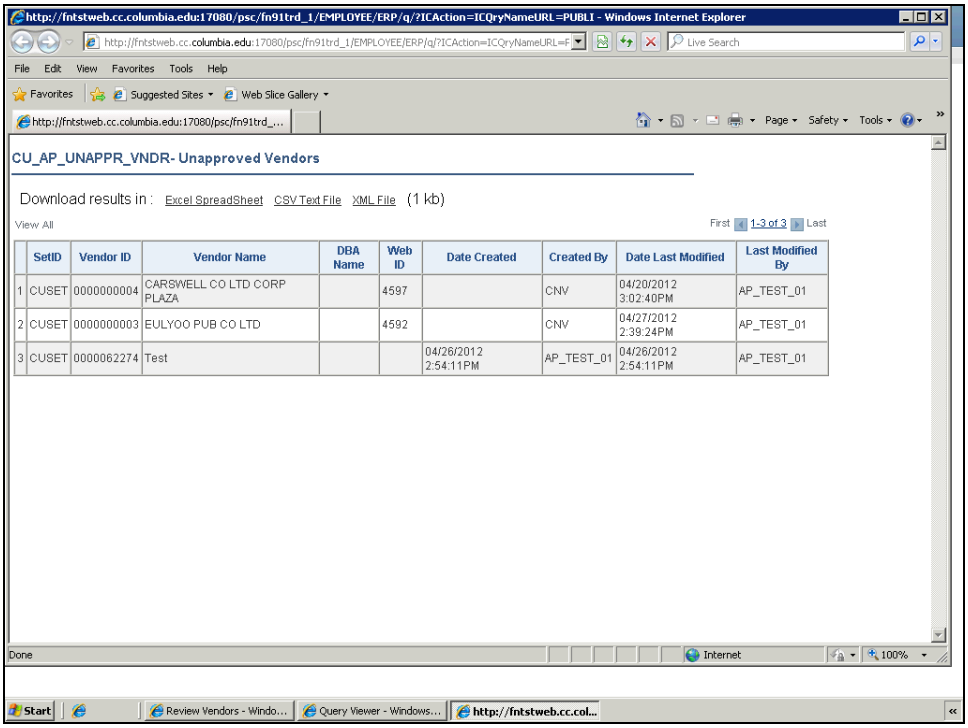
Step	Action
7.	Click the **Search** button.



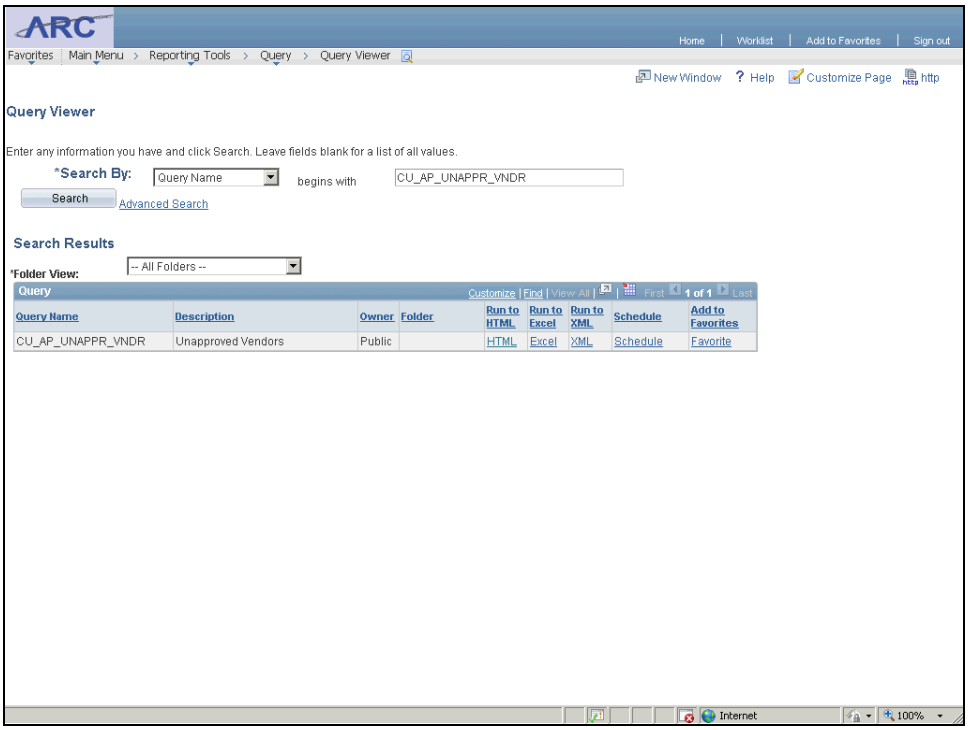
Step	Action
8.	Decide which method you would like to use to run the query. In this case, we will click the **HTML** link. HTML



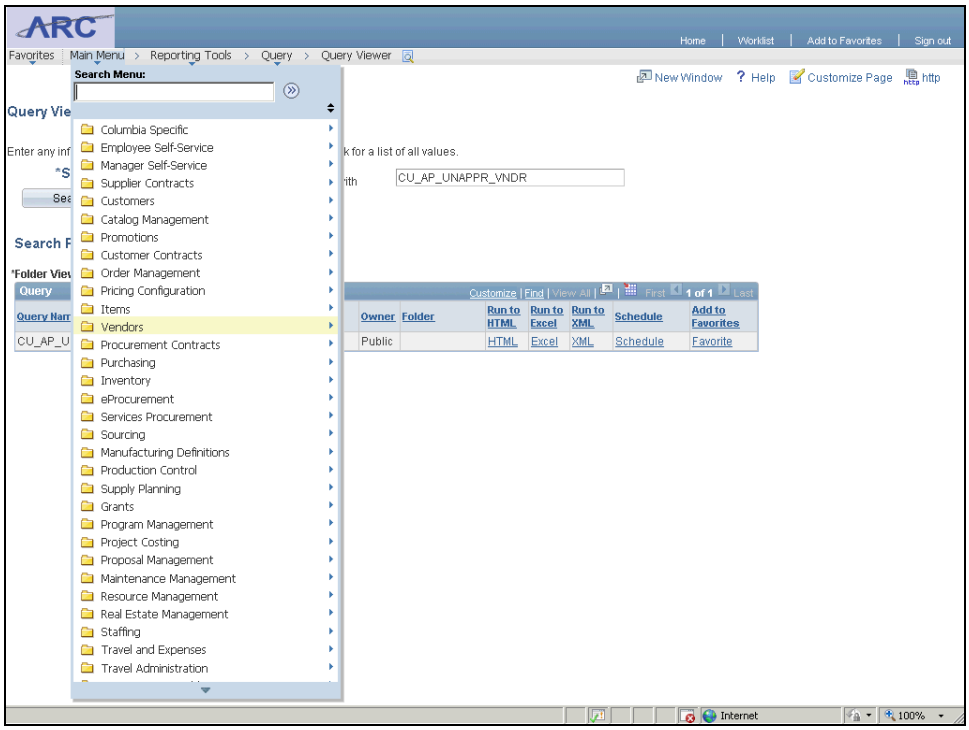
Step	Action
9.	The results of the query will launch in a separate window. Identify which vendors you would like to approve, and now we will locate the vendor using the vendor search pages.

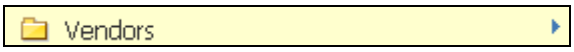


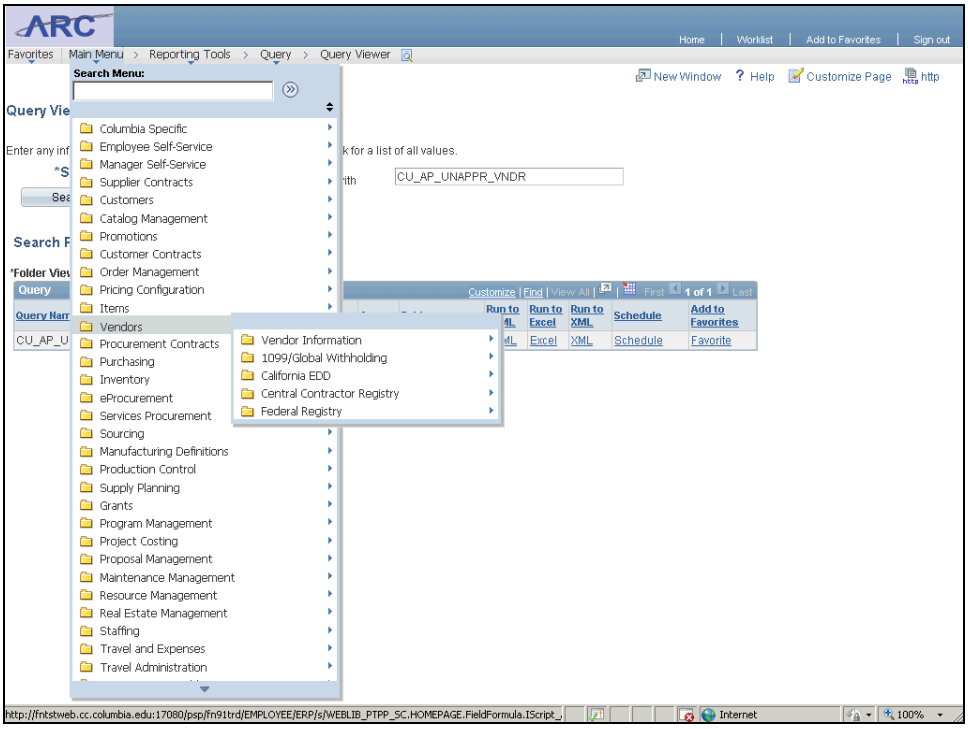
Step	Action
10.	Click the **Close** button.

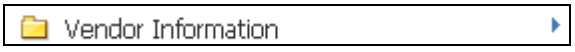


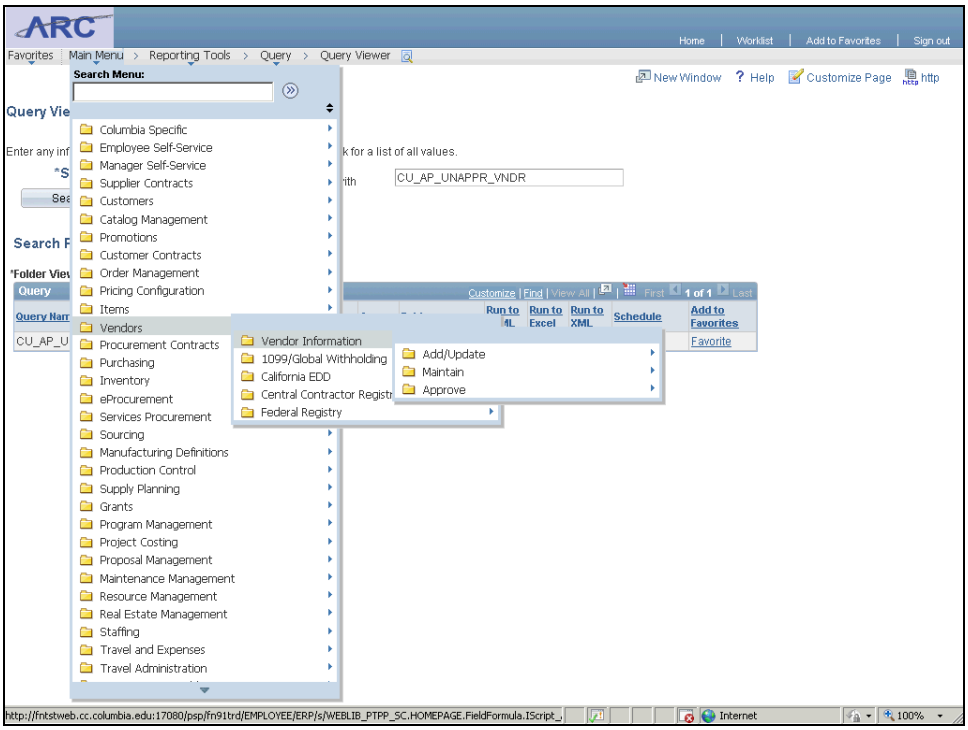
Step	Action
11.	Click the **Main Menu** button to navigate to the vendor search page.



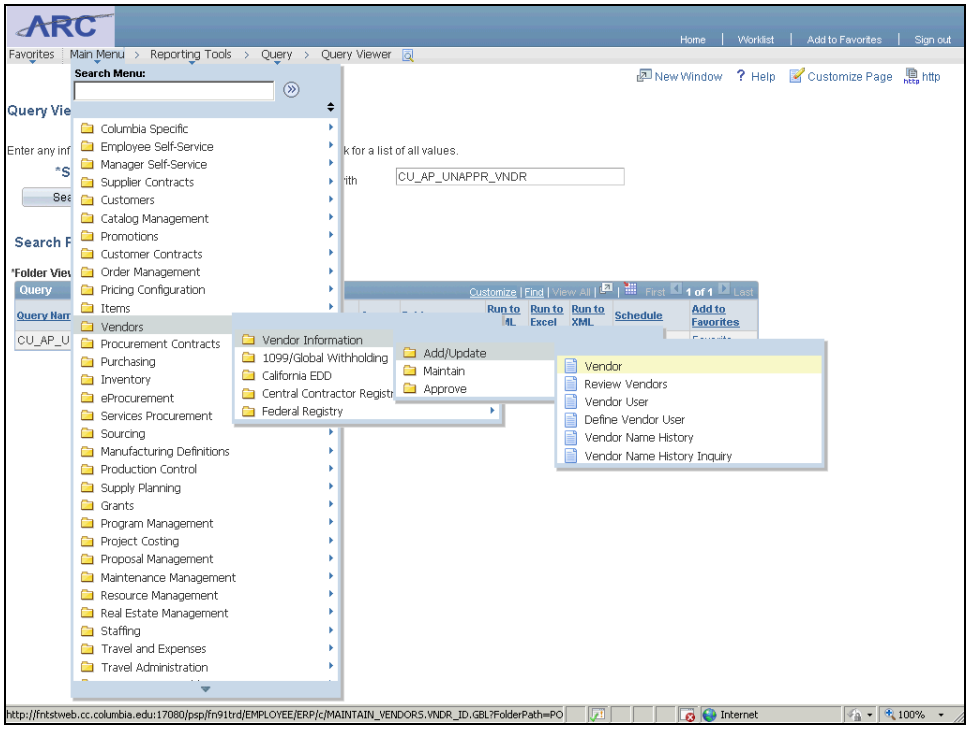
Step	Action
12.	Click the **Vendors** menu. 

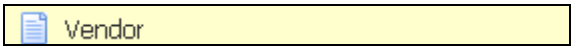


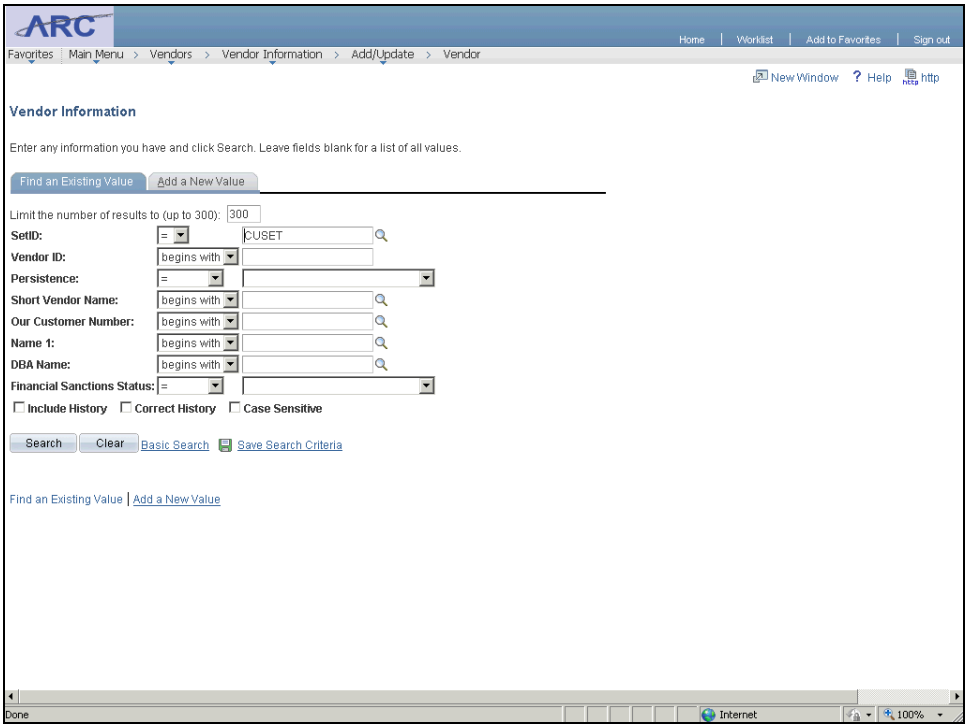
Step	Action
13.	Click the **Vendor Information** menu. 

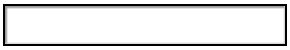


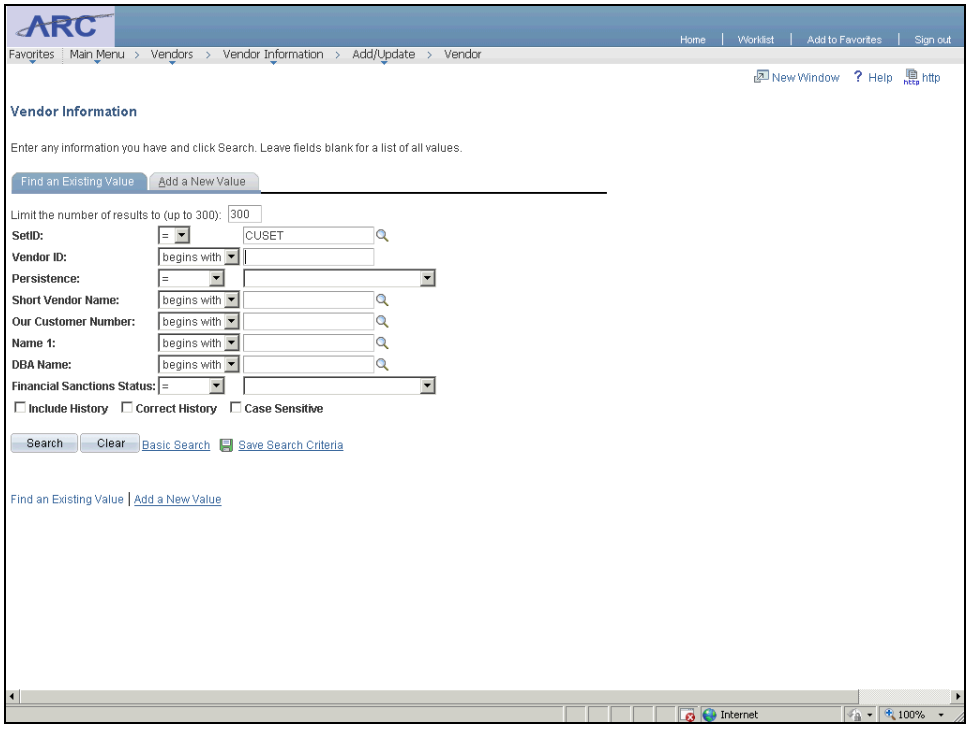
Step	Action
14.	Click the **Add/Update** menu.



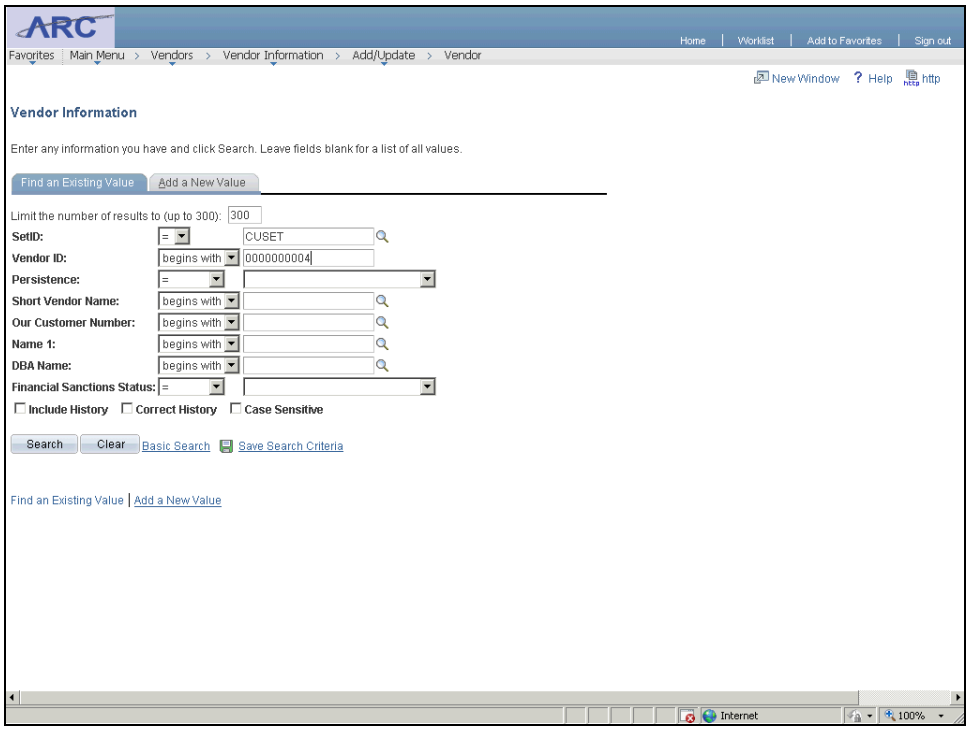
Step	Action
15.	Click the **Vendor** menu. 



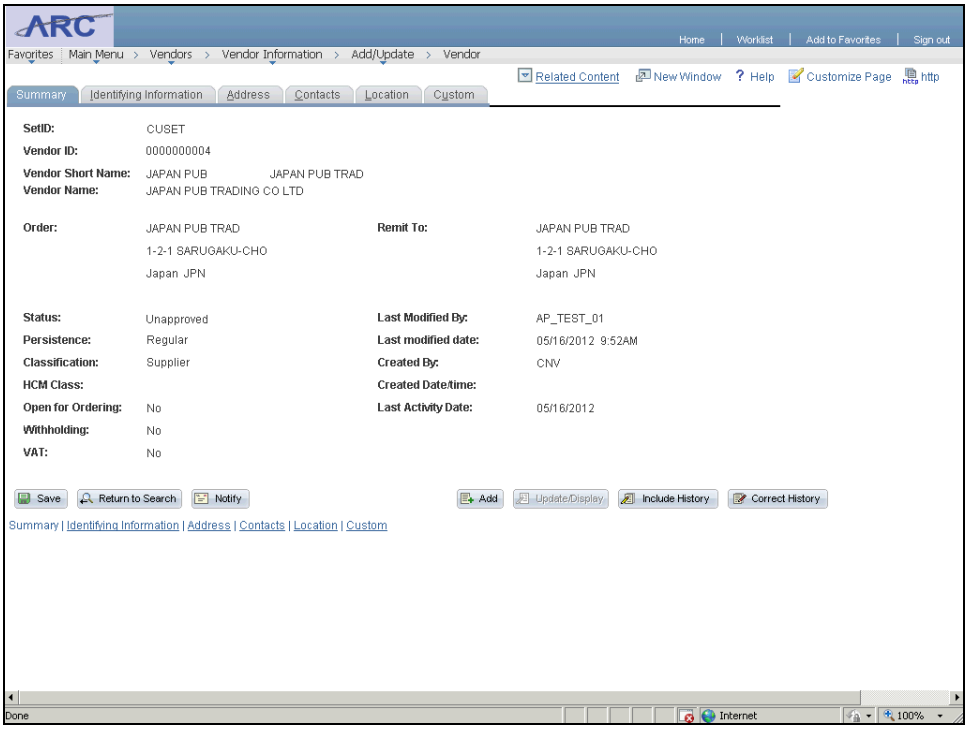
Step	Action
16.	Ensure the "Find an Existing Value" tab is selected and enter search information for the vendor you would like to approve. In this case, we will enter the Vendor ID. Click the **Vendor ID** field. 



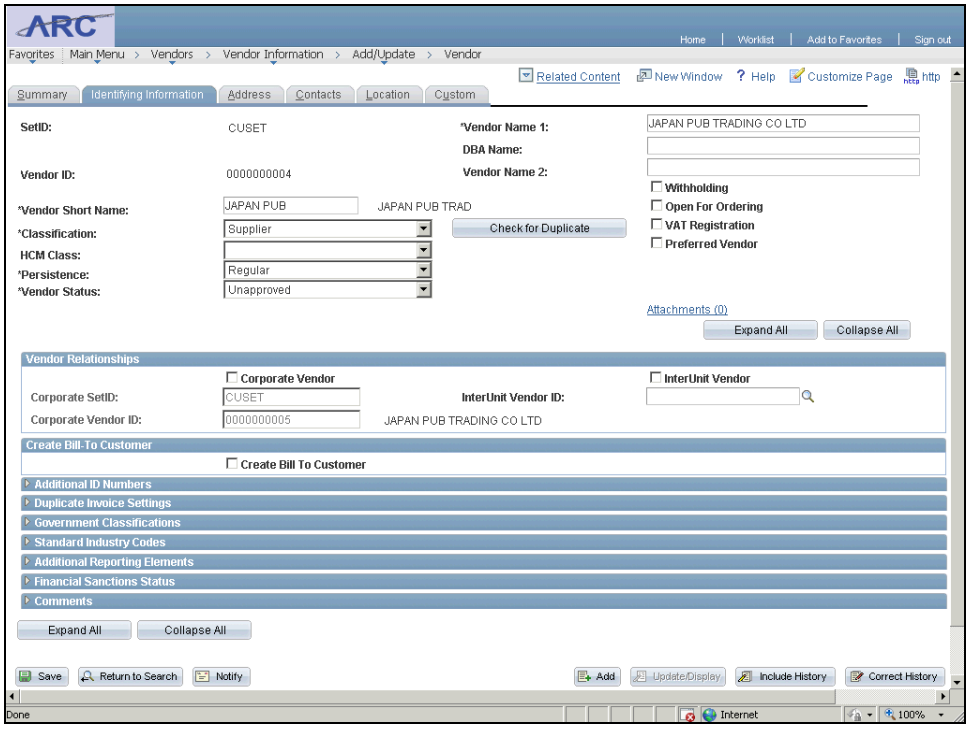
Step	Action
17.	Enter the desired information into the **Vendor ID** field. Enter "**0000000004**".



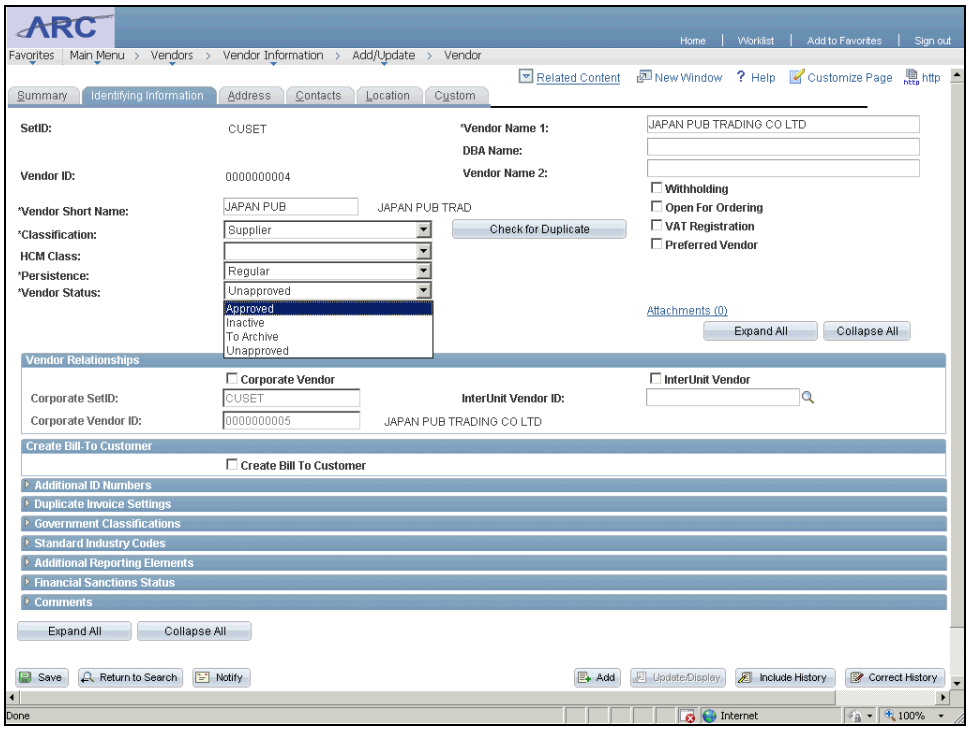
Step	Action
18.	Click the **Search** button.



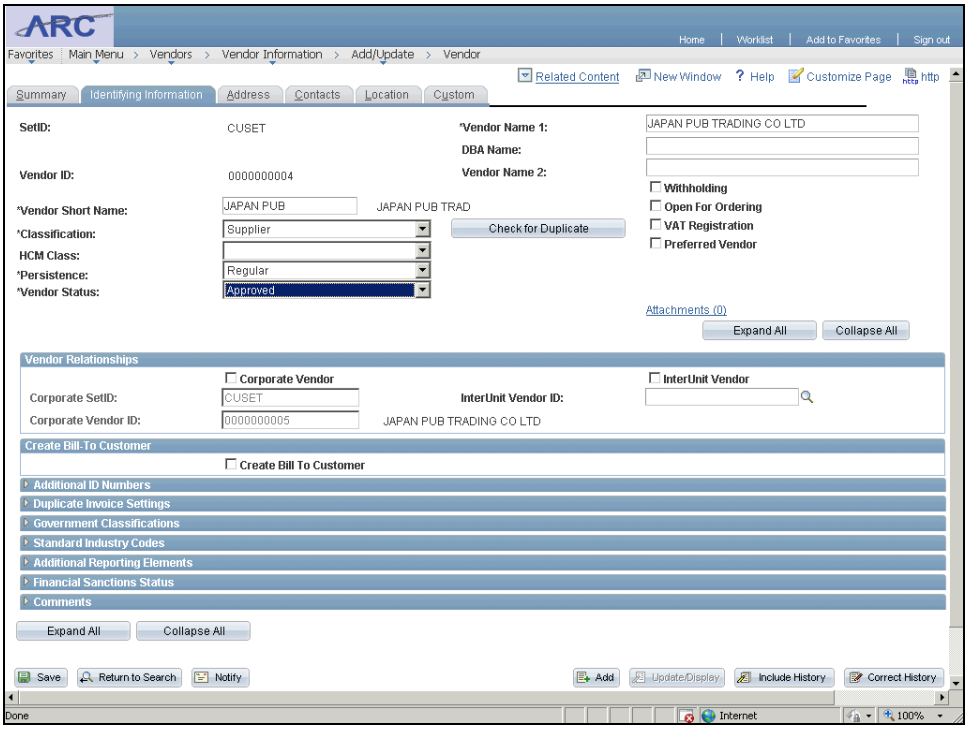
Step	Action
19.	Click the **Identifying Information** tab to access the status field on the vendor record.



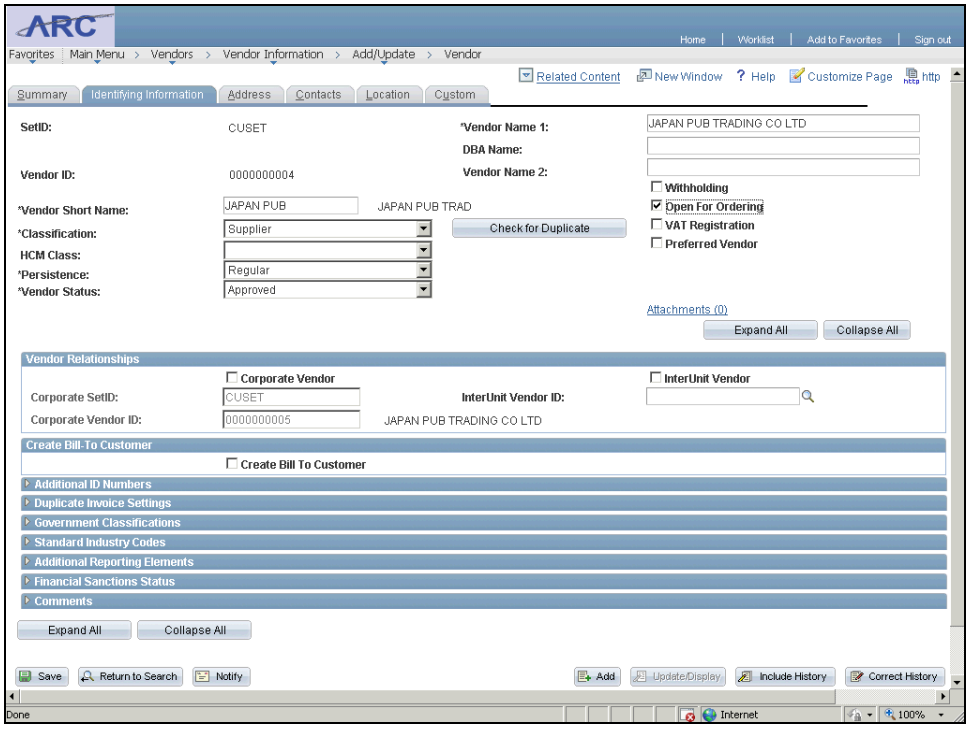
Step	Action
20.	Click the **Vendor Status** list.



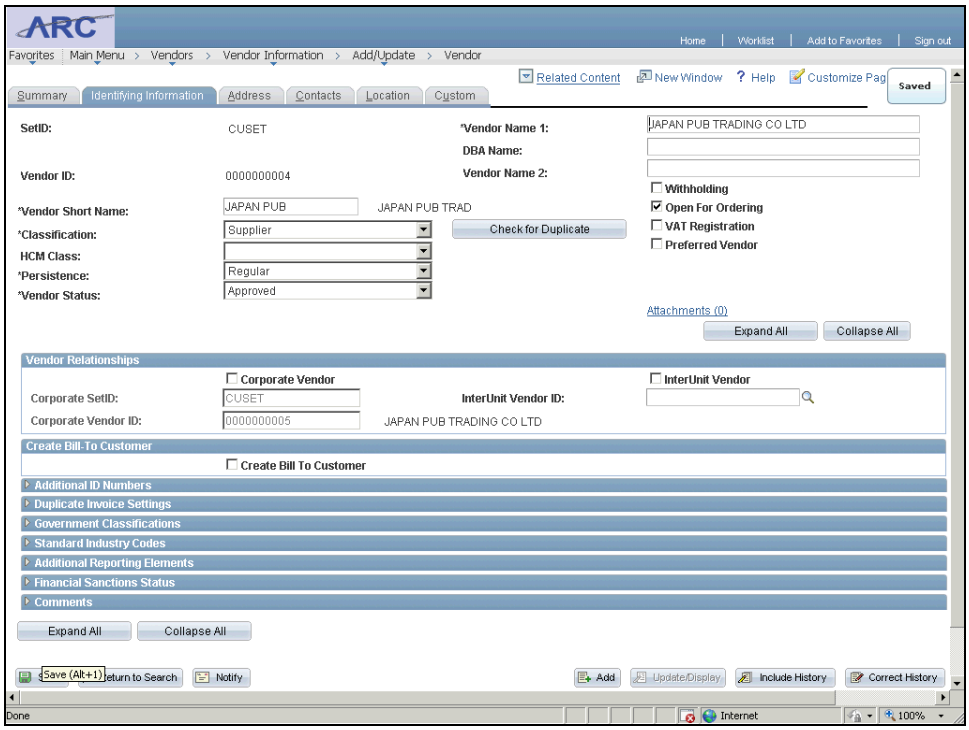
Step	Action
21.	Here is where you will select the appropriate status for the vendor. Click the **Approved** list item. Approved



Step	Action
22.	Click the **Open For Ordering** option to ensure the vendor is eligible for use on requisitions in ARC. ☐ Open For Ordering



Step	Action
23.	Click the **Save** button.



Step	Action
24.	You have successfully approved a vendor in ARC. You can now select the next lesson. **End of Procedure.**

Request Updates to Existing Vendors

This is the *Request and Enter Updates to Vendors* lesson of the *Vendor Management* course. Upon completion of this lesson, you will be able to:

- Request updates to vendor records
- Modify vendor information in ARC

Estimated time needed to complete lesson: 20 minutes

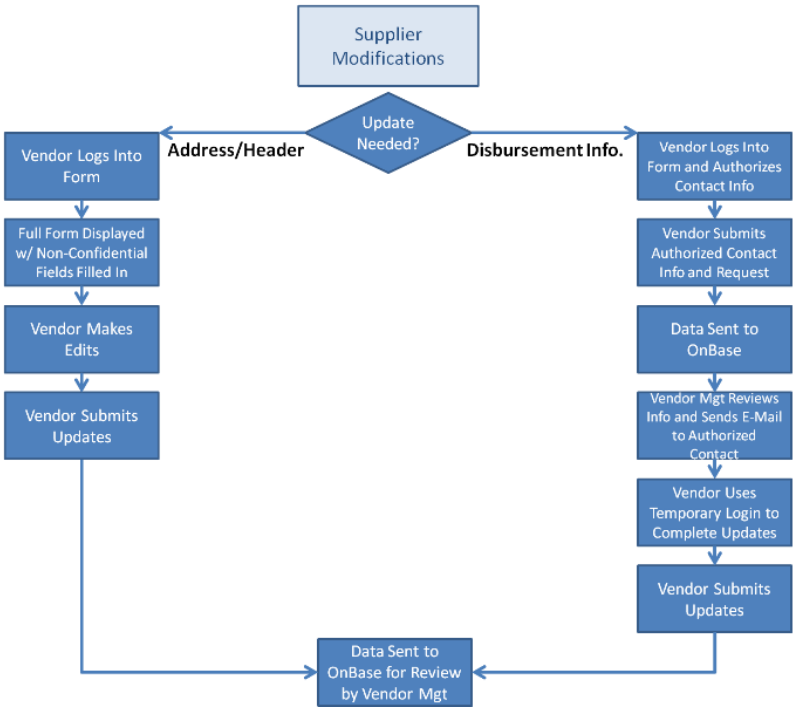
Requesting Vendor Modifications

On occasion, vendor information needs to be modified. For instance, if a vendor has moved, a modification needs to be requested using the online vendor form to update the vendor's address information. If a user/vendor determines that an update needs to be made to a vendor record, they will submit a request using the web-based request form found on the Procurement web page. The Vendor Management team will then follow a similar process as with new vendors and validate the information in OnBase before the updates are made in ARC. Vendors will also be able to initiate the modification process, and in many cases, will be the only ones able to request the modification (i.e. disbursement information).

Throughout the following topic, imagine a time you have faced a similar scenario: Sean receives notification that a vendor has changed its name. He needs to submit a vendor update request so that this change will be reflected in the system. **Please access this step by step guide** (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Requesting_Vendor_Modifications.pdf) **to learn how to submit vendor modification requests. Please note that the look and feel of the form will be different on the Live version of the form.**

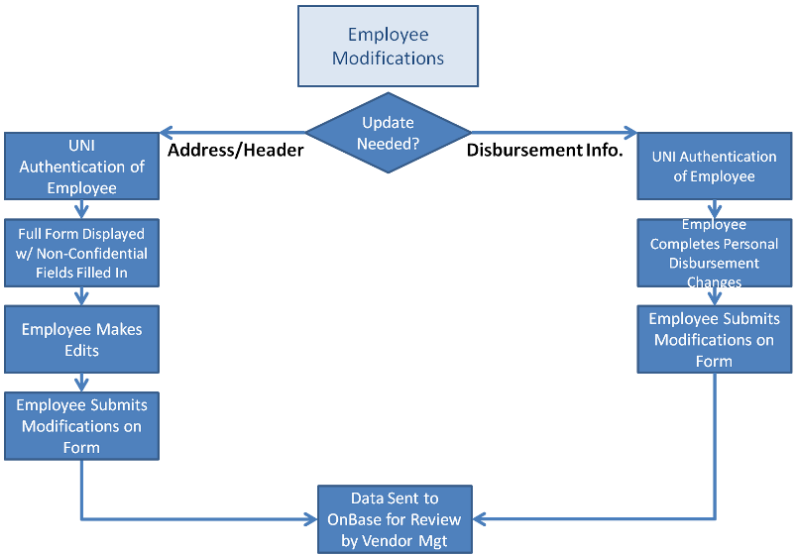
Modifying Supplier Information

The most common updates that will be needed for suppliers are updates to their address/header information and updates on their disbursement information. Since Department users are not able to complete vendor disbursement information, the supplier will always be required to submit a request to complete their desired disbursement information. Unlike new vendor requests, suppliers will be able to initiate vendor modification requests themselves. The modification request process for suppliers is as follows:



Modifying Employee Information

When vendors that are employees of the University need to update their address/header and/or disbursement information, they can also initiate a vendor modification request using the online vendor request form. Employees will follow this process when updating his/her vendor record:



Modifying Vendor Information in ARC

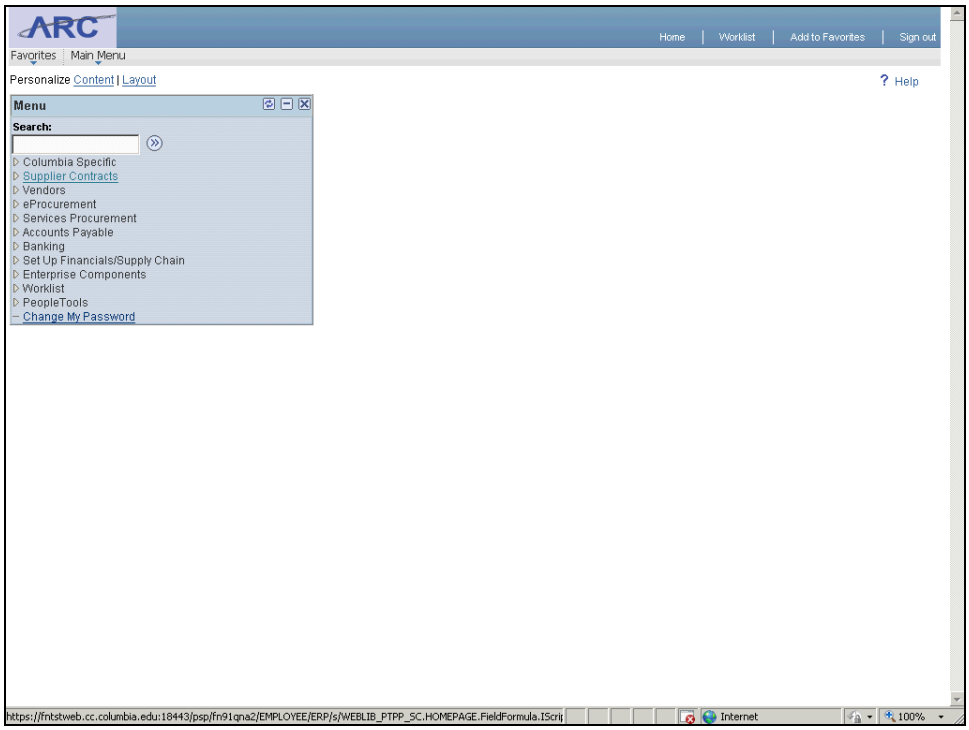
When vendor requests are approved in OnBase, most of the information will automatically upload from OnBase to ARC. For certain fields, however, the Vendor Management Team will be responsible for inputting the information manually such as the following:

- Financial Sanctions Status
- Information on the "Custom" Tab
- Location Information
- Withholding Information
- Additional Reporting Elements (i.e. identify the vender as a Veteran, etc.)
- Vendor Pay Group Code (CHK and ACH Locations Only)
- Payment Handling Information (CHK and ACH Locations Only)

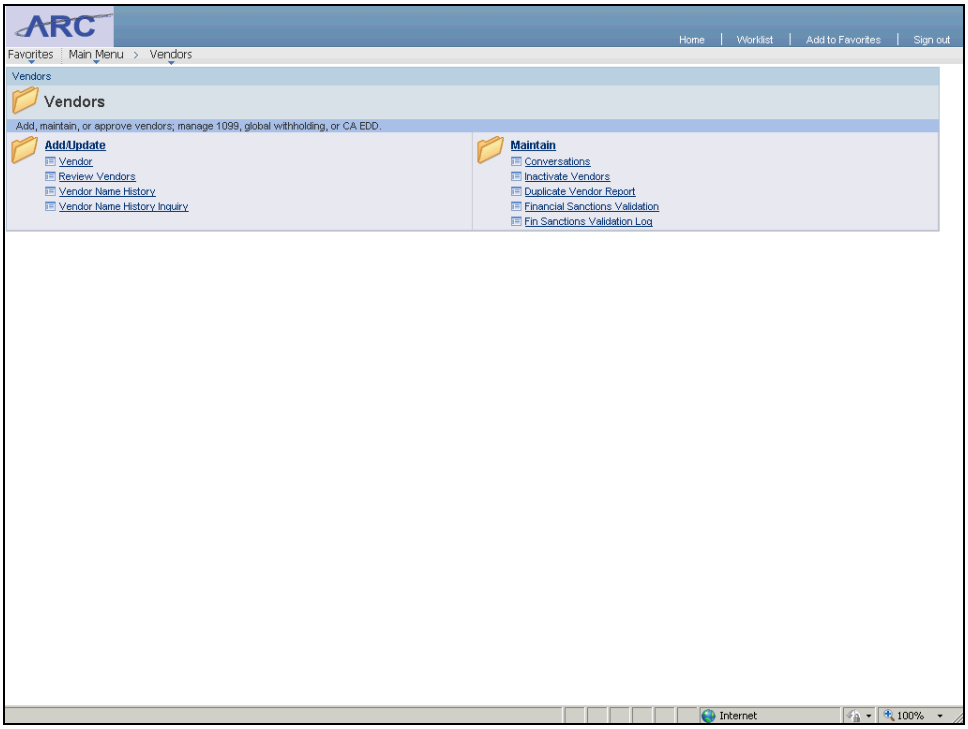
The following topic will demonstrate how to update information on a vendor profile in ARC. You can also reference this quick reference guide (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Vendor_Modification_Cheat_Sheet.pdf) to learn where to make these updates on a vendor profile.

Procedure

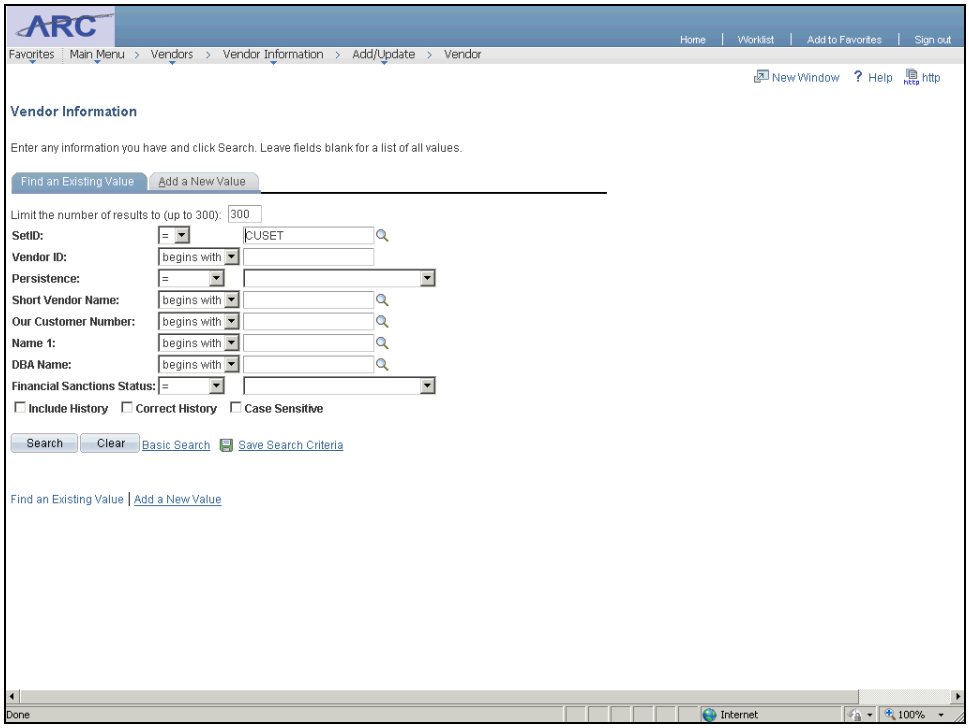
Welcome to the *Modifying Vendor Information in ARC* topic where you will learn where to modify different information on the vendor record.



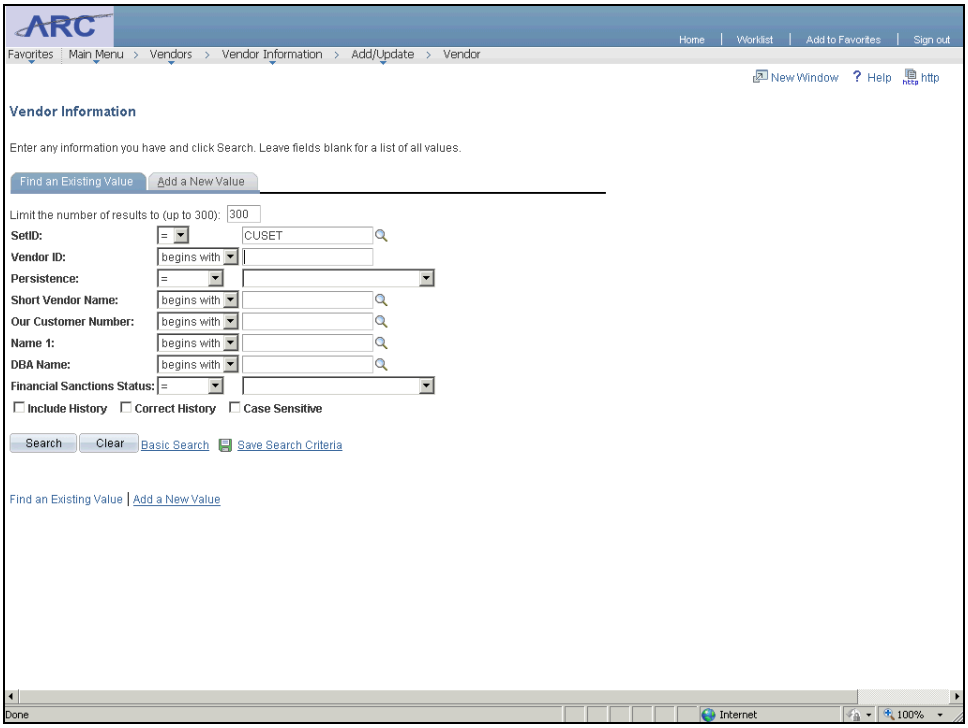
Step	Action
1.	Click the **Vendors** link. ▷ Vendors



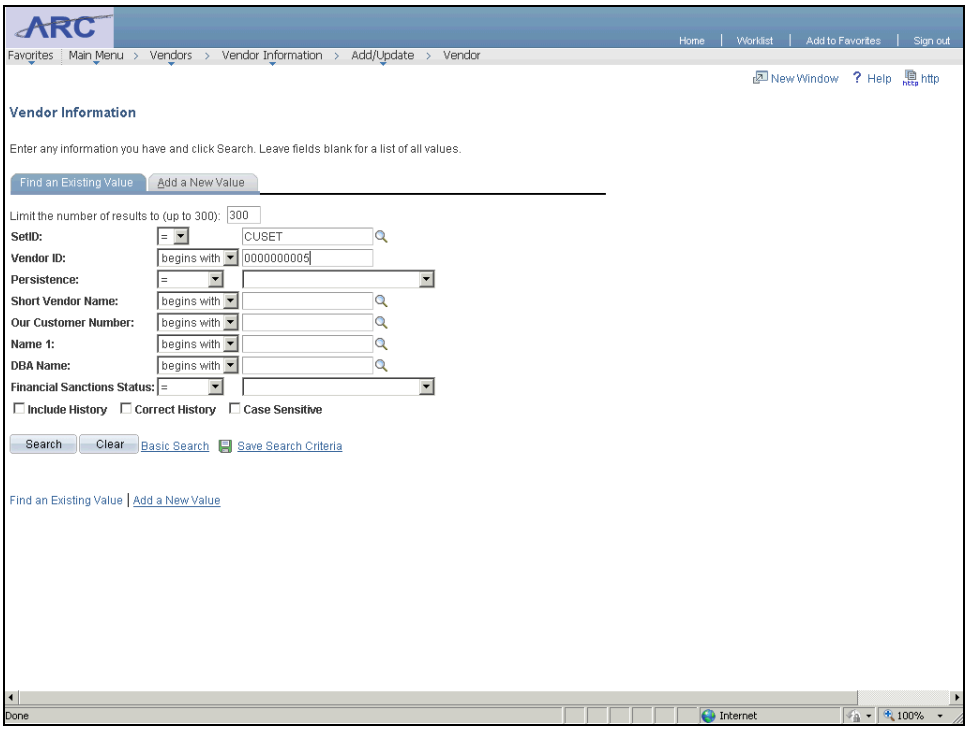
Step	Action
2.	Click the **Vendor** link. Vendor



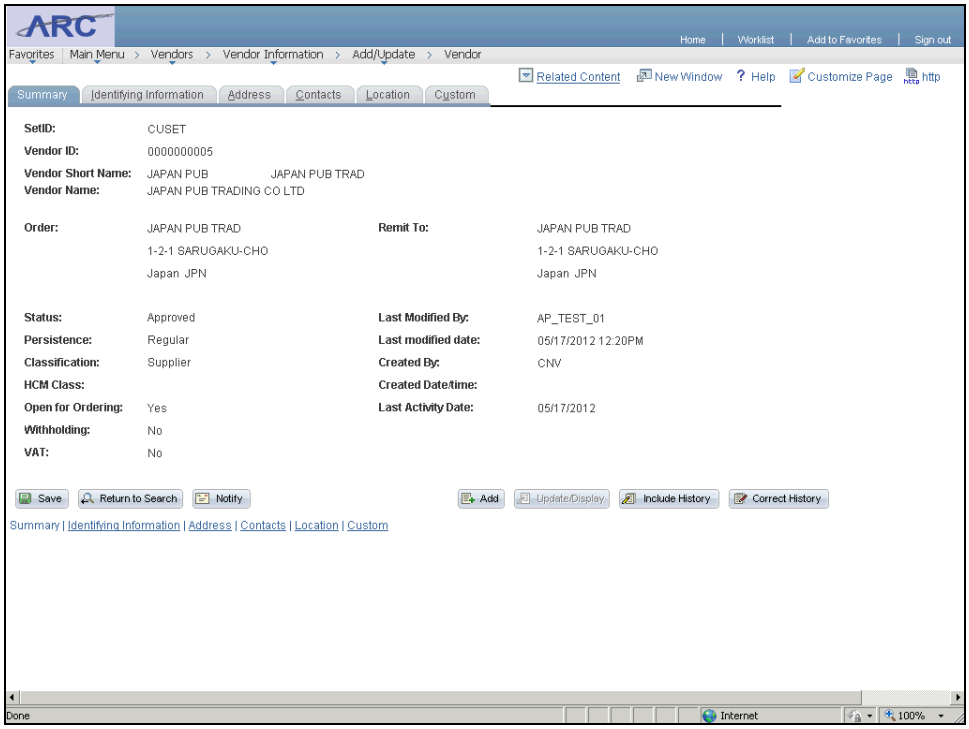
Step	Action
3.	First you will locate the vendor record that you need to update. We will search by the vendor ID. Click in the **Vendor ID** field.



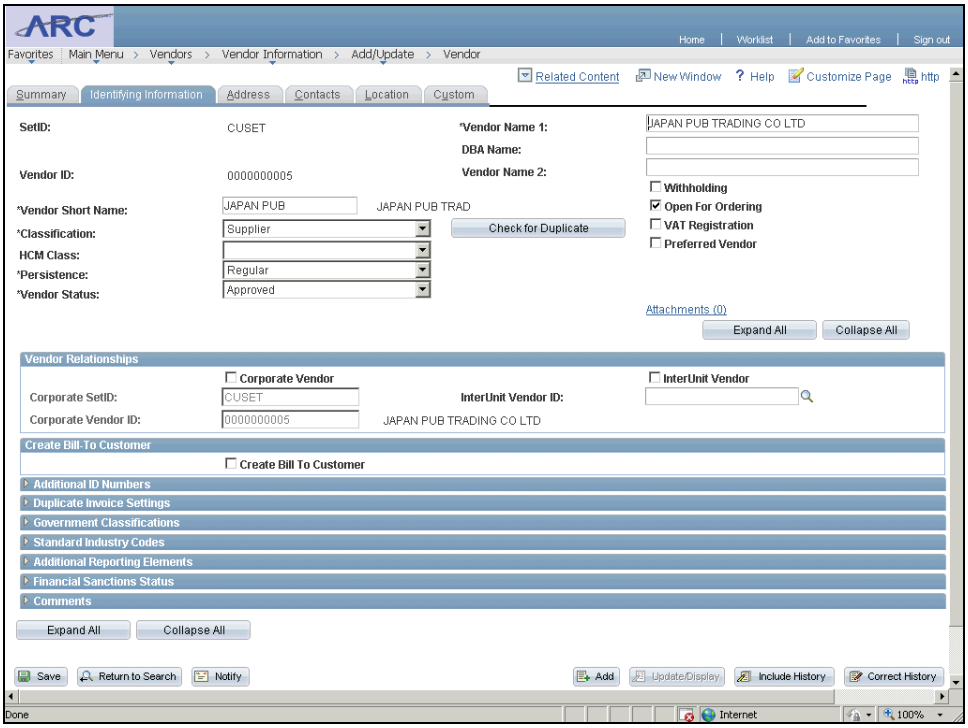
Step	Action
4.	Enter the desired information into the **Vendor ID** field. Enter "**0000000005**".



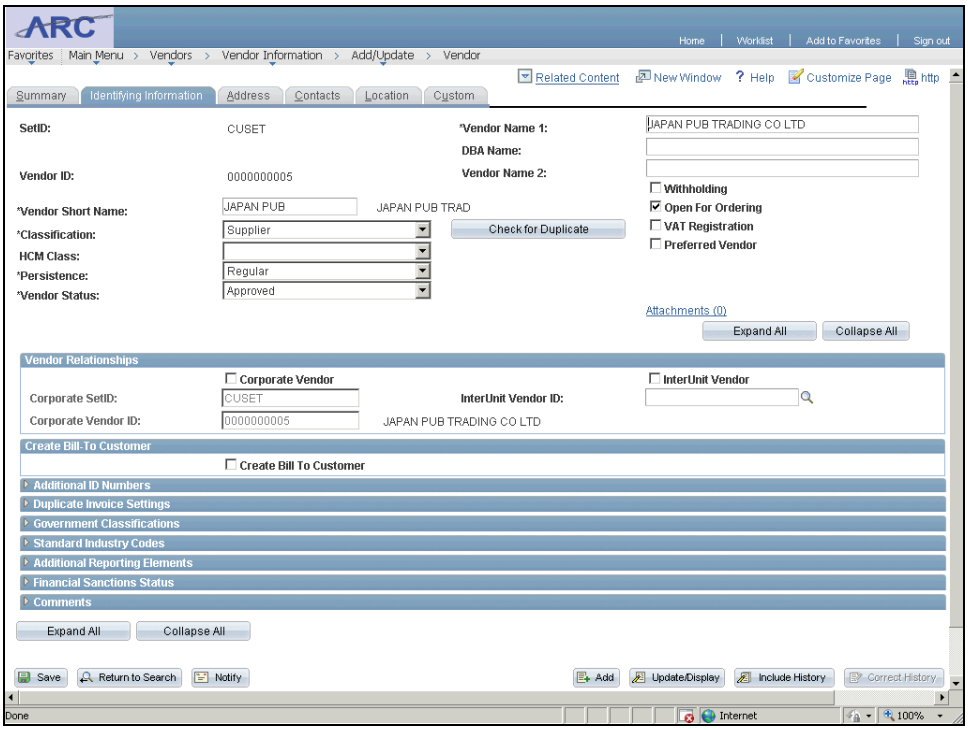
Step	Action
5.	Click the **Search** button.



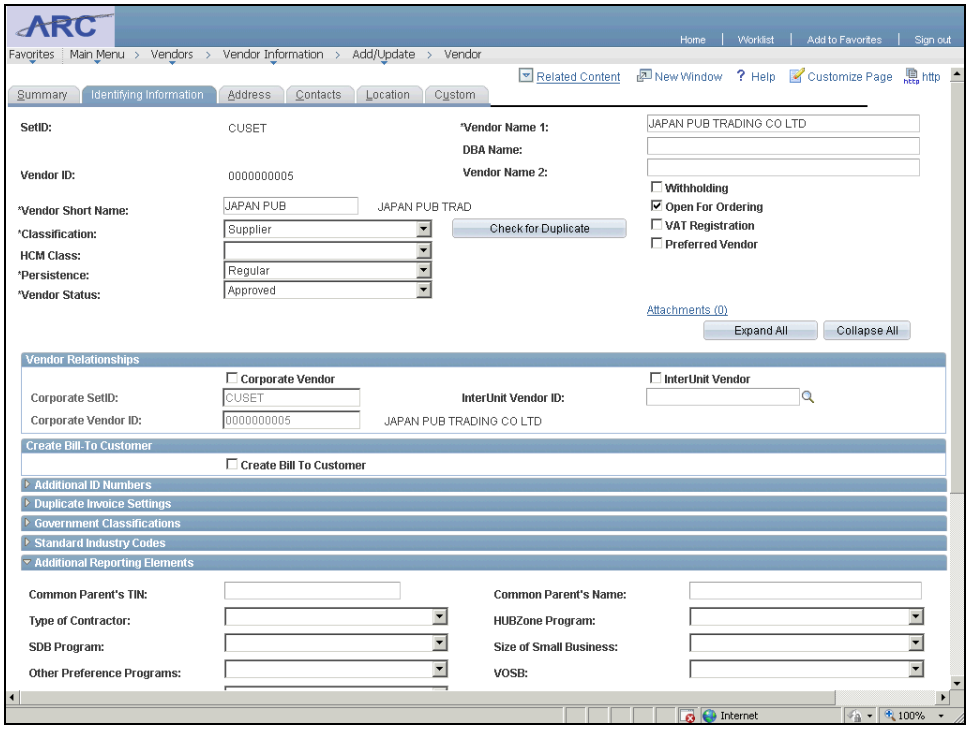
Step	Action
6.	Click the **Identifying Information** tab to update identifying information.



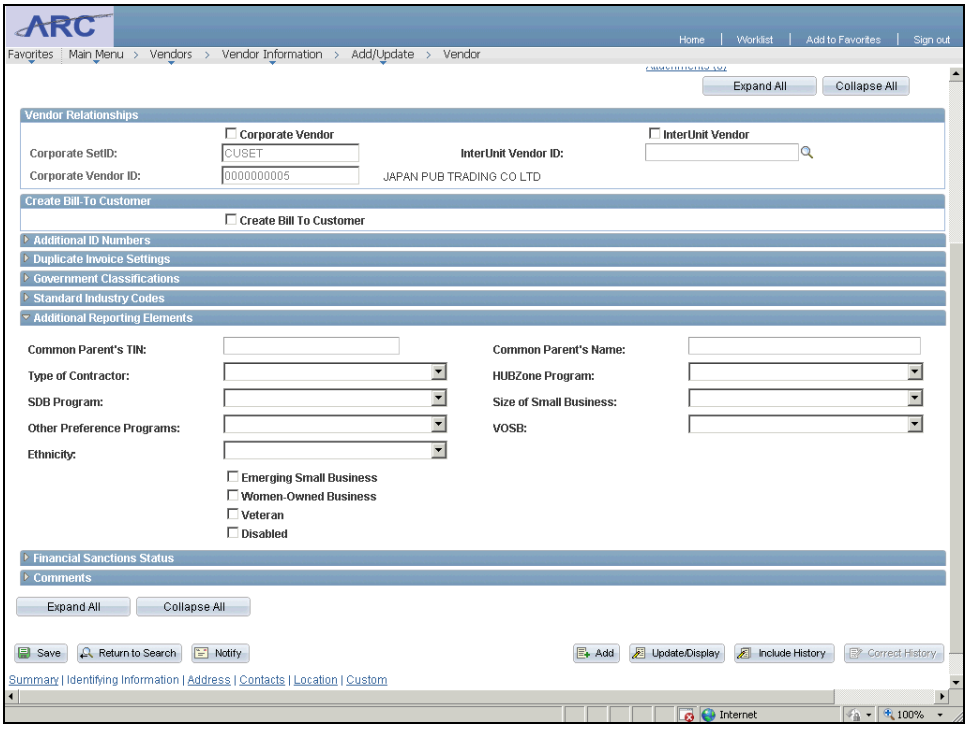
Step	Action
7.	Click the **Correct History** button to edit certain fields.



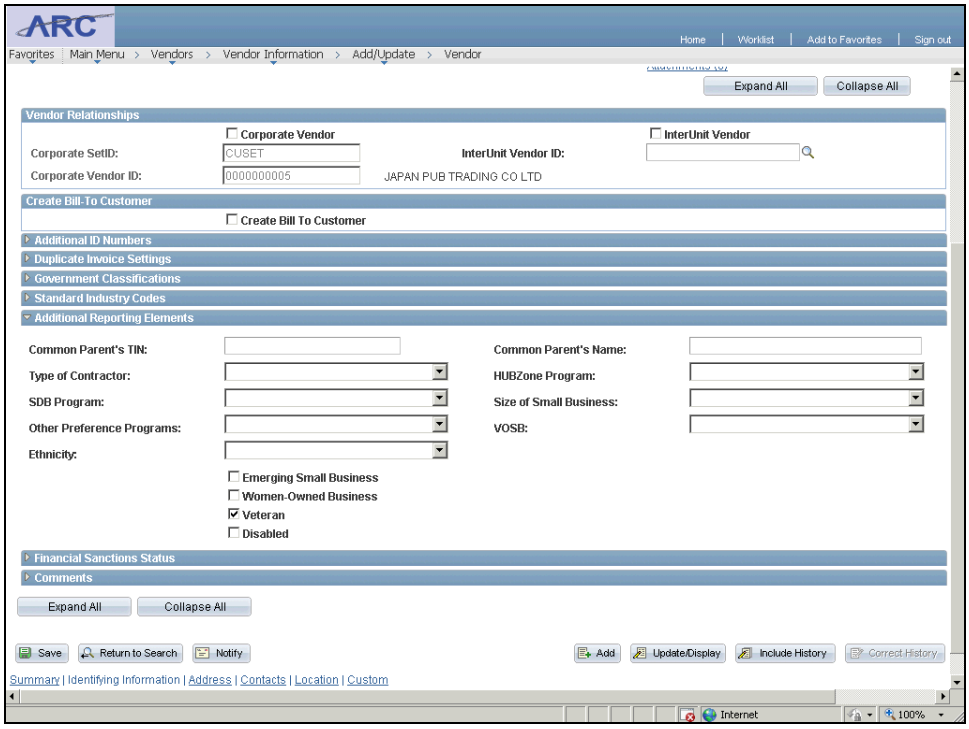
Step	Action
8.	Click the **Expand section** button to expand the Additional Reporting Elements section of the page.



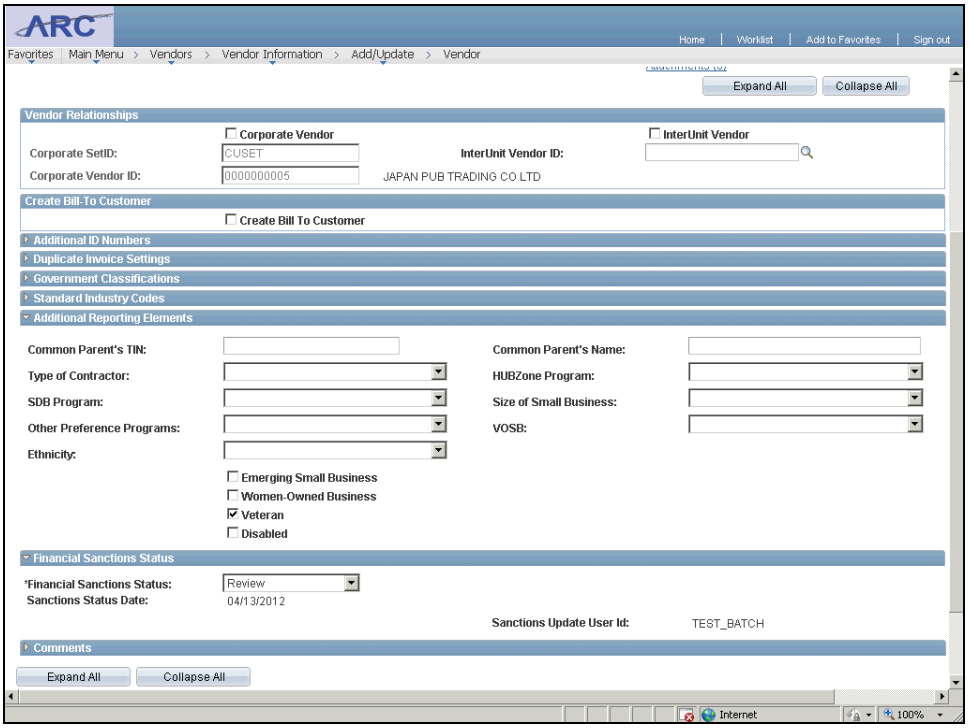
Step	Action
9.	Click the button of the scrollbar.



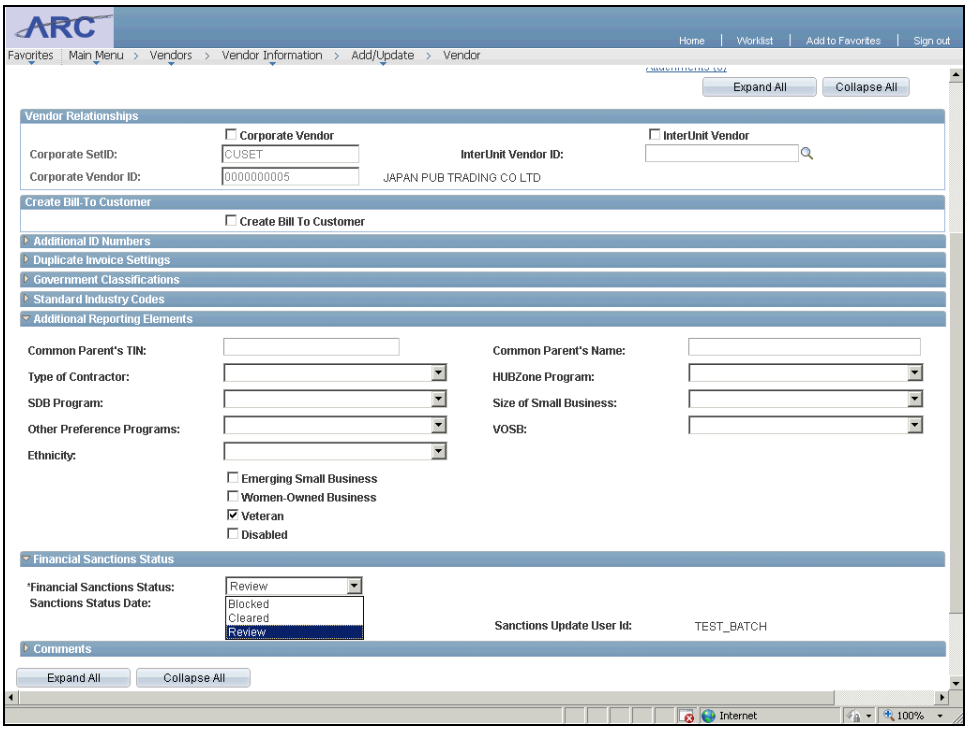
Step	Action
10.	Select applicable options. In this case, you will update the Veteran field of the page. Click the **Veteran** option. ☐ Veteran



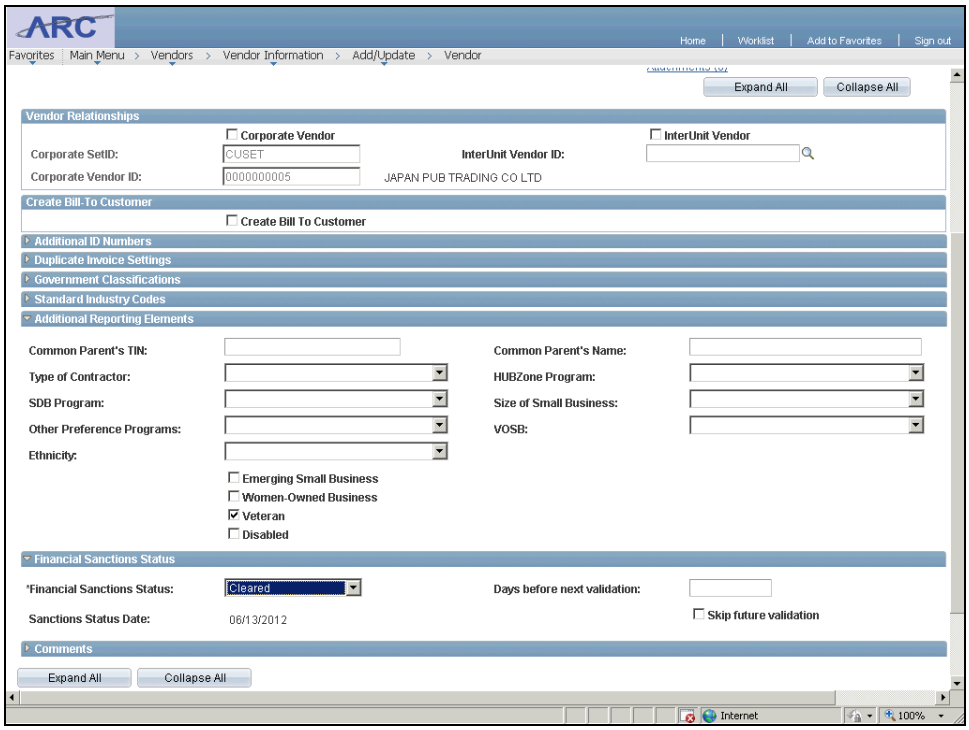
Step	Action
11.	Click the **Expand section** button to expand the Financials Sanctions Status section of the page. Note: Vendor Management will only update the Financial Sanctions Status if the vendor has a status of "Reviewed". The team will then need to research the vendor information to confirm that the vendor matches what is on the OFAC list. If it does match, the Vendor Management Team will change the status to "Blocked". If not, change the status to "Cleared".



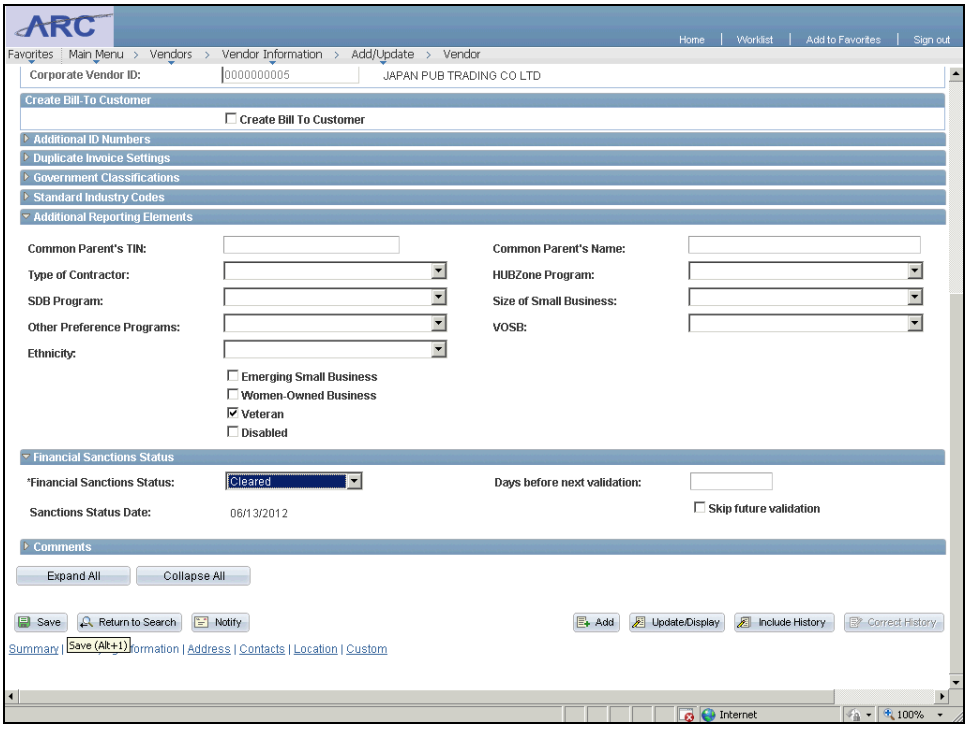
Step	Action
12.	Click the **Financial Sanctions Status** list to select the appropriate option.



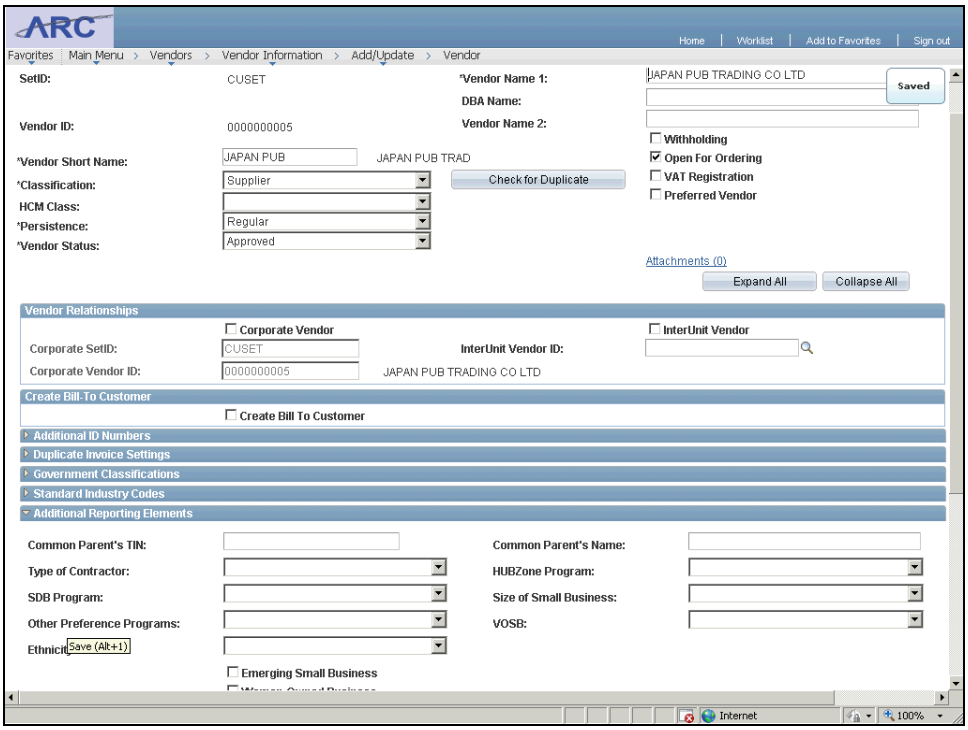
Step	Action
13.	Click the **Cleared** option.



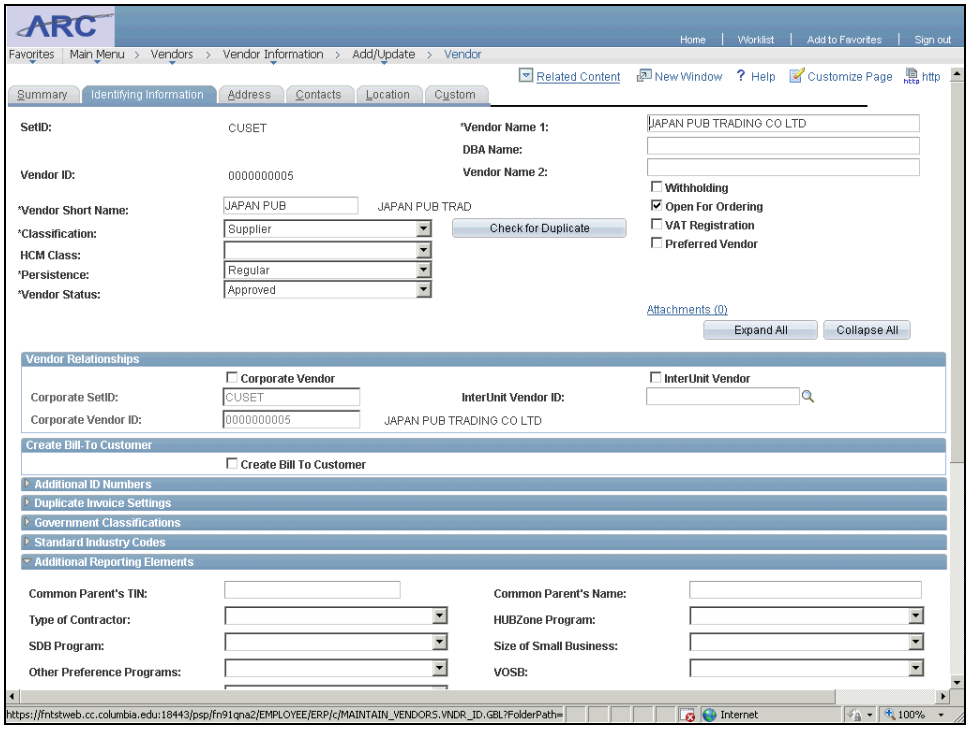
Step	Action
14.	Click the button of the scrollbar.



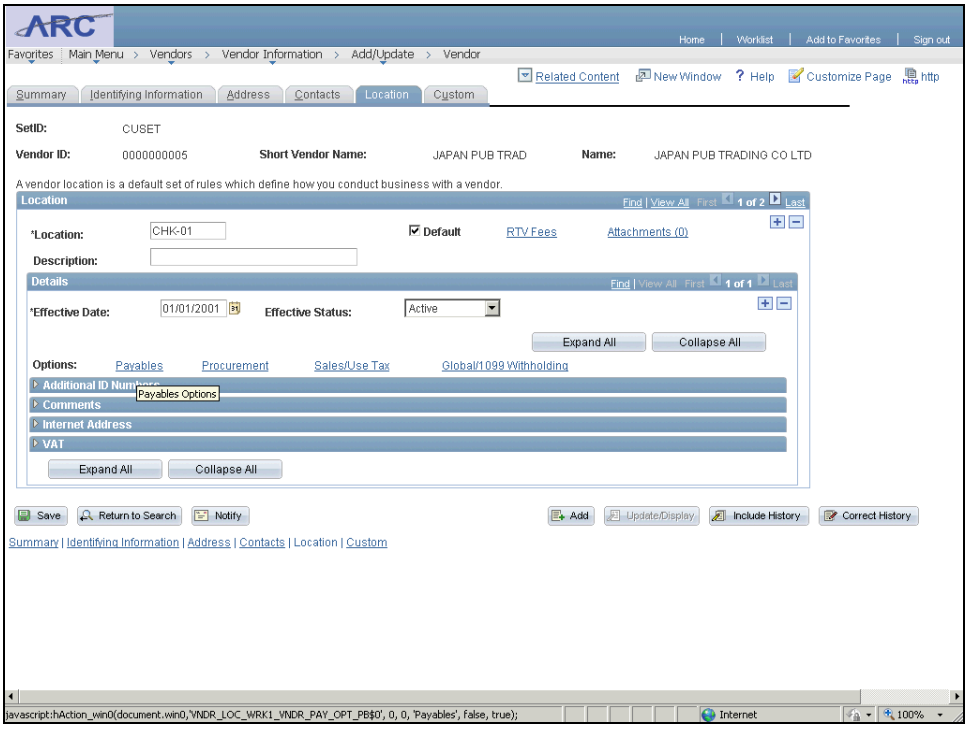
Step	Action
15.	Click the **Save** button.



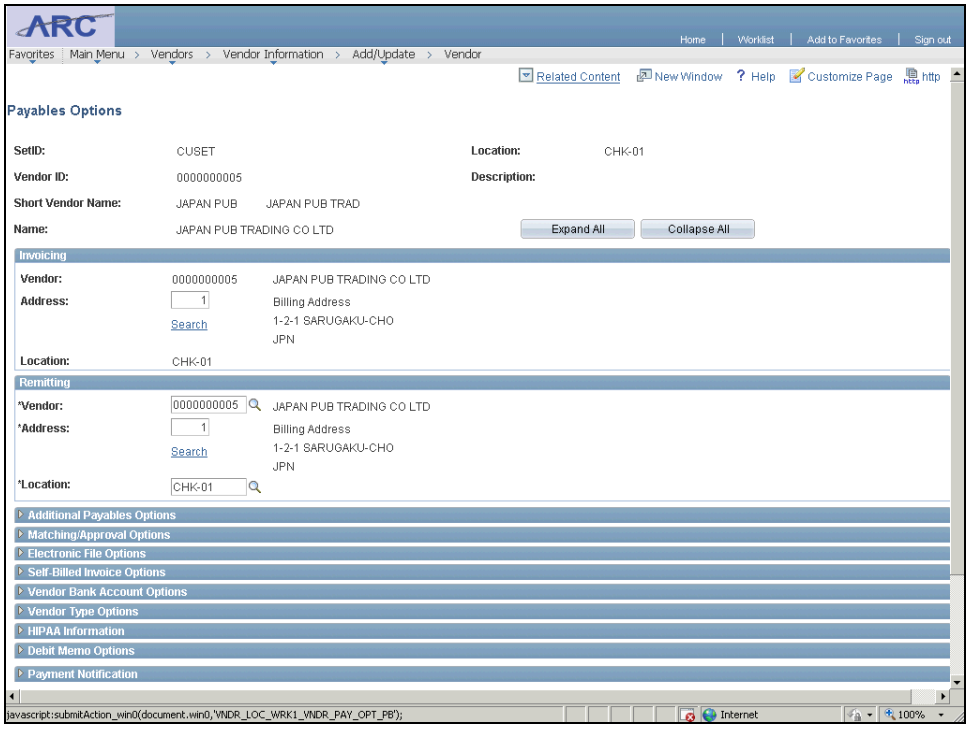
Step	Action
16.	Click the button of the scrollbar.



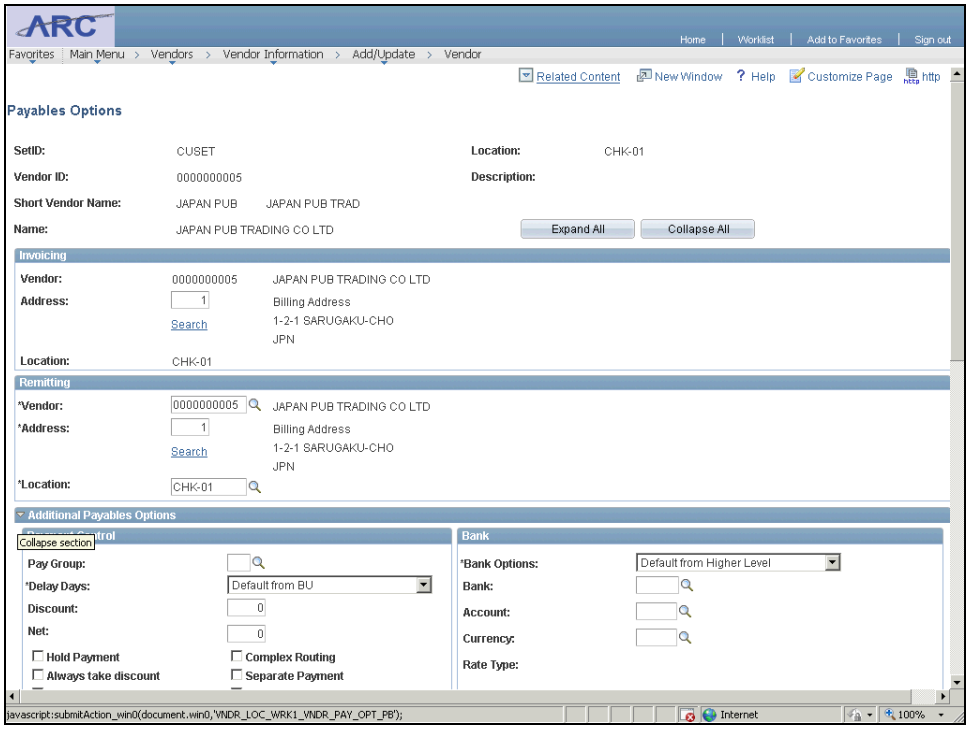
Step	Action
17.	Click the **Location** tab to edit Location information for the vendor.



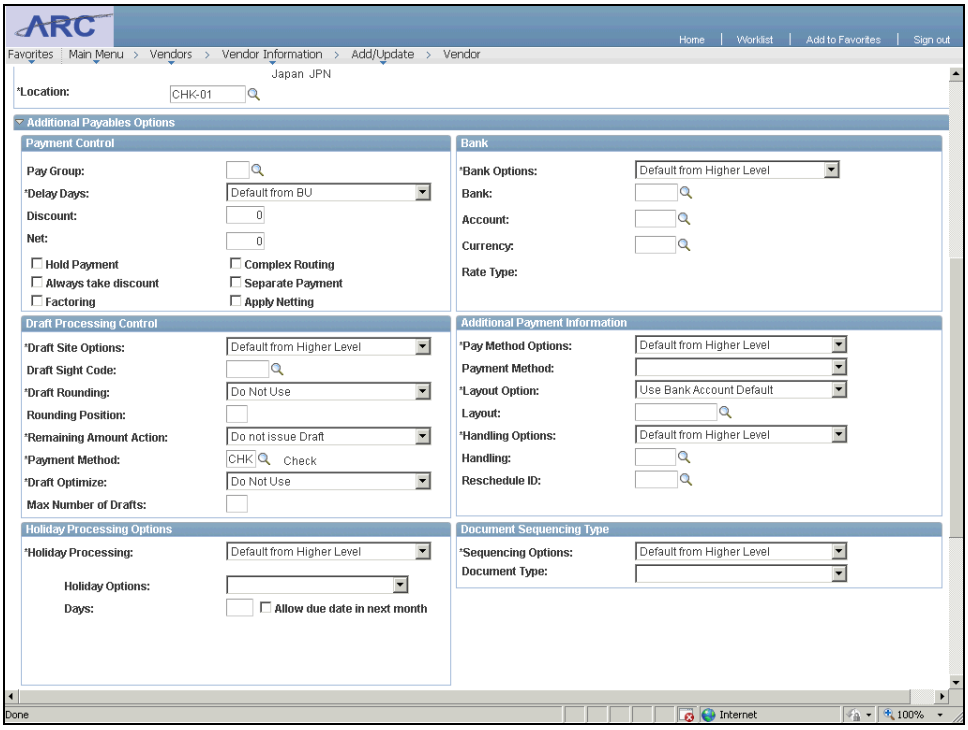
Step	Action
18.	Click the **Payables** link to learn how to place a vendor on Payment Hold to prevent vouchers to the vendor from being paid in pay cyle. You can also flag a vendor for separate payment so that payments to the vendor are not consolidated. This is also where you will update the Payment Group Code and Payment Handling information for Check and ACH Locations. Lastly, you will see how to to define ACH payment layout and vendor's ACH bank account information. Payables



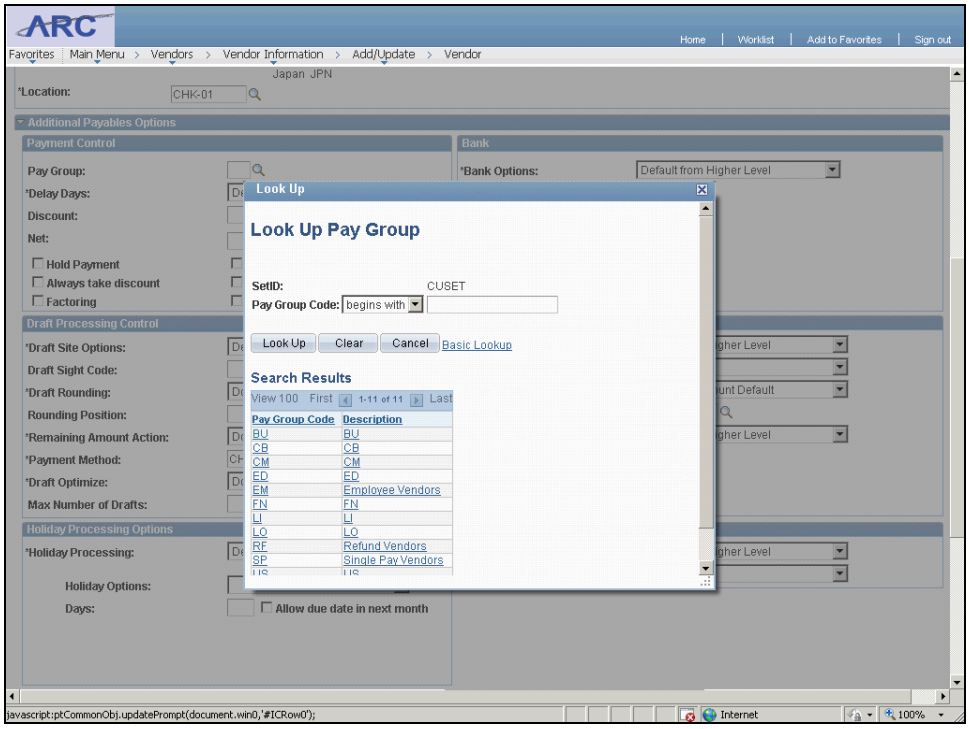
Step	Action
19.	Click the **Expand section** button.



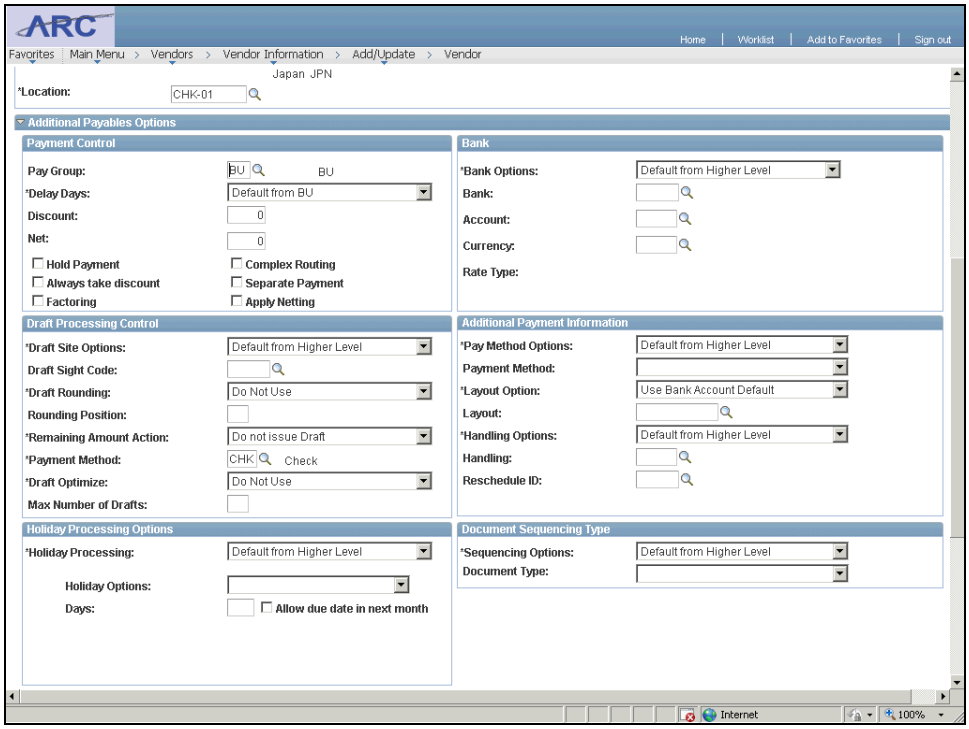
Step	Action
20.	Click the button of the scrollbar.



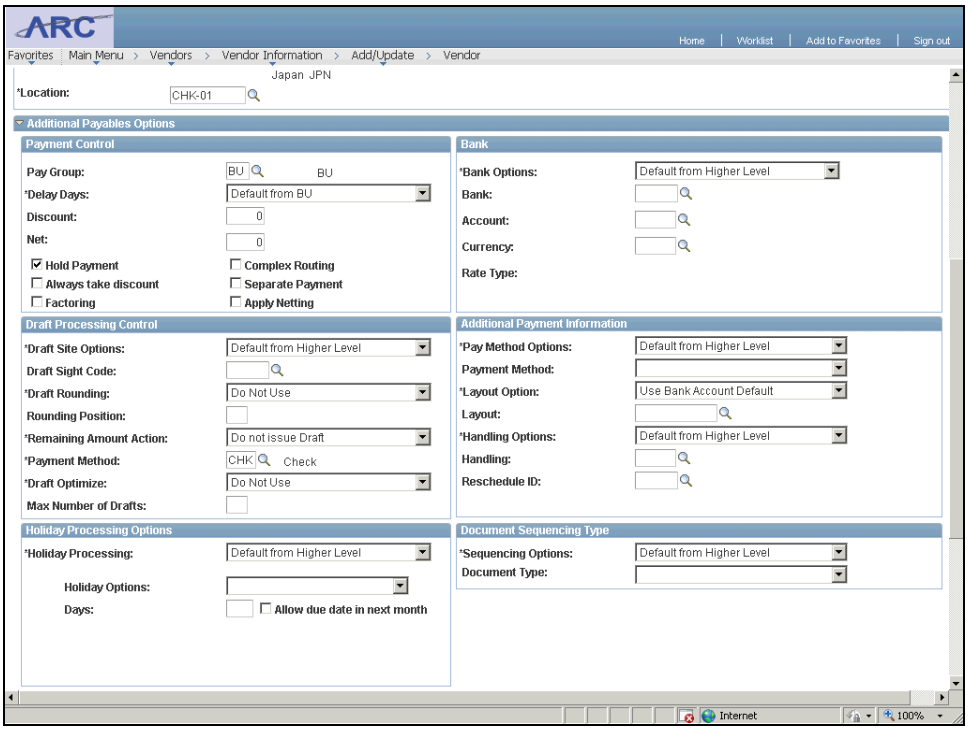
Step	Action
21.	Click the **Look up Pay Group (Alt+5)** button to define the pay group code.



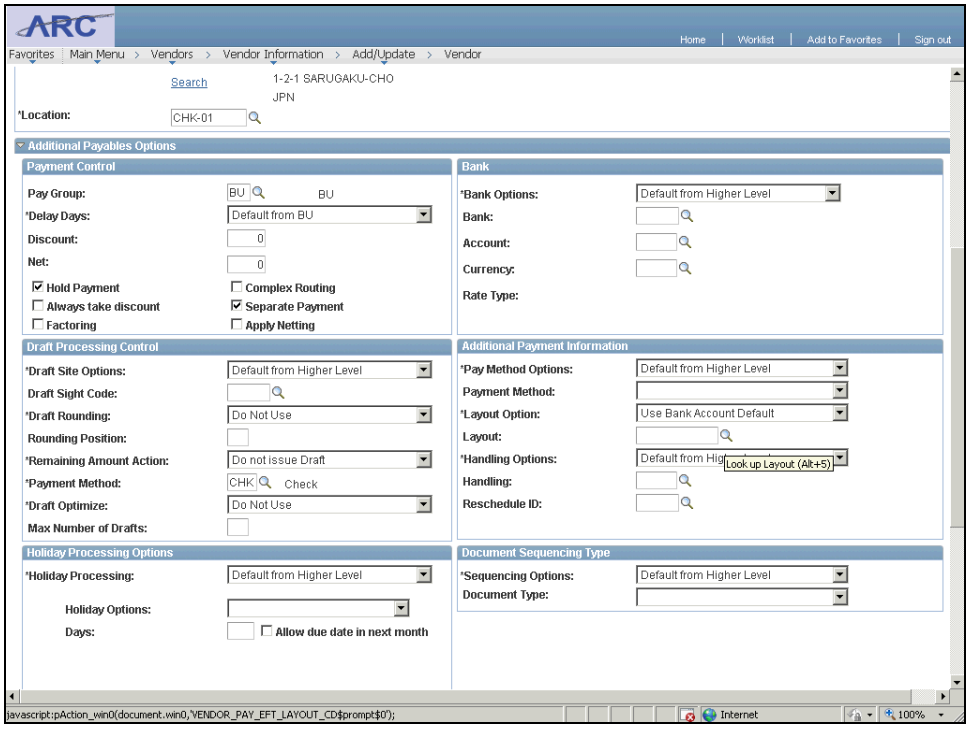
Step	Action
22.	Click the **BU** link. BU



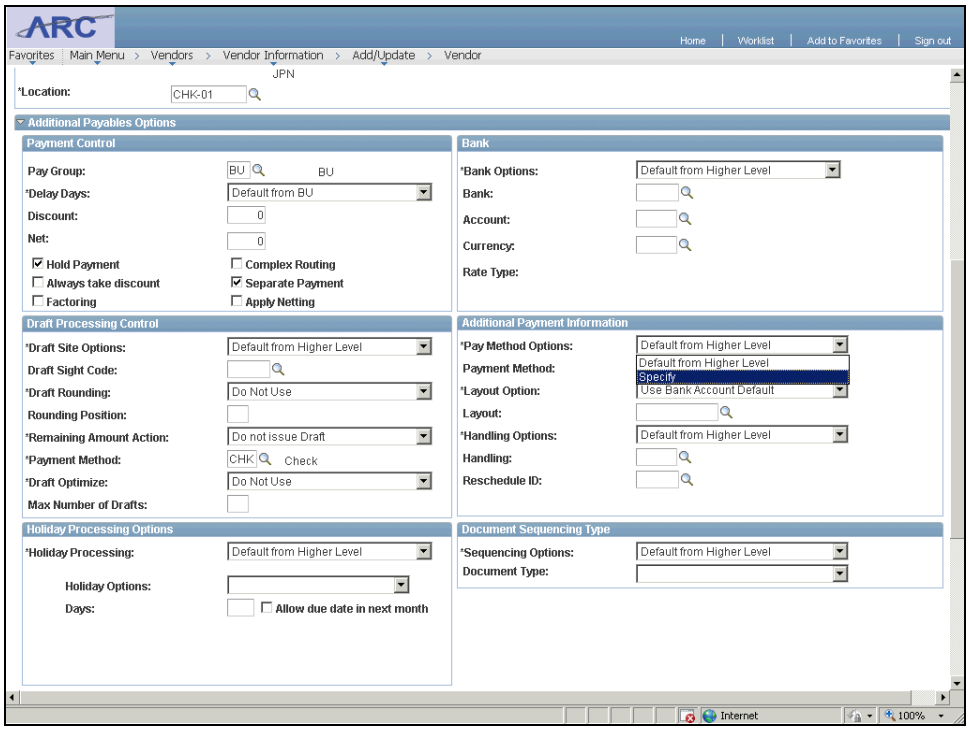
Step	Action
23.	Click the **Hold Payment** option to put a hold on payments to this vendor. ☐ Hold Payment



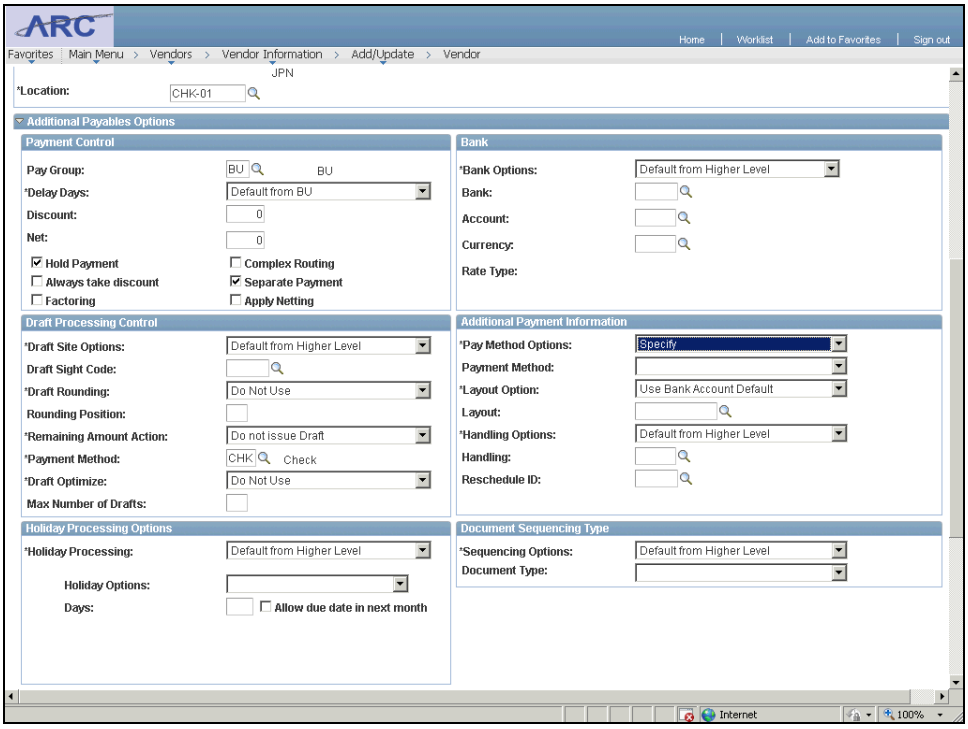
Step	Action
24.	Click the **Separate Payment** option to separate payments to this vendor. ☐ Separate Payment



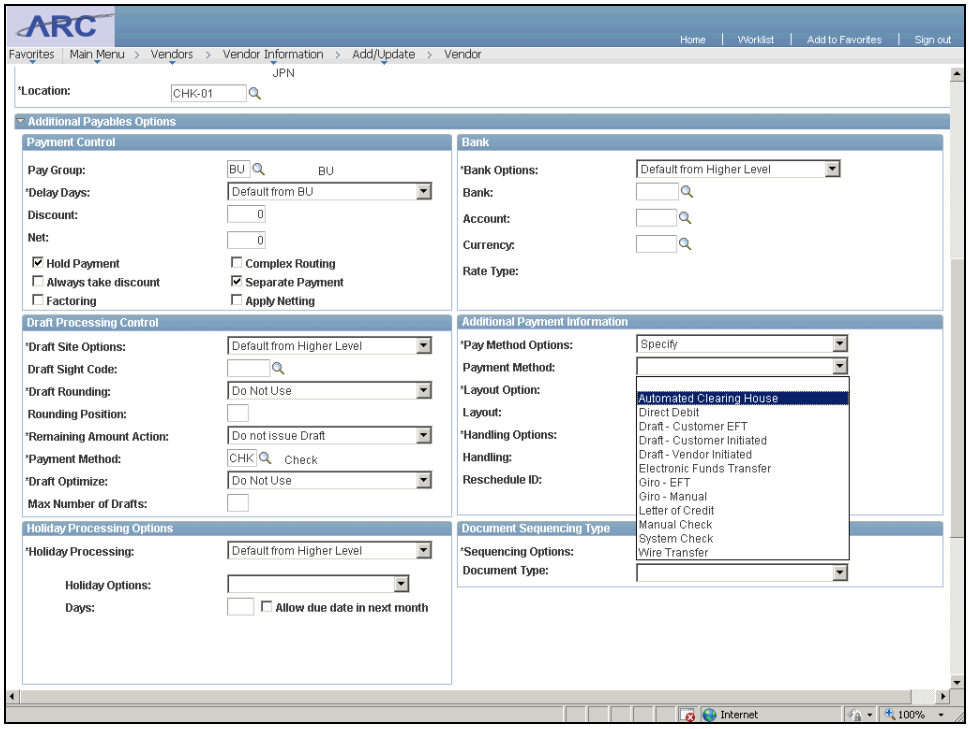
Step	Action
25.	Click the **Pay Method Options** list to define ACH Payment Layout. Default from Higher Level



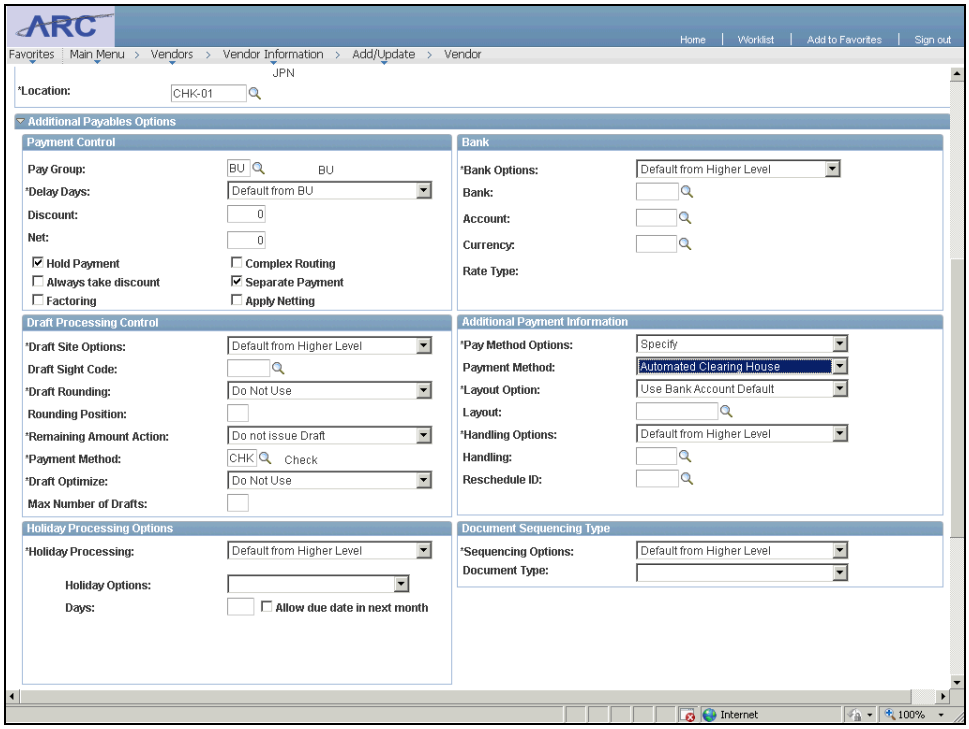
Step	Action
26.	Click the **Specify** list item.

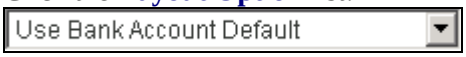


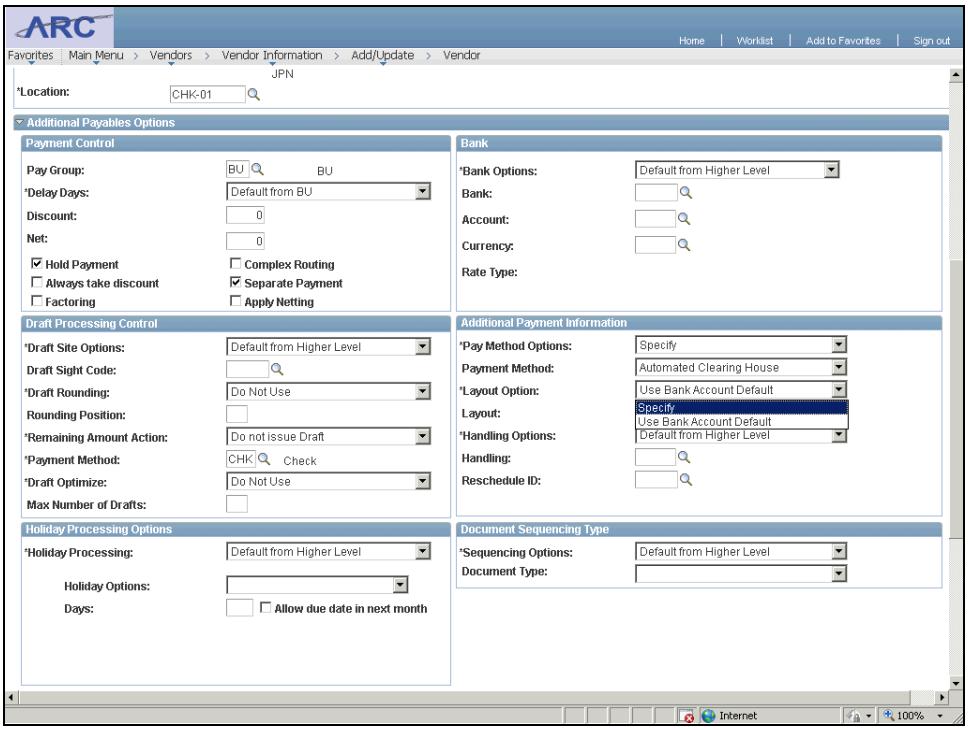
Step	Action
27.	Click the **Payment Method** list.



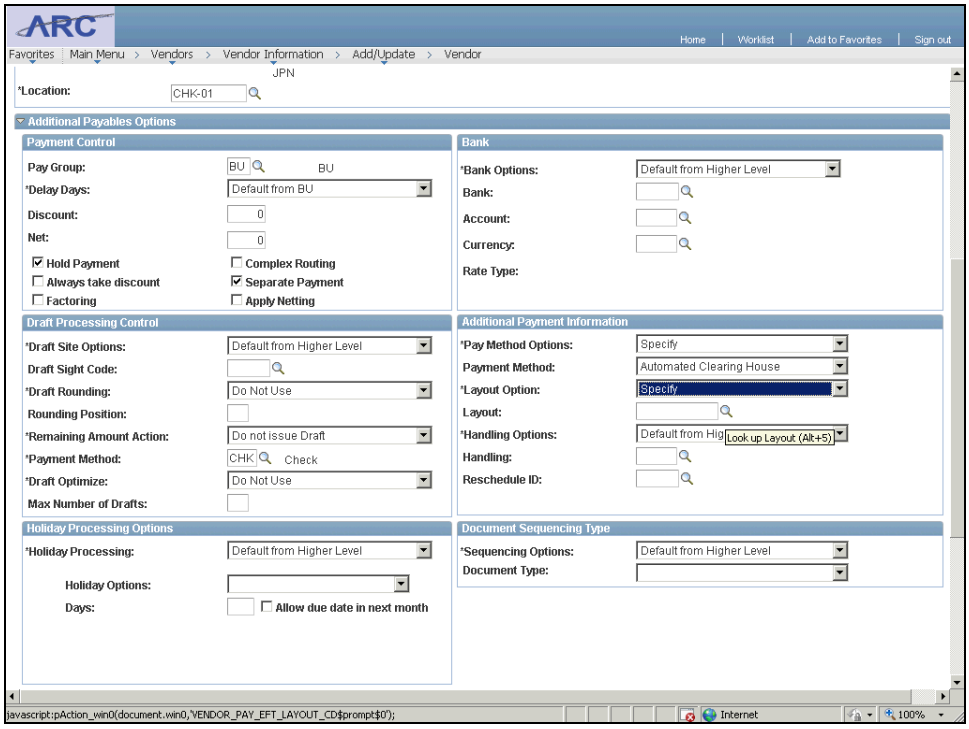
Step	Action
28.	Click the **Automated Clearing House** list item. Automated Clearing House



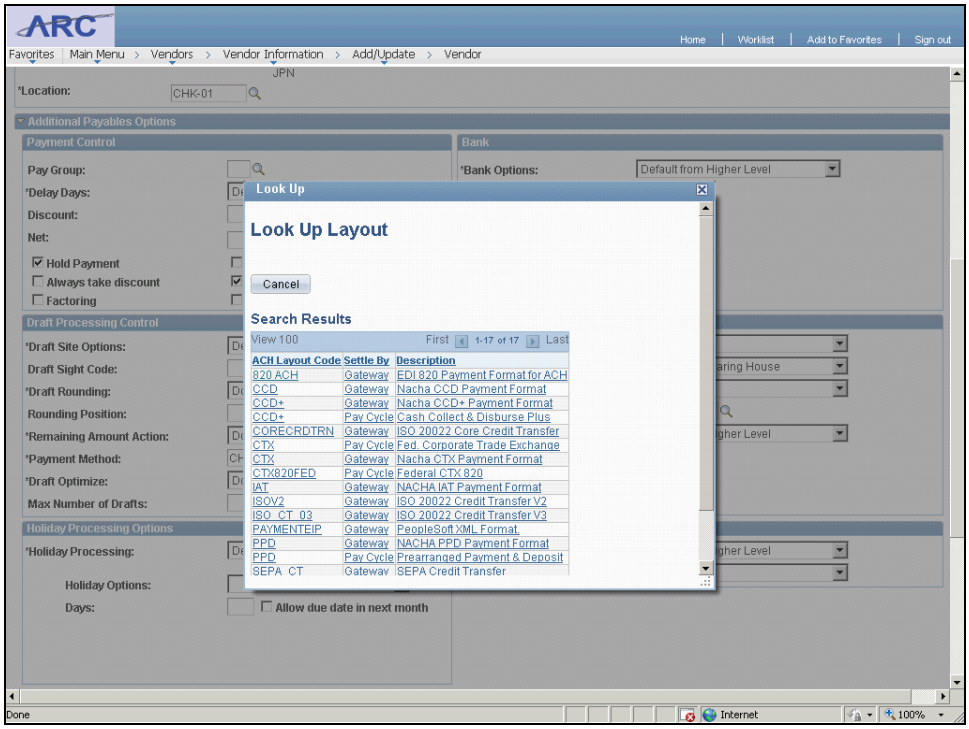
Step	Action
29.	Click the **Layout Option** list. 



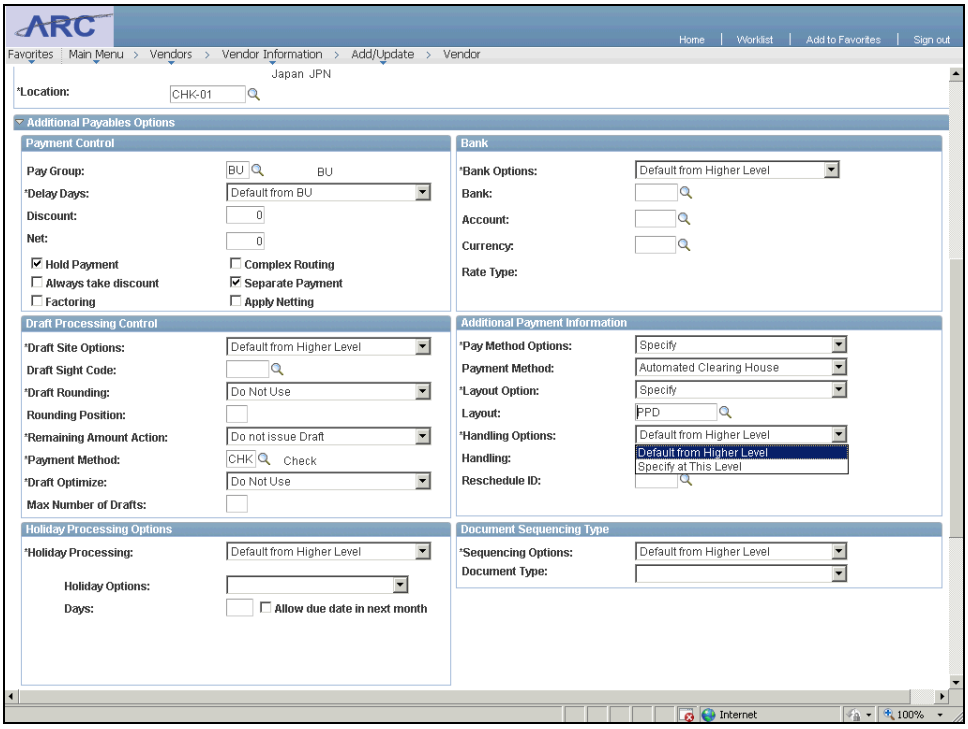
Step	Action
30.	Click the **Specify** list item.

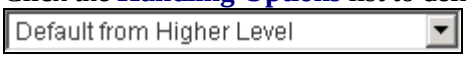


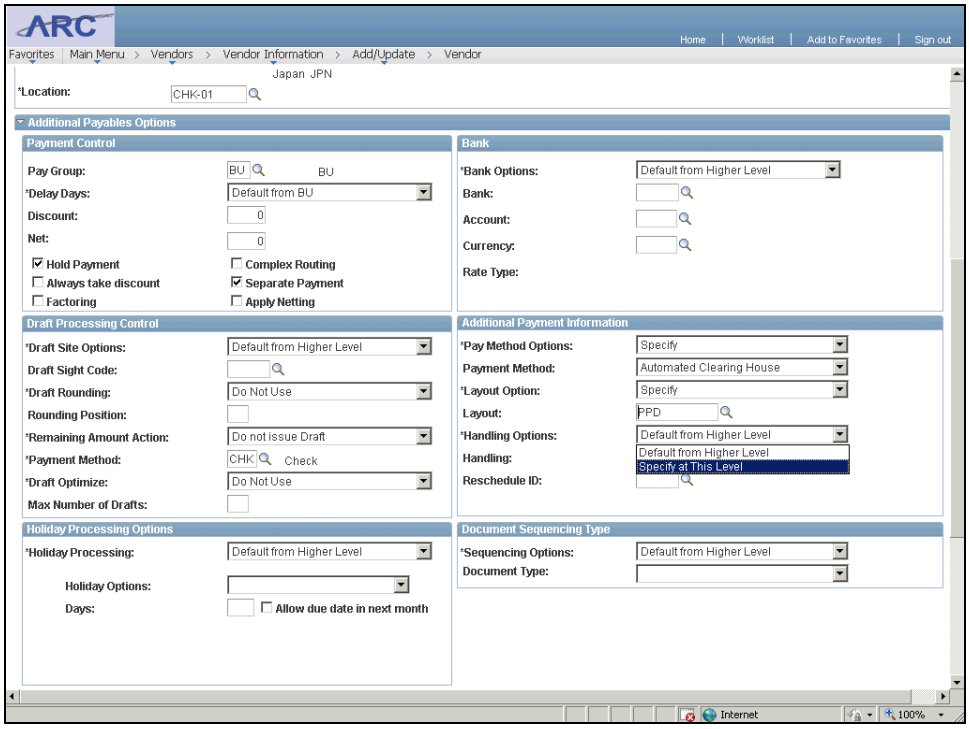
Step	Action
31.	Click the **Look up Layout (Alt+5)** button to select a Layout option.



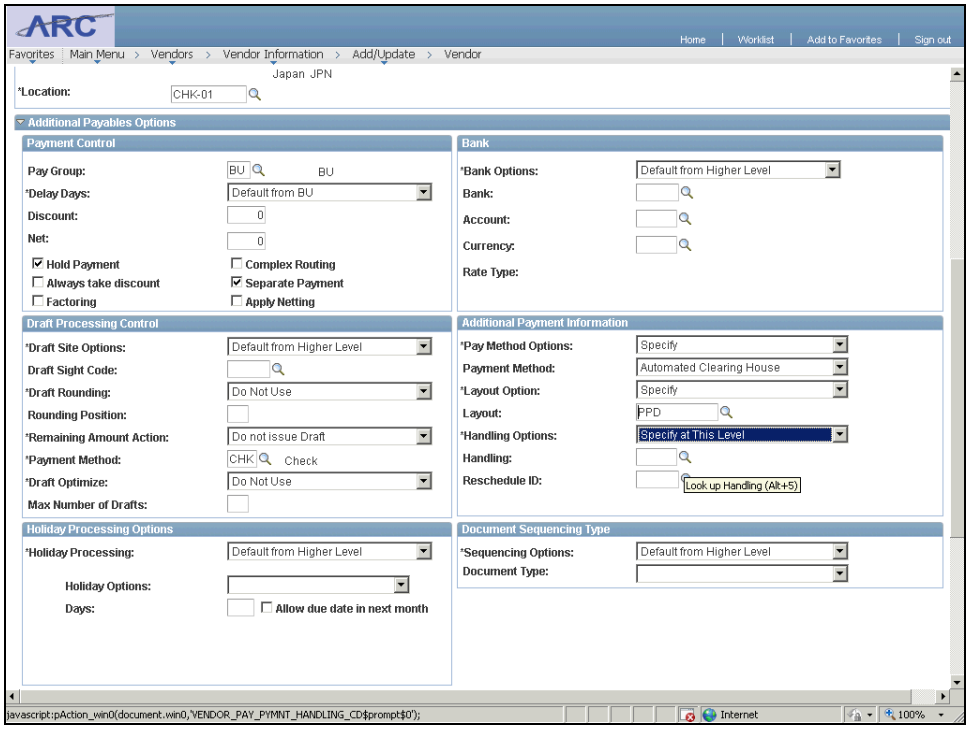
Step	Action
32.	Click the **PPD** link.



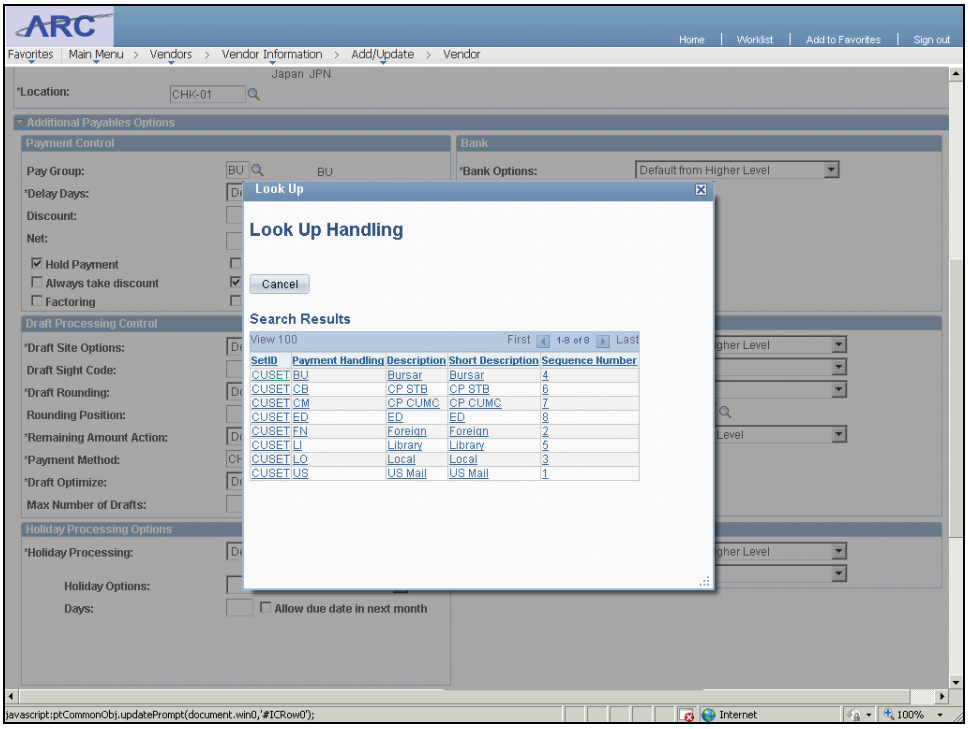
Step	Action
33.	Click the **Handling Options** list to define the payment handling options. 



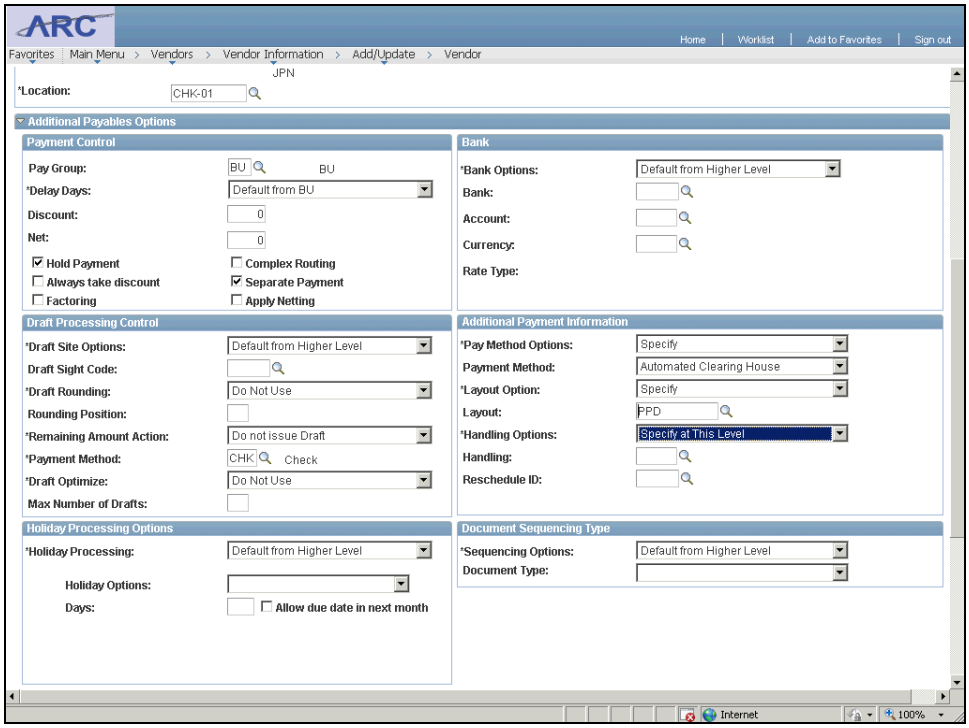
Step	Action
34.	Click the **Specify at This Level** list item. Specify at This Level



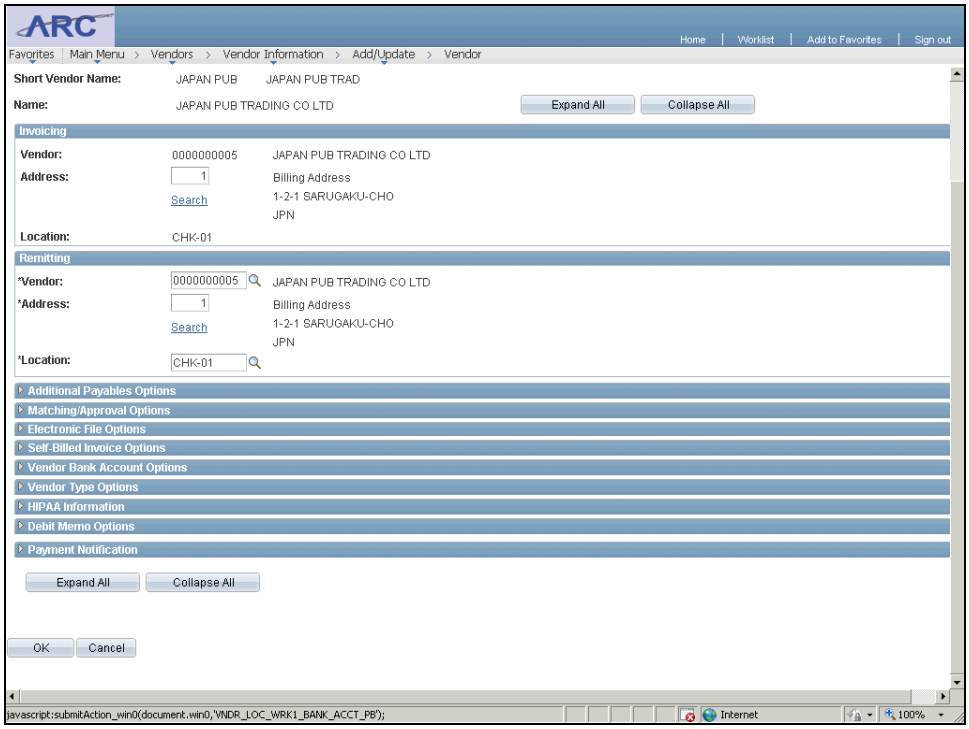
Step	Action
35.	Click the **Look up Handling (Alt+5)** button.



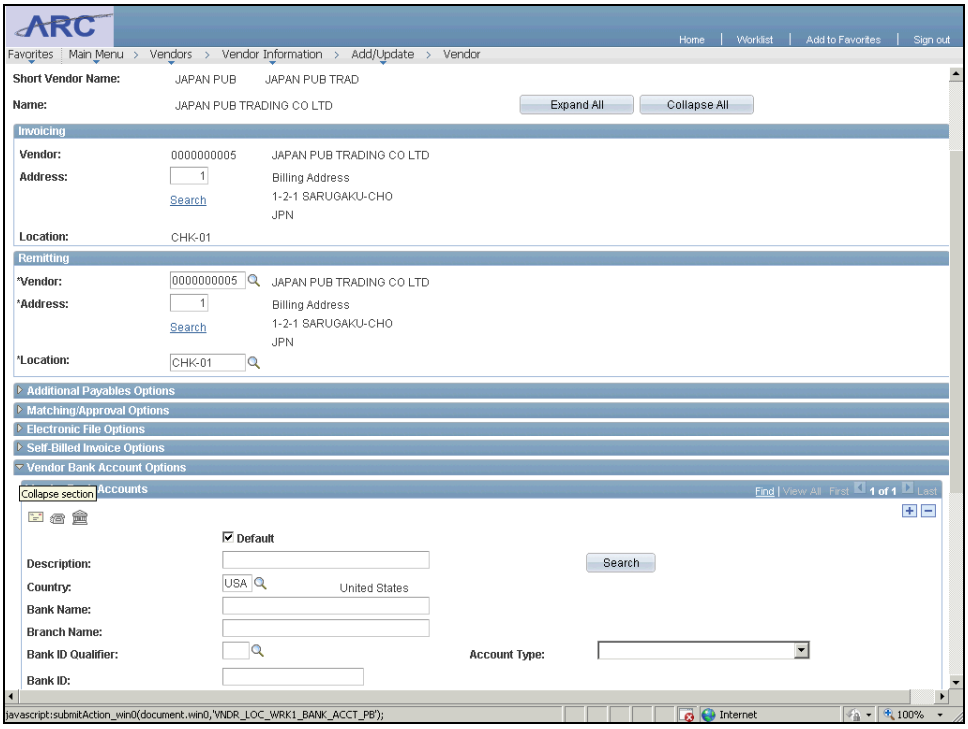
Step	Action
36.	This selection must match what you picked for the payment group code, so click the **BU** link.



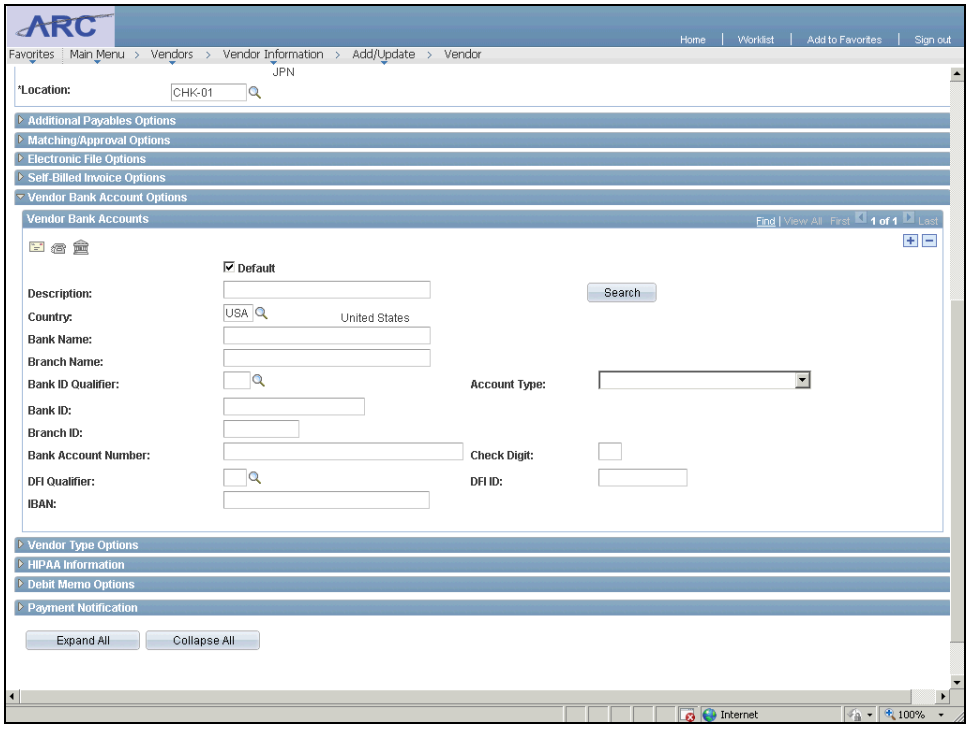
Step	Action
37.	Click the **Collapse section** button.



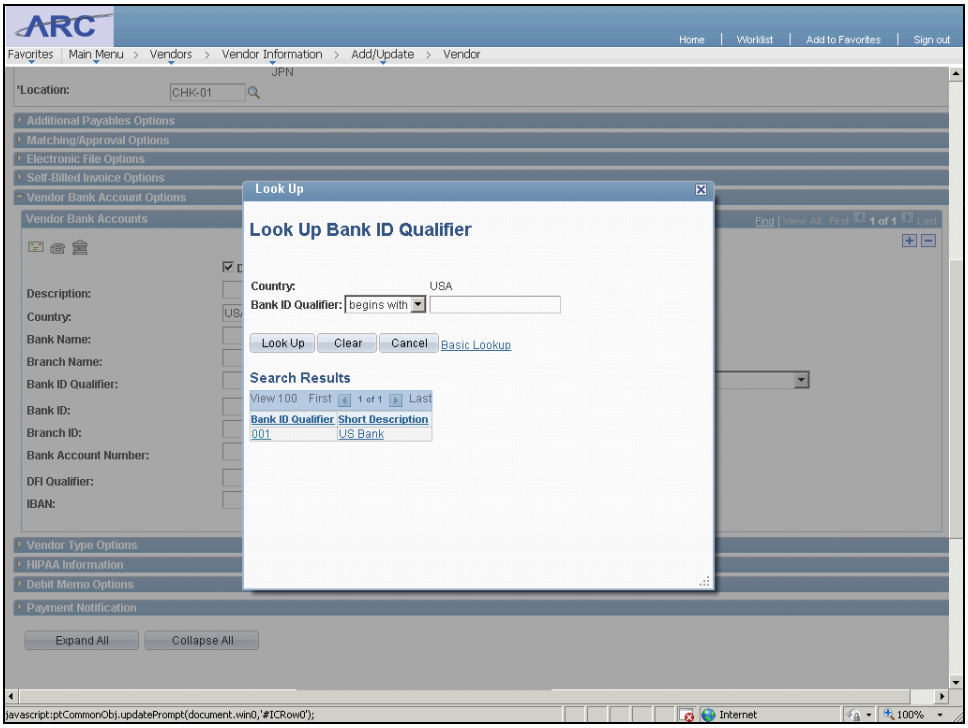
Step	Action
38.	Click the **Expand section** button to define ACH bank account information.



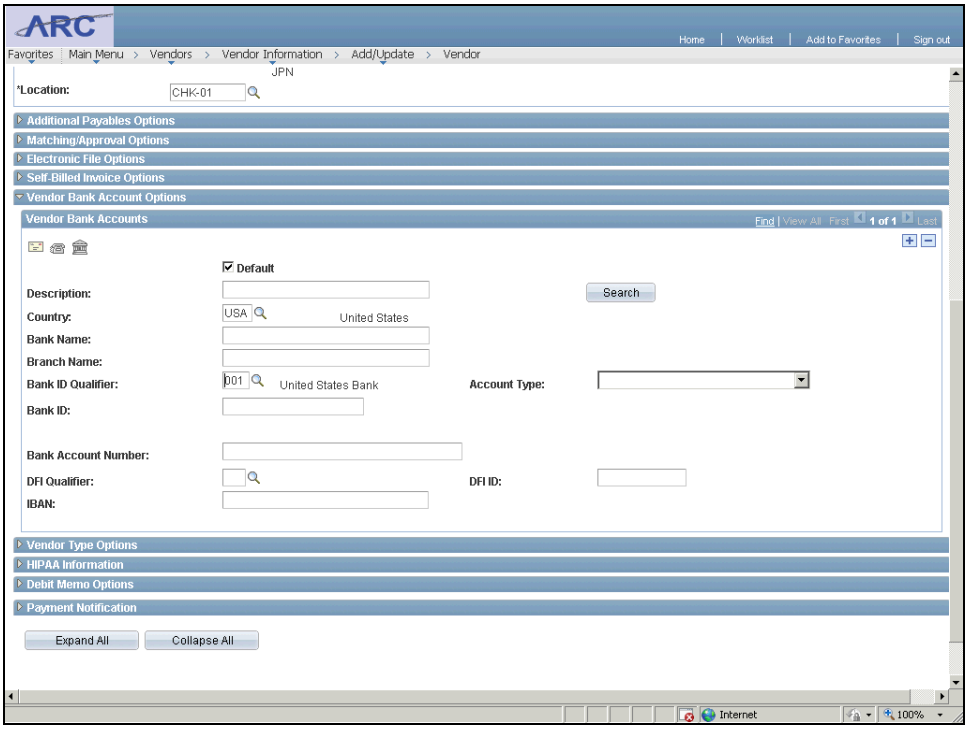
Step	Action
39.	Click the button of the scrollbar.

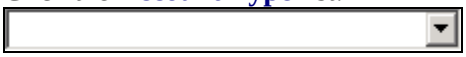


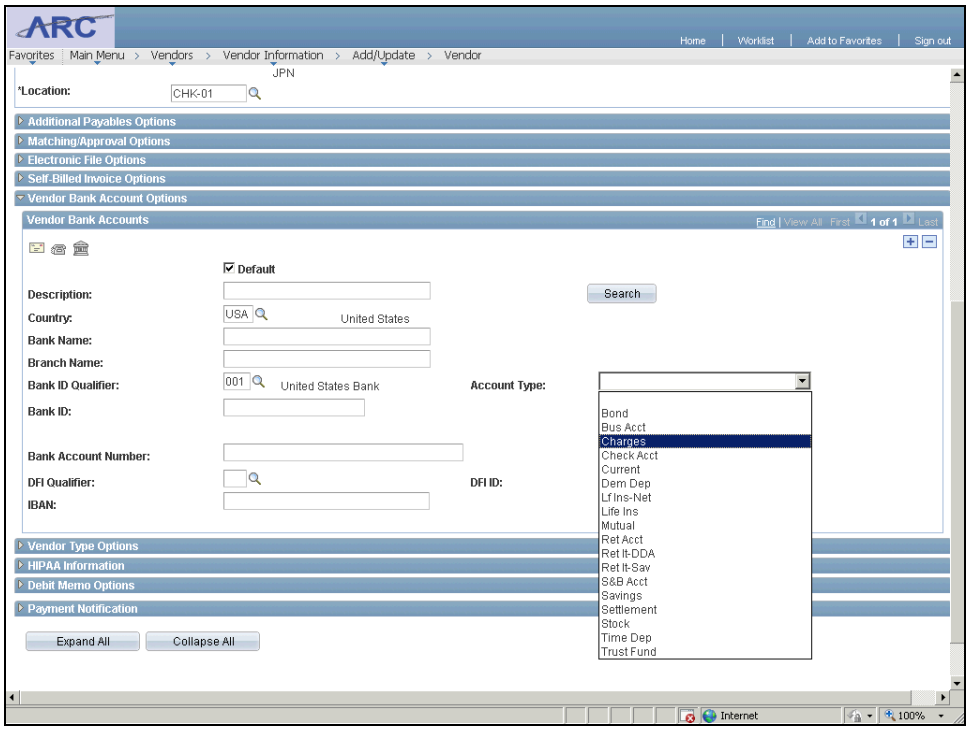
Step	Action
40.	Click the **Look up Bank ID Qualifier (Alt+5)** button to identify a Bank ID Qualifier.



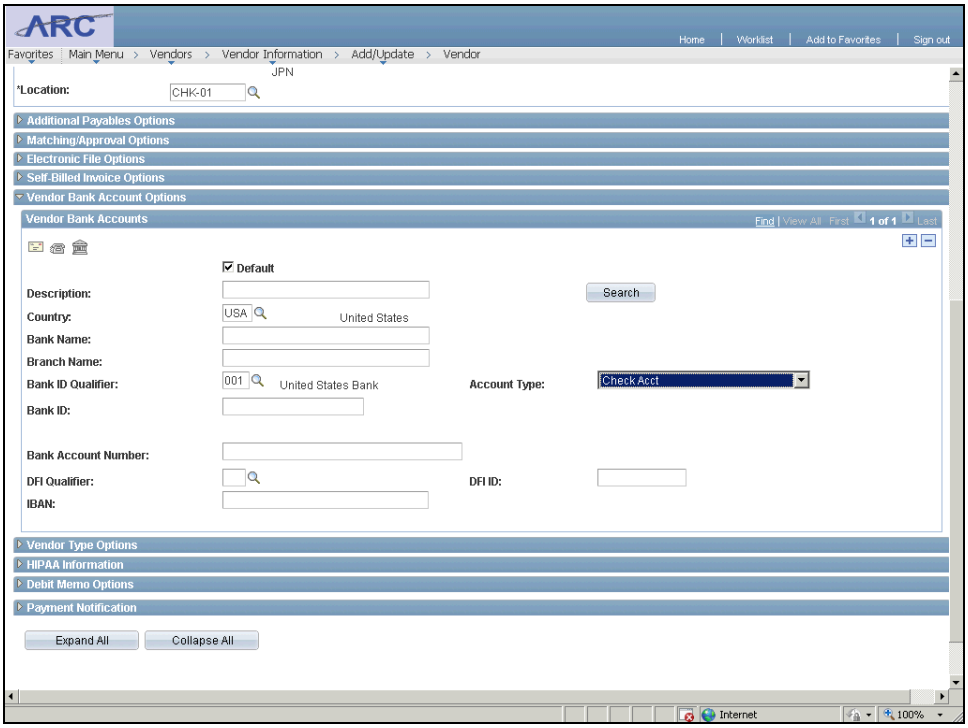
Step	Action
41.	Click the **001** link.



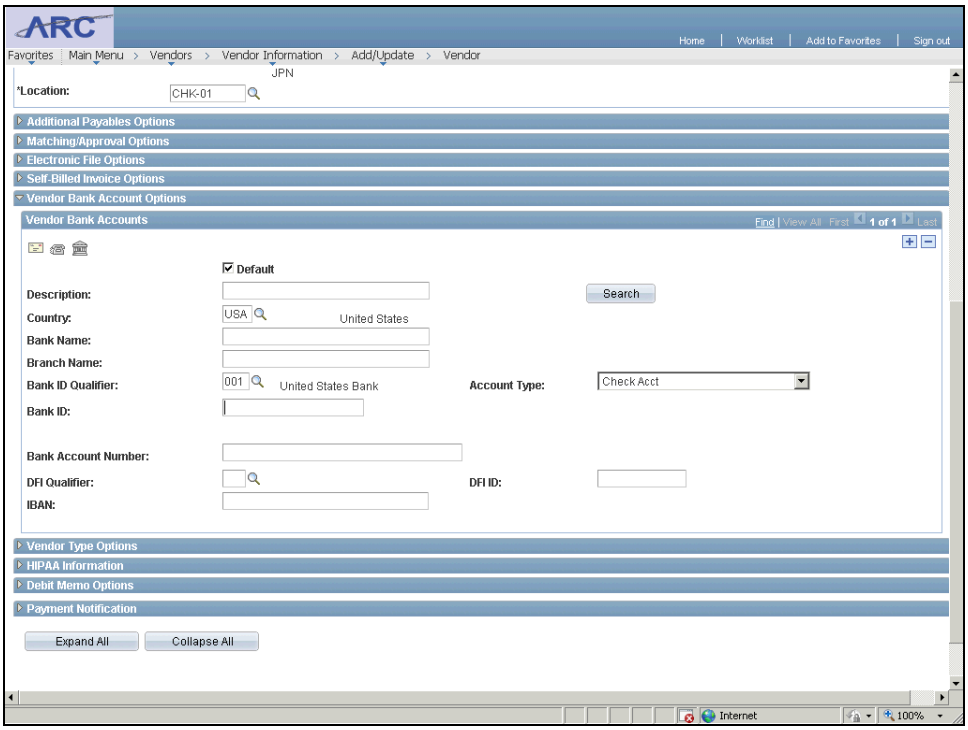
Step	Action
42.	Click the **Account Type** list. 



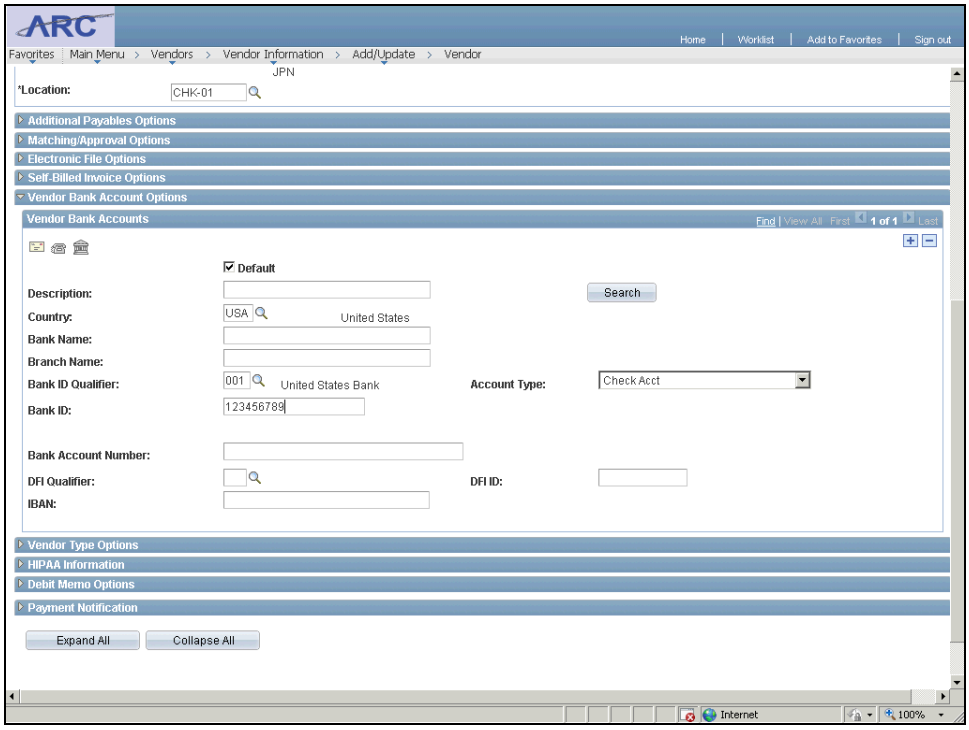
Step	Action
43.	Click the **Check Acct** list item.



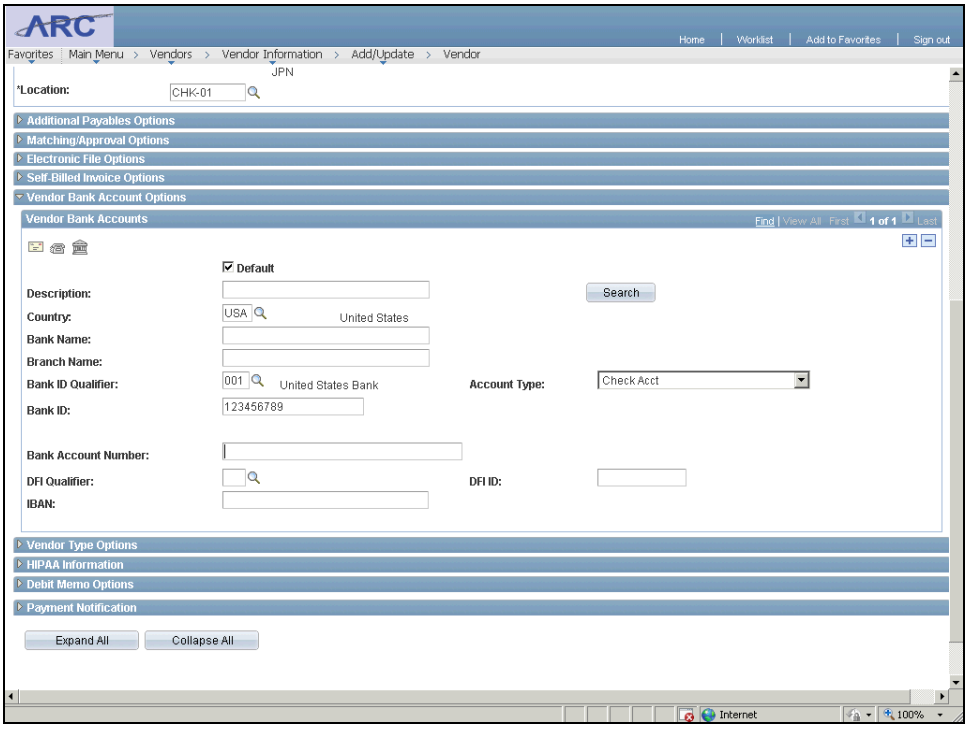
Step	Action
44.	Click in the **Bank ID** field.



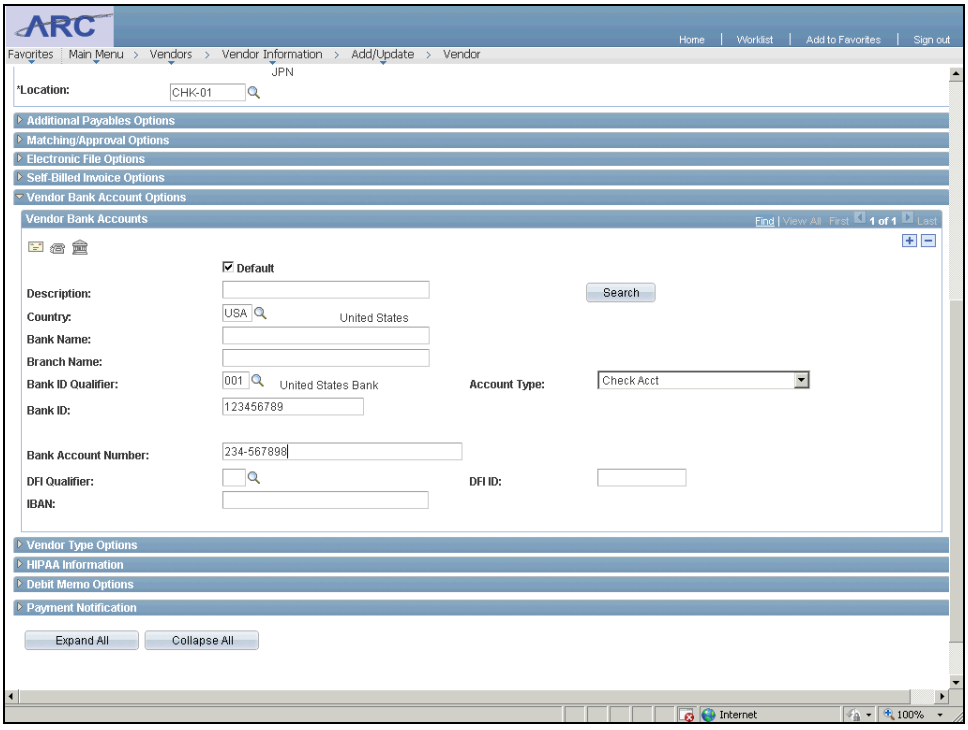
Step	Action
45.	Enter the desired information into the **Bank ID** field. Enter "**123456789**".



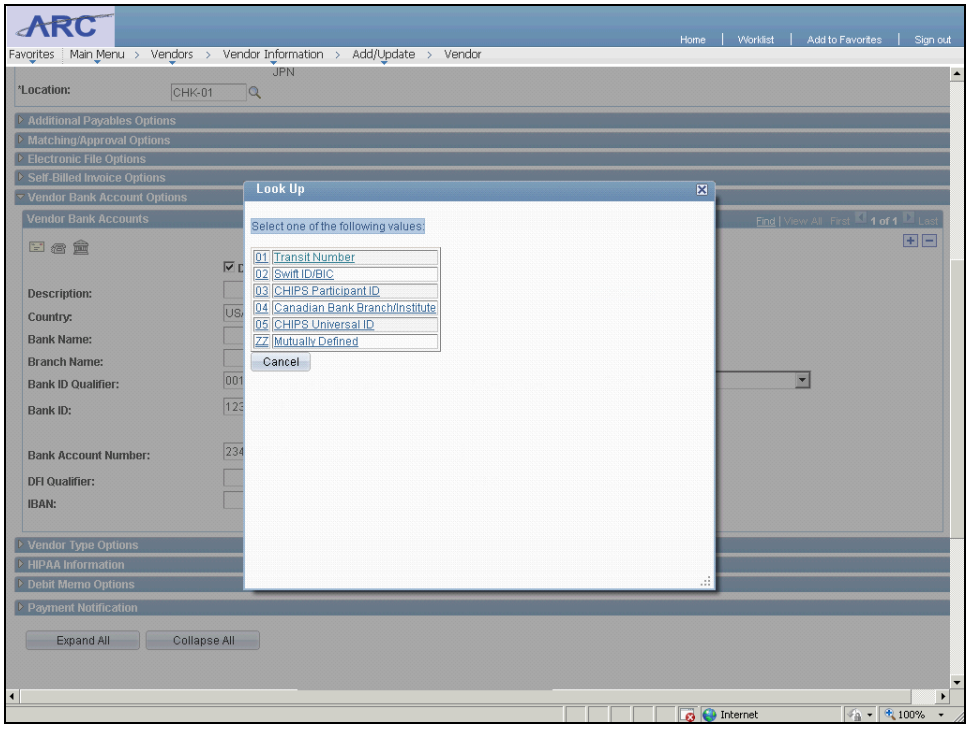
Step	Action
46.	Click in the **Bank Account Number** field.



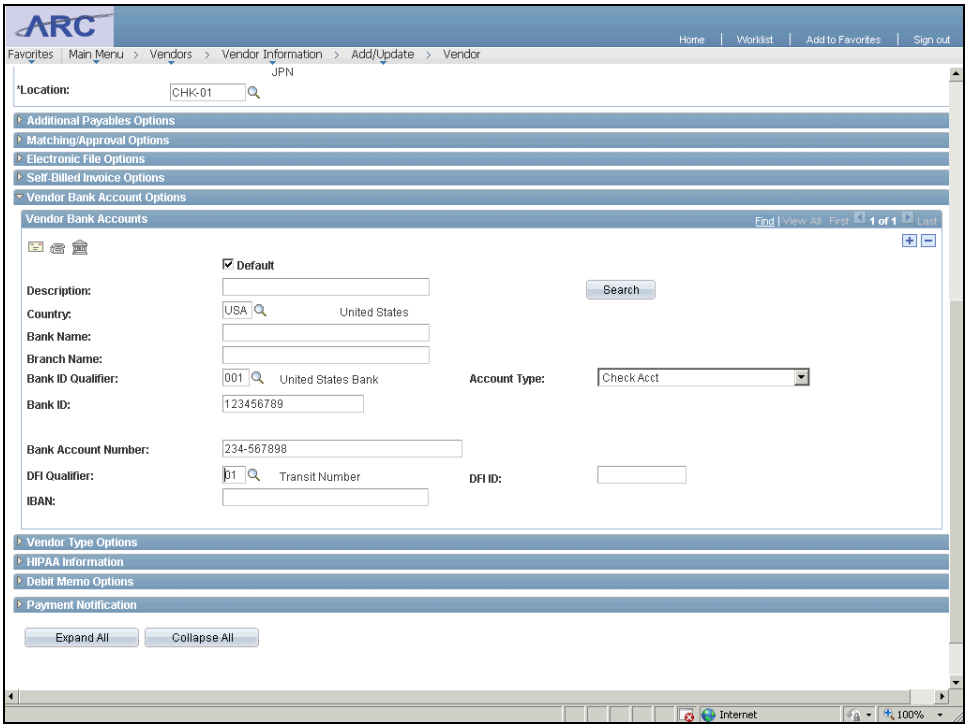
Step	Action
47.	Enter the desired information into the **Bank Account Number** field. Enter "**234-567898**".



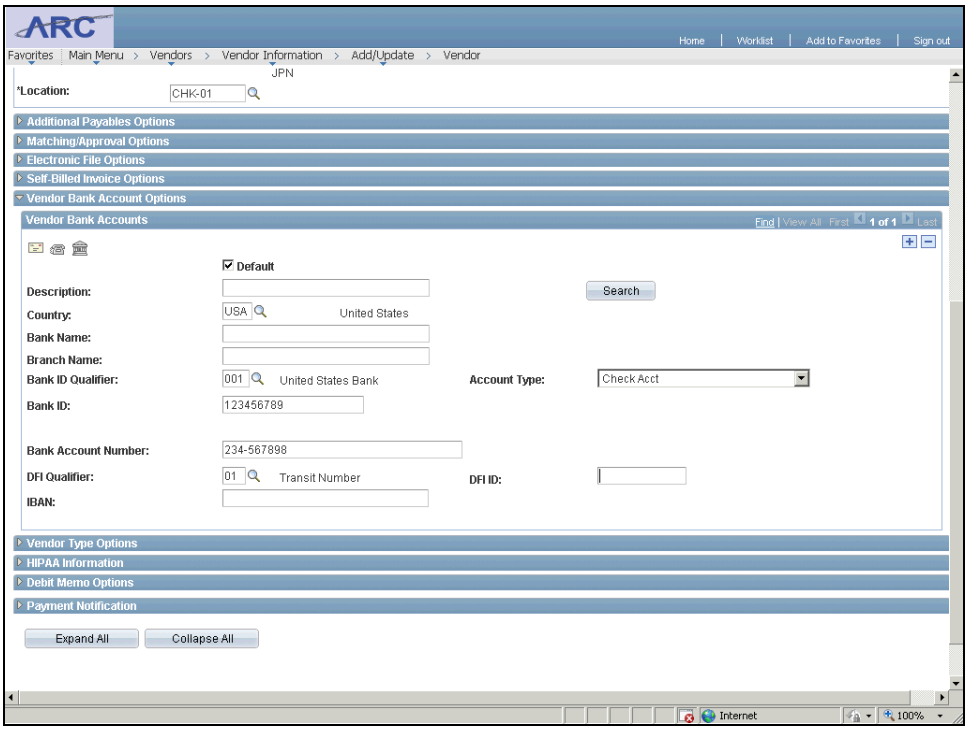
Step	Action
48.	Click the **Look up DFI Qualifier (Alt+5)** button.



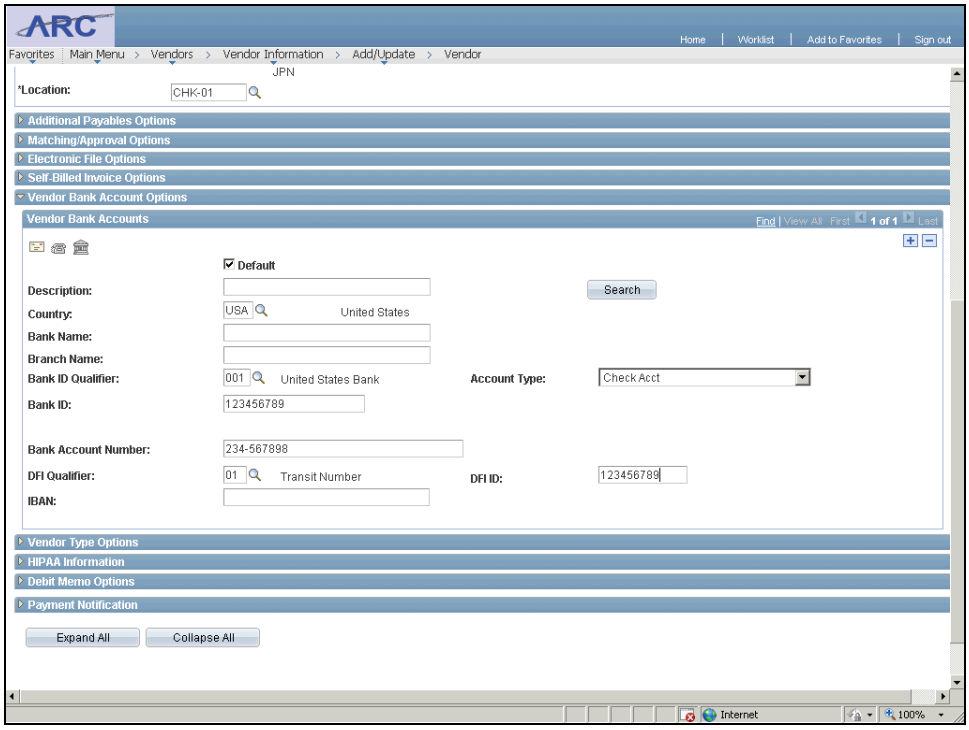
Step	Action
49.	Click the **01** link.



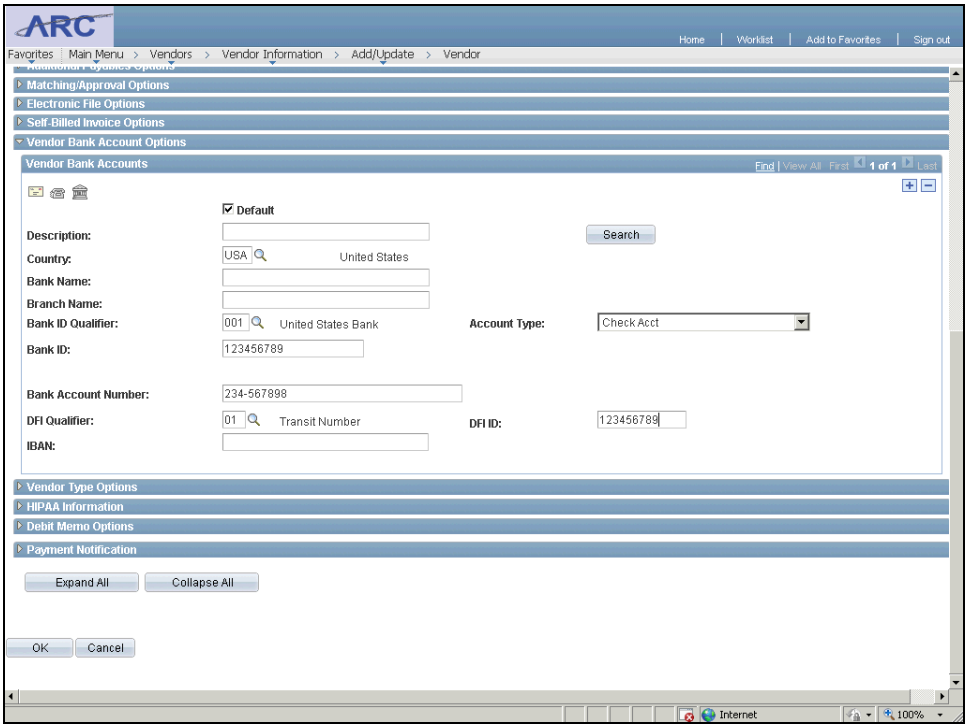
Step	Action
50.	Click in the **DFI ID** field.



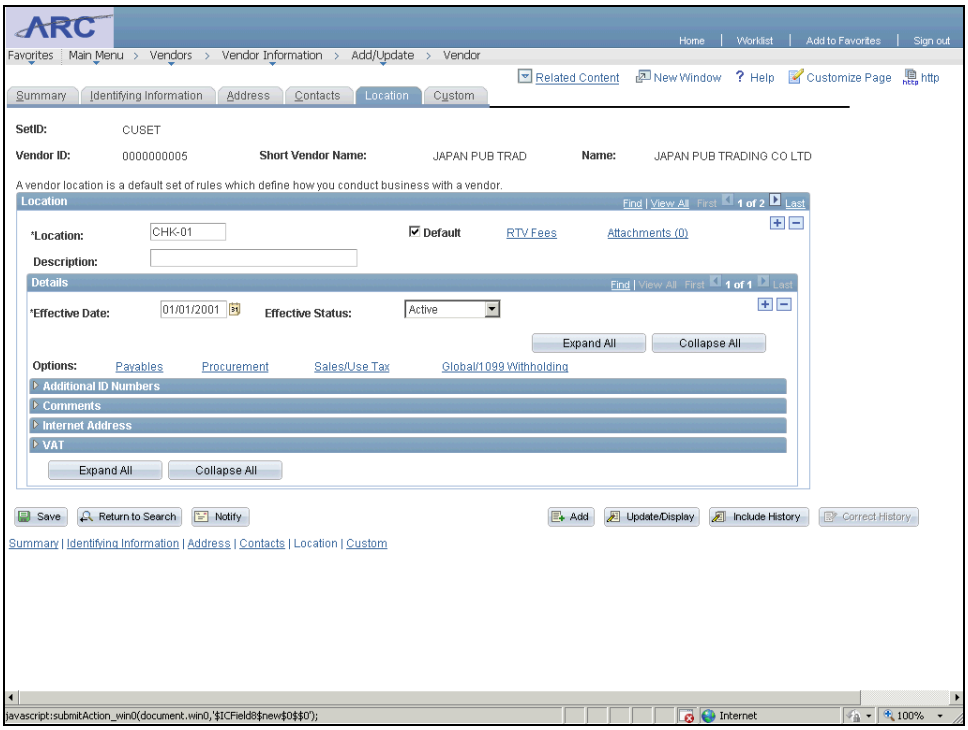
Step	Action
51.	Enter the desired information into the **DFI ID** field. Enter "**123456789**".



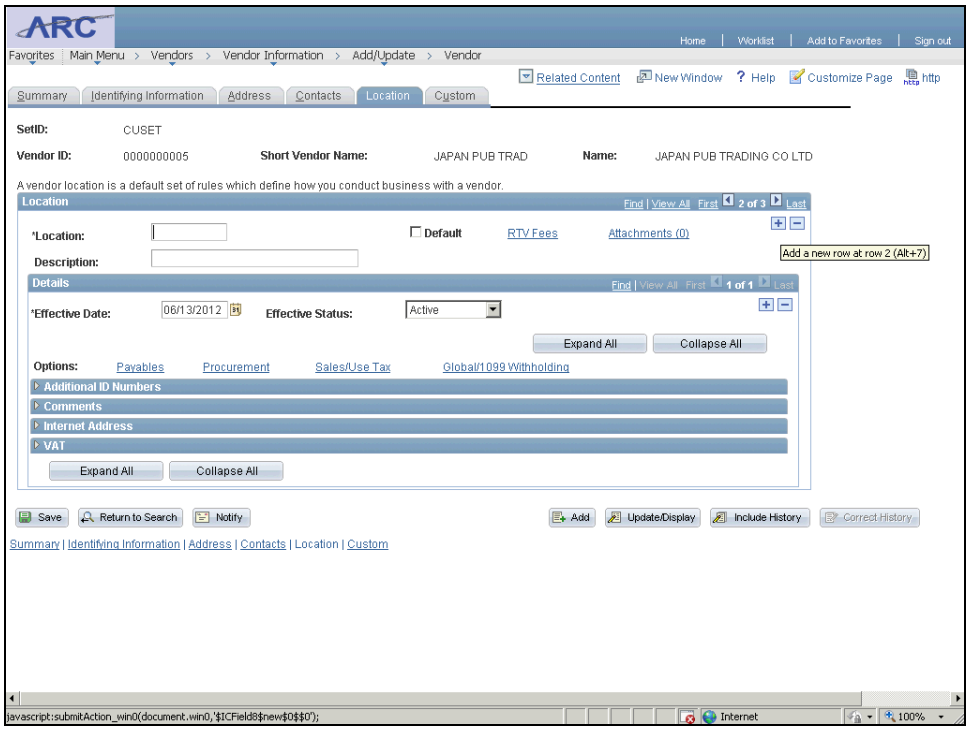
Step	Action
52.	Release the mouse button.



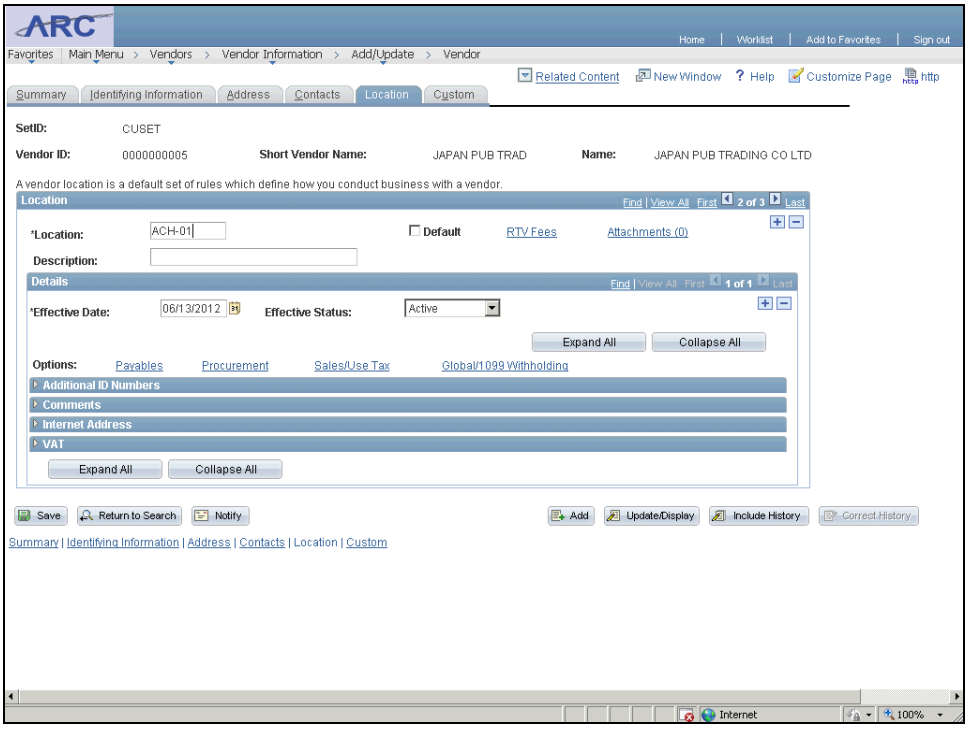
Step	Action
53.	Click the **OK** button once all changes are complete. OK



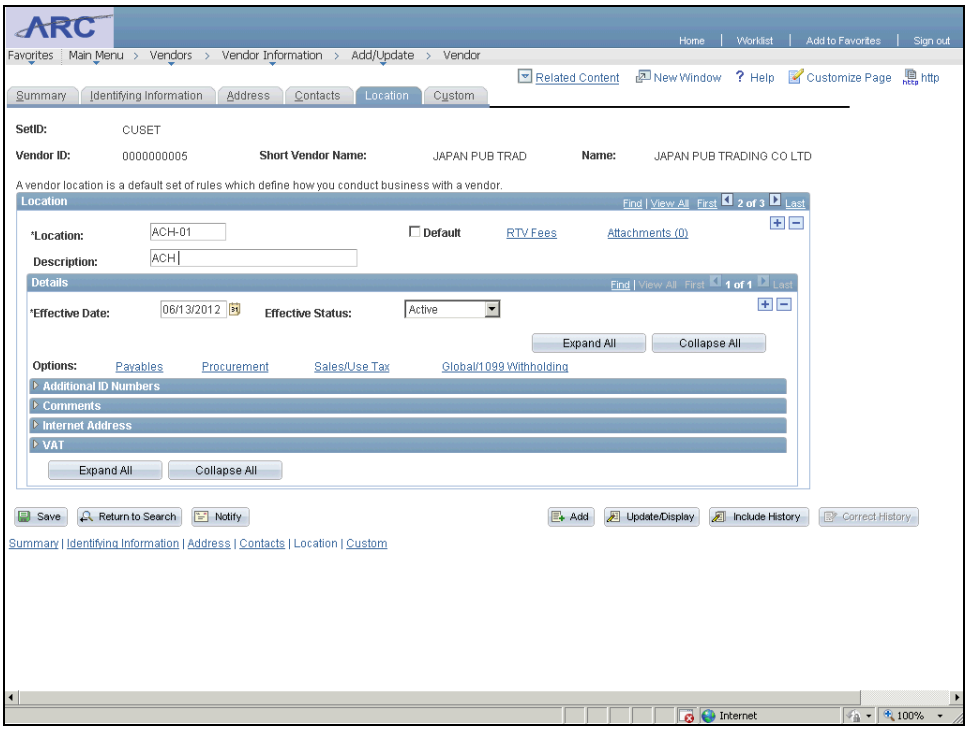
Step	Action
54.	Click the **Add a new row at row 1 (Alt+7)** button to add a new Location. Each vendor will be set up with a CHK-01 Location, so in order to add an ACH Location, you will click this button.



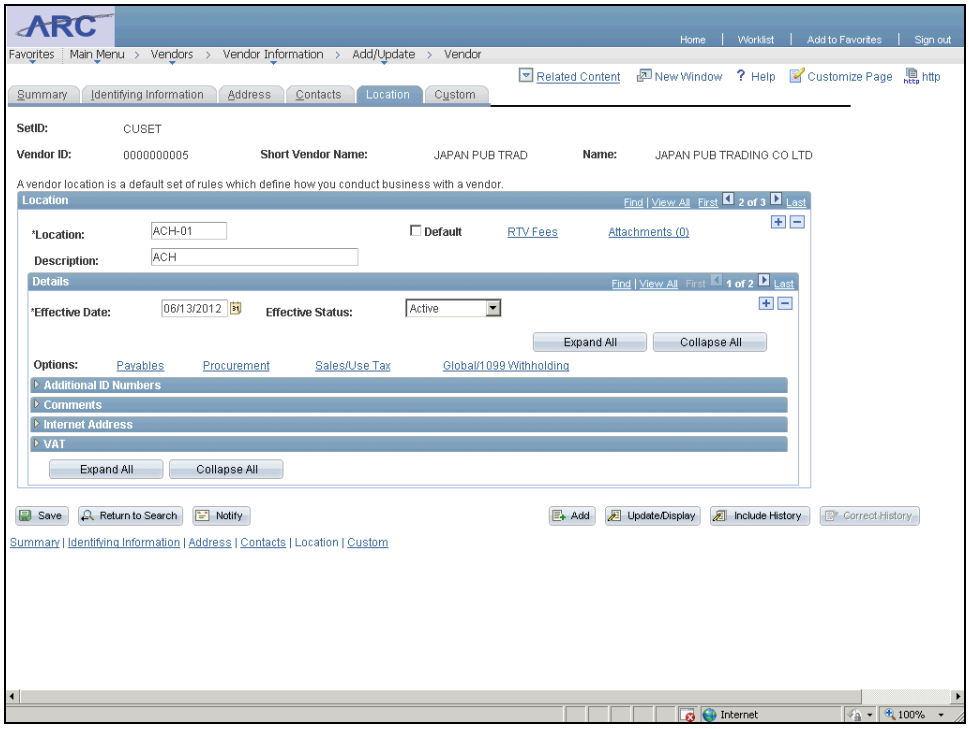
Step	Action
55.	Enter the desired information into the **Location** field. Enter "**ACH-01**".



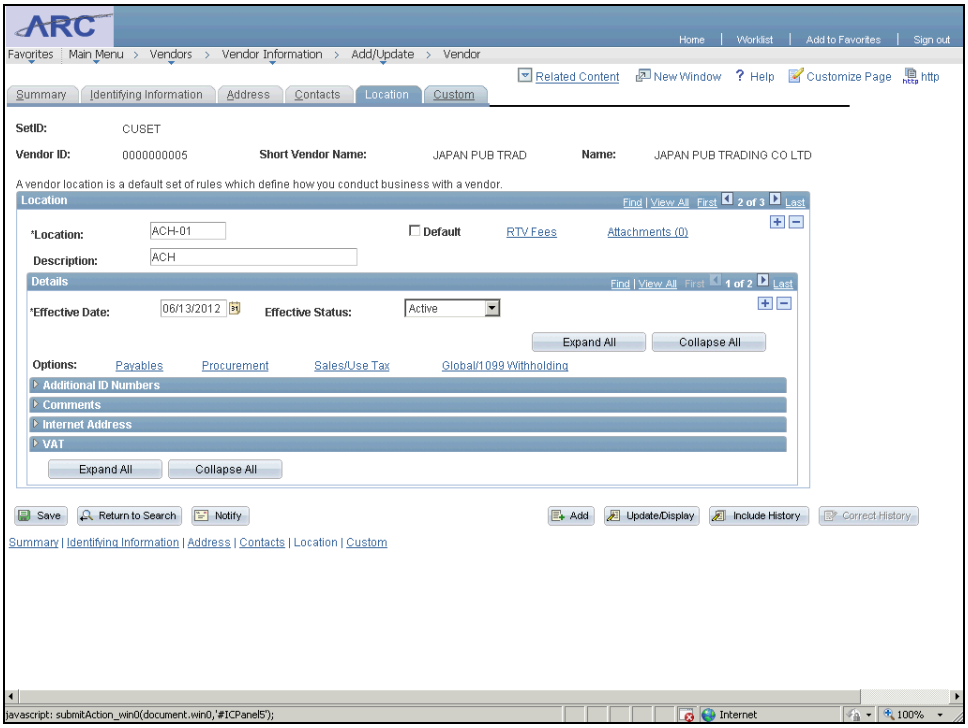
Step	Action
56.	Enter the desired information into the **Description** field. Enter "**ACH** ".



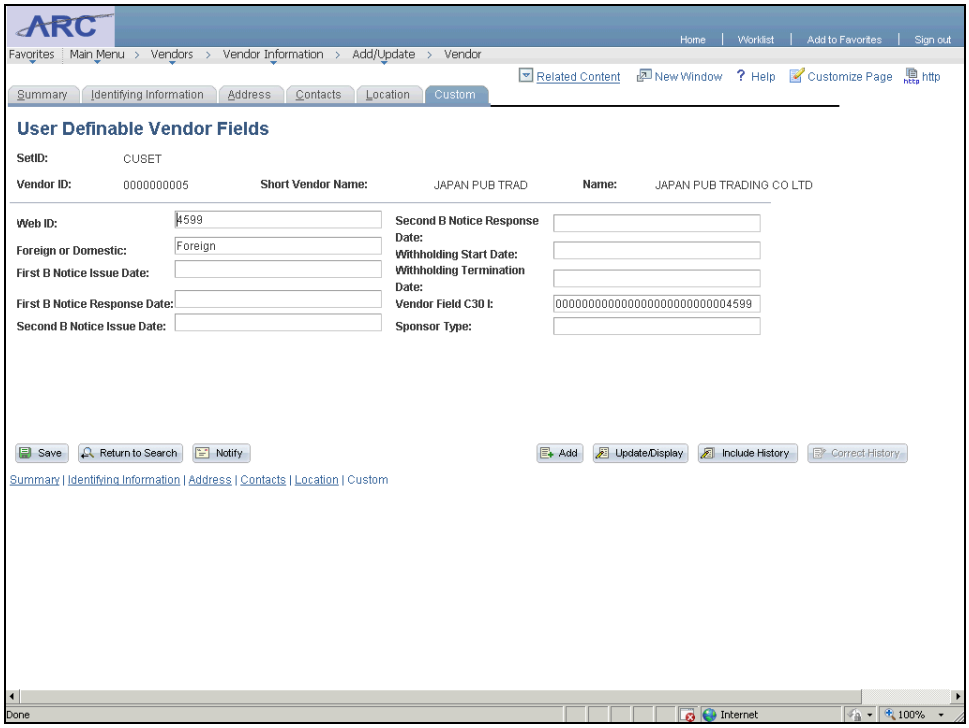
Step	Action
57.	Click the **Add a new row at row 1 (Alt+7)** button to add additional details for this ACH Location.



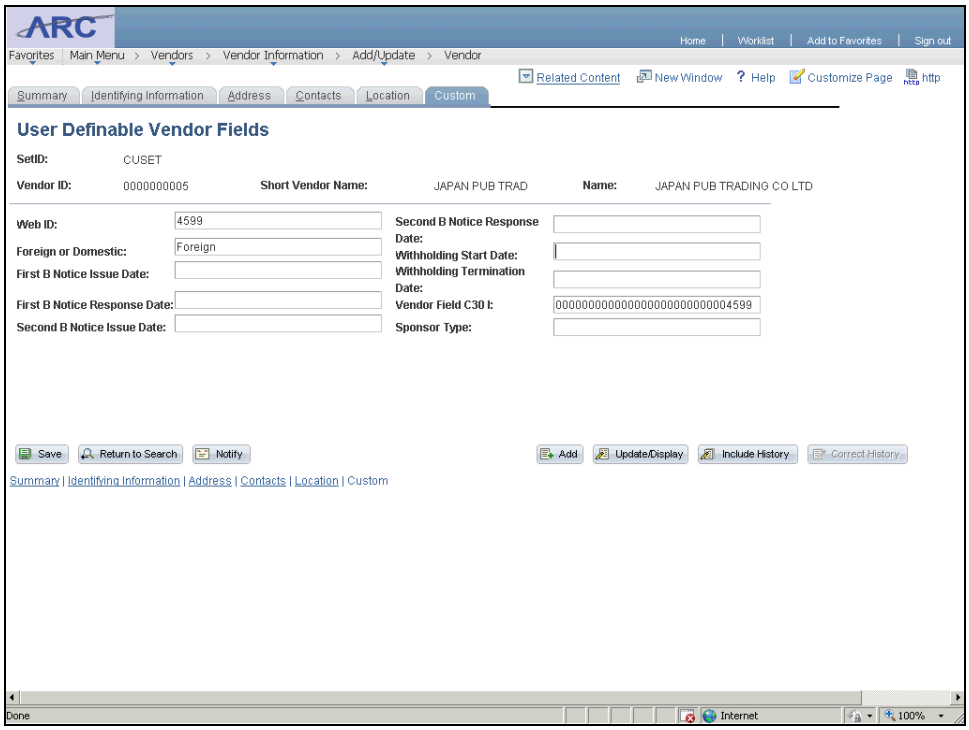
Step	Action
58.	Click the **Save** button.



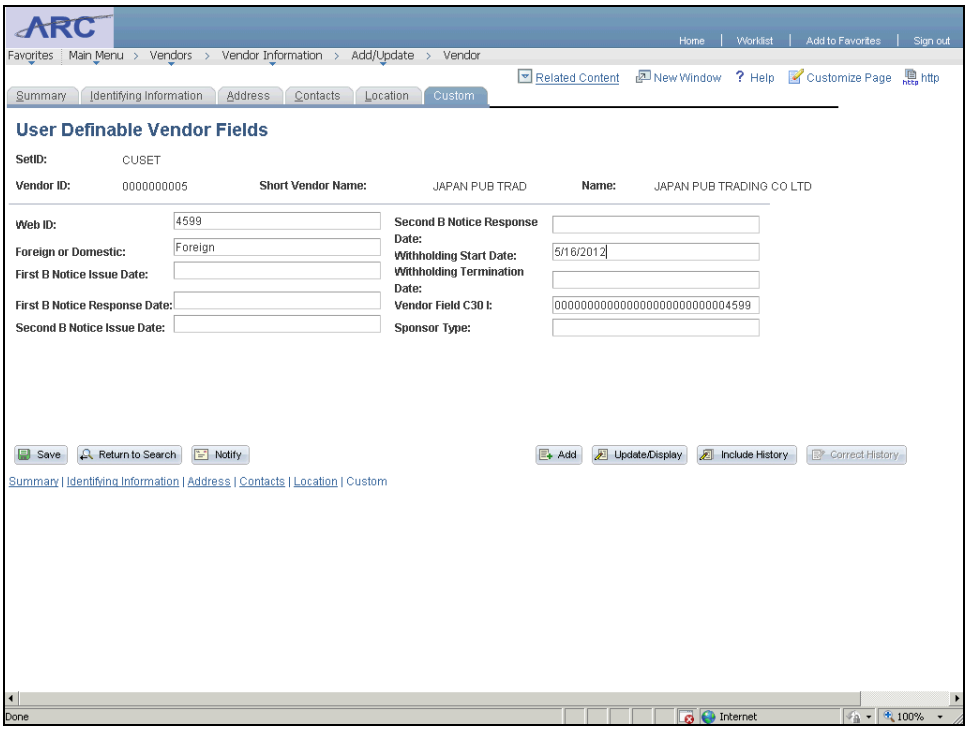
Step	Action
59.	If the vendor is subject to Withholding, click the **Custom** tab to enter applicable withholding date information.



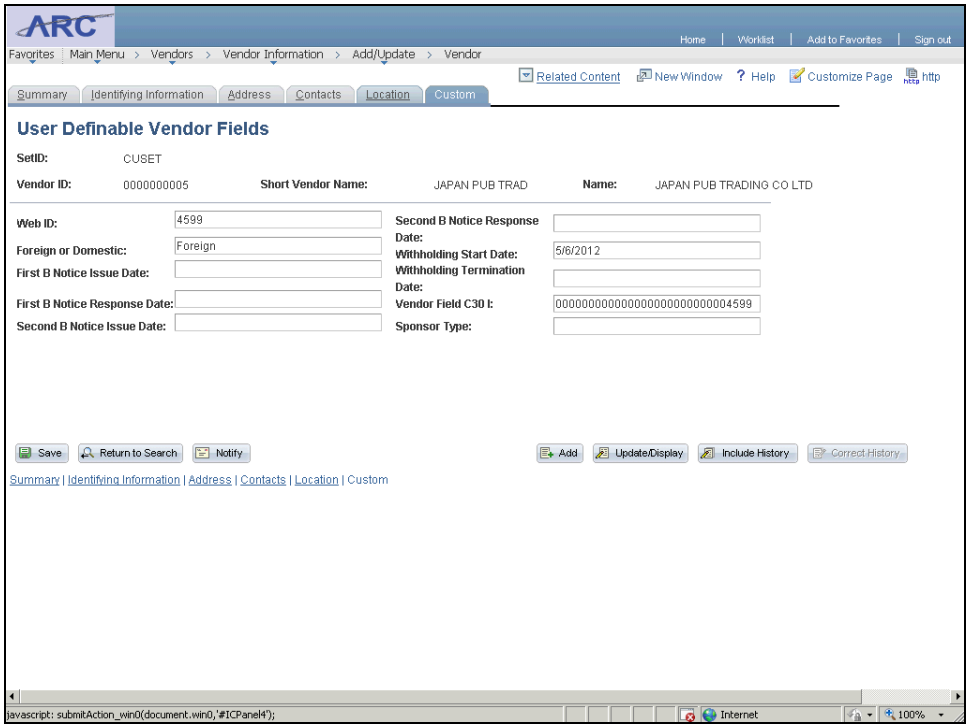
Step	Action
60.	Click in the **Withholding Start Date** field.



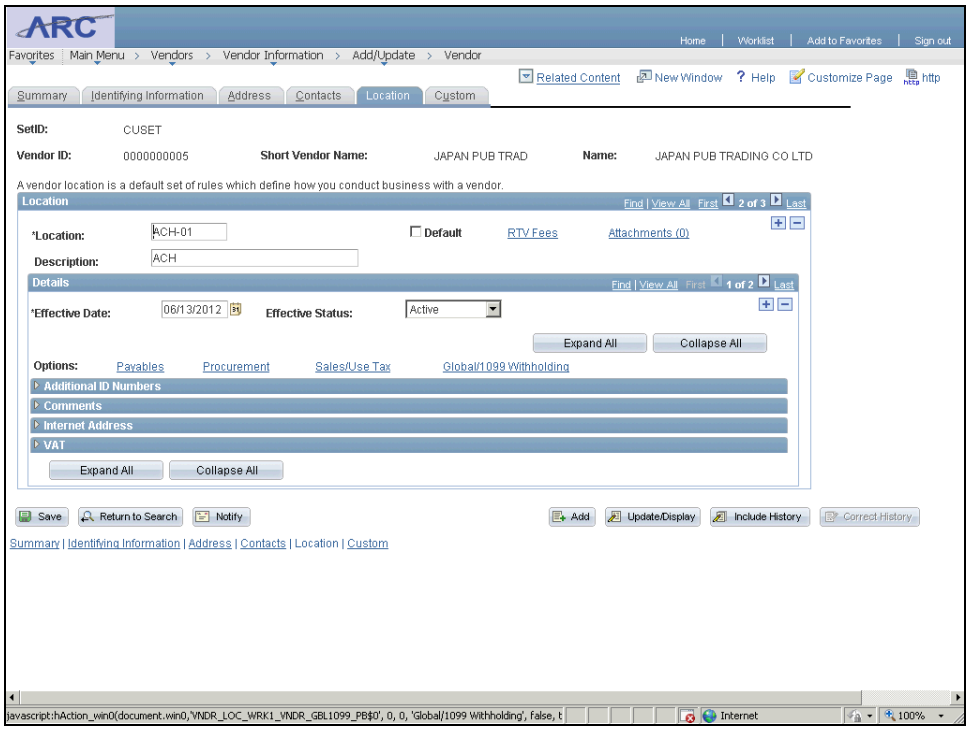
Step	Action
61.	Enter the desired information into the **Withholding Start Date** field. Enter "**5/16/2012**".



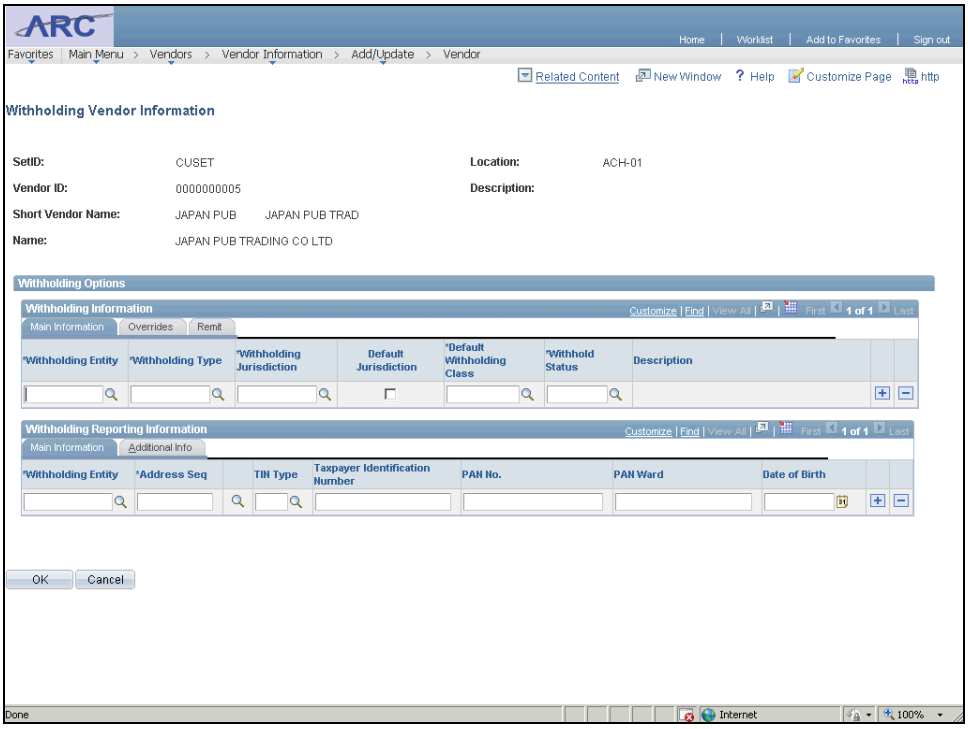
Step	Action
62.	Click the **Save** button.



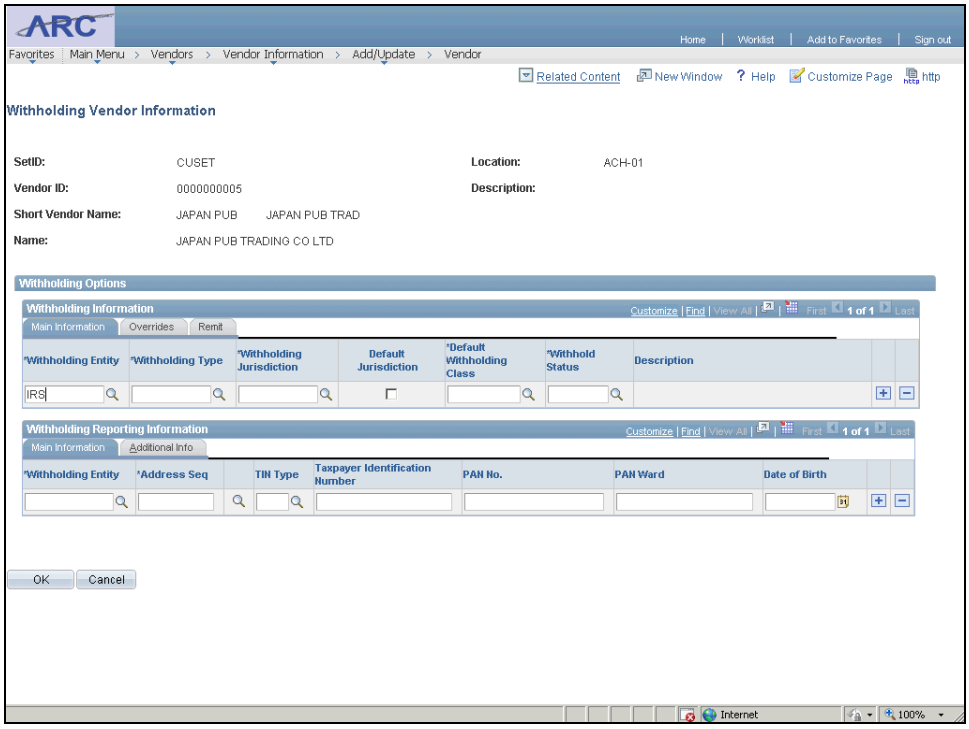
Step	Action
63.	Click the **Location** tab to update/add Withholding information.



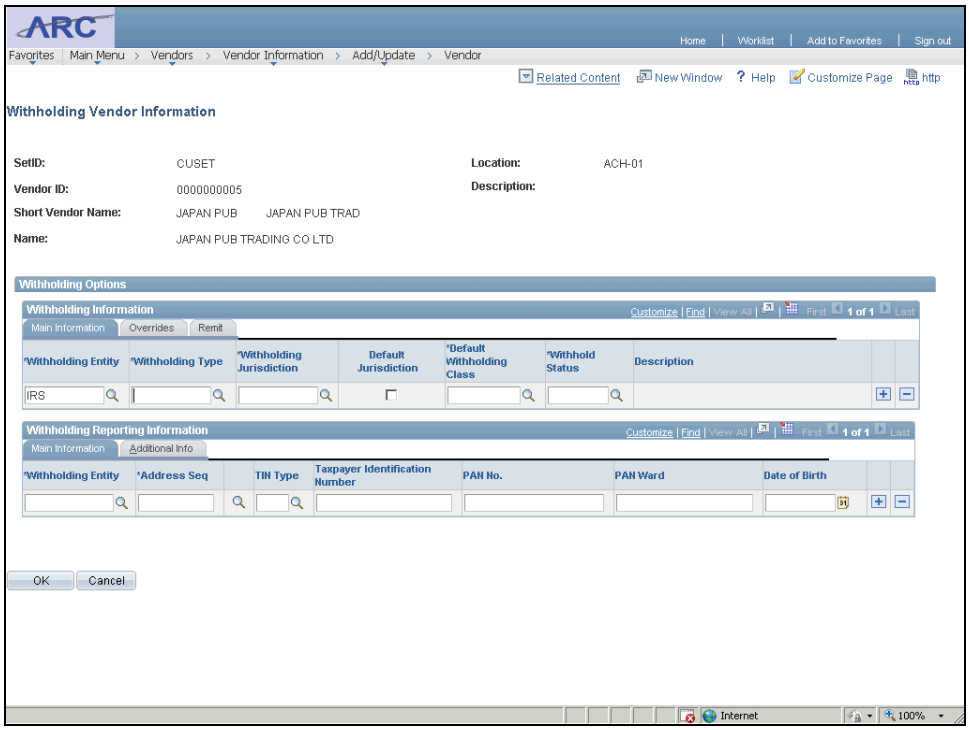
Step	Action
64.	Click the **Global/1099 Withholding** link. Global/1099 Withholding



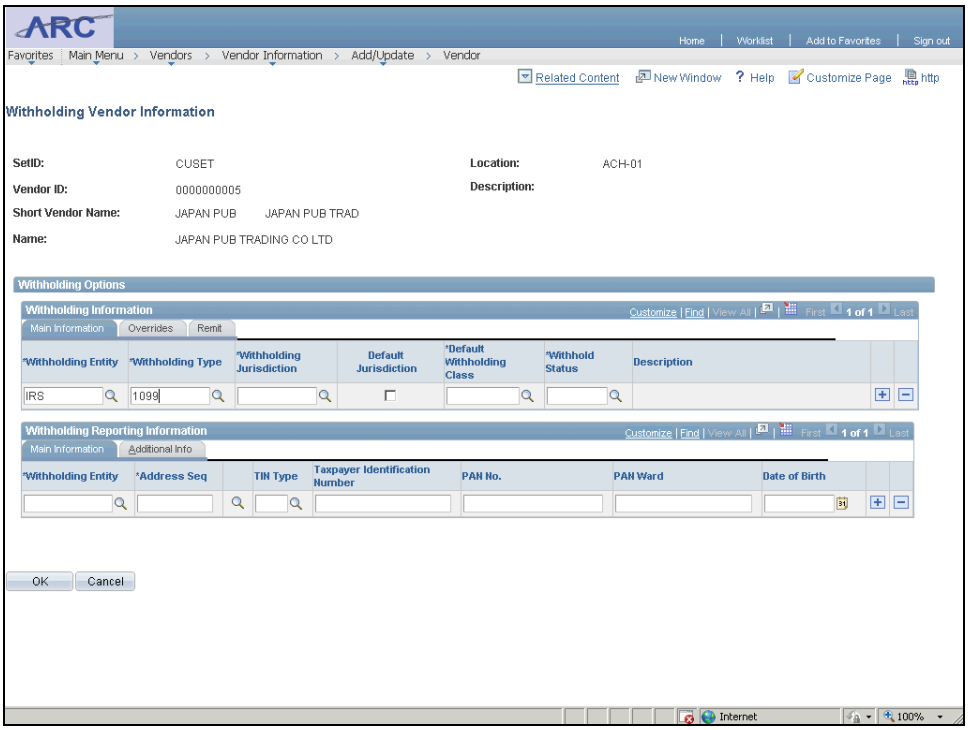
Step	Action
65.	Enter applicable Withholding Information beginning with the Withholding Jurisdiction Field. Enter the desired information into the **Withholding Jurisdiction** field. Enter "**IRS**".



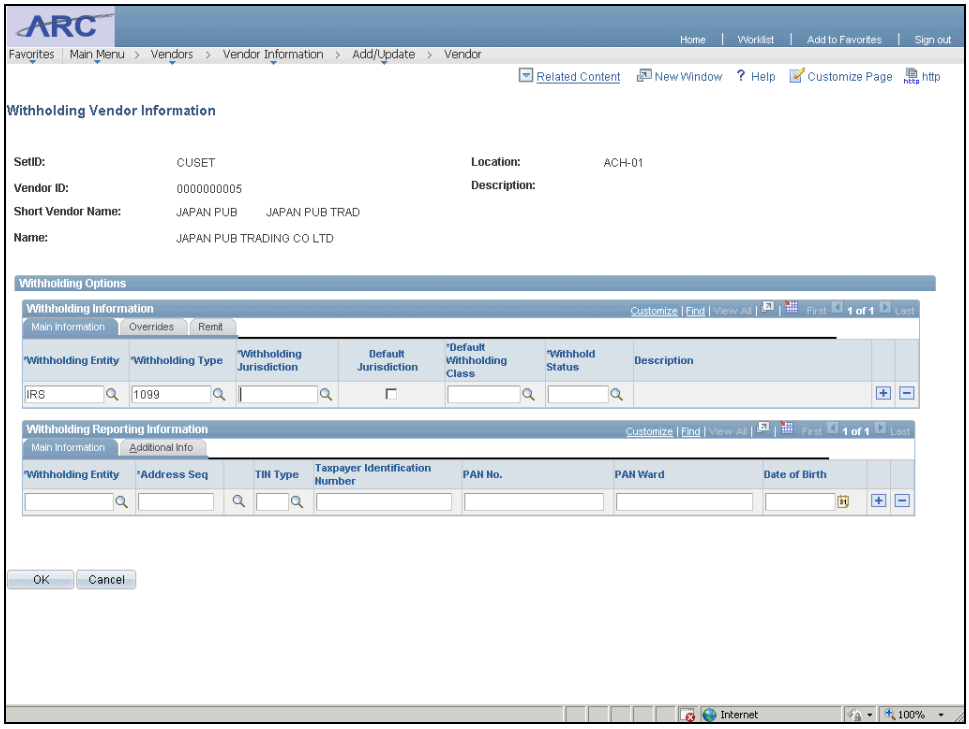
Step	Action
66.	Click in the **Withholding Jurisdiction** field.



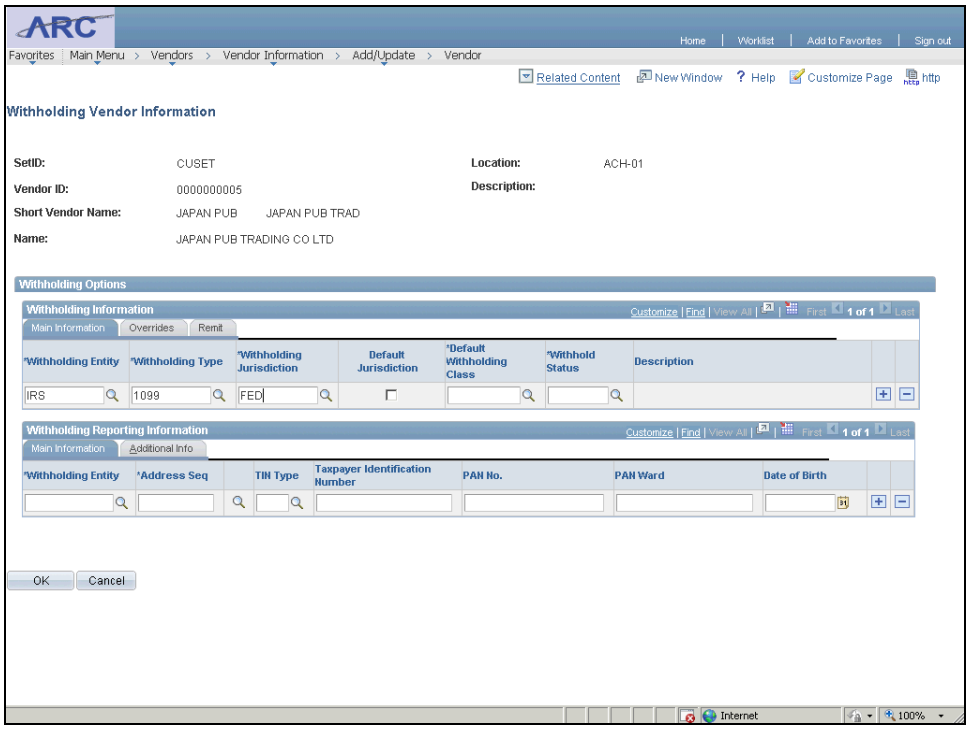
Step	Action
67.	Enter the desired information into the **Withholding Jurisdiction** field. Enter "**1099**".



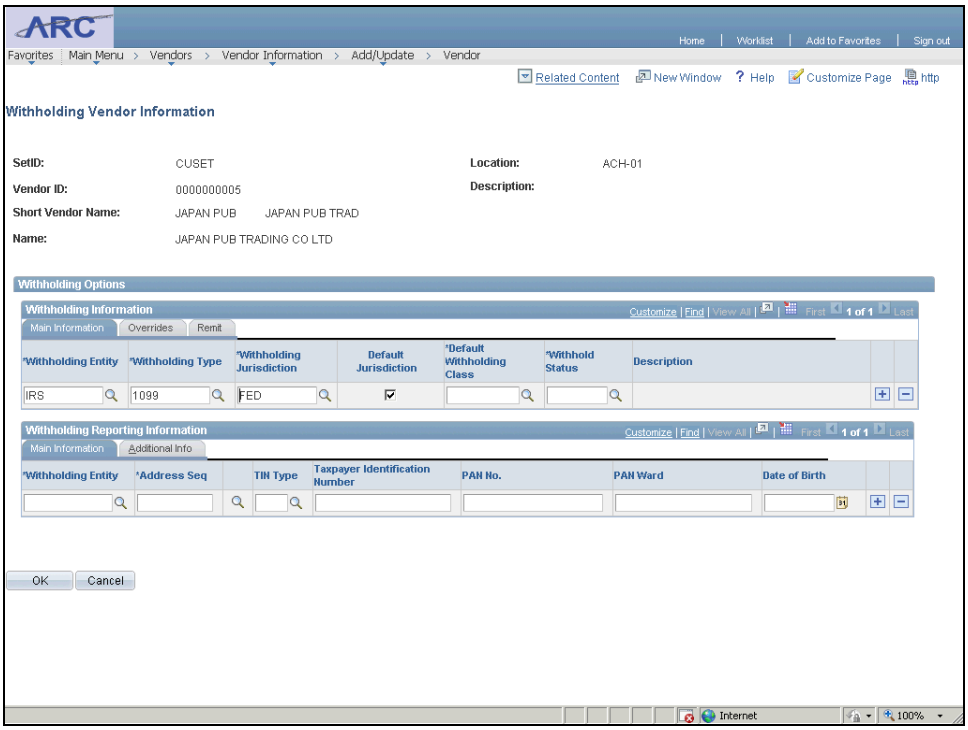
Step	Action
68.	Click in the **Withholding Jurisdiction** field.

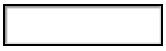


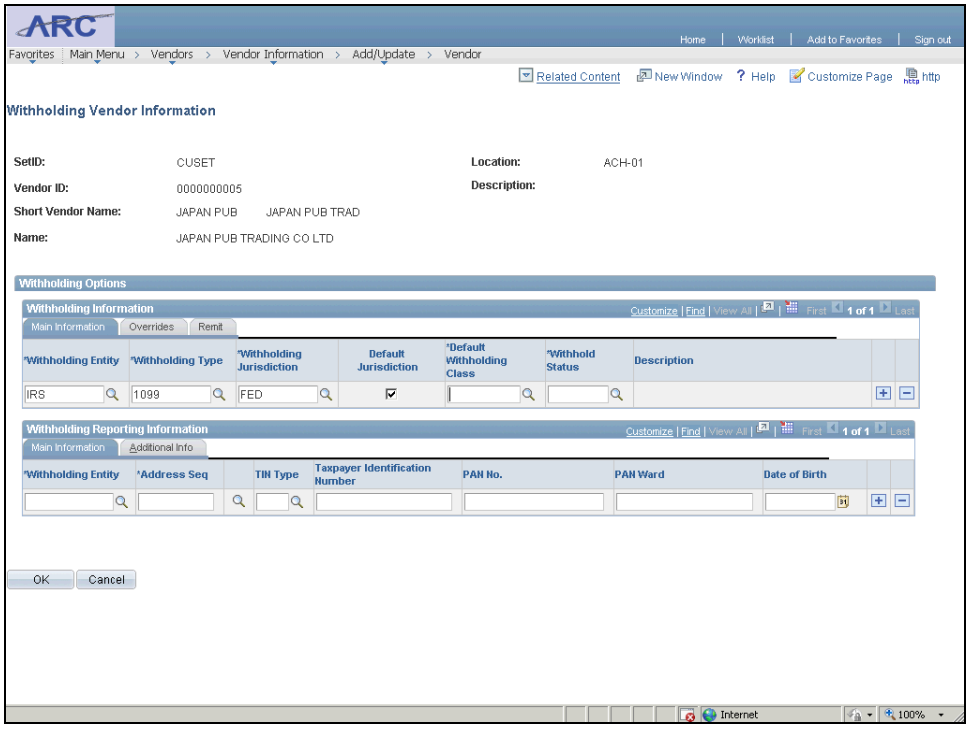
Step	Action
69.	Enter the desired information into the **Withholding Jurisdiction** field. Enter "**FED**".



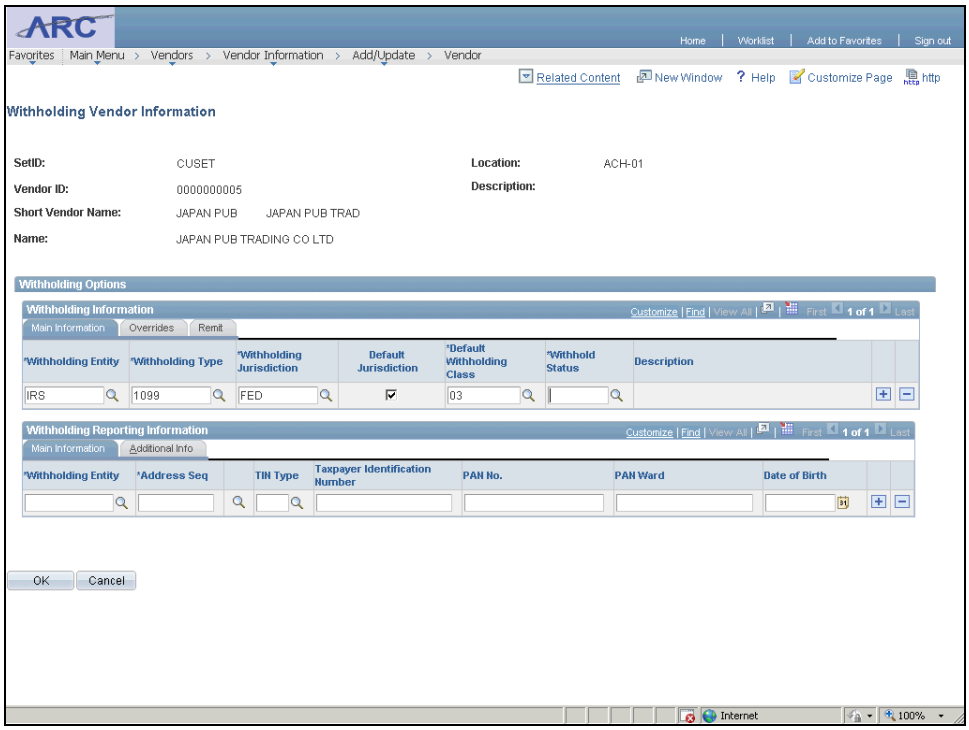
Step	Action
70.	Click the **Withholding Jurisdiction** option.



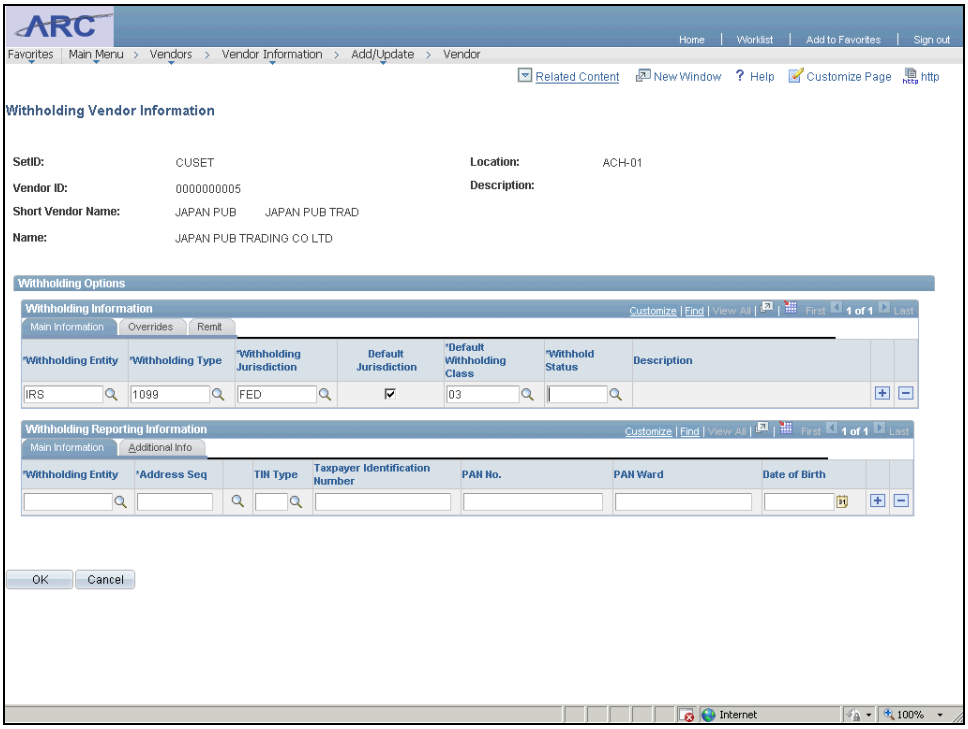
Step	Action
71.	Click in the **Withholding Jurisdiction** field. 



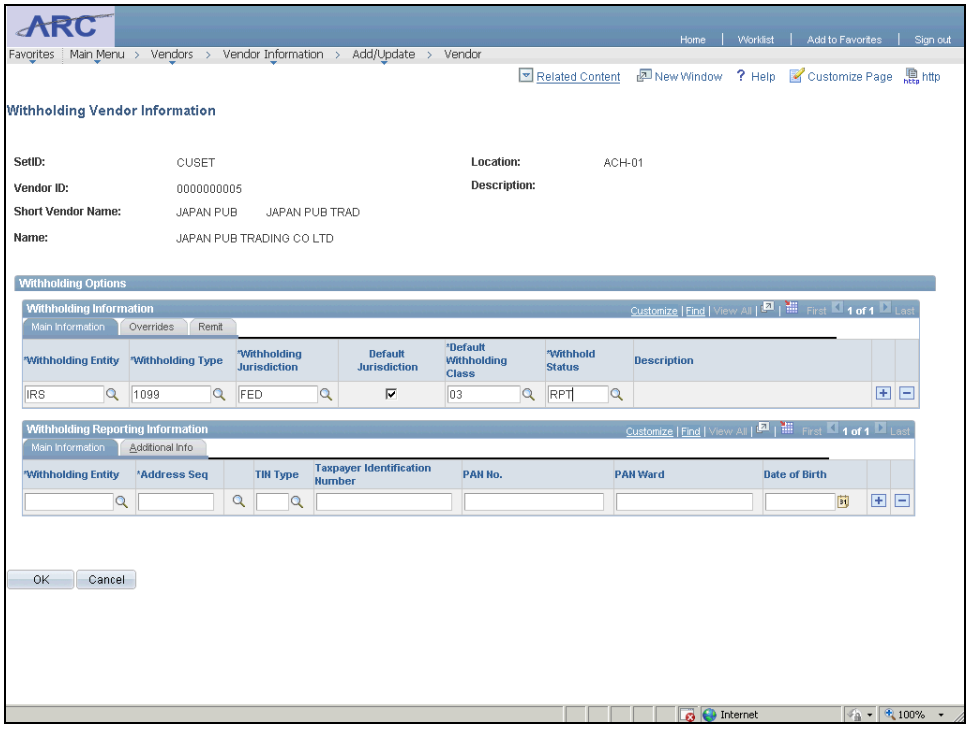
Step	Action
72.	Enter the desired information into the **Withholding Jurisdiction** field. Enter "**03**".



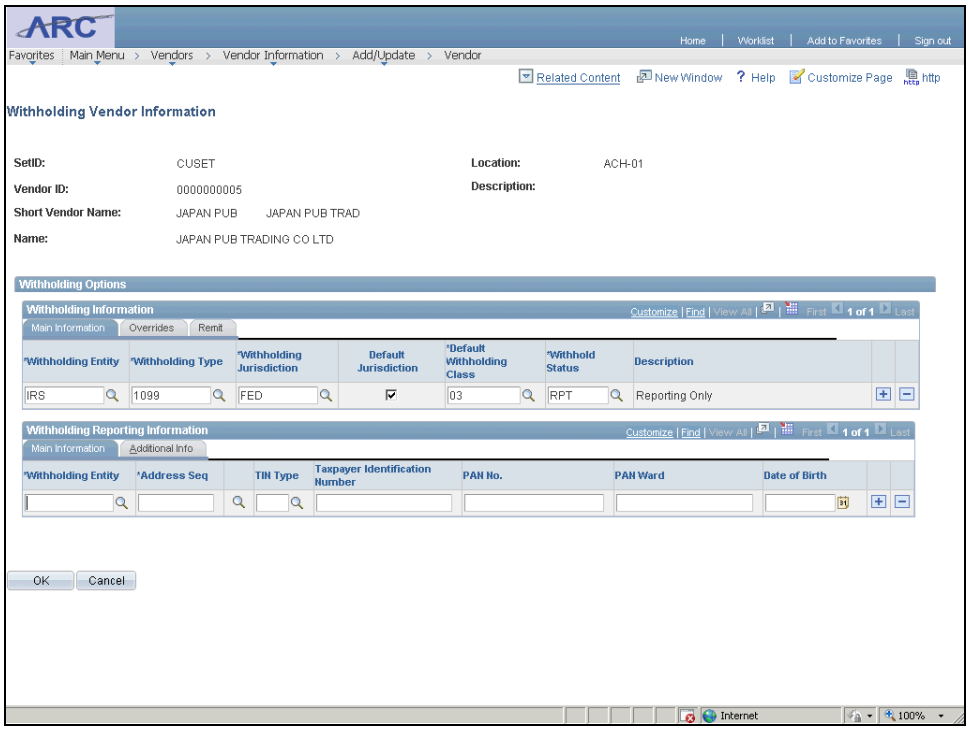
Step	Action
73.	Click in the **Withholding Jurisdiction** field.



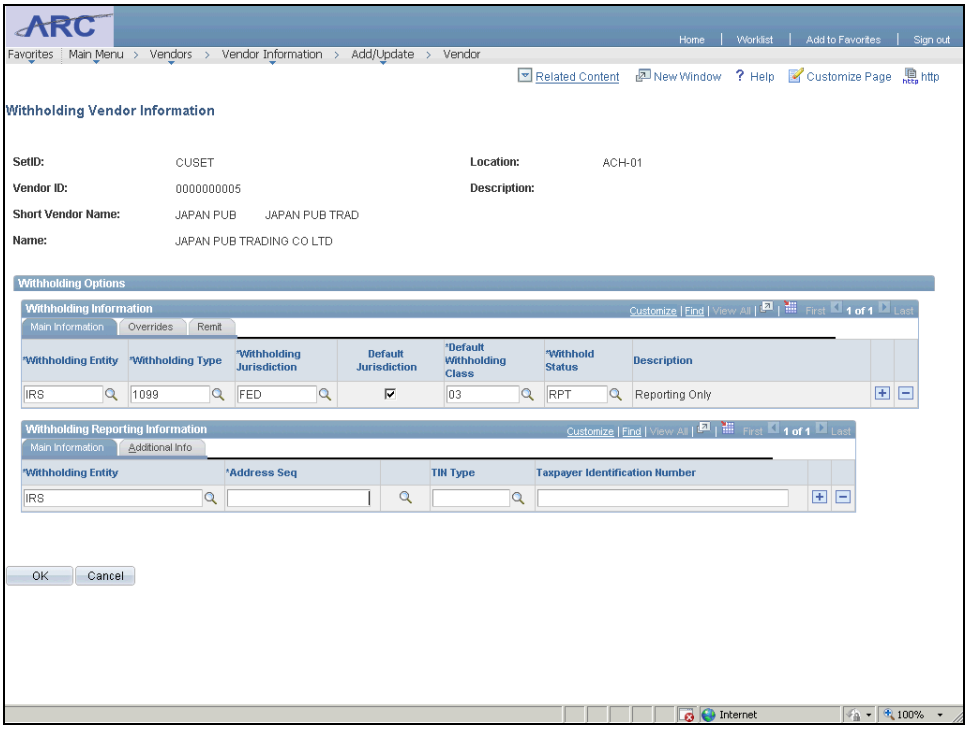
Step	Action
74.	Enter the desired information into the **Withholding Jurisdiction** field. Enter "**RPT**".



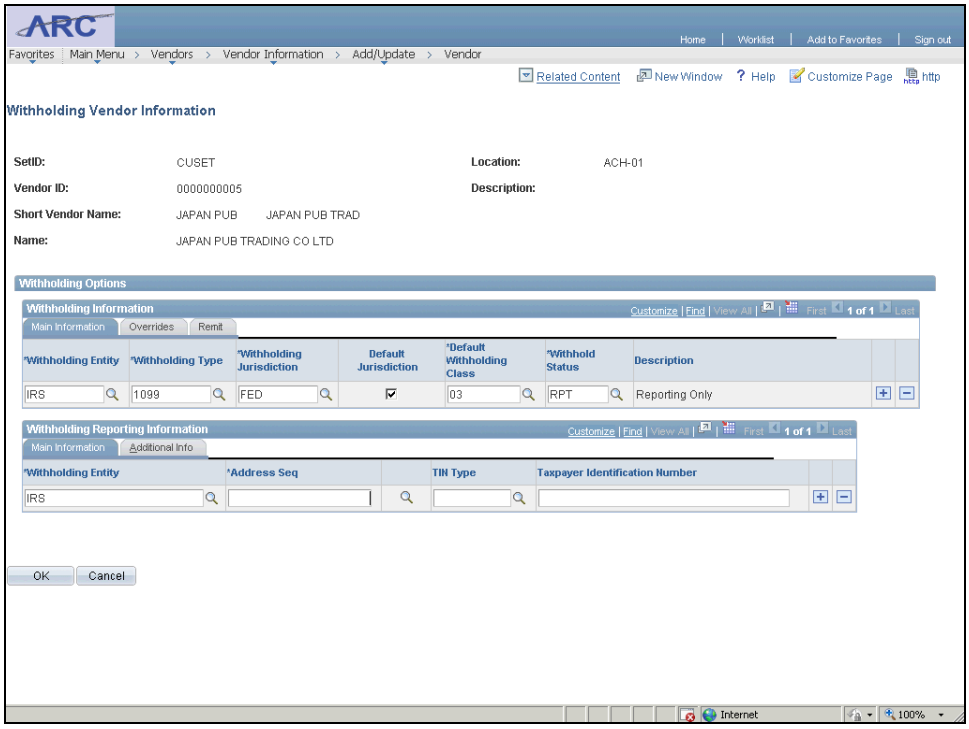
Step	Action
75.	Click in the **Withholding Entity** field.



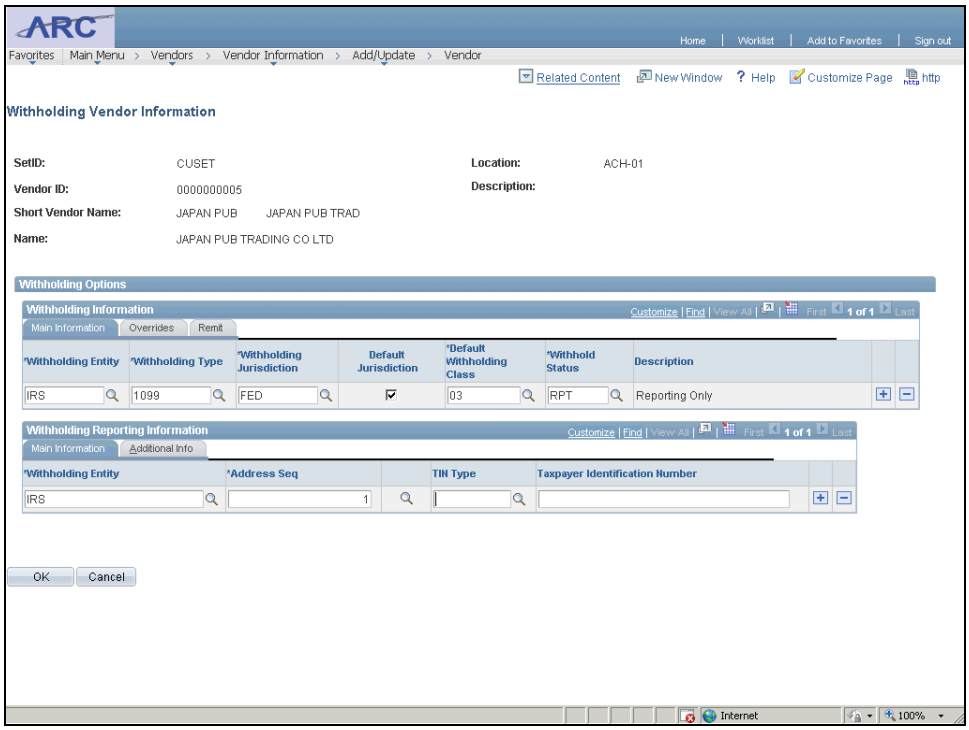
Step	Action
76.	Enter the desired information into the **Withholding Entity** field. Enter "**IRS**".



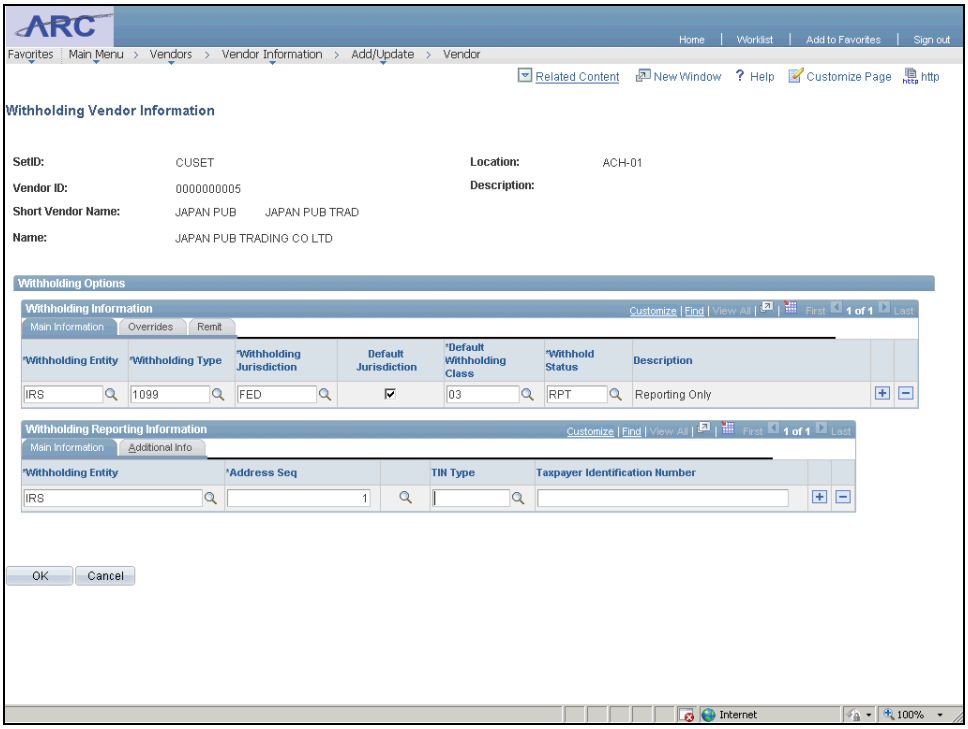
Step	Action
77.	Click in the **Withholding Entity** field.



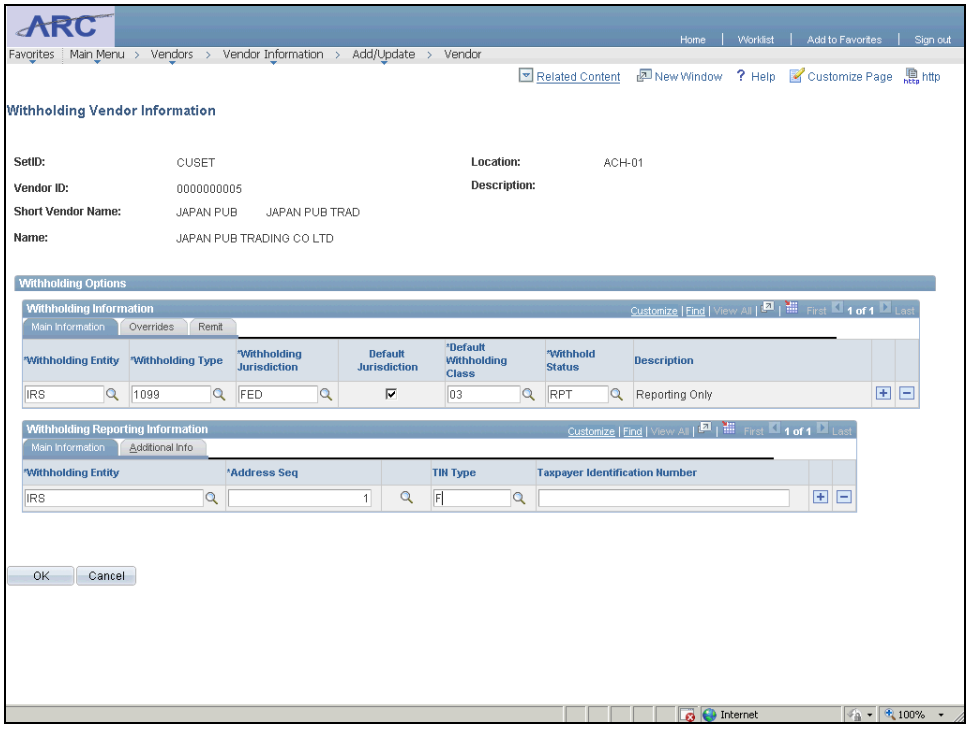
Step	Action
78.	Enter the desired information into the **Withholding Entity** field. Enter "**1**".



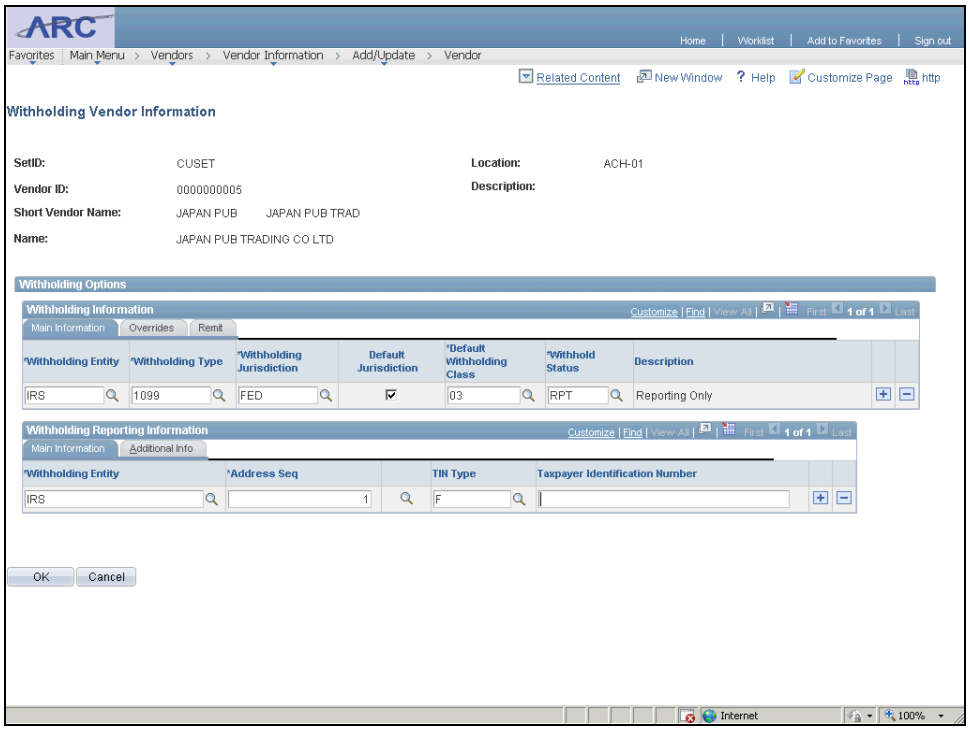
Step	Action
79.	Click in the **Withholding Entity** field.



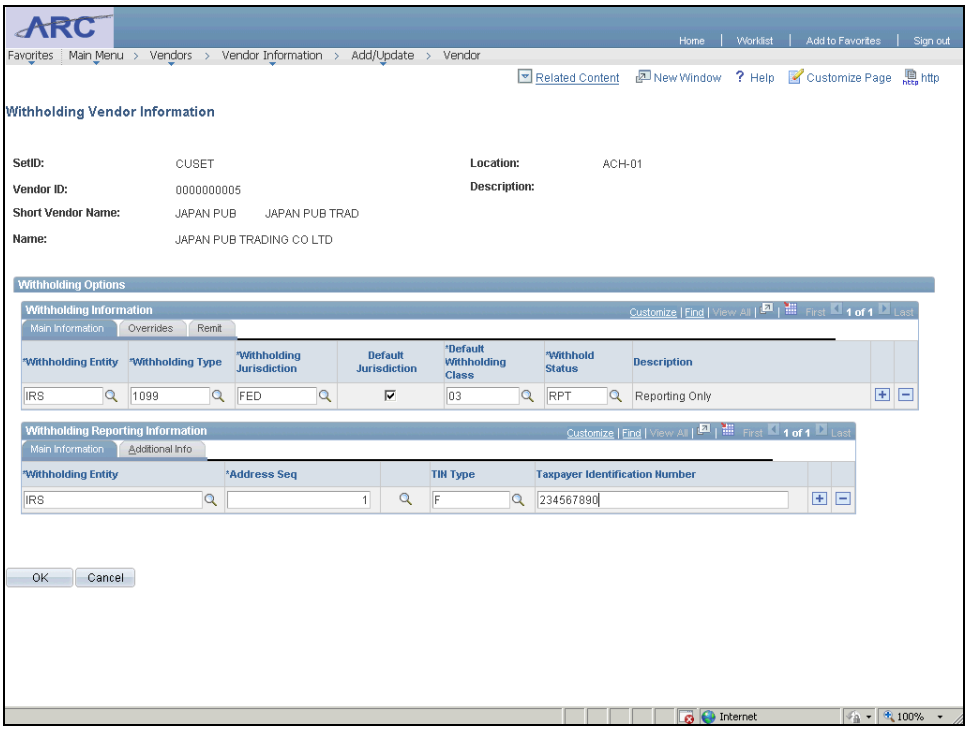
Step	Action
80.	Enter the desired information into the **Withholding Entity** field. Enter "**F**".



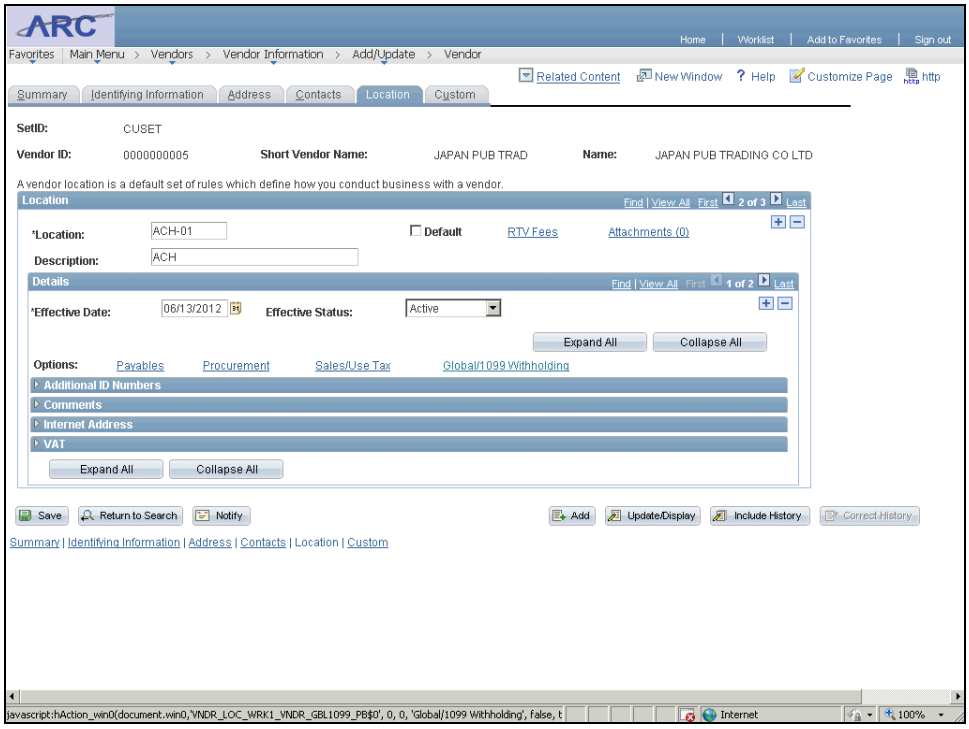
Step	Action
81.	Click in the **Withholding Entity** field.



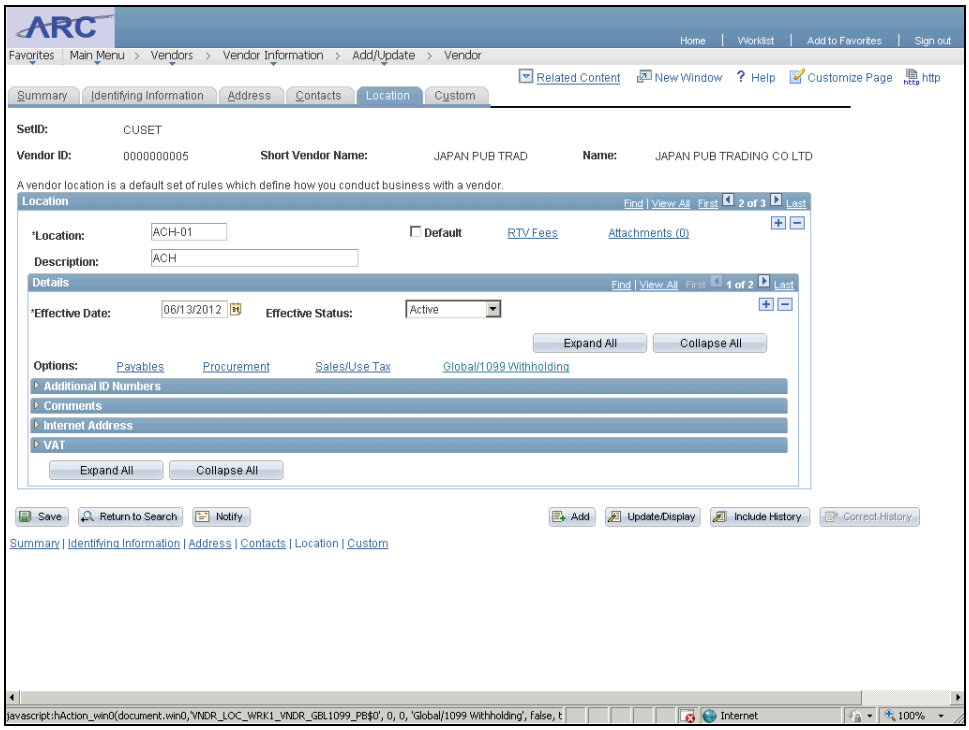
Step	Action
82.	Enter the desired information into the **Withholding Entity** field. Enter "**234567890**".



Step	Action
83.	Click the **OK** button. OK



Step	Action
84.	Click the **Save** button.



Step	Action
85.	You have successfully modified a vendor record. You can now select the next lesson. **End of Procedure.**

Create and Maintain Vendor Conversations

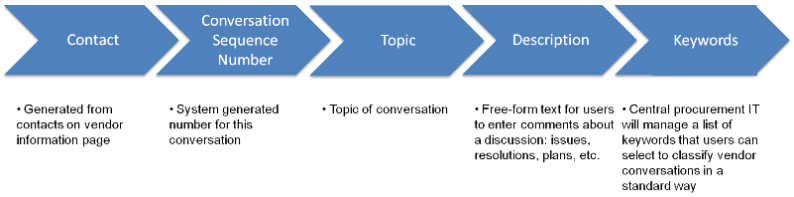
This is the *Create and Maintain Vendor Conversations* lesson of the *Vendor Processing -- Vendor Management* course. Upon completion of this lesson, you will be able to:

- View vendor feedback submitted by department users in order to be aware of past vendor interactions and notes

Estimated time needed to complete lesson: 5 minutes

Create and Maintain Vendor Conversations

The Vendor Conversations page will allow users to record information regarding communications with vendors in ARC. This is also a way to alert other users of positive or negative experiences with vendors to inform future business decisions. This feature of ARC is a helpful way to keep track of information, however, there is no regulated protocol or process on how often this information will be leveraged/maintained. Additionally, both Vendor Management and Department users will have access to enter vendor conversations. Vendor Conversations are made up of the following components:

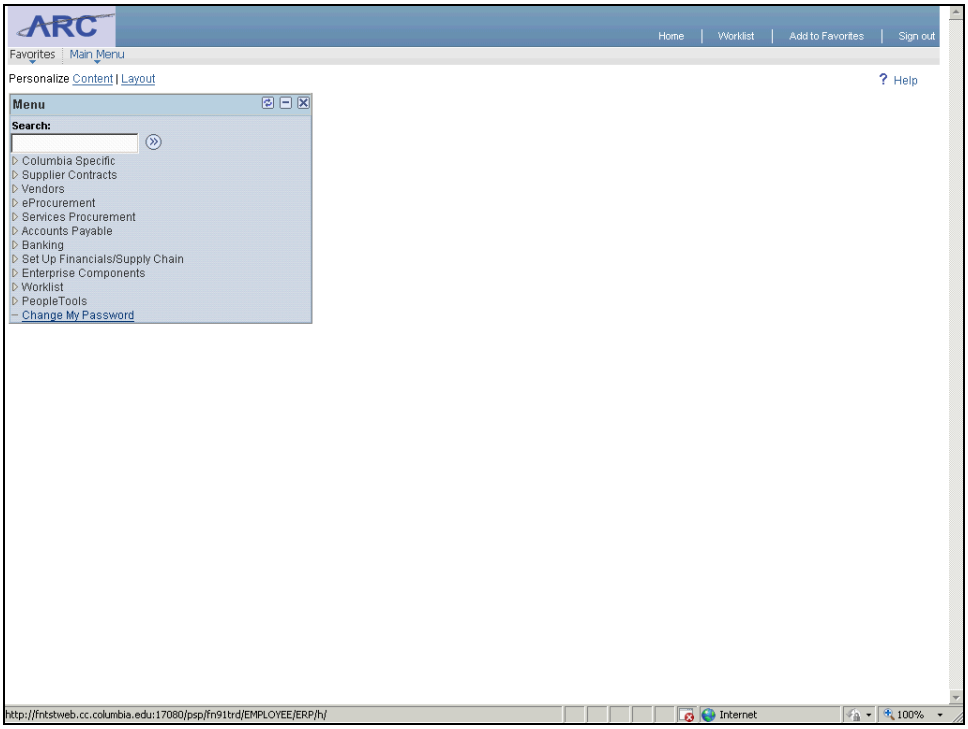


Throughout the following topic, imagine a time you have faced a similar scenario: Sean had a very dispute with a vendor that provided services for his department. He wants to make note of this so that other users can leverage this information.

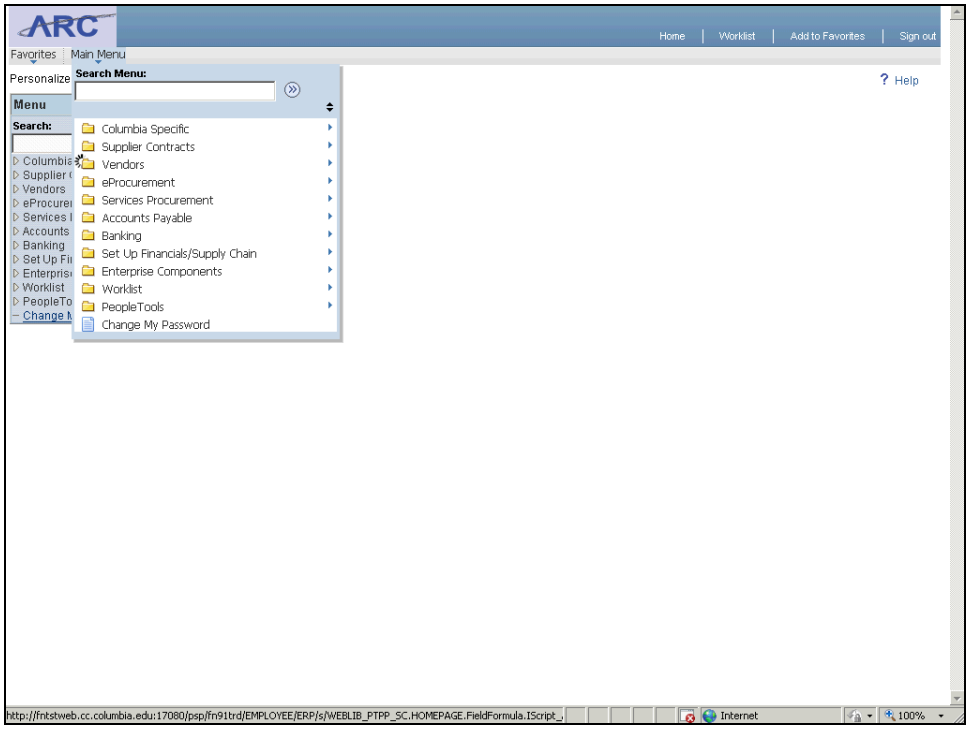
Estimated time needed to complete topic: 10 minutes

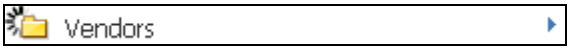
Procedure

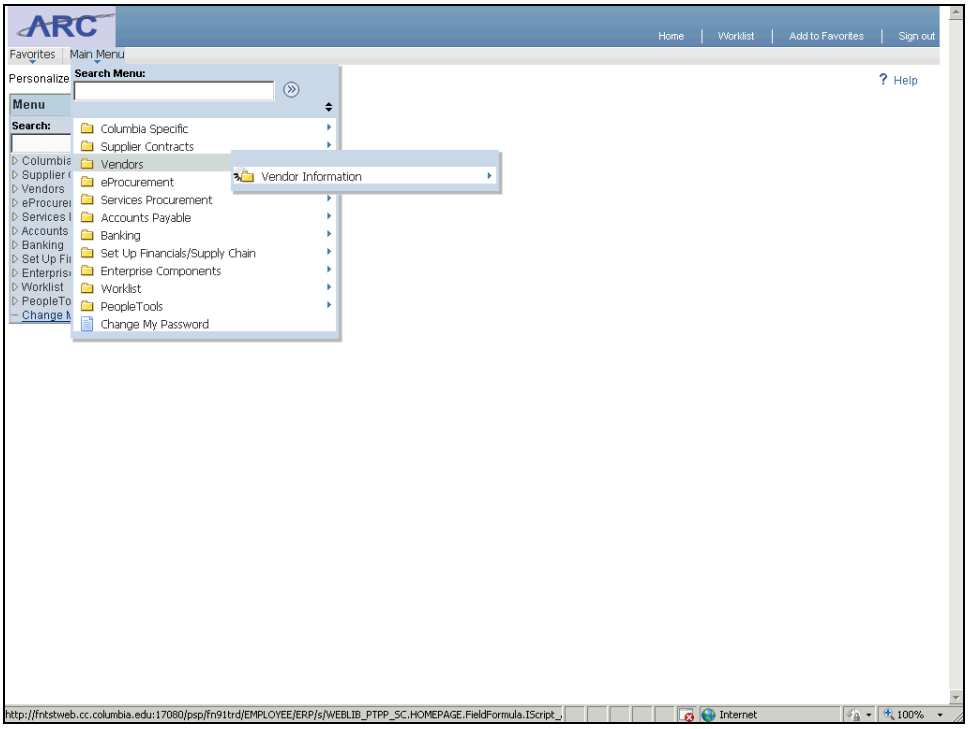
Welcome to the *Creating and Maintaining Vendor Conversations* topic where you will learn how to enter vendor conversations.

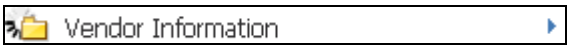


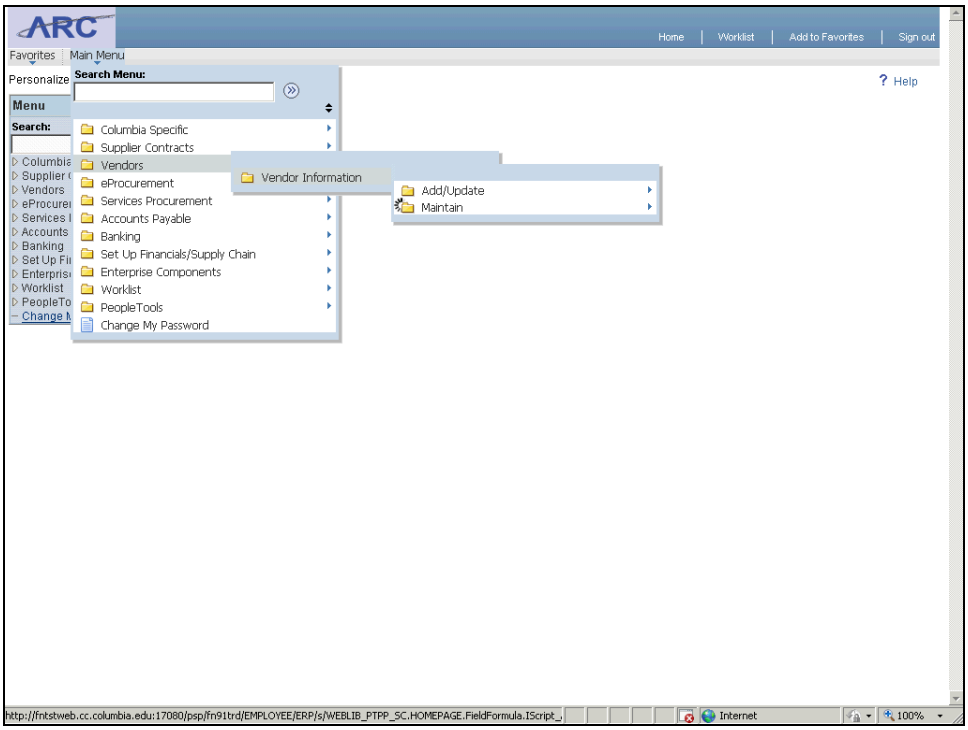
Step	Action
1.	Click the **Main Menu** button.

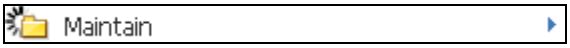


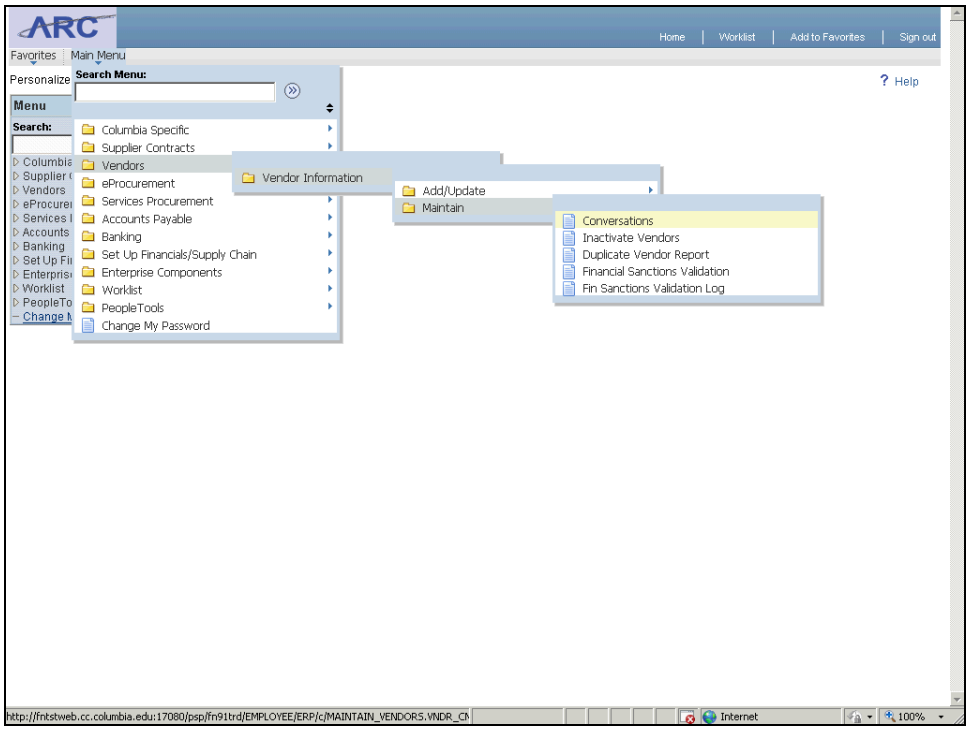
Step	Action
2.	Click the **Vendors** menu. 

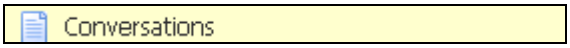


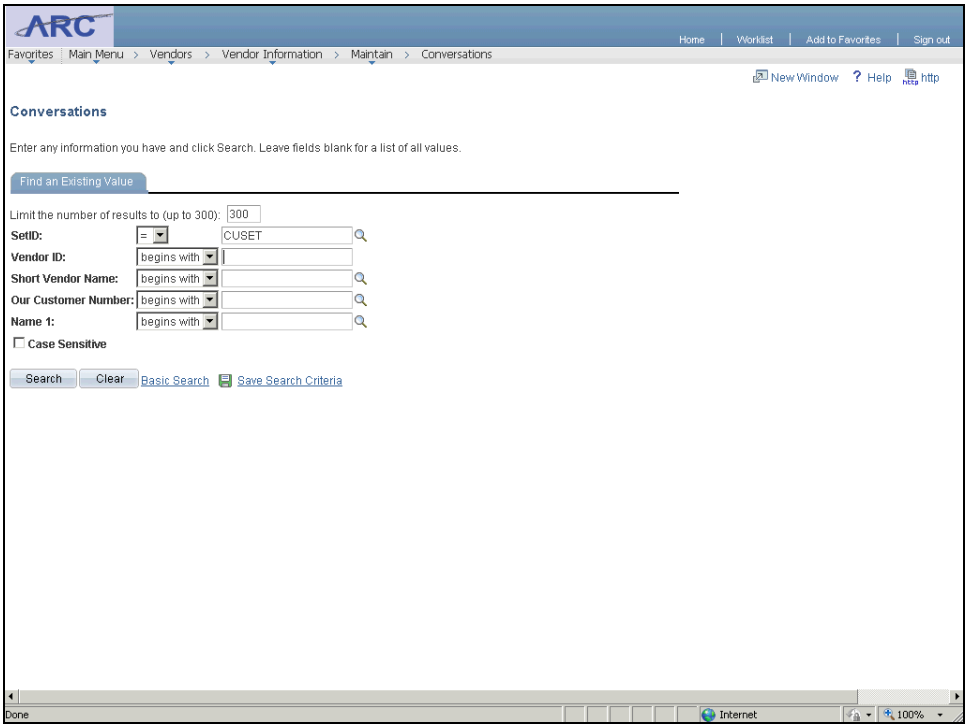
Step	Action
3.	Click the **Vendor Information** menu. 



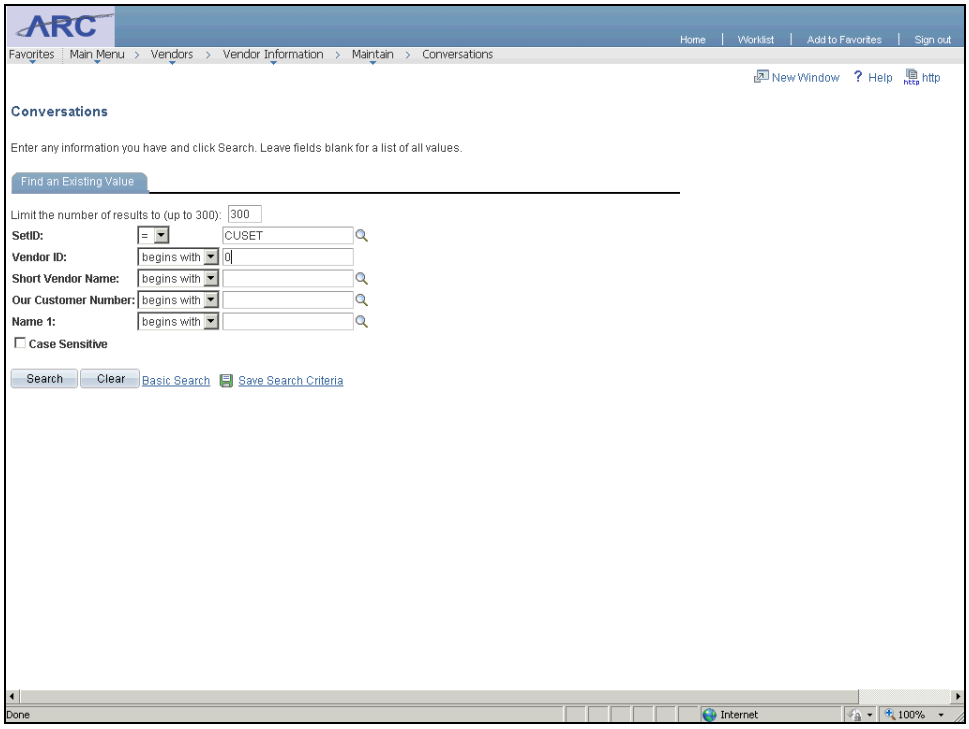
Step	Action
4.	Since this is more of a maintenance task, separate from the vendor record, you will click the **Maintain** menu. 



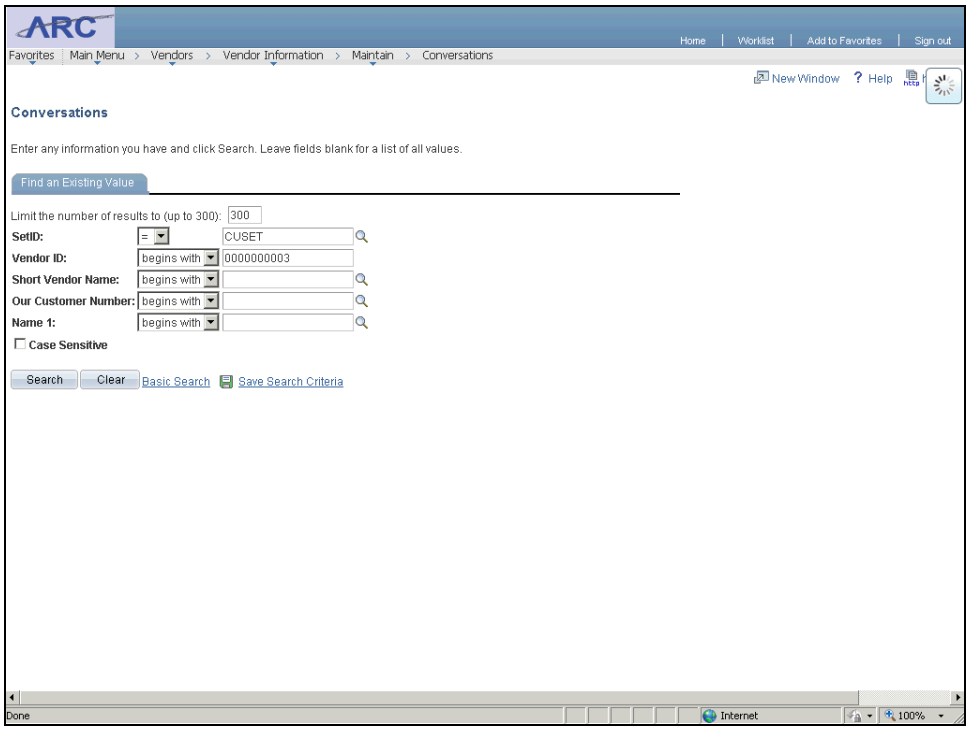
Step	Action
5.	Click the **Conversations** menu to enter new conversations or review previous vendor conversations. 



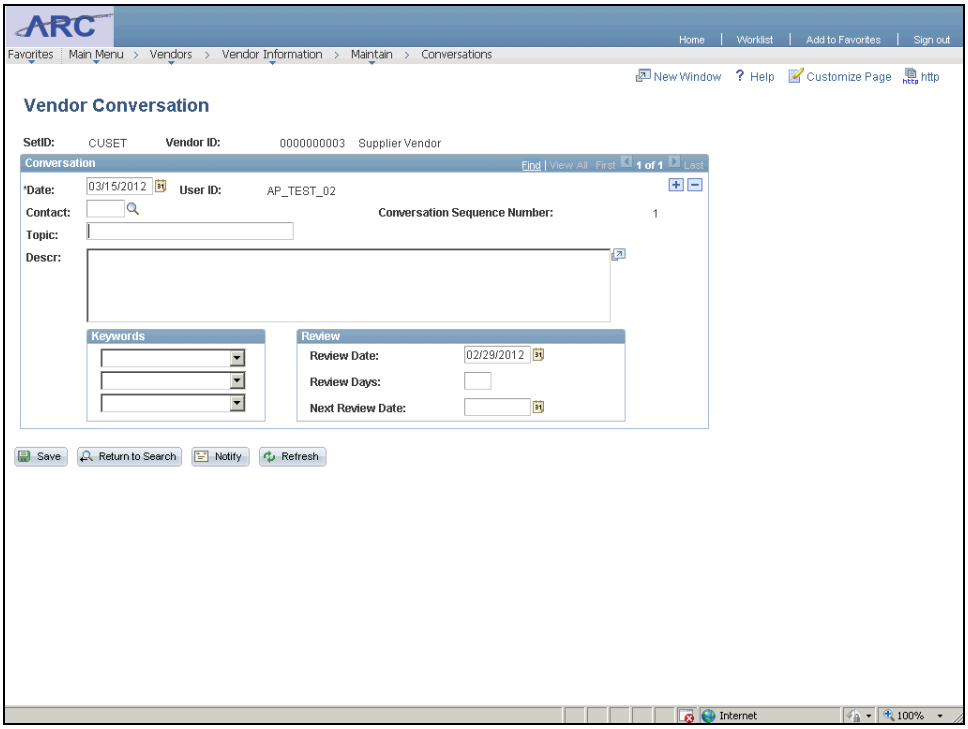
Step	Action
6.	Click in the **Vendor ID** field to locate the vendor for which you would like to add the conversation.

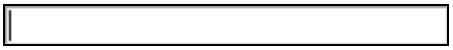


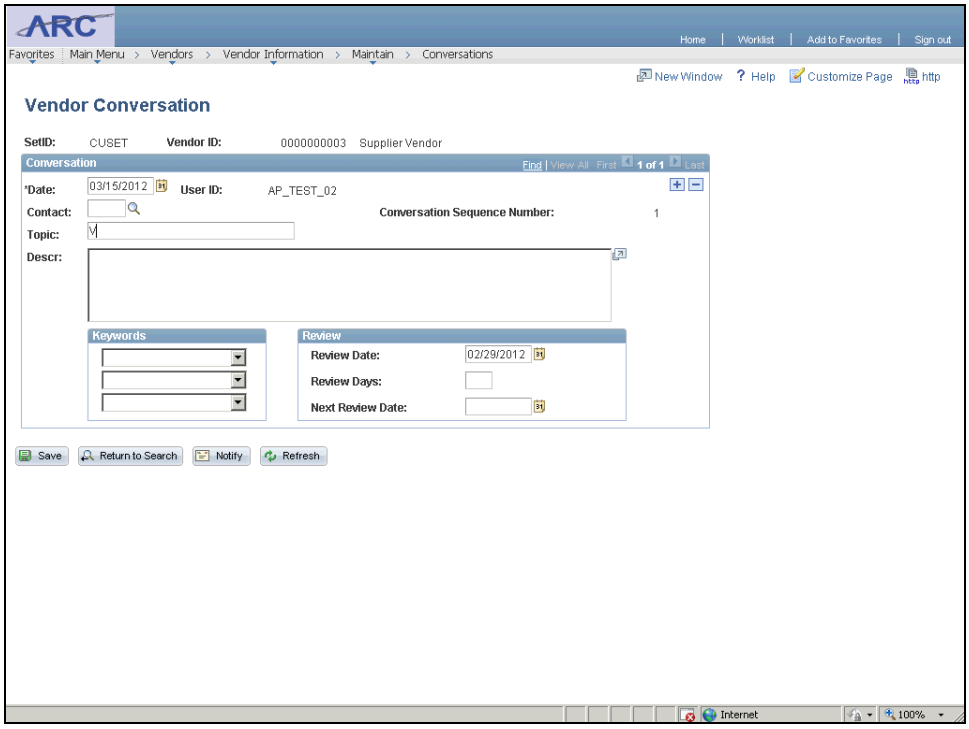
Step	Action
7.	Enter the desired information into the **Vendor ID** field. Enter "**0000000003**".



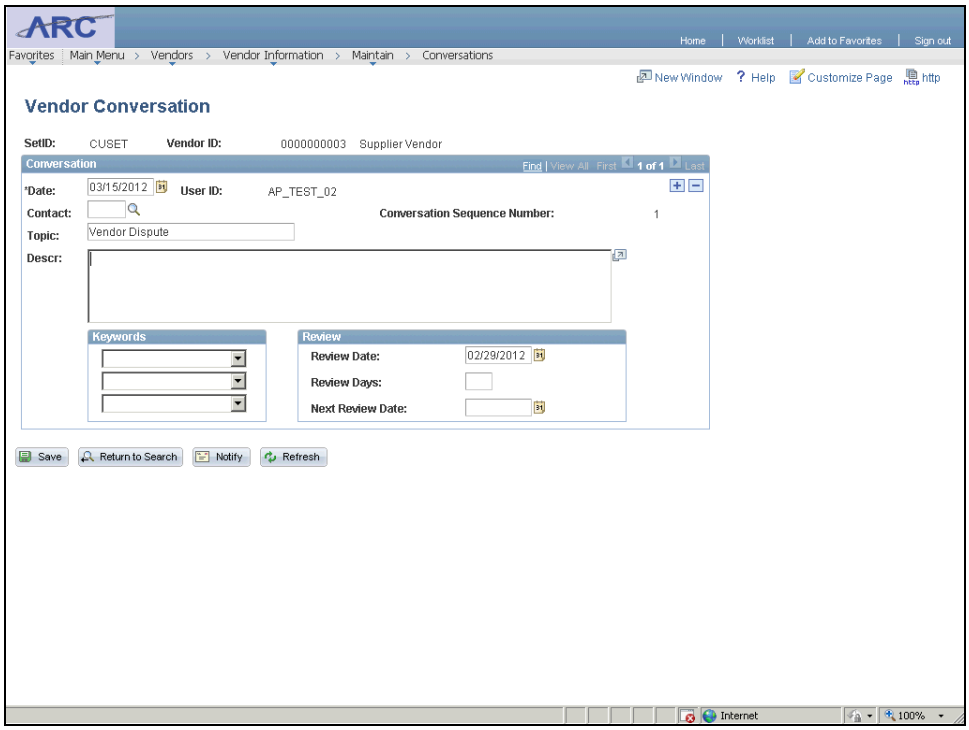
Step	Action
8.	Click the **Search** button.



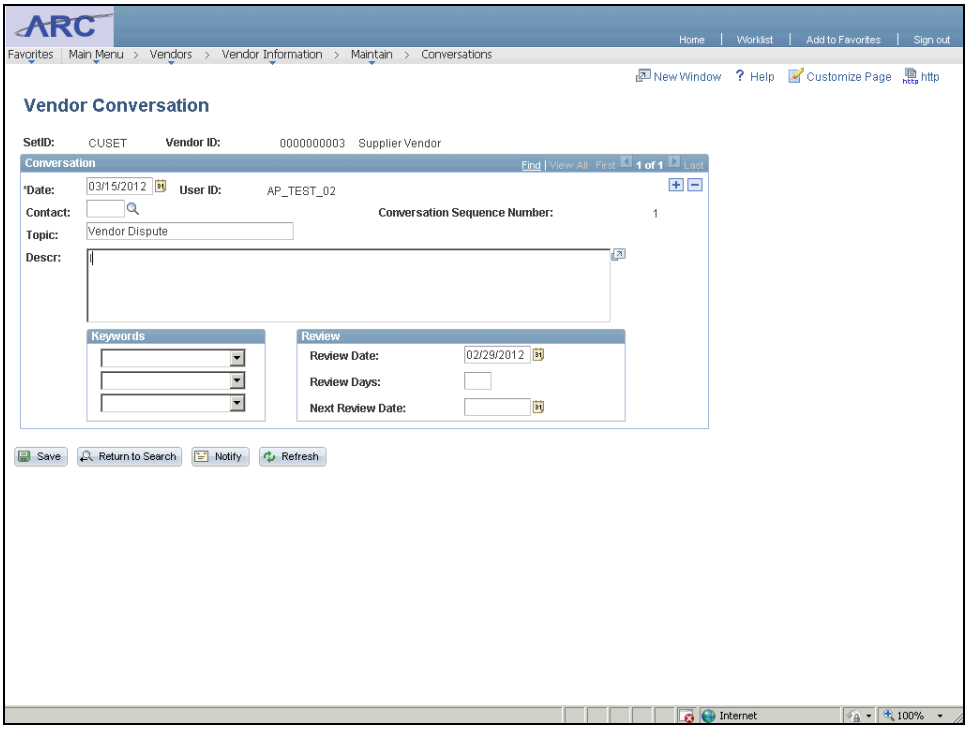
Step	Action
9.	Click in the **Topic** field to enter the topic of the conversation you had with the vendor. 



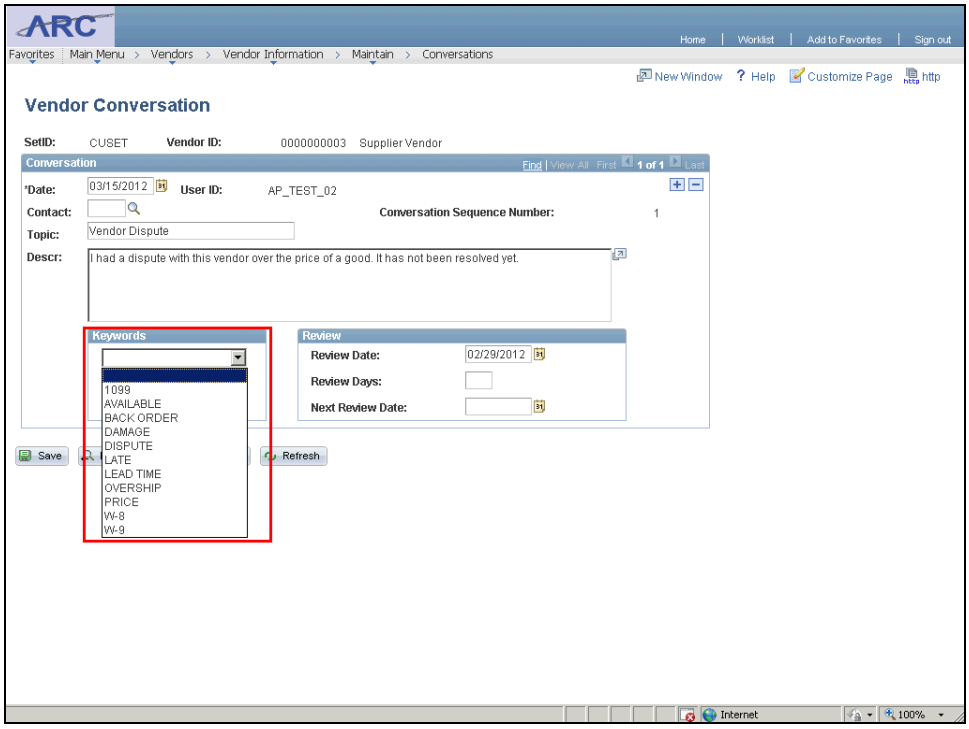
Step	Action
10.	Enter the desired information into the **Topic** field. Enter "**Vendor Dispute**".



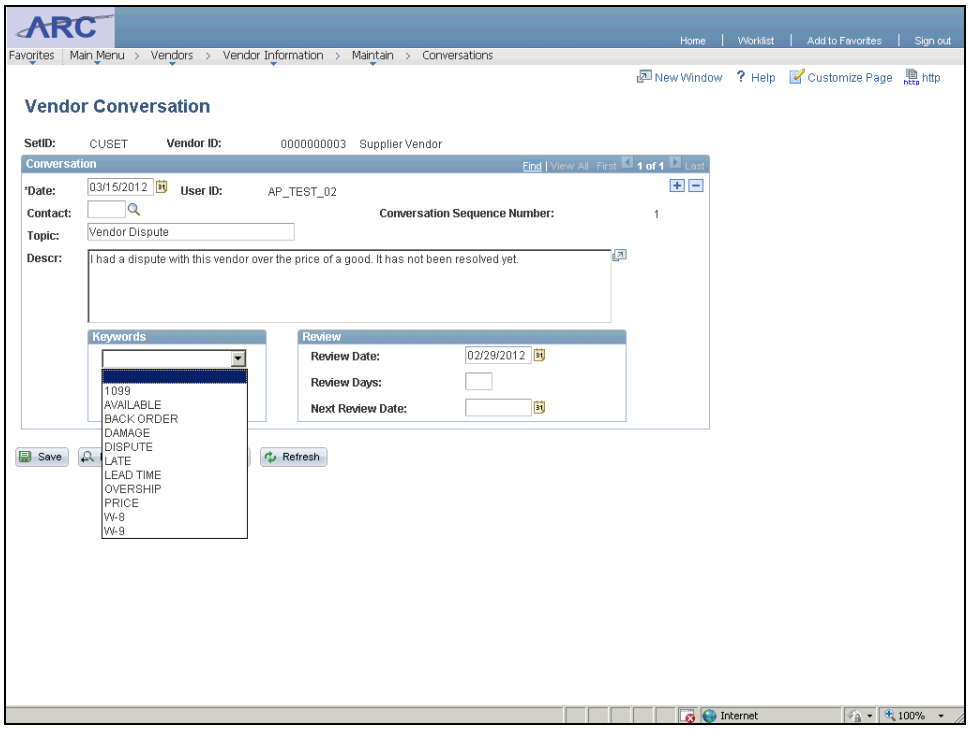
Step	Action
11.	Click in the **Descr** field to enter a detailed description of the vendor conversation.

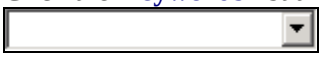


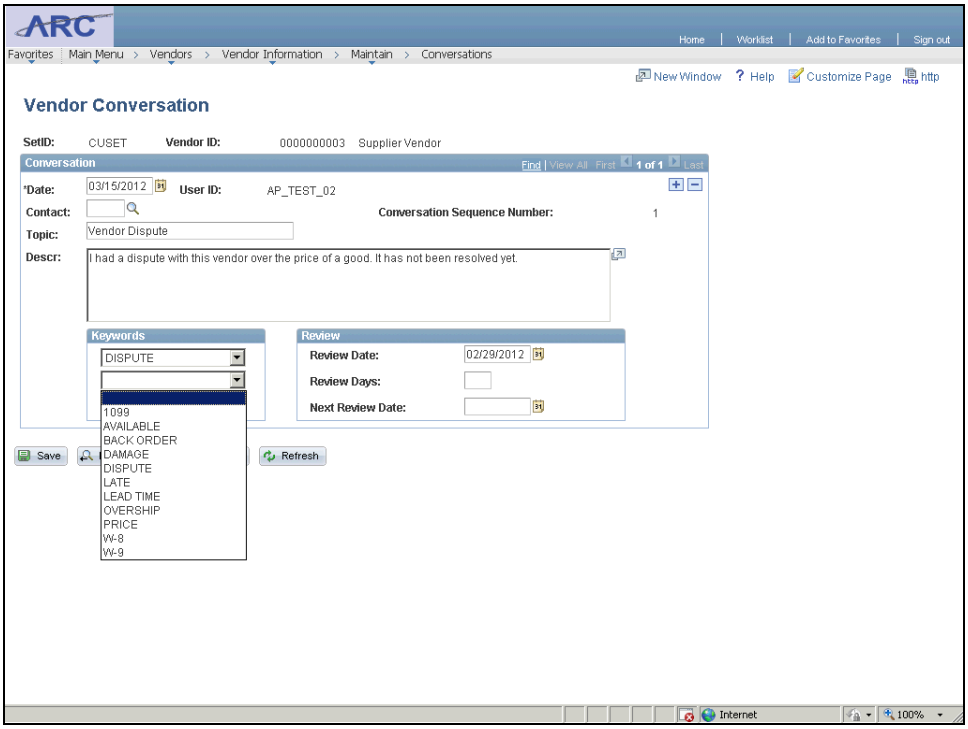
Step	Action
12.	Enter the desired information into the **Descr** field. Enter "**I had a dispute with this vendor over the price of a good. It has not been resolved yet.** ".

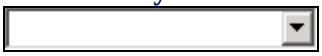


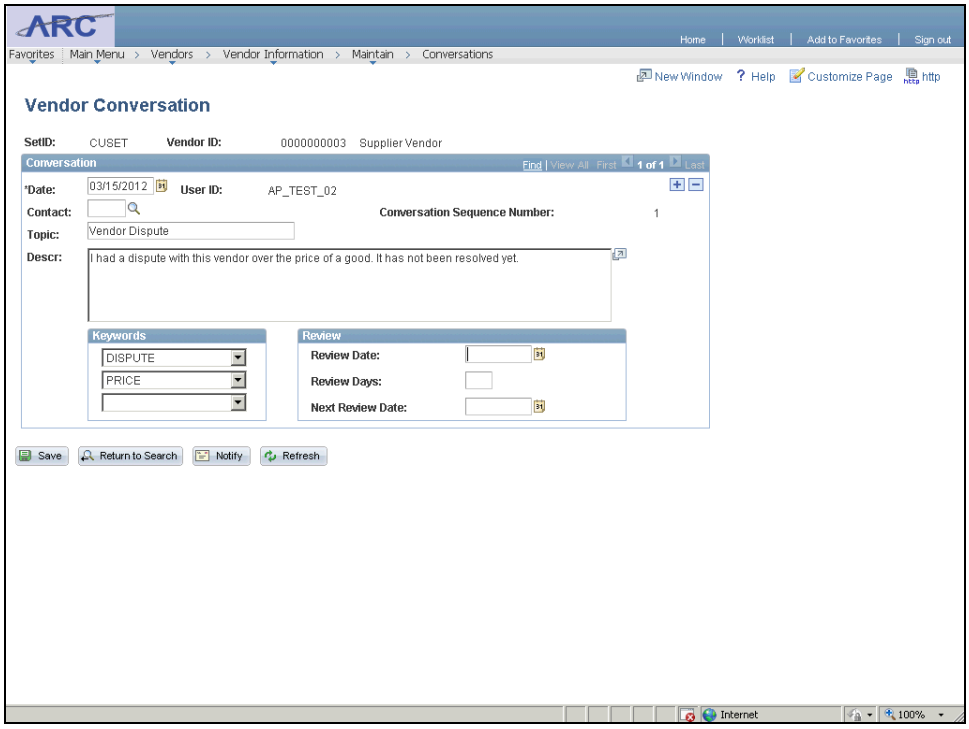
Step	Action
13.	Keywords are a way to categorize the conversation. When locating a past conversation, you can search using the keywords.



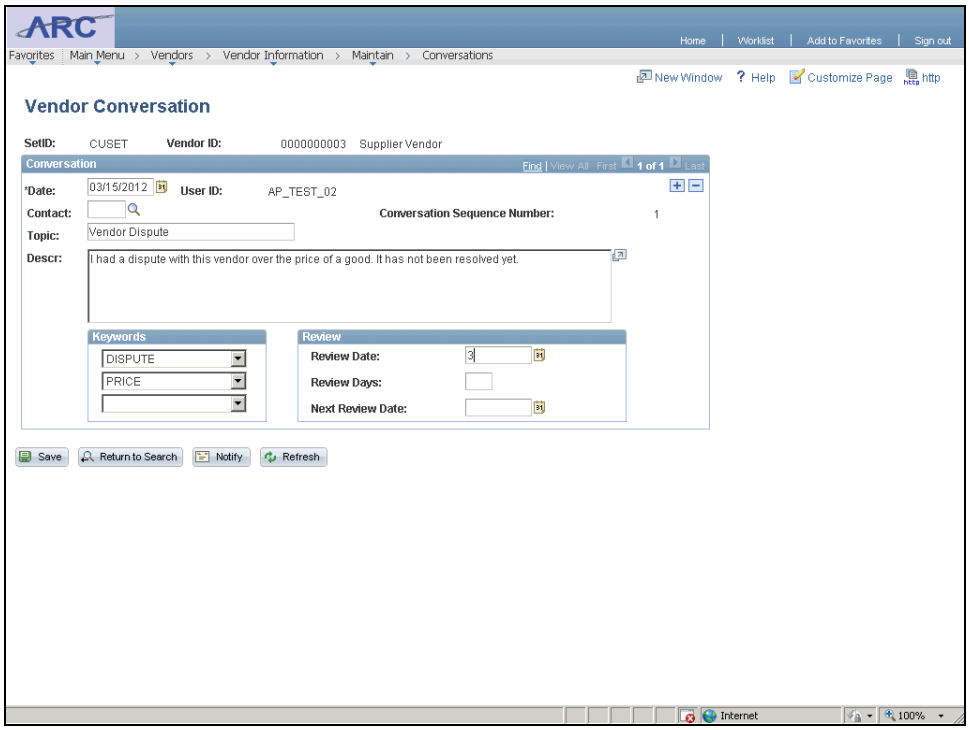
Step	Action
14.	Click the **Keywords** list and select **Dispute**. 



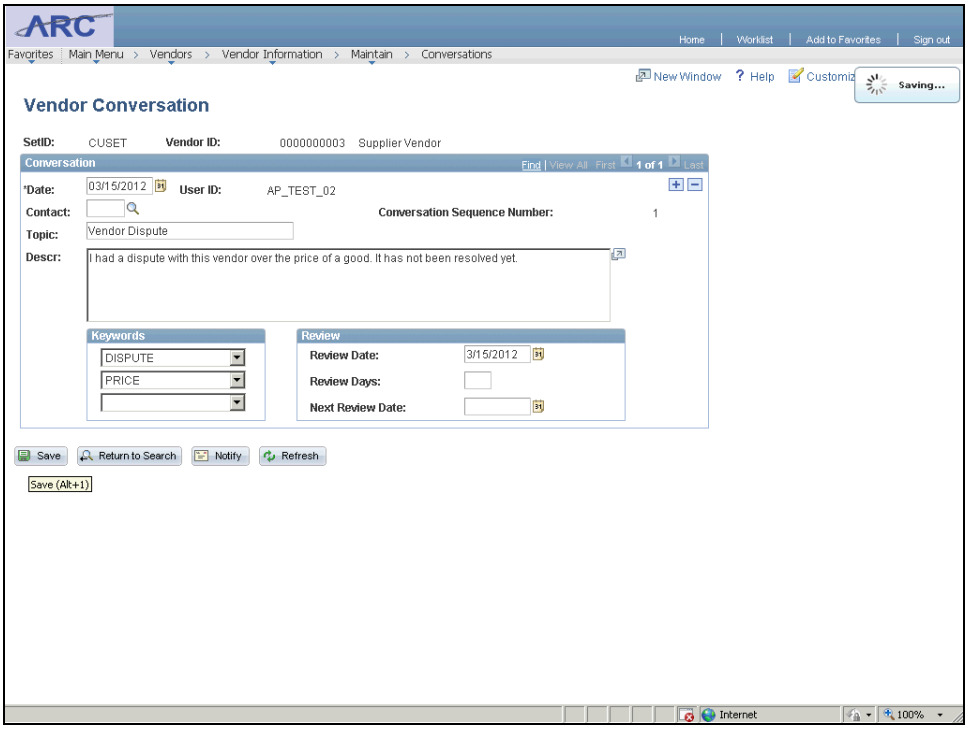
Step	Action
15.	Click the **Keywords** list and select **Price**. 



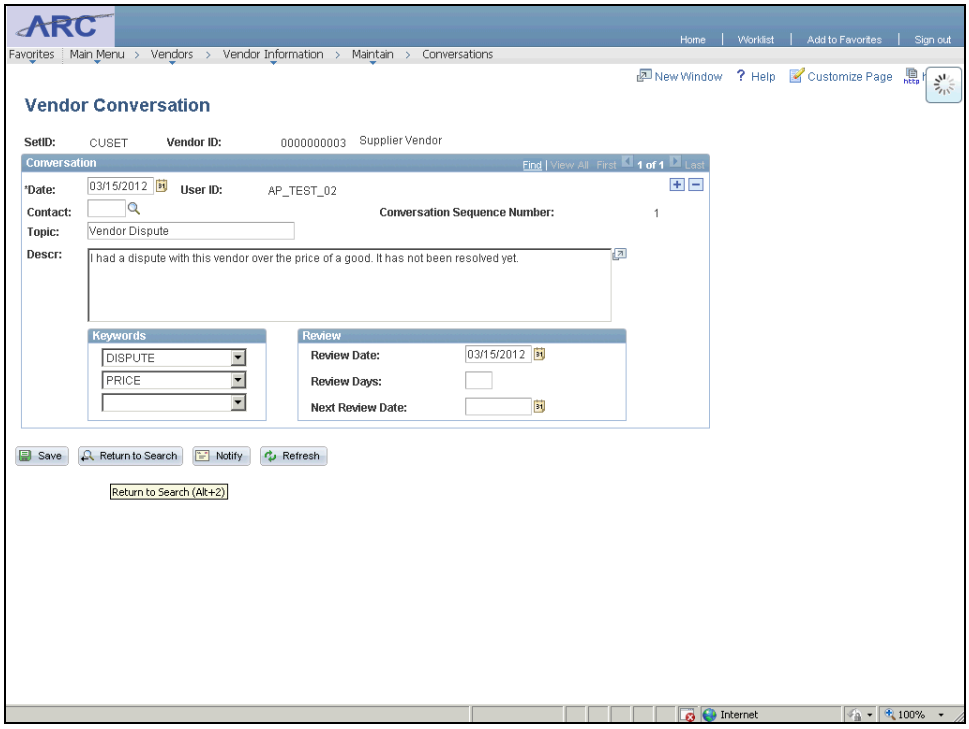
Step	Action
16.	Click in the **Review Date** field.



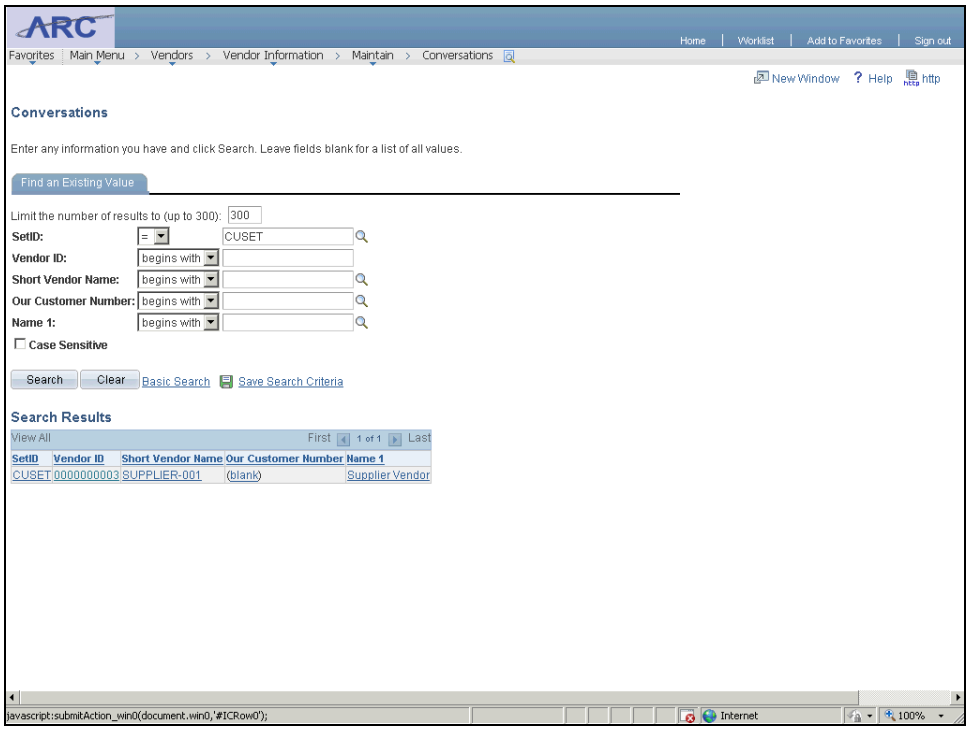
Step	Action
17.	Enter the desired information into the **Review Date** field. Enter "**3/15/2012**".

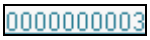


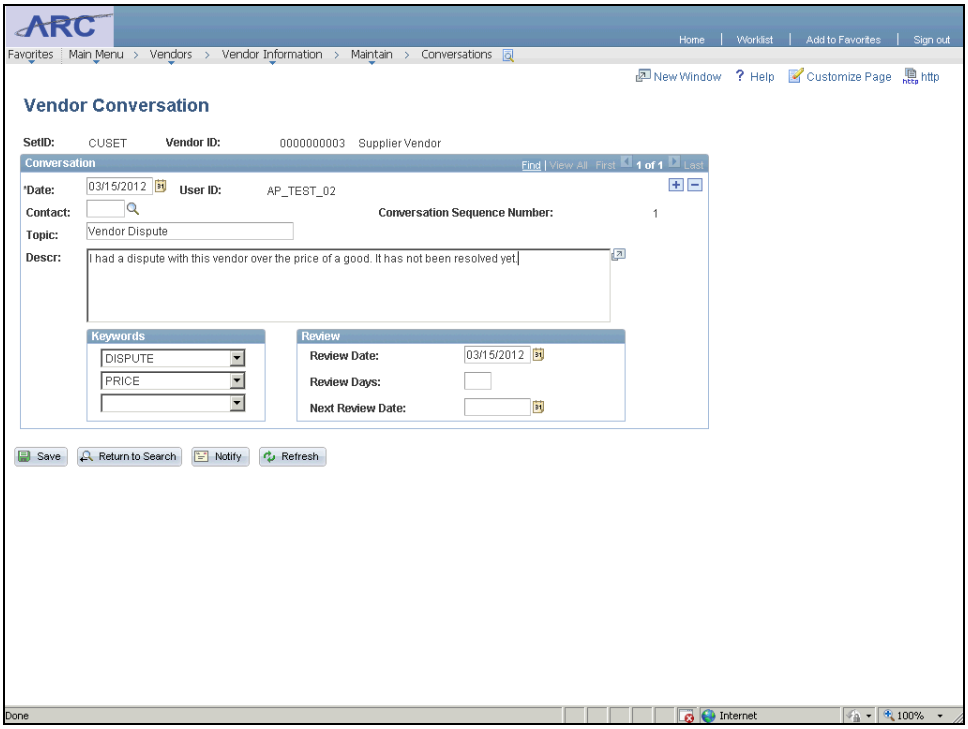
Step	Action
18.	Click the **Save** button.



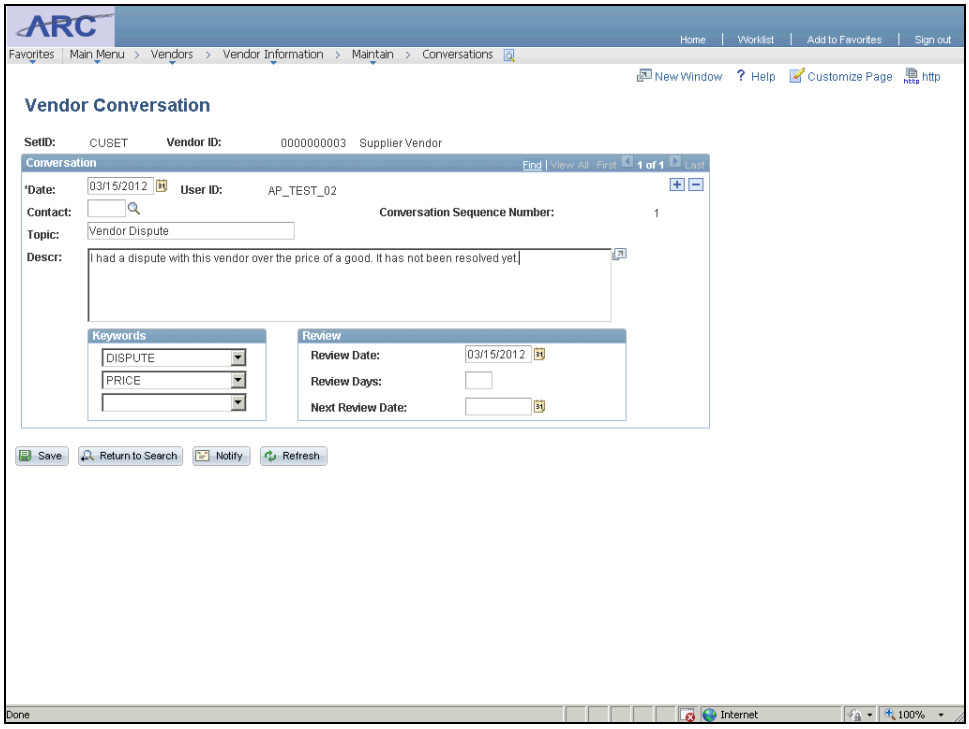
Step	Action
19.	Click the **Return to Search** button to search for an existing vendor conversation.



Step	Action
20.	Select the vendor for which you would like to see existing vendor conversations. Click the **0000000003** link. 



Step	Action
21.	See the vendor conversation that was just entered.



Step	Action
22.	You have successfully entered a vendor conversation and completed the instructional portion of the course. You can now select the *Check Your Understanding* lesson where you can test your own understanding of the course material. **End of Procedure.**

Key Terms

Below please find a list of useful terms and definitions when processing vendors:

Vendor Record Field	Definition
Vendor ID	System generated 10-digit ID number for vendor
Name 1	Name of the supplier's company or employee
Short Name	Abbreviated name for vendor – usually used as an easier way to search for the vendor rather than entering the full name
DBA Name	"Do Business As" name – the trade name under which the organization operates, as opposed to legal name of the person who owns the business
Open for Ordering	This box indicates whether a vendor is ready to be processed on transactions such as requisitions and Purchase Orders
Withholding	On certain transactions/vendor types, taxes are withheld from payments. This box indicates whether a vendor is eligible for withholding.
Remit-To Address	The address the University should return bill payments to the vendor
Location	Disbursement information for the vendor
Web ID	The ID that is given to the vendor requestor upon submission of a new vendor request

Course References

Below please find all the job aids, policies, and procedures referenced throughout this course:

1. Getting Started with the Web-Based Training Tool (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Getting_Started_With_the_Web_Based_Tool.pdf)
2. Nature of Transaction Guidance (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Nature_of_Transactions.pdf)
3. Vendor Documentation Guidelines (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Vendor_Documentation_Requirements.pdf)
4. Requesting New Vendors Step-By-Step Guide (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Initiating_Vendor_Requests.pdf)
5. Requesting Modifications to Vendors Step-By-Step Guide (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Requesting_Vendor_Modifications.pdf)
6. Vendor Components of the Vendor Form (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Vendor_Components_of_Vendor_Form.pdf)
7. Vendor Validation Policy (http://policylibrary.columbia.edu/files/policylib/imce_shared/Vendor_Management_-_Vendor_Validation_Policy.pdf)
8. W9 Form Policy (http://policylibrary.columbia.edu/files/policylib/imce_shared/W9_policy_030209_1236890612902.pdf)
9. Payments to Foreign Entities Policy (http://policylibrary.columbia.edu/files/policylib/imce_shared/Foreign_Payment_Policy_foreign_nationals.pdf)
10. Vendor Modification Quick Reference Guide (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Vendor_Modification_Cheat_Sheet.pdf)
11. Vendor Processing Training Guide (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/Training_Guides/Vendor_Processing_Vendor_Management_TRAIN.pdf)

Knowledge Assessment

If you are taking this course to obtain security access to one of Columbia University's Financial Systems, please ensure you have completed the following:

1. **Security Application Request:** All security roles must be requested by the user through the Columbia University Financial Systems Security Application which can be found in the Service Catalog of ServiceNow (https://columbia.service-now.com/ (https://columbia.service-now.com/)). Note: All security roles must be approved by both the user's manager and Department Security Administrator (DSA) for the School/Admin Unit to which access is being requested.
2. **Training Requirements:** Security access will only be granted once all training requirements have been fulfilled. After a user has reviewed all of the applicable training material for a particular role, users must complete the Knowledge Assessment associated with that training course with a score of 90% or higher. The Knowledge Assessments can be found in New CourseWorks by clicking here (https://newcourseworks.columbia.edu/samigo-app/servlet/Login?id=f1d3fc4d-5c0c-4b5d-93d1-4f4bf0030b4a1341420802540). If you have any questions about the training required for any security role, click here (http://gateway-7.webservices.lamptest.columbia.edu/files/gateway/content/training/job_aids/Job_Aid_Role_to_Course_Directory.pdf) for the Role to Course Job Aid.

If you are taking this course for information purposes only, i.e., you are not requesting a security role, no Knowledge Assessment is required.