

Open Q&A: Procurement Deep Dive 8/27/2024

Q: When a miscellaneous payee (for payments that exceed the direct buy limit, ongoing payments, etc.) needs to register as a UW Supplier, what documentation or comments should be added to the supplier registration form to ensure the request is successfully approved?

A: If a Miscellaneous Payee is receiving payments at a frequency that exceeds MP best practices and has to register, they are responsible for the same types of information and documents as any other business. Please have the supplier refer to the instructions for the supplier registration process here: <https://finance.uw.edu/ps/suppliers#GettingStartedasaNewUWSupplier>, which includes all the steps and requirements for all UW suppliers.

Q: Is there a way Procurement can provide notifications that a supplier has been registered?

A: This is not part of the Workday supplier onboarding capability. The best options in Workday are generally running reports to locate changes and updates, and supplier availability is no different; those who submit the Supplier Request Form receive these next steps in the feedback when the request ticket is processed, which is to review Workday directly to search for the supplier, or run the "Find Suppliers" or "Find Suppliers R1495" reports, approximately 2-3 days after the ticket has been resolved to issue the invite.

Q: Would it be possible the Supplier Administrators reissue registration links if the supplier is unresponsive or would that be too large of an administrative burden? Thank you!

A: Because the Supplier Request Form is an intake form in UW Connect Finance, which is completely separate the invitation process as well as from Workday, there is no way to monitor this; the team will happily resend the invitation if the person submitting the Supplier Request Form reopens the ticket and requests this, and we ask that this is done while the ticket is in a Resolved status, prior to the ticket moving to Closed (at which point reopening the ticket creates a new ticket containing no direct information).

Q: Can Procurement provide notice to requisitioners that the supplier on their BPO has had a name change or any other item that would cause the PO to have to be recreated?

A: If a supplier entity changes, units are currently informed through our Procurement Customer Service team when necessary, and we encourage the staff who are monitoring and managing their procurement transactions to utilize the available and promoted reports for significant supplier changes; suppliers with Taxpayer ID Number changes (not just name changes) will typically show "(Inactive)" alongside the supplier name."

Q: My understanding for Advisory Board members - is they would receive a one-time honorarium and then, if they need to be paid the next year - that person will need to register as a supplier in Workday. Is this true?

A: Miscellaneous Payments can and should be used for one-time payments, especially when the person receiving the payment is not an active participant in the entire procure-to-pay process, receiving POs and issuing invoices; Advisory Board members are not actively providing a procured service, issuing invoices, etc. and therefore being paid annually as Misc Payment is allowable and they do not need to be registered, which would be an additional burden to participate as a board member.

Q: Also - any other information you can say towards Advisory Board member payments process - would be great!

A: Units should use the "Honorarium" request category (if this is a thank-you payment with no prior obligation to pay the individual) and we recommend attaching a document with a description of the activity the individual performed and the dates this took place (the invitation letter that was sent to the payee, for example).

Q: Should we register a supplier when they only accept check as payment method?

A: This is a bit difficult to answer, because both Workday Suppliers and Miscellaneous Payees can receive checks, and which Workday process is used has other factors, such as payment frequency or other limitations; if the supplier says they only accept checks it can also be because of certain limitations on the supplier's side, and it simply needs to be discussed what options the university has to conduct business with them (for instance, a supplier might only accept checks when UW issues a PO and they return an invoice, while the supplier offers online processes as well which are suited to ProCard payments, and the supplier can only accept the ProCard payments through their website interface).

Q: Is there a way to review UW suppliers so we can get recommendations from each other and also know if there are any issues?

A: Both the "Find Suppliers" and "Find Suppliers R1495" reports can be used to review suppliers in a number of ways; for instance, Supplier Group can be used to find suppliers offering certain goods or services commodities, with a catalog (UWA Supplier Website Catalog), contracts (WSS Contract) or subawards (Subrecipient); typically any issues or major changes would be expressed in the Supplier Status area, where a supplier has been made Inactive due to a business/entity change, however, "Find Suppliers" reports do not include the transactions associated with the suppliers, and that guidance on a better report would need to come from the purchasing or payment experts in Procurement Services.

Q: I don't know if this is the right venue - Are encumbrances tied to the date the PO is closed or the start and end dates on the PO? Also, how can we reverse an encumbrance that is connected to a PO/BPO?

A: When a purchase order is fully billed and is in a closed status, the encumbrance should remove as well.

Q: It would help to know where the invites to supplies are coming from (i.e., what e-mail), so we can tell them what to look for.

A: The invites come from a Supplier Administrator account, show the account name as Supplier Administration, and always have the subject line "Invitation to Join the University of Washington Supplier Community" which is what is posted as UW's online guidance, along with the example invite here: <https://finance.uw.edu/ps/suppliers#GettingStartedasaNewUWSupplier>: the reason we do not specify which email account is sending it is because that can change over time, or become automated at some point, therefore looking for the consistent subject line is best.

Q: Would really like to get confirmation when the supplier is registered.

A: Unfortunately, this is not part of the Workday supplier onboarding capability. The best options in Workday generally seem like running reports to locate changes and updates, and supplier availability is no different; those who submit the Supplier Request Form receive these next steps in the feedback when the request ticket is processed, which is to review Workday directly to search for the supplier, or run the "Find Suppliers" or "Find Suppliers R1495" reports approximately 2-3 days after the ticket has been resolved to issue the invite.

Q: If supplier has submitted the registration forms but supplier is not setup in WD after 10-15 days, who should department reach out to for knowing what the hold is?

A: This scenario does not occur; suppliers who submit the forms are 95% approved and available much faster than that, and in the rare case of a Tax ID Number mismatch, the issue is resolved to completion because it must be resolved for the supplier to finalize the supplier file/record and receive payment from UW; far more common is the scenario that the supplier did not submit the forms (and perhaps they felt they didn't need to, as in cases where they accepted a ProCard payment which doesn't require supplier registration), or that a representative at the company submitted the forms but was matched to an existing supplier whose name may not be as familiar and the forms were not processed because they were not needed. In all of these cases Procurement Customer Service is the support team for the academy, outside of their Shared Environment teams.

Q: In legacy, UW preferred transactions be run through Ariba, then ProCard, and lastly PAS based on cost to process transactions. What I just heard is that it is not necessarily preferred to run transactions through WD, it depends on volume. How many transactions/yr are necessary to justify WD supplier onboarding?

A: ProCard has always been a viable payment solution in certain commodity areas (hotels, advertising and marketing, express mail, utilities like phones) or for certain purchase practices (limited business, small

dollar, annual online subscriptions), and in the past was part of a decision tree that was posted online as part of the Finance Administrator's Toolkit for new supplier considerations; registering suppliers was always preferred - and still is - for suppliers with UW business engagements when they are active participants in the procure-to-pay process for ongoing work and/or repeated use, receiving POs and issuing invoices.

Q: How can suppliers that are people request electronic payment? PaymodeX is only for businesses entities.

A: That is correct, because the process is available through a partner bank, the banks set the limitations around this; there is always risk associated with offering direct electronic deposits to payees, and if the banks see more risk with validating certain types of businesses or individuals, they may not choose to do so. When businesses are established, there are the additional IRS (federal) and state registrations for those business names, licenses and taxes, which are thus associated with business bank accounts and not personal bank accounts, making business entities and their banks easier to validate and mitigate potentials for fraud for the banks.

Q: If one of our labs has quarterly training sessions offered at a local hotel not currently registered in Workday. Each of the training sessions is over \$10,000 usually around 15,000. Is it possible to request this one be invited as a supplier?

A: The situation sounds very specific, so this situation sounds best suited to bring to a Procurement Services Subject Matter Expert; please see the list here: <https://finance.uw.edu/ps/contact-us/subject-matter-experts>

Q: If I have an invoice from a supplier that is in the Workday system, but the remit to address on the invoice is not listed in Workday, is it best to submit a ticket to add the remit to address before paying the invoice?

A: Invoices with no remit-to address will be in "Draft" status in Workday and reviewed by Accounts Payable.

Q: If the ongoing payments for a misc payee will not exceed 10k, can we keep using misc payee or do we need them to register as a supplier? Some of our consultants would rather get monthly payments for a 6 mo. project rather than wait until the very end. The total would be under the direct buy limit.

A: The situation also sounds very specific, so this situation sounds best suited to bring to a Procurement Services Subject Matter Expert; please see the list here: <https://finance.uw.edu/ps/contact-us/subject-matter-experts>

Q: Where can I see the Unique Entity ID number (formerly known as SAM) that is listed on a Workday Supplier.

A: The UEI is rather new, so it won't be found on any of the 16,000+ suppliers that were converted from legacy data, because there was no field in the legacy systems to put the UEI; for newer registered suppliers, it is one of the fields on the Overview > Summary tab, in the Supplier Status Details area.

Q: Why isn't "find suppliers" available to all requisition requesters?

A: This is a question for the Securities team, which made many decisions about which roles have access to which parts of Workday; generally speaking, reports are available to those with an Analyst security role, and the question might not be: "Why can't other security roles have access to the report?" but instead "Is an Analyst role appropriate for my position and how do I get that role?"

Q: Are all "Payment Type" from old suppliers from Ariba be transferred into Workday the same as they have set-up before? The reason I am asking is due to there's one existed supplier claimed they didn't receive payment due to Payment Type was set up in Workday that they don't have access to.

A: Yes, for suppliers converted from legacy data, the payment methods were all converted into Workday as they were; however, lots can change over a year's time for the supplier's business and the personnel at their business, so if the accounts receivable person changed at the supplier and the knowledge transfer didn't happen within that supplier team, they may need help regaining access; for ePayables suppliers, please submit a General Finance Help Request for Procurement Support to reach the team that manages the virtual payment cards, and for Paymode-X suppliers, the suppliers need to contact Paymode-X directly (phone number on the For Suppliers website: <https://finance.uw.edu/ps/suppliers#PaymentOptions>).

Q: For suppliers with DBAs and etc, is there a place that name is displayed in their record? Sometimes it shows up in the "Alternate names" tab but usually not.

A: It always shows up in the Alternate Names tab when it's a legal alternate payee name, because it is part of the legal business entity and reflected on the supplier's IRS Form W-9 (U.S.) or W-8 (non-U.S.); in Workday these alternate names are shown in the Alternate Names tab, and are called Alternate Supplier Connection, and are also visible on the Remit-To Connection as the Alternate Payee Name. Again, these are only part of the supplier record when they are part of the legal business entity with the IRS and the states where they created the business and therefore also reflected as a supplier name on the bank accounts where the payments are being deposited. Businesses have to register these legal names with the IRS and their operating states to protect their trade names and be able to set up similarly named bank accounts (all the official pieces work together to operate a business in a certain name, it is not a reflection of an unofficial preference or brand).

Q: Can we connect to supplier catalog without creating a requisition? Thank you!

A: Not at this time.