Penn Marketplace Enhancements

ABA Meeting

February 22, 2018
Agenda

1. Initiative Objectives
2. Supplier Onboarding
3. PO Invoicing
4. Non-PO Payment Requests
5. Support & Next Steps
Penn Marketplace Enhancements

Objectives

• **Providing greater visibility** into the status of onboarding, invoicing, and payment transactions for end users and suppliers

• **Improving efficiencies** through automation and supplier self-service

• **Enhancing Penn’s controls** through improved, electronic procure-to-pay workflows

This initiative impacts three specific processes at Penn:

• Supplier Onboarding

• Purchase Order (PO) Invoicing

• Non-PO Payment Request Processing (current PDA process)
# Supplier Onboarding Changes & Benefits

## High-Level Process Changes
- All new suppliers onboarded through Penn Marketplace on New Supplier Request Form
- All suppliers (PO/Non-PO) must be onboarded before the end user can create PO or Non-PO Payment Request
- Online supplier “self-service” through portal
- Suppliers can select electronic payment methods
- Dashboard to track onboarding

## Anticipated Benefits for Suppliers
- Increased control and data security for sensitive information
- Automated reminders
- Better terms for transacting electronically
- Suppliers can view/update their information anytime
- Suppliers can choose **Direct Deposit**

## Anticipated Benefits for Users
- Users no longer have to collect W9s/W8s, etc.
- Greater visibility into status of supplier onboarding and registration
- Automated reminders to suppliers to register and confirmation when registration is complete
What to Consider for Go-Live: Supplier Onboarding

ALL NEW SUPPLIERS MUST BE ONBOARDED AND PRESENT IN PENN MARKETPLACE BEFORE PO/NON-PO CREATION AND PAYMENT

- This includes all new PO and Non-PO suppliers/payees (honoraria, guest travel etc.)
- Registering in the portal allows suppliers to select different payment methods, including **ACH/Direct Deposit**, and securely upload/update their information anytime
- Proxy option available to Penn end user in rare instances in which suppliers cannot register online

USERS REQUEST NEW SUPPLIERS BY COMPLETING A NEW SUPPLIER REQUEST FORM IN PENN MARKETPLACE

- Form is similar to today’s web form but offers more visibility
- Anyone with a PennKey can search for suppliers and complete a New Supplier Request Form
- The **Service Provider Evaluation Form (SPE)** and **Service Provider Questionnaire (SPQ)** will need to be attached when requesting new **Independent Contractors**
- No training required for New Supplier Requests but a **Quick Reference Guide** will be available

EXISTING SUPPLIERS WILL BE INVITED TO REGISTER IN PRE-DETERMINED WAVES

- Existing suppliers’ information will be converted to Penn Marketplace so transactions will **not** be interrupted
- Purchasing Services will send out directions and invitations for existing suppliers in groups
- If an existing supplier would like to register before receiving formal invitation, the supplier should reach out to **SupplierSupport@upenn.edu**
PO Invoicing Changes & Benefits

High Level Process Changes

- POs transmitted through Jaggaer
- Suppliers can submit PO Invoices in portal through PO Flip or CSV file upload
- Supplier dashboard shows status of POs, invoices, and payments
- Additional suppliers set up on EDI/cXML

Anticipated Benefits Suppliers

- Easier invoicing by flipping a PO to an invoice
- Electronic submission means less manual processing in AP, which leads to quicker payments for suppliers
- Greater visibility into transactions

Anticipated Benefits for Users

- Fewer supplier calls requesting updates on payment or invoice status
- Fewer supplier errors on invoices lead to fewer holds in Markview and less time researching/resolving issues
Supplier View on the Portal

Registered suppliers can search/filter their POs (called sales orders) with Penn, create an invoice using the "PO Flip" functionality, see invoices submitted previously and check the status of their payments.

Viewing & Flipping POs

Viewing Invoice Status
What to Consider for Go-Live: PO Invoicing

POs WILL BE TRANSMITTED THROUGH JAGGAER
• Suppliers will continue to receive POs by cXML, email, or fax, however, POs may look differently
• Suppliers can view POs, invoices, and payment statuses in the portal
• 37 suppliers will be enabled on cXML (similar to EDI) for fully electronic transactions with Penn
• Suppliers will see historical POs and invoices, that fit certain criteria, in the portal at Go-Live

REGISTERED SUPPLIERS CAN ELECTRONICALLY SUBMIT A PO INVOICE TO PENN IN THE PORTAL
• Suppliers can “flip” a PO into an invoice to submit directly to Penn– a rendered image of that invoice will be available in BEN
• PO invoices submitted in the portal will go on hold in Markview if they are above the tolerances in BEN or a receipt has been requested
• Suppliers can still submit PO invoices to AP by email or mail and they will be reflected in the portal

THE PROCESS FOR CREATING AND APPROVING POs IN BEN DOES NOT CHANGE
• BEN Financials is Penn’s financial system of record
• The only change in the creation of POs is that entering multiple ship-tos will no longer be possible in BEN Financials
# Non-PO Payment Changes & Benefits

## High-Level Process Changes
- PDAs transition to Non-PO Payment Requests
- They are created, approved, and submitted electronically
- S/Cs have simplified and standardized hierarchies
- Preparers and Approvers defined and trained
- Increased visibility to workflow/status

## Anticipated Benefits for Suppliers
- Invoices are processed faster, leading to quicker payment
- Higher level of visibility to Non-PO payments

## Anticipated Benefits for Users
- Elimination of manual routing, scanning/logging, loss, and reduction in use of TAC, intramural mail delays and re-work.
- Elimination of manual processing in AP leads to shorter queues and fewer errors, resulting in quicker payments
- Fewer supplier calls requesting updates on payment or invoice status
- Increased visibility means less research and fewer calls to AP
What to Consider for Go-Live: Non-PO Payment Requests

**NON-PO PAYMENT REQUESTS WILL BE CREATED/APPROVED THROUGH PENN MARKETPLACE**
- All PDAs will now be electronic, except if a supplier/payee is being paid in foreign currency
- Error and duplication checking, account validation (e.g. frozen funds), and guided questioning should eliminate many returns/rejections
- Users will see the status and workflow of their Non-PO Payment Request
- Payee tax documentation, such as W9s, will not need to be submitted with the Request

**NON-PO PAYMENT REQUESTS WILL BE CREATED AND APPROVED THROUGH A DEFINED HIERARCHY**
- Schools/Centers have identified their Preparers and Approvers by ORG
- All approval levels have been standardized across Penn: $5,000, $50,000, and $250,000
- An approver can forward a Request to any employee (e.g. Grant Administrator) with PennKey
- Changes to the hierarchy should be submitted via an e-form after Go-Live

**ALL PREPARERS AND APPROVERS MUST COMPLETE WEB-BASED TRAINING TO ACCESS FORM**
- Preparers and Approvers must take training to access Request forms in Penn Marketplace
- Training includes preparation about Non-PO Credit Memos and SP Transactions (if applicable)
- Each Preparer/Approver will receive an invitation from Knowledge Link to complete training. Ability to register for Q&A sessions available.
Where to Go for Help after Go-Live

Suppliers

Suppliers can contact supplier support at 215.898.7216 or SupplierSupport@upenn.edu.

Supplier registration and additional help materials will also be available at the “Doing Business with Penn” page of Purchasing Services’ website.

Penn End Users

Encouraged to contact their Change Agents for general questions about Penn Marketplace Enhancements.

For additional support, users should contact BEN HELPS (215.746.4357) and select BEN Financials & Penn Marketplace option.

OR

Enter a ticket with BEN Helps Online at http://BENHelps.finance.upenn.edu.

If you have questions for the Project Team, please contact PennMarketplace@upenn.edu.
Questions?