College of Agriculture and Life Sciences (CALS) Business Operations

Supplier Setup
Standard Operating Procedures

Table of Contents

CBO-BsServ-304	**Supplier Setup**	
Contact:	**CALS Business Operations – Director of Business Services, Tiffany Bryant**	
Effective Date:	**09/04/2018**	**Last Revision Date: 11/19/2018**

1. PURPOSE

1.1. This SOP describes the process by which a new Supplier should be added to the Supplier Center.

1. The University has policies which allow for CALS Business Operations (CBO) departments/units to add a Supplier that provides services to the University, to the Supplier Center for payment.
2. The Supplier setup system was created to enhance the efficiency of all additions, updates, and inquiries that take place within the Supplier Center.

2. CBO GUIDELINES

2.1. In order to setup a new Supplier, the Supplier must complete a W-9 form and an Automated Clearing House (ACH) enrollment form. New Suppliers that are non-citizens must complete the W-8BEN Series Requirements for Non-US Citizens/Entities and Visa/Passport requirements for Non-US Citizens. New employee Suppliers and new student Suppliers are not required to submit a W-9 or ACH form.

2.2. The Business Points of Contact or a Business Services Team Member may obtain an ACH form by contacting Terressa R. Yeakle via email: tryeakle@ncsu.edu. Once the Supplier has completed the ACH form thoroughly and accurately, the Supplier can send the form to CALS CBO fax# 919-513-4797.

2.3. The Business Points of Contact is responsible for providing the Supplier with the W-9 form. The Supplier may provide the University their W-9 form by sending the completed form with the recommended CALS CBO fax coversheet to CALS CBO fax# 919-513-4797.

1. If there is a designated individual within the department that processes W-9 forms, that individual will review the W-9 form and submit it to the Supplier Center.

2.4. The Supplier may provide the University their W-8 forms by sending the completed form with their Visa to their Business Points of Contact for processing.

1. If the Supplier is an international Supplier unaffiliated with the University, the Business Points of Contact should work with the International Compensation and Taxation Office to complete all required documentation before the Supplier can be added to the system.

3. ASSOCIATED SYSTEMS/FORMS

3.1. Systems
1. MyPack Portal
2. PeopleSoft Financials
3. Supplier Center

3.2. Forms
1. ACH Form: Used by the University to make payments to Suppliers.
2. W-9 Form: Used to confirm the Supplier's taxpayer identification number and certify their identity.
3. W-8BEN: Used to certify the foreign status of beneficial owner for United States tax withholding and reporting (Individuals).
4. W-8BEN-E: Used to certify the foreign status of beneficial owner for United States tax withholding and reporting (Entities).
5. Foreign Wire Transaction: Used to wire funds to international Suppliers as payment.

4. ROLES AND RESPONSIBILITIES

Relevant Parties	Roles and Responsibilities
Department	
Business Points of Contact (POCs)	Responsible for creating a ticket for invoices in ServiceNow. Responsible for providing W-9 and ACH forms to the Supplier. Responsible for communicating with the Supplier should further information be needed.
CALS CBO	
Business Services Team Member	Responsible for adding new Suppliers to the Supplier Center. Responsible for confirming that the Supplier is new prior to initiating a request to add a new Supplier. Responsible for updating the Supplier's profile with any changes.
University	
University Controller Accounts Payable Supplier Processor	Responsible for the final review and approval of new Supplier requests.
University Controller Processing Assistant	Responsible for confirming that all information on the initial Supplier setup request is correct. Responsible for assigning the Supplier an ID# and emailing the ID# to the individual initiating the Supplier request.
External	
Supplier	Responsible for providing invoices to the Business POCs/ Business Services Team and ensuring the University receives a W-9 and ACH forms.

5. PROCEDURE

5.1. Adding a New Supplier

1. A Business Services Team Member receives an invoice. Either, the Business POCs has created a ticket in ServiceNow or a Supplier has submitted an invoice via email to CALS_Accounting@ncsu.edu.
   a) If the Business POCs has access to setup a Supplier and receives an invoice, the Business POCs may setup the Supplier by following steps 2-8 prior to submitting the invoice via ServiceNow.
2. A Business Services Team Member will review the invoice. The Business Services Team Member will access the Supplier Center to verify if the Supplier has been setup.
   a) If the Supplier has been added to the Supplier Center, the Business Services Team Member will proceed with processing the invoice.
3. If the Supplier has not been added to the Supplier Center, the Business Services Team Member will either request:
   a) That the Business POCs provide the Supplier with a W-9 and ACH form to complete and fax to the CBO, or
   b) If the Supplier has contacted the Business Services Team Member directly, the Business Services Team Member should request the Supplier provide a completed W-9 and ACH form via fax.
4. Once the Business Services Team Member has the Supplier's completed forms, the Business Services Team Member will submit a request to add a new Supplier to the Supplier Center and upload the completed forms.
5. The Business Services Team Member will then route the request to the University Controller Processing Assistant to be reviewed.
6. The University Controller Processing Assistant will review the request and assign the Supplier with an ID number.
7. The University Controller Processing Assistant will then route the request to the University Controller Accounts Payable Supplier Processor for final review and approval.
8. After the University Controller Accounts Payable Supplier Processor has approved the request, the University Controller Processing Assistant will send an email to the Business Services Team Member including the Supplier ID number.
9. Once the Supplier has been added to the Supplier Center, a Business Services Team Member will proceed with processing the invoice.

5.2. Adding a New Employee/Student Supplier

1. A Business Services Team Member will receive a request for a personal reimbursement or travel via ServiceNow from the Business POCs.
   a) If, when receiving the request for reimbursement, the Business POCs has access to

the Supplier Center, the Business POCs may setup the Supplier by following steps 2-7 prior to submitting the invoice via ServiceNow.

2. A Business Services Team Member will review the request. The Business Services Team Member will access the Supplier Center to verify if the Supplier has been setup.
    a) If the Supplier has been added to the Supplier Center, the Business Services Team Member will proceed with processing the invoice.
3. If the Supplier has not been added, the Business Services Team Member will submit a request to add a new Supplier to the Supplier Center.
4. The request to add a new Supplier will then route to the University Controller Processing Assistant to be reviewed.
5. The University Controller Processing Assistant will review the request and assign the Supplier with an ID number.
6. The University Controller Processing Assistant will then route the request to the University Controller Accounts Payable Supplier Processor for final review and approval.
7. After the University Controller Accounts Payable Supplier Processor has approved the request, the University Controller Processing Assistant will send an email to the Business Services Team Member including the Supplier ID number.
8. Once the Supplier has been added to the Supplier Center, a Business Services Team Member will proceed with processing the invoice.

5.3. Reactivating an Inactive Supplier

1. A Business Services Team Member receives an invoice. Either, the Business POCs has created a ticket in ServiceNow or a Supplier has submitted an invoice via email to CALS_Accounting@ncsu.edu.
2. A Business Services Team Member will review the invoice. The Business Services Team Member should then review the Supplier's voucher history in PeopleSoft to determine if a Supplier is active or inactive (inactivity for a year or more may signify the Supplier is inactive).
    a) If the Supplier is active, the Business Services Team Member will proceed with processing the invoice.
3. If the Business Services Team Member suspects that the Supplier is inactive, the Business Services Team Member will submit an email to VendorID@ncsu.edu to verify that the Supplier is inactive and request that the Supplier be reactivated.
4. Once the Business Services Team Member is notified that the Supplier has been reactivated, the Business Services Team Member will proceed with processing the invoice.

5.4. Updating an Existing Supplier

1. A Supplier's information may change. The Business Services Team Member or the Business POCs may become aware of this change when processing an invoice or the

Supplier may request their information is updated via email to CALS_Accounting@ncsu.edu.

2. The Business Services Team Member or Business POCs will submit a request to update the Supplier's information in the Supplier Center.
3. Once submitted, the request will route to the University Controller Accounts Payable Supplier Processor to either approve or deny the request.
    a) If approved, whomever requested the change will receive an email notification with a status update.
    b) If the request is denied, whomever requested the change will receive an email notification detailing why the request has been denied. The Business Services Team Member or Business POCs will have to create a new request to update Supplier information.

6. REFERENCES

1. Abbreviations and Definitions- https://cals.ncsu.edu/intranet/cals-business-operations/abbreviations-and-definitions/
2. The Supplier Center User Guide- https://controller.ofa.ncsu.edu/files/2016/01/Vendor-Center-Users-Guide-.pdf
3. W-9 Request for Taxpayer Identification Number & Certification- https://cals.ncsu.edu/intranet/cals-business-operations/documents-forms/
4. CBO Documents and Forms- https://cals.ncsu.edu/intranet/cals-business-operations/documents-forms/
5. Supplier Setup Work Flow- http://harvest.cals.ncsu.edu/site/WebFile/Workflow-Chart-Adding-Supplier.pdf

7. REVISION LOG

Date	Version	Nature Of Change	Author
09/04/2018	1.0	Initial Document	Tiffany Bryant
11/19/2018	1.1	Clarification to the Guidelines, Roles and Responsibilities, and Procedures	Tiffany Bryant