Source2Pay
1.0 New Vendor Setup and Vendor Maintenance
Process Executive Summary

November 2, 2016
APPROPRIATE USE AND SECURITY OF CONFIDENTIAL AND SENSITIVE INFORMATION

Due to the integrated nature of the various Human Resources, Finance and Student modules in Banner and the reporting information in the Enterprise Data Warehouse (EDW), you may have access to information beyond what you need to perform your assigned duties. Your access to Banner and the EDW has been granted based on business need, and it is your responsibility to ensure the information you access is used appropriately.

Here are some reminders of good data stewardship to help you carry out your responsibility:

- Do not share your passwords or store them in an unsecured manner. Do not leave your workstation unattended while logged on to administrative information systems. You are responsible for any activity that occurs using your logon ID.
- Do not share confidential and sensitive information with anyone, including colleagues, unless there is a business reason.
- Retrieve printed reports quickly, and do not leave the reports lying around in plain view.
- Secure reports containing confidential and sensitive information (e.g., FERPA, EEO, or HIPAA protected data).
- When disposing of reports containing confidential or sensitive information, shred the documents in a timely manner.

Your responsibilities regarding the protection and security of administrative information are outlined in the University of Illinois Information Security Policy for Administrative Information and Guidelines posted at https://www.aits.uiuinois.edu/reference_library/i_t_policies. Any violation could subject you to disciplinary action, which could include dismissal or, in those cases where laws have been broken, legal action. You should have signed a compliance form that indicates you have read, understand and agree to comply with the University’s Information Security Policy for Administrative Information. If you have not already signed the compliance form, please see your Unit Security Contact, who is responsible for maintaining these forms.
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Executive Summary

Business Process

The vendor setup and maintenance process exists to establish a vendor of record for payment and order processing in accordance with IRS, university, and legal requirements. This record must be accurate and accessible for ordering and payment purposes.

This process starts when a campus unit identifies they want to acquire goods or services from a vendor that does not exist in the system of record (currently, this is Banner). The Office of Capital Programs also has a Vendor Services Application that pulls vendor data from Banner, but does not have two-way update capability to change Banner records. That process is out of scope for this project’s current state process analysis.

According to the OBFS website vendor setup instructions, the vendor setup process is not required for refunds of any kind, non-employee reimbursements, or payments to human research subjects totaling less than $100.00 in a calendar year.

Also excluded from this process are Accounts Receivable vendors, and students or employees setup in Banner as “vendors.” Currently, any student receiving a refund, any employee who could potentially receive an expense report reimbursement and general accounts receivable are also established as vendors in the current ERP system (Banner). Employee vendors are added via the Employee-Vendor Interface or via manual activation by UPAY; students receiving refunds are set up as vendors via the Banner TGRFEED process or manual activation by UPAY, while the OBFS USFSCO group manually adds general accounts receivable vendors to Banner as needed. These are excluded because they are out of the scope of the process

Current Process Activities

Approach

The current state process activities were mapped by the Subject Matter Expert, SME, and project process team. A SIPOC diagram was created to capture the tasks executed by the department units. The SME project team identified opportunities for improvement and brainstormed potential solutions. The current state was presented, issues were identified, and recommendations were discussed at customer focus group meetings in the University System. The process report was presented to the Source2Pay Director Council were they ranked the proposed recommendations for implementation.

Key Findings

The following areas have opportunities for improvement:

- Training
  - Eight issues related to training on the procedure and business rules of this process
- Communication
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- 14 issues related to a lack of and/or inconsistent communications about this process
  - Policy
    - Two issues related to the business rules about this process
  - Procedure
    - Nine issues related to how this process is accomplished
  - Technology
    - 19 issues related to systems or software related to this process
  - Resources
    - Three issues related to lack of sufficient staff and funding

Improvement Recommendations

The process team identified 37 suggested improvements. From the 37 suggested improvements, the team selected 9 improvements to recommend for implementation. The Director Council reviewed the 9 recommendations and ranked the proposed recommendations for implementation.

Listed are the top 4 recommended improvements for implementation:

1. Develop an online Vendor Information Form. This form would improve upon the current form

2. Investigate and communicate better vendor search strategies in Banner and analyze if there are other options to resolve system limitations of Banner and what is available via EDW

3. Enhance vendor set-up and maintenance training and job aids for purchases made in iBuy, Banner, or TEM.

4. Report on and create a flag for vendors indicating no activity after a certain period of time and establish a procedure to terminate vendors.