Setting up a new supplier

PRIFYSGOL ABERYSTWYTH UNIVERSITY

Date: September 2024

Dept: Finance

Contents

Setting up a new supplier in ABW

This document is a guide for setting up new suppliers in the university's financial system - Unit 4 Business World (widely known as ABW – https://abw.aber.ac.uk/).

Before starting the set up, you must make sure you have checked that the supplier does not already exist in the system (how to do this can be found in this guide).

If you are happy that this is a genuine new request, it is your responsibility to obtain all the required information from the supplier before starting the request. Before logging into the system, you must have a New Supplier Data Form (sometimes also referred to as a New Supplier Form) filled out by the supplier with their information.

The New Supplier Data Form holds the information required to complete the set up. This form can be found on the University Finance webpage. Data from this form can be copied and pasted into ABW.

You will also need:

- The Anticipated Annual Spend
- If a self-employed supplier, a completed SES form. This form can be obtained from the HMRC website (Guidance: Check employment status for tax) and needs to be filled out by the person who is requesting the new supplier.

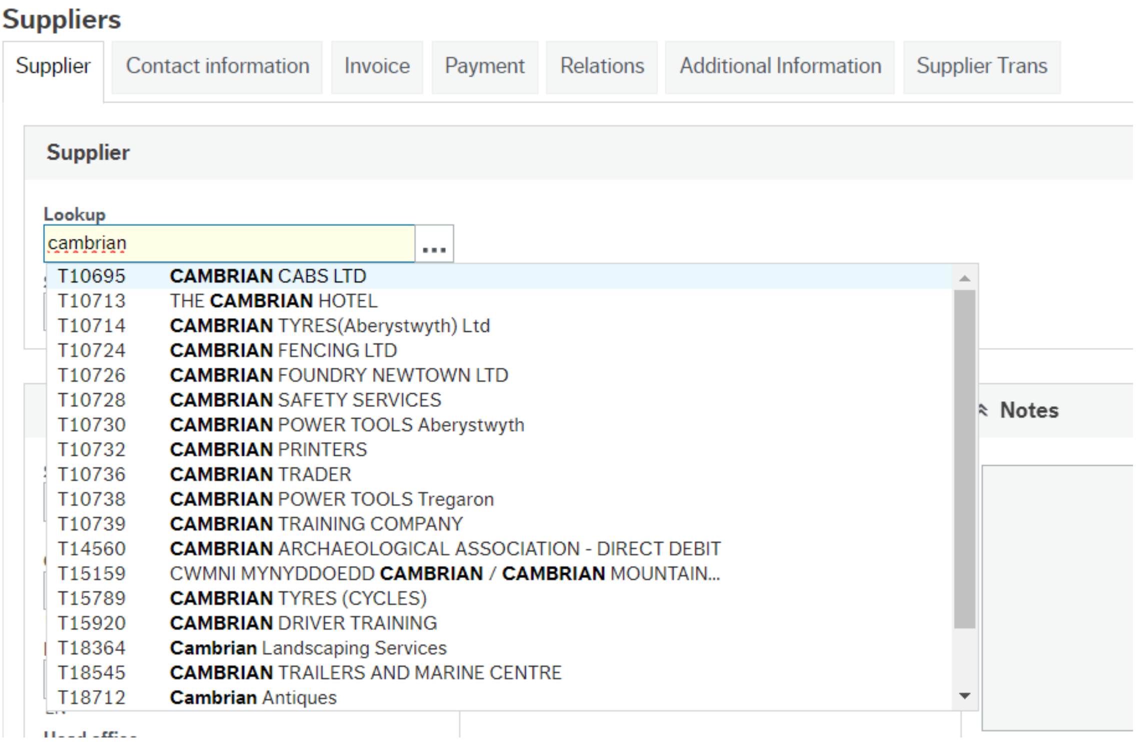
Please NOTE:

If you are looking to make a one-off spend that will not be repeated, you can use your University purchase card to do so. If you don't have a purchase card, please contact your Faculty Officer/Departmental Administrator as most departments have a departmental purchase card that could be used for some of these purchases. If in doubt, please contact the Procurement Office (bylstaff@aber.ac.uk) who can offer advice on this matter. If your department does not have a departmental purchase card, please contact the Procurement Office.

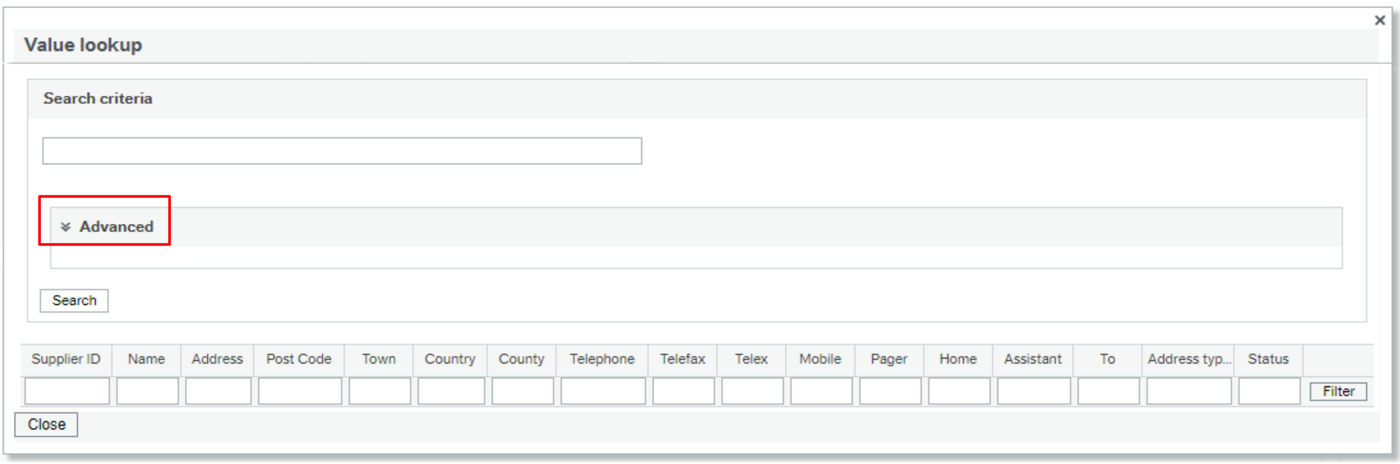
1 Checking if the supplier is in the database

Before trying to set up a new supplier, please make sure you check if the supplier is in the database (to search for the supplier please follow the initial steps from the 3 Creating a new supplier in ABW chapter to get to the 'Suppliers' interface).

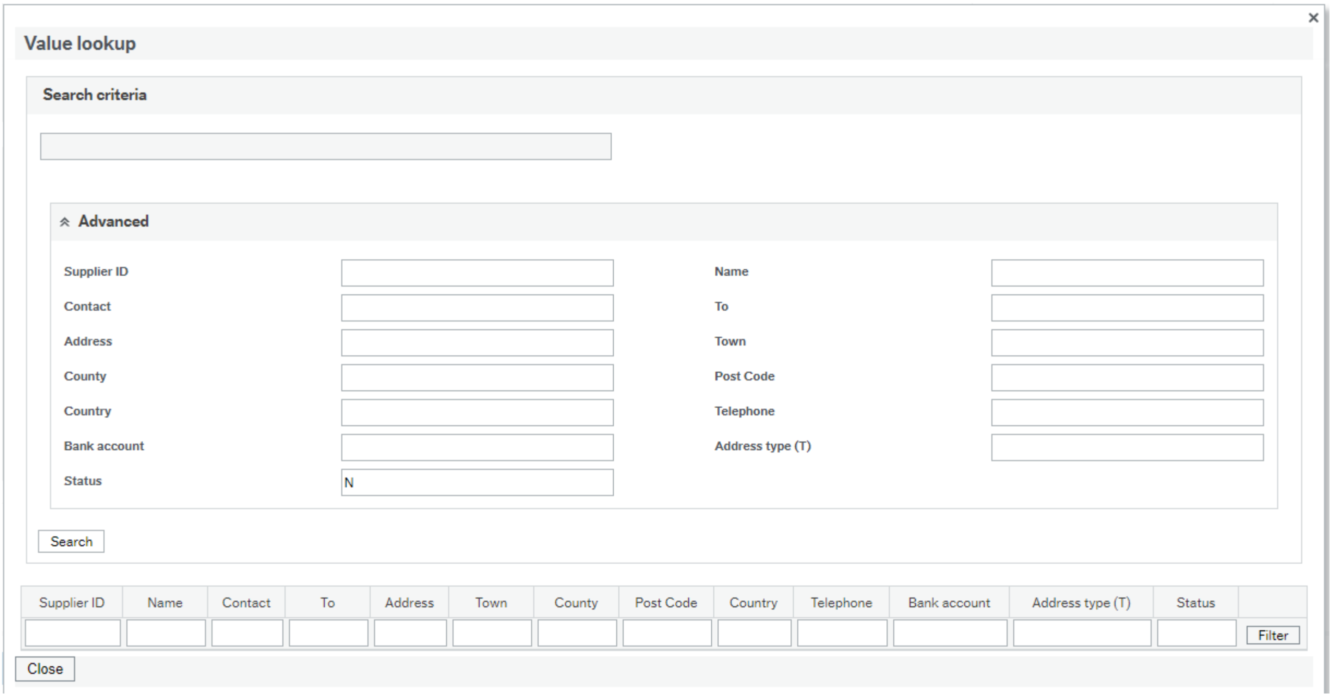
There are many suppliers currently setup on Business World, all have a supplier ID of "T" followed by 5 digits, e.g. T10714 is Cambrian Tyres. If you do not know the supplier ID, you can start typing into the field to bring through a list that contains that name (as shown in the picture).



Alternatively, you can click the icon with the 3 dots at the end of the field to display a value lookup window.



By using the Search Criteria field, you will be searching the entire supplier account for the detail you have entered, using the previous example of Cambrian this will search the supplier's name, address and any other field that contains the word Cambrian and display them all in the table. To be more accurate with your search you can press the 'Advanced' header to display a full list of fields you can search by:



Once you have entered your criteria into the fields click the 'Search' button to display the results in the table. Please be aware that if you were to enter just Cambrian into the 'Name' field this will only display suppliers with that exact name, in order to search for a supplier that has the name Cambrian in it, you must use the wildcard function i.e. *Cambrian*. To select the supplier that you require, you need to click once on the supplier from the table.

To search within all suppliers (Active, Closed or Parked suppliers) remove the 'N' from the 'Status' field.

Through the advance search you can also check the supplier through their bank account number. It is possible that a supplier is in the database using the same bank details, but having a different name because it was changed. To check this, please enter the bank account number in the field for 'Bank account' (and do not forget to remove the 'N' from the status).

If the supplier shows but with a status of 'C' (Closed), you will need to request to reopen the supplier.

2 Obtaining the 'New Supplier Data Form'

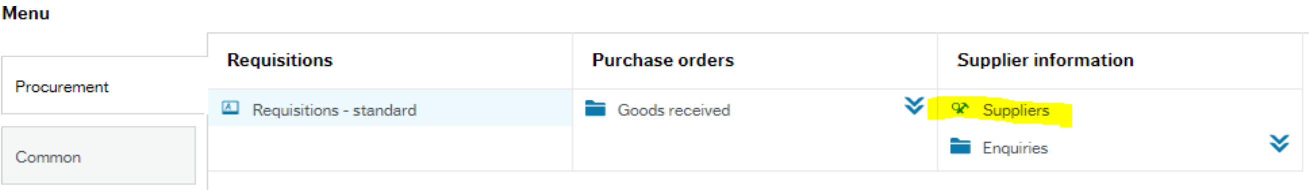
To set up a new supplier (or to re-activate a supplier), you will need to upload a 'New Supplier Data Form'[1] containing all the information about the supplier. This must be obtained before setting up a supplier and uploaded with the request. Supplier-Form.docx (live.com)

Please make sure you contact the supplier asking them to fill this form to make sure your request can be approved without delay. If there are any questions regarding this form, please contact the Procurement Office (bylstaff@aber.ac.uk).

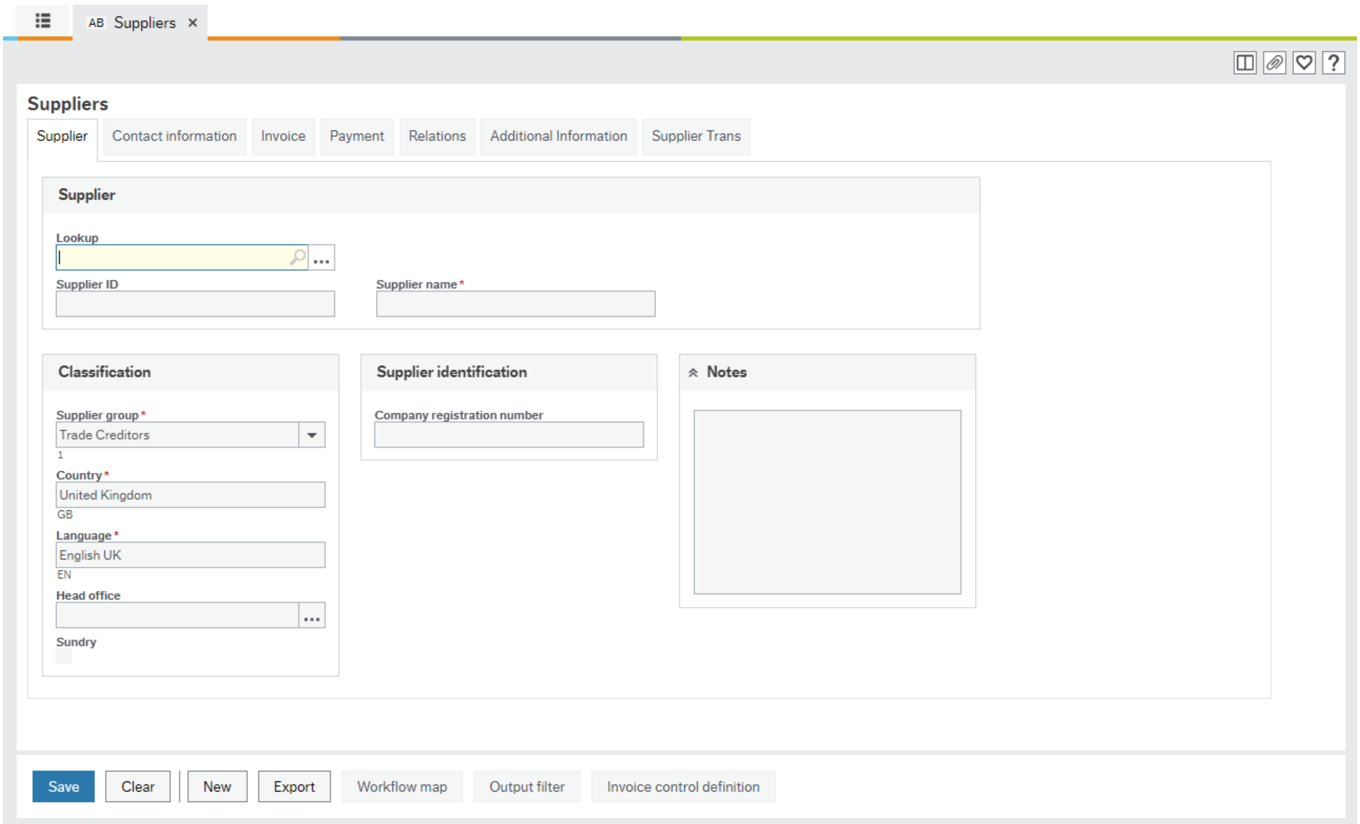
[1] Can be found on the Finance Department's website.

3 Creating a new supplier in ABW

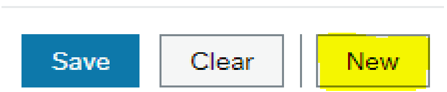
Once signed in you will need to go to the Procurement tab from the left-hand menu. Once selected you will see the following options:



To set up a new supplier you must select 'Suppliers' which will present you with the following screen:

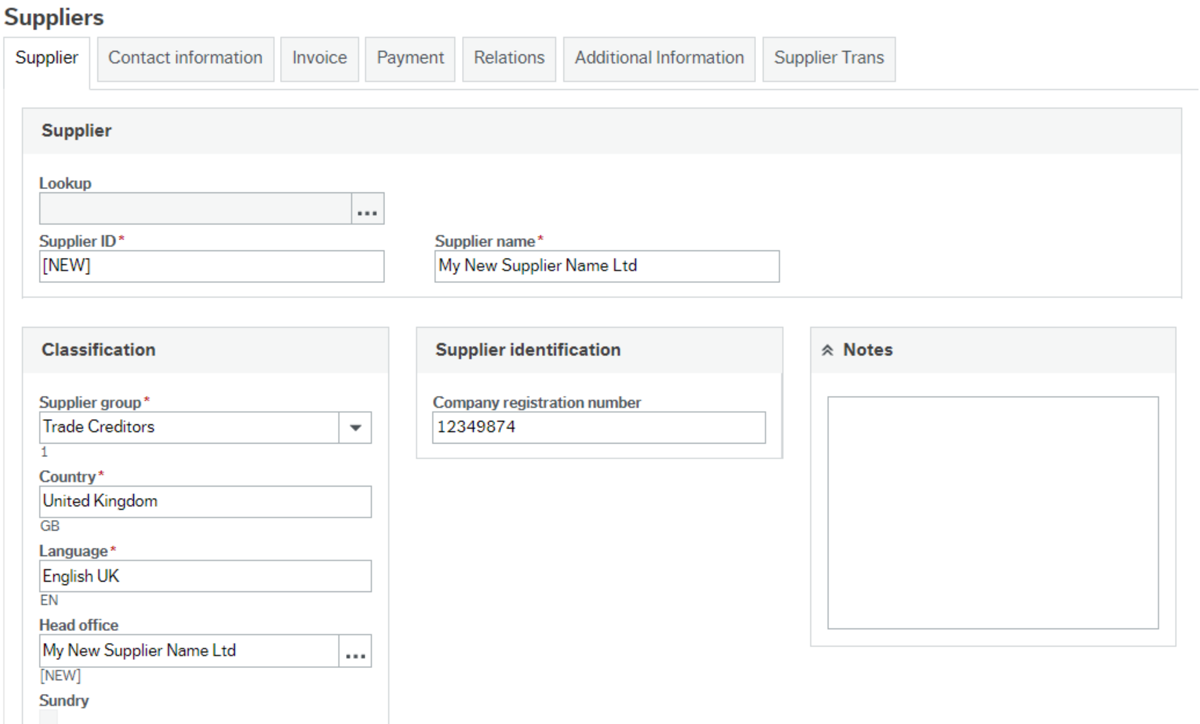


To create a new supplier, click on the NEW button on the bottom left of the screen.



There are 7 tabs, the first 6 (Supplier, Contact information, Invoice, Payment, Relations, and Additional information) need to be filled in, the final tab, Supplier Trans, is a link to transactions (invoices and payments) processed on existing supplier records and does not need to be completed.

Tab 1: Supplier



Supplier ID

This field is generated automatically. Please do not put any data in as this would mean the system will not generate a supplier ID.

Supplier name

Enter the name – see important notes on formatting names below:

- Use Title Case
- Do not add full stops or hyphens in supplier names.
- If the supplier is an individual, you must set it up in the format of full first name and surname, do not use initials, or titles (Mr/Mrs, Dr etc).

Supplier group

This defaults as Trade Creditors. If the supplier is from overseas, select from the following:

Supplier Group	Description
7	EU Suppliers
8	International Suppliers (Non-EU)

Country

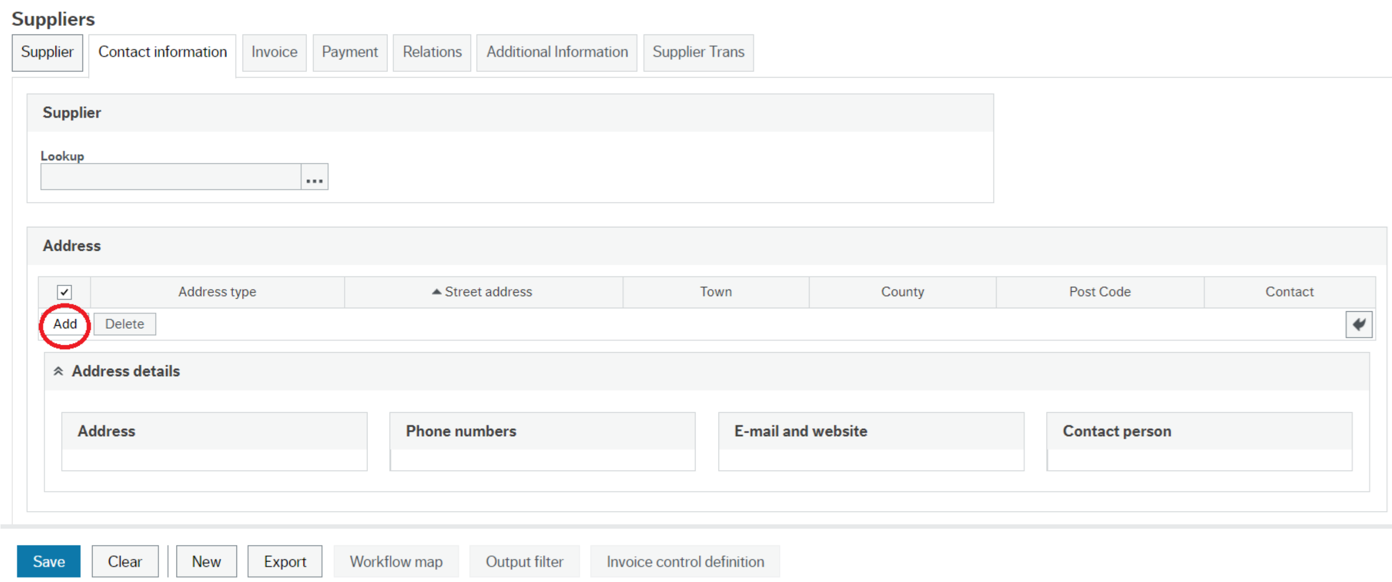
Update if required.

Company registration number

Enter for Limited Companies, if not a limited company leave blank.

Tab 2: Contact information

To add contact details, click on the Add button under the ‘Address’ headline (highlighted in yellow circle).



Once you click on the button, the address details will open, and you will be able to fill in the details.

Address type

The first address has an address type of ‘General’, which is the default. For small suppliers who only have a single set of contact details this is all that is required.

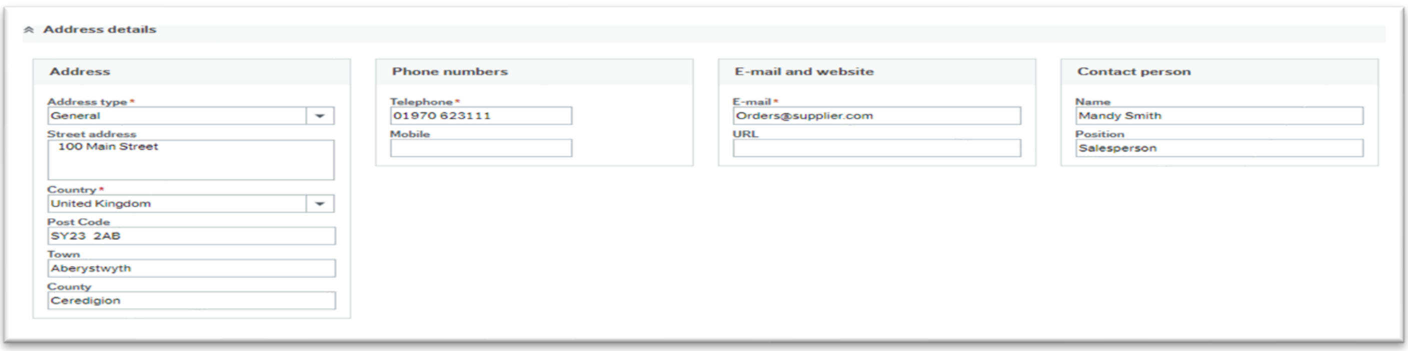
For larger suppliers, where for example purchase orders need to go to a different address from Remittances (the advice that tells the supplier when they have been paid and what for), you will need to enter more than one address. For Remittance address’s you should use the ‘Payment’ address option.

Telephone number and *E-mail and website*

The telephone number (not mobile) and email address are mandatory fields. You must enter this information before you can proceed. Where possible, email addresses entered should be generic and not those of individuals within a company or organisation. Do not try and enter two email addresses on the same address line.

Contact person

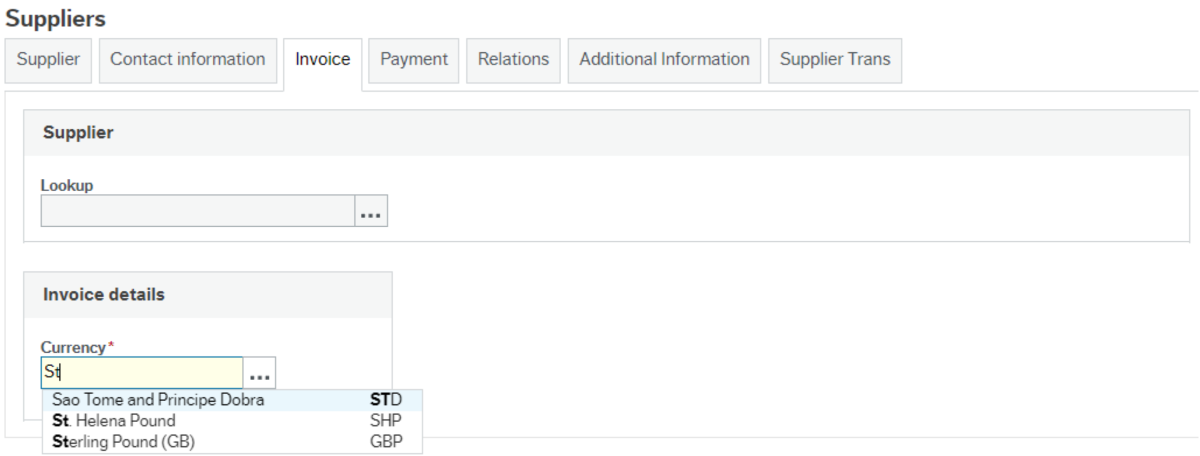
This field is optional. If there is a contact person specified by the supplier, please add their details to the fields.



Tab 3: Invoice

If the supplier, you are trying to add to the system, is based in the UK or accepts payments in Pound Sterling (GBP), you don't need to change anything here.

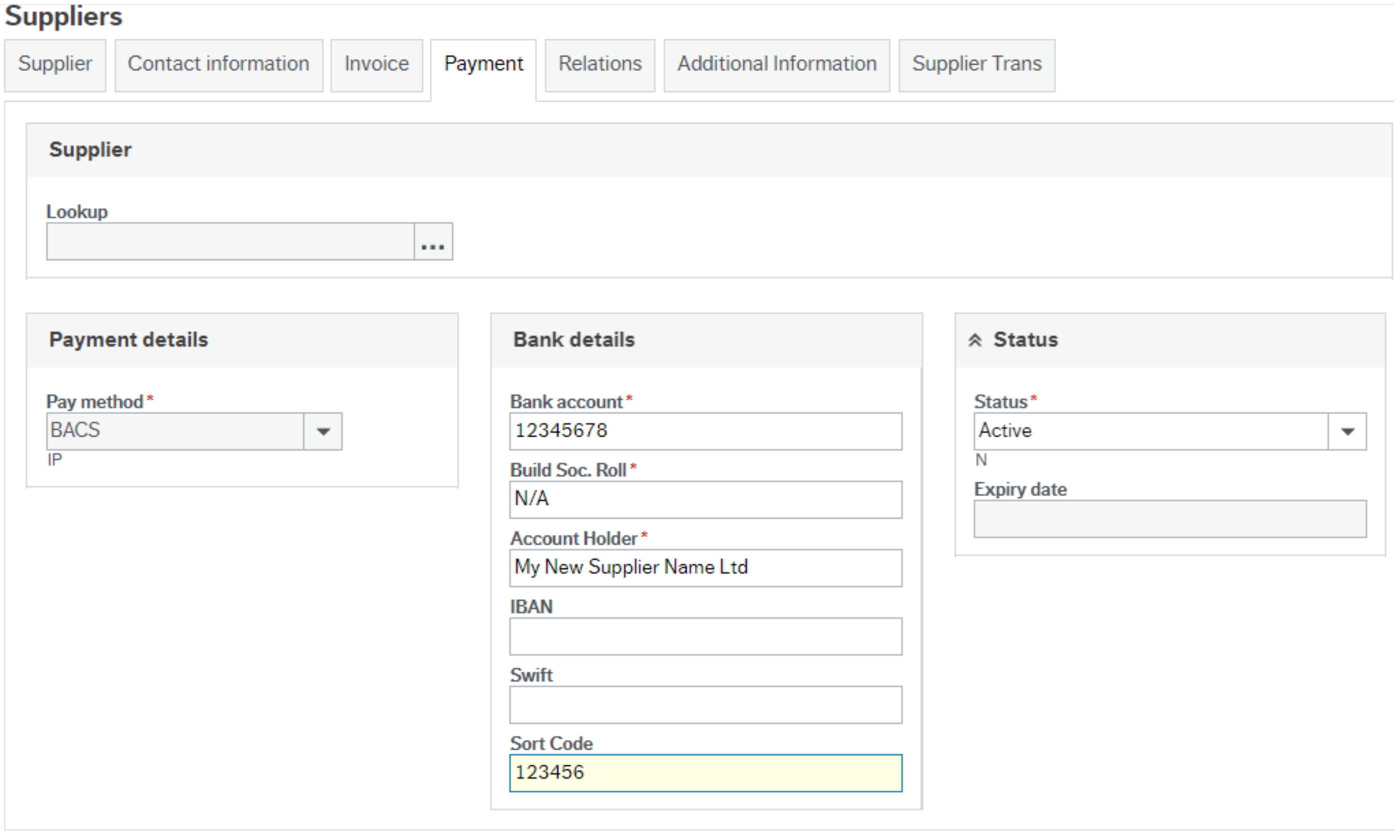
If the supplier wishes to be paid in different currency, please find the currency in the field and change it. You can write the name of the desired currency in the field shown in picture and the system should be able to give you options matching the search.



If you are not sure about the currency yet, you can leave the field as it is, and this can be changed later if needed.

Tab 4: Payment

The information in this tab is used for making a payment to the supplier. Please fill in the details correctly following the guide and double check if they are correct. If the supplier is using a foreign bank account, please make sure you fill in all information needed for the payment (IBAN, Swift etc).



Pay method

This field defaults to BACS and does not need changing.

Bank account

Enter the bank account number. Please make sure it is a valid UK number with 8 digits (with no additional zeros in front).

If the supplier has a foreign bank account, please put in the bank account number in the format you have been given by the supplier, please remove any spaces and hyphens. Please do **NOT** put the IBAN in the field for Bank account number.

In rare cases you might not be able to fill this in with foreign suppliers, please contact the Procurement Office (bylstaff@aber.ac.uk) for advice.

Build Soc. Roll

If the account is an old-style building society account, enter it here.

Account Holder

Please fill in the name the bank account is held in – usually this is the same as the supplier's name and it is common to match. Make sure it is **NOT the name of the bank**.

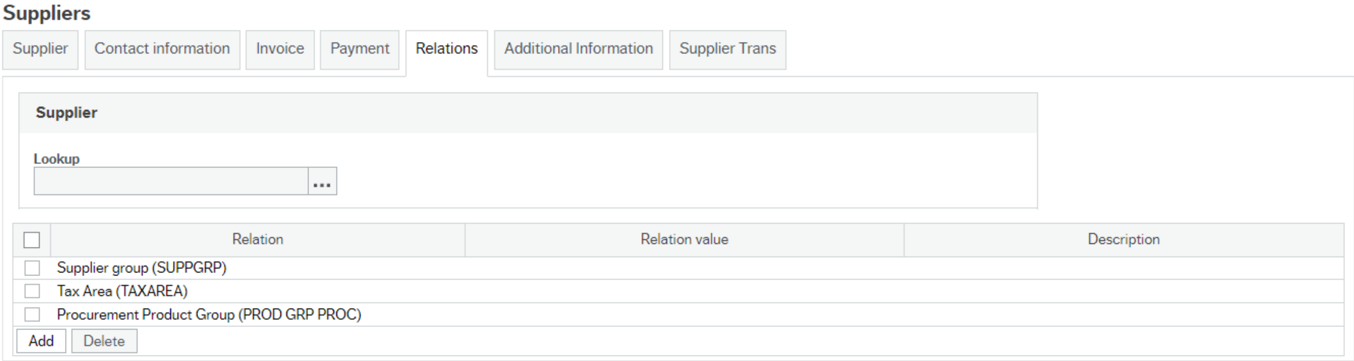
In some cases, this might be different from the supplier's name, as long as this is the information provided by the supplier, you can use it.

IBAN
For suppliers from overseas, enter the IBAN code (Country code followed by varying number of numerical characters) without spaces.

SWIFT
For suppliers from overseas, enter the SWIFT/BIC code without spaces.

Sort Code
Enter the 6-digit sort code without hyphens or spaces for UK bank accounts, or the routing code for US Bank Accounts.

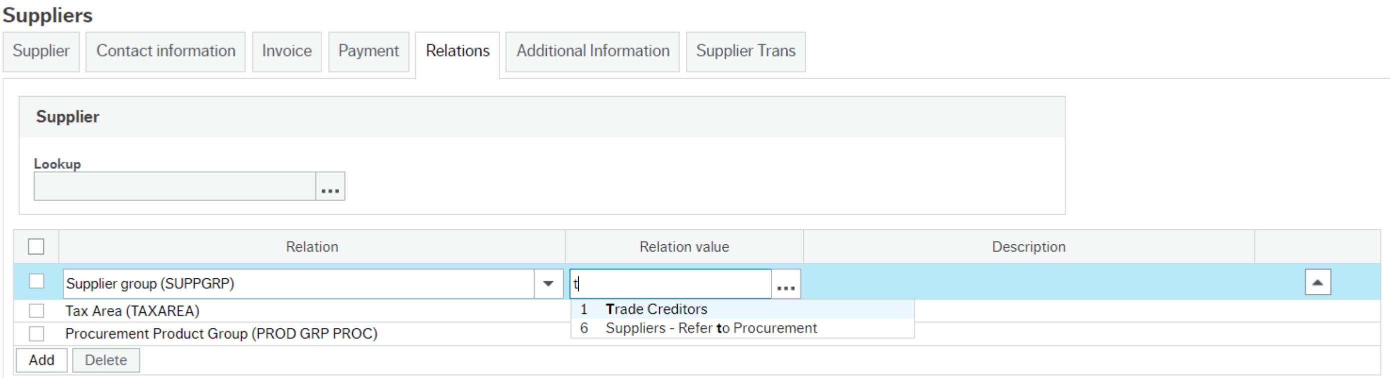
Tab 5: Relations



Supplier group

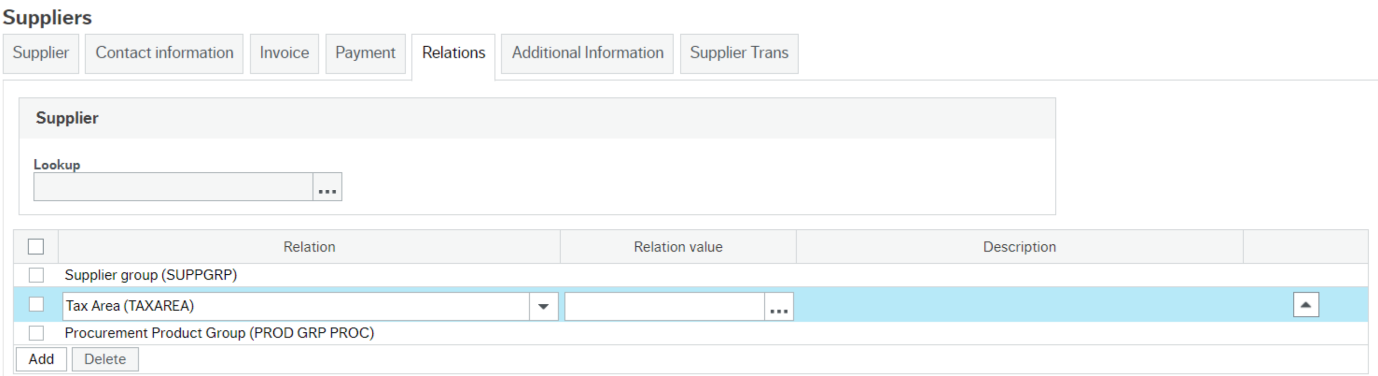
This field should populate automatically when you save your supplier after putting all the information in.

You might come across an error message asking you to enter the value. To enter the value, click on the row of 'Supplier group' and then enter the name of the supplier group (this is the same as in the [Tab 1: Supplier – Supplier group](#)). You can enter text directly to the field in the column 'Relation value'.

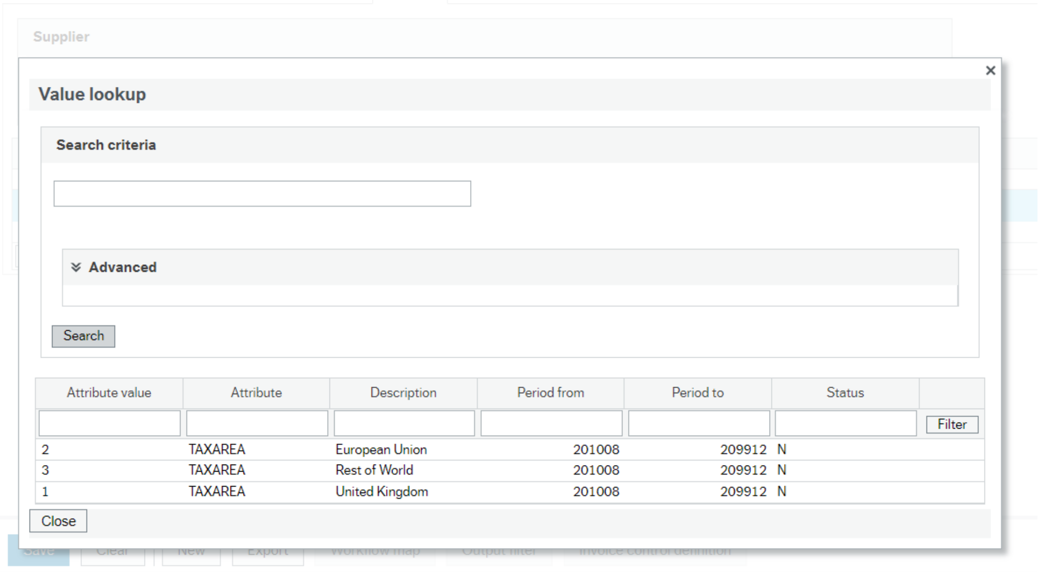


Tax Area

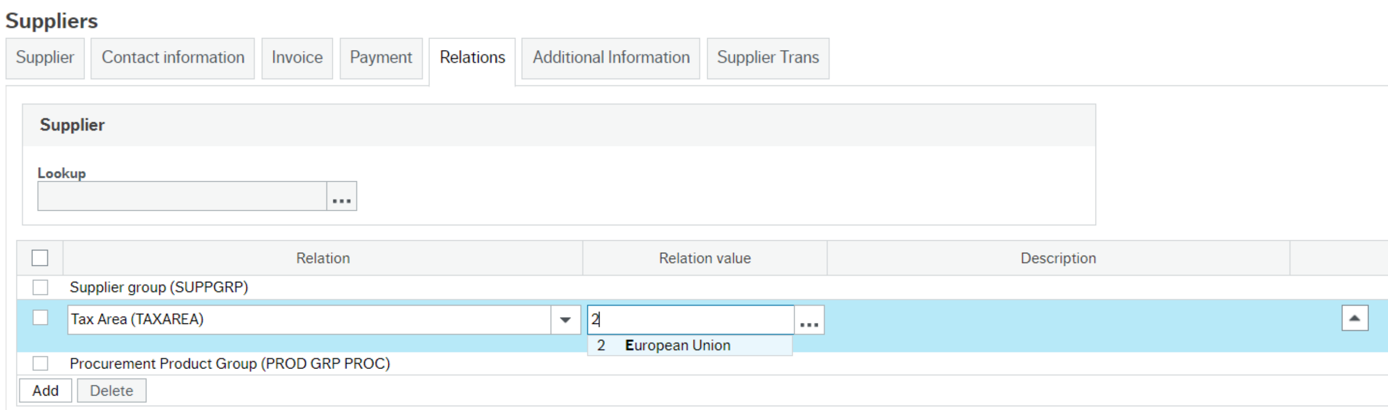
This is a mandatory field and is used for VAT reporting. To enter information to this row, click on the row and then click on the three dots in the field in the 'Relations value' column.



When you do so, a value look up window will open for you to search a value. Click on search (you don't have to fill anything in the field of search criteria) to show the values you can choose from.



Choose the correct value for your supplier by clicking on the value. You can also search for the value directly by searching in the field in the 'Relation value' column.

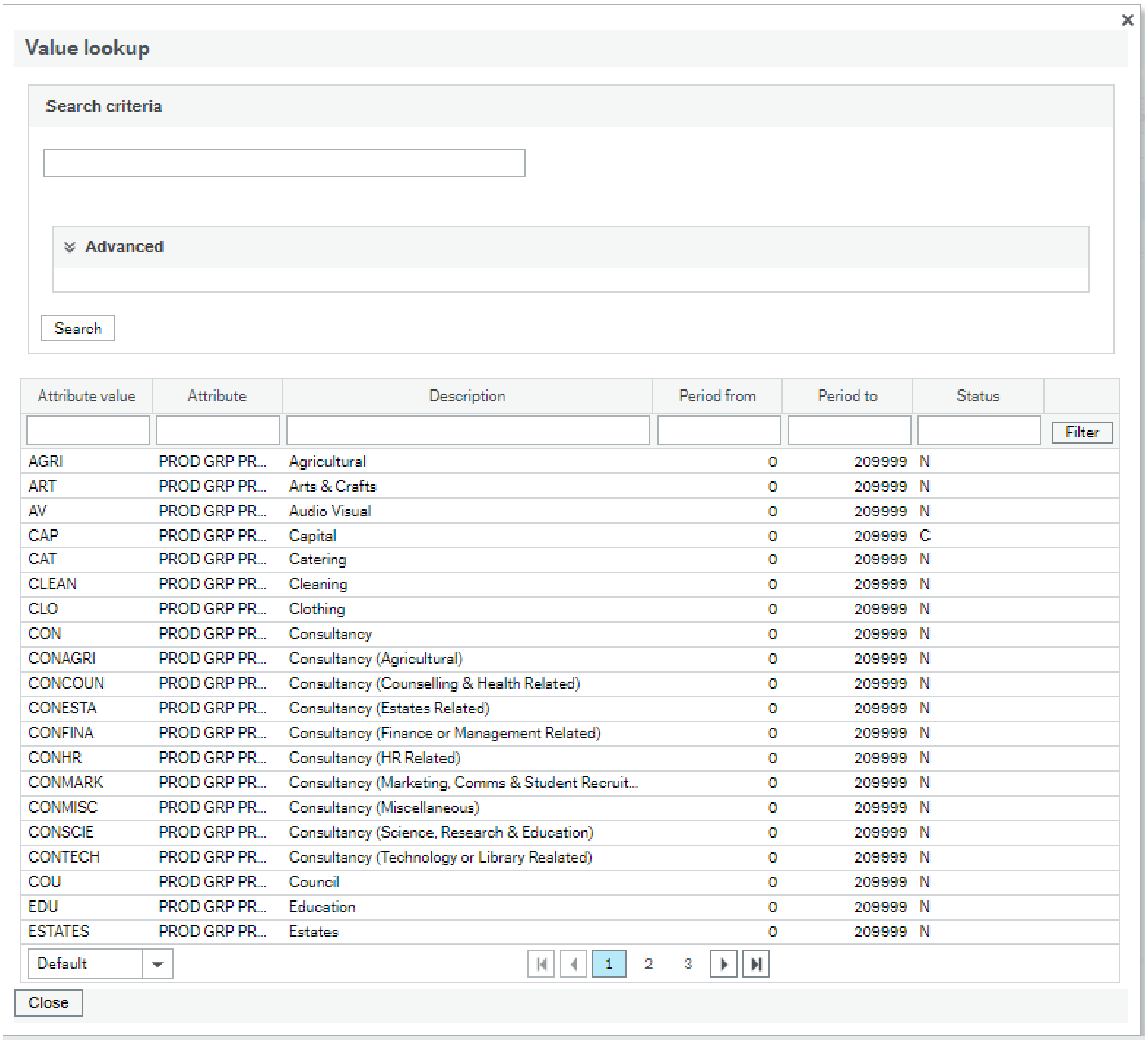


Procurement Product Group

This field is telling us what group/type of items will be purchased from the supplier. This is a mandatory field as it is needed for audit purposes.

Please note that if you choose 'Non-specified' or 'Other' your request might get rejected. We do encourage you to match the group to product that is being purchased.

To see the product groups that you can use, open the value look up window by clicking the three dots in the Procurement Product Group row. By clicking on search reveal the value options for this field (the steps are the same as in the Tax Area field).



Value lookup

Search criteria

Advanced

Search

Attribute value	Attribute	Description	Period from	Period to	Status
AGRI	PROD GRP PR...	Agricultural	0	209999	N
ART	PROD GRP PR...	Arts & Crafts	0	209999	N
AV	PROD GRP PR...	Audio Visual	0	209999	N
CAP	PROD GRP PR...	Capital	0	209999	C
CAT	PROD GRP PR...	Catering	0	209999	N
CLEAN	PROD GRP PR...	Cleaning	0	209999	N
CLO	PROD GRP PR...	Clothing	0	209999	N
CON	PROD GRP PR...	Consultancy	0	209999	N
CONAGRI	PROD GRP PR...	Consultancy (Agricultural)	0	209999	N
CONCOUN	PROD GRP PR...	Consultancy (Counselling & Health Related)	0	209999	N
CONESTA	PROD GRP PR...	Consultancy (Estates Related)	0	209999	N
CONFINA	PROD GRP PR...	Consultancy (Finance or Management Related)	0	209999	N
CONHR	PROD GRP PR...	Consultancy (HR Related)	0	209999	N
CONMARK	PROD GRP PR...	Consultancy (Marketing, Comms & Student Recruit...	0	209999	N
CONMISC	PROD GRP PR...	Consultancy (Miscellaneous)	0	209999	N
CONSCIE	PROD GRP PR...	Consultancy (Science, Research & Education)	0	209999	N
CONTECH	PROD GRP PR...	Consultancy (Technology or Library Realated)	0	209999	N
COU	PROD GRP PR...	Council	0	209999	N
EDU	PROD GRP PR...	Education	0	209999	N
ESTATES	PROD GRP PR...	Estates	0	209999	N

Filter

Default   1 2 3

Close

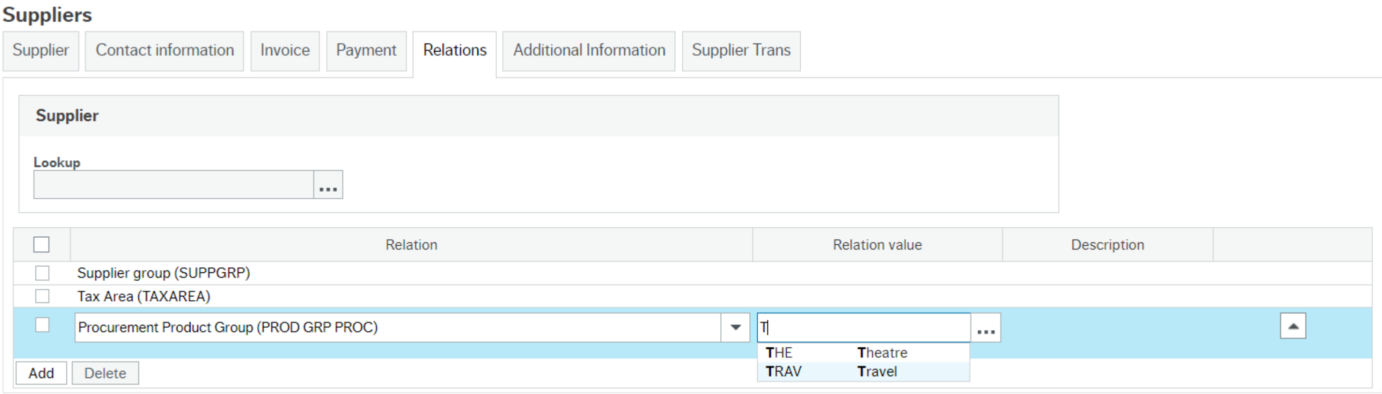
The possible values are shown on three pages which you can navigate through the arrow buttons. Some of the values may have a status of 'C' (closed), these values are not in use and trying to use them will give you an error message. You can filter these values out of the list if you enter 'N' in the 'Status' field and click on 'Filter'.

Please select the correct field for your supplier. If you are not sure what product group will your supplier fit in, please email the procurement office (bylstaff@aber.ac.uk) who can advise you on this matter.

Examples of product group allocation:

- Supplier providing accommodation for students or staff would come under the 'Travel' group. This also applies to hotel stays for visiting students/lecturers who are staying in Aberystwyth. Any coaches or taxis would also fit in the same group.
- Supplier who is providing support and consultancy in a research project would come under 'Consultancy (Science, Research & Education).
- Supplier of food for the hospitality services would be 'Catering'.

You can also look up the groups by searching in the field under the column ‘Relation value’ directly.



Tab 6: Additional information

This information is used by Procurement to determine whether to approve the new supplier request.

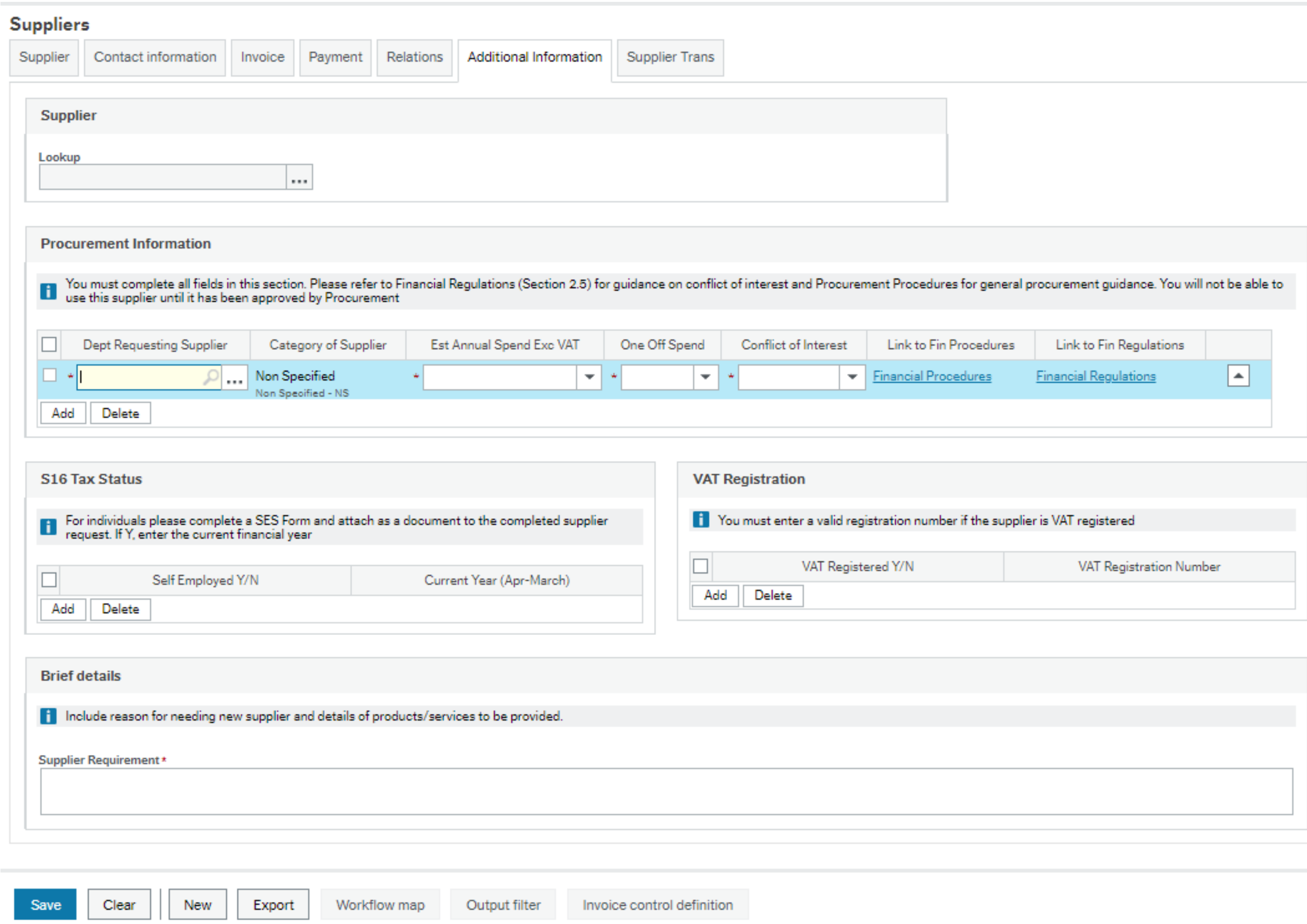
This tab is split into sections, click on the “Add” button in each section to add the rows, where you will fill in the information.

Procurement information

Start typing your department into the first field in the column ‘Dept Requesting Supplier’. You can also click on the three dots and find the available options clicking on ‘Search’ button in the window that appears after clicking on the three dots.

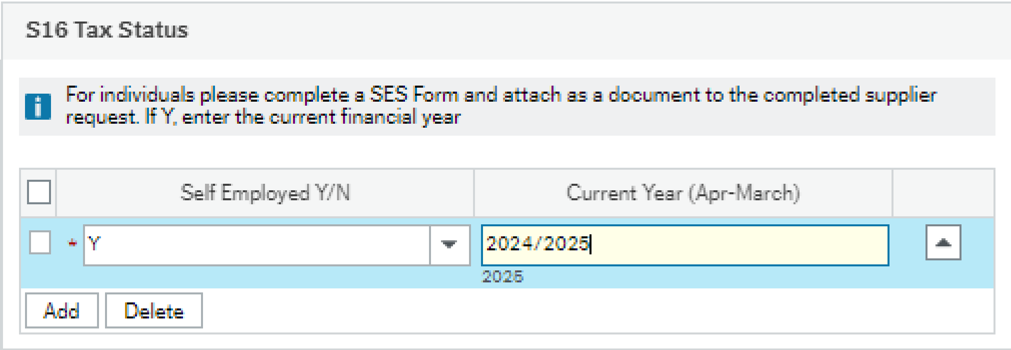
Please choose estimated annual spend value from the dropdown. Use dropdowns in following fields to indicate if his will be a one off spend and if there is any conflict of interest.

For guidance regarding the financial procedures and regulations, that might be helpful in filling out these fields, click on the links at the end of the row.



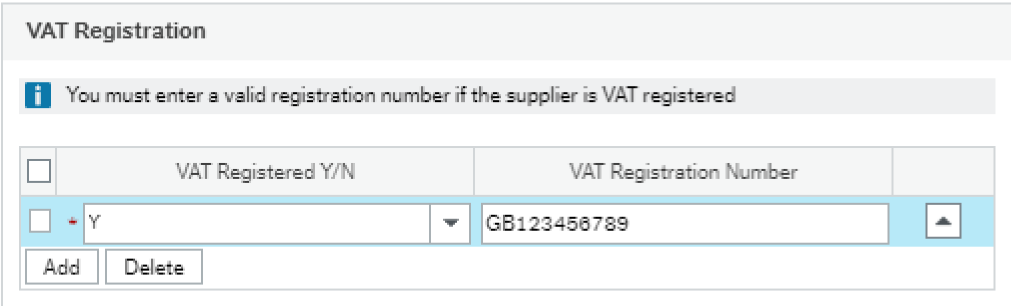
S16 Tax Status

In this field, please indicate if the supplier is self-employed or not. Add current tax year period (this is from April to March, so at the time of writing this guide (April 2024) it would be April 2024 to March 2025). This field needs to be filled in even if the supplier is not self-employed (is a limited company etc), in such cases please choose ‘N’.



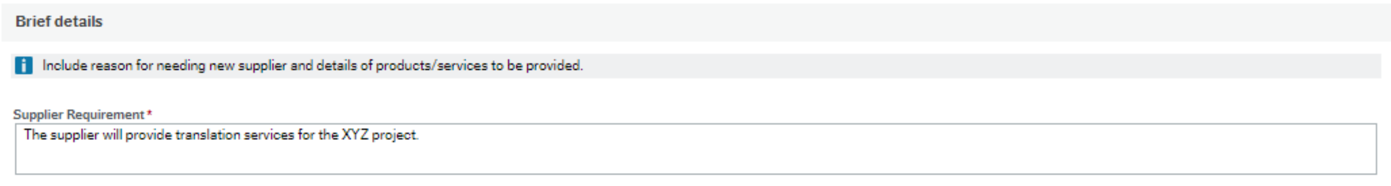
VAT Registration

Please indicate if the supplier is VAT registered and if yes, add the VAT registration number. This Number consists of country code (for UK it is GB) and nine digits.



Brief details

Please write the reason for needing new supplier and details of products/services to be provided. Try to explain this in a short sentence but providing enough information to support your request.



Please make sure you do include both the reason and the details about what the supplier is doing for the university as lack of information will cause rejection of the task and you will have to supply these details when re-submitting.

<u>Examples of **INCORRECT** brief details:</u>

- **XYZ is the only company that has hardware, software, patents, and options suitable for our research.**
  - doesn't include enough information about products/services to be provided, it only includes the reason but what exactly is university looking to purchase?
  - The explanation only says what do they offer, but is university buying all these items or are you using the supplier for only specific items?
- **Contractor/partner for a project XYZ.**
  - The approving person doesn't usually have information about all projects at the university and what is needed for them. This needs to be more specific, it technically only answers the question why the supplier is needed on ABW but not what they do for the university. Is it consultancy? Translation services? Catering?

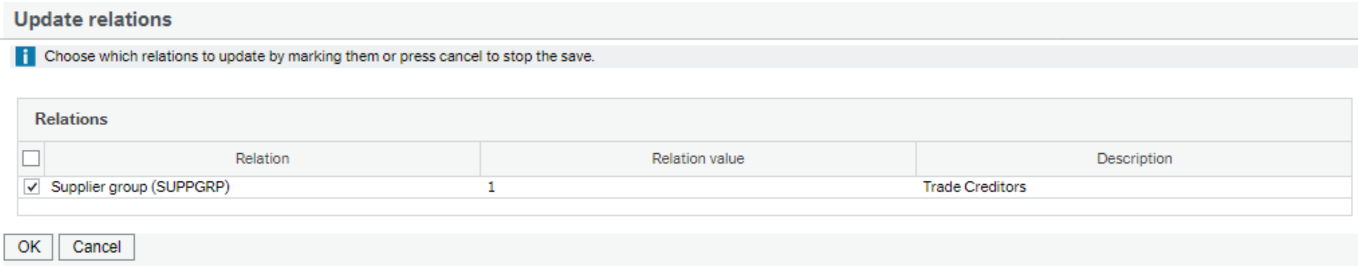
- It is good to mention what project is the supplier used for reference, but what is the supplier providing?

- Any one-/two-word description – e.g.: **agency, garage, hotel, consulting company** etc.
    - this is not an explanation as per the instructions. There is not a reason why do we need them and what will they provide.
    - Yes, it might seem obvious that hotel will provide accommodation, but we need more information regarding the purchase.
        - For example: who is this for? Is it repeated use? Why can't this be booked/purchased through the University's Travel Management Company?
        - Similarly with the other examples – what will garage provide for the university? What type of consulting does the company do? Etc.

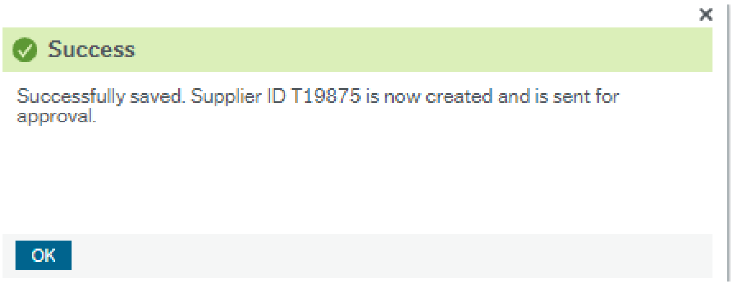
Saving the supplier and sending for approval

When you finish with the data input and check that all the information is correct, click save to save the information and send it to procurement for approval.

When you click save, the following pop-up message will appear (this shall appear even if you add the group manually):

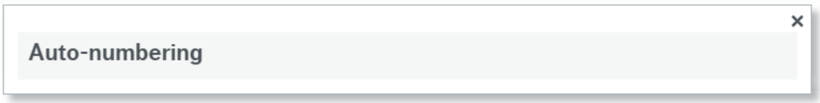


Click on OK. There are two possible messages that can appear on your screen. If following message shows, the supplier is saved.



Make sure you see this message; the request will not be saved unless you see this. When you receive this message, you can add the documents.

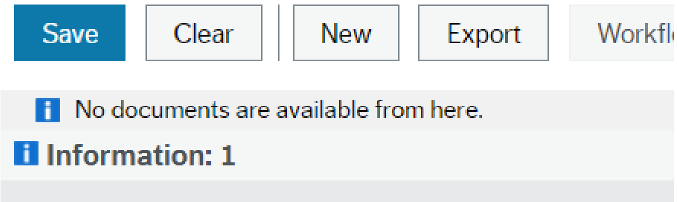
Occasionally you may get a pop-up message titled 'Auto-Numbering', should you receive this message, please close the box and re-save.



If when you try and save the supplier record you have missed any mandatory fields, these will be highlighted in red and often listed at the bottom of the screen. Go back and complete these fields and click on save again.

Adding documents

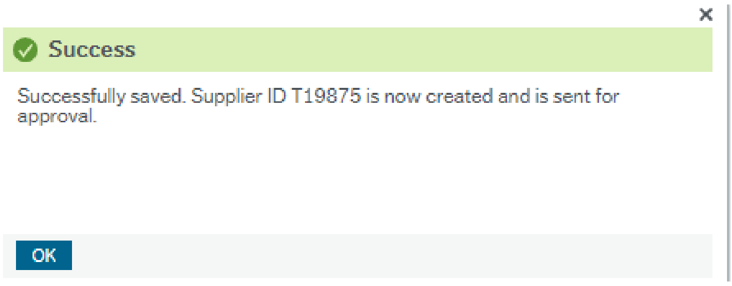
Adding the documents to your newly created supplier must be done after you click 'Save' (please see Saving the supplier and sending for approval). If you try to add any documents before saving, you'll receive following message at the bottom of the screen:



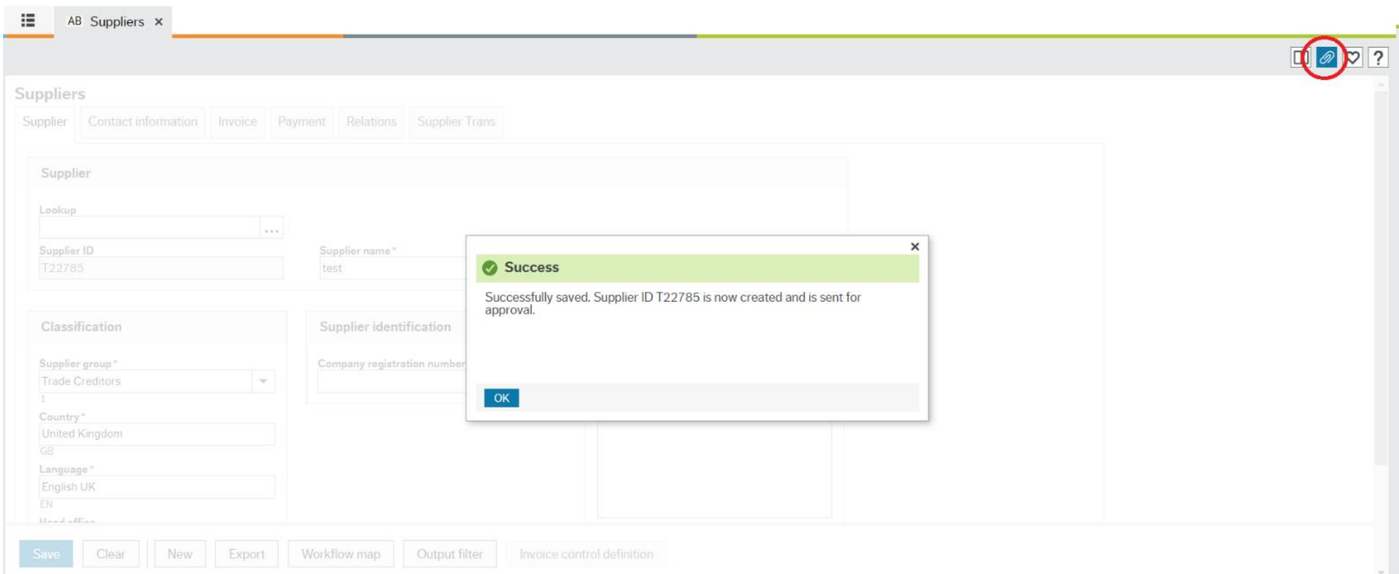
Documents that you can upload are the 'New Supplier Data Form' and if the supplier is self-employed, you will also need to include the SES form. There might be other documentation needed in specific cases (e.g. conflict of interest).

The documentation is not only used for the decisions regarding adding the supplier to the database, but they are stored for future reference and audit scrutiny.

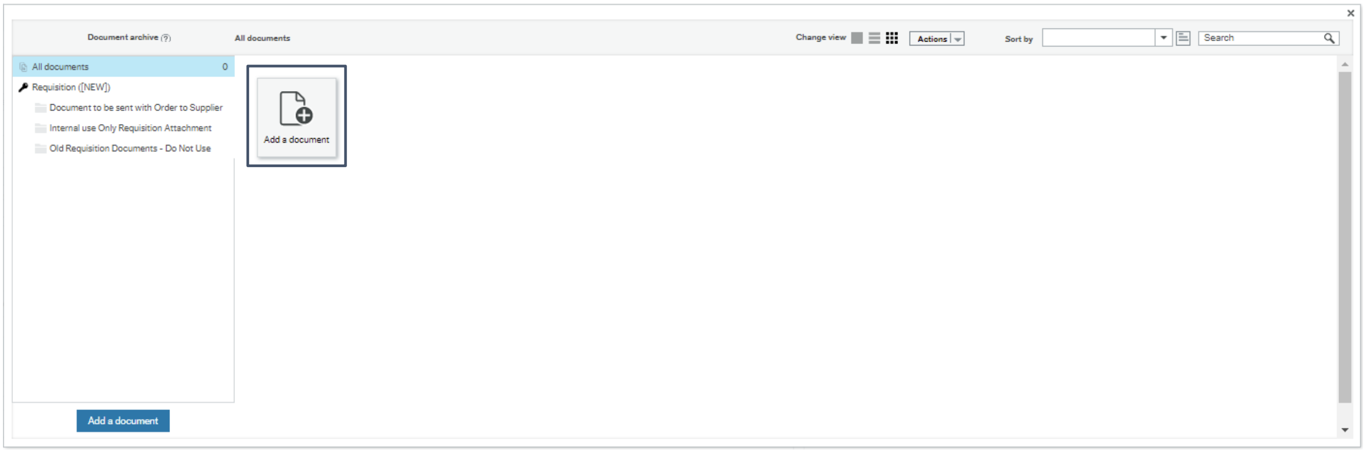
Adding the documentation can be done when you receive this message from the system:



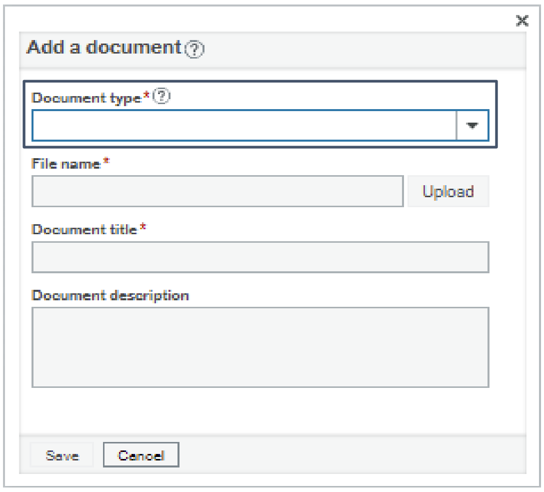
To add a document, click on the paperclip button in the top right corner of the screen (highlighted in red).



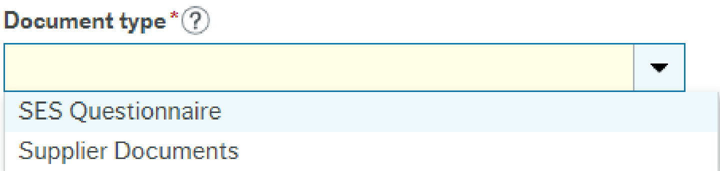
When you do that, a pop-up window will appear.



Click on the icon 'Add a document' which will display the following popup:



Document type
In the document type you can choose from two options – Supplier documents and SES questionnaire.



Please choose which document type you will upload.

File name
Please upload the file from your computer using the upload button.

Document title
Please name the document following this format: [Supplier's name] – [document name].

<u>Example of document title:</u>
My New Supplier Name Ltd – New Supplier Data Form

Once you are happy with the document, click save, and the document will upload to the ABW.

4 What happens next?

Once you have submitted your request for a new supplier, the request will appear in tasks of the Procurement Administrator within a few hours. The Procurement Administrator then reviews the request and will also check the accuracy of the information provided, and then contacts the supplier regarding confirmation of bank details.

The **bank detail confirmation** is crucial part of the approval process and cannot be skipped, thus it depends on the supplier being able to react to the email or phone call from procurement.

- The finance department's policy requires that the supplier is contacted with contact information found independently by the approver/administrator as an anti-fraud measure, thus it can happen that the supplier is contacted via different contact details than the ones mentioned in the request.

Due to the need of bank account confirmation, **approving of the supplier can take from few days to few weeks**, depending on the supplier and how fast they respond. This means that new supplier request should be made in advance, so that there are no delays in payments.

- To ensure that the request is processed quicker, you can inform the supplier that the procurement team will contact them regarding the bank detail confirmation and mention that the procurement team may contact them using different contact details (this is especially usual if there is a specific contact person, and their contact details cannot be found independently/on the internet).
- If for some reason you need the process to be quicker, please contact the Procurement Office (bylstaff@aber.ac.uk), who can inform you about what contact details were used and when, so that you can let the supplier know. Without detail confirmation from the supplier made by reply to the original email from procurement the request cannot be approved. Please try to **set the new supplier up in advance** to prevent delays in payments.

In cases where the contact details cannot be found independently (e.g. self-employed people who don't have their own website and cannot be found on the internet), procurement will ask the person, who requested adding the supplier, if they or their head of department will take responsibility for the correctness of the contact details. Without the person/department taking responsibility procurement will not be able to continue in the process of bank detail verification and the whole process will be delayed.

After the first approval, the requests also go through a second approval by senior procurement staff. Senior procurement staff will evaluate new supplier requests from a procurement compliance point of view as detailed in the University's Financial Procedures.

5 Handling rejected task

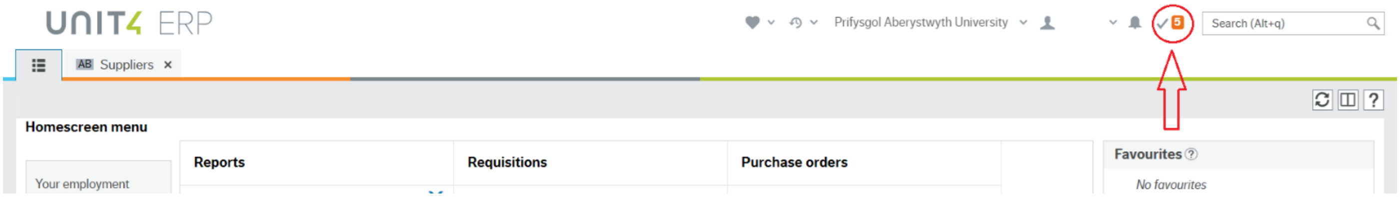
If there are any mistakes made in the data input, your task can get rejected. This usually does not mean that the supplier cannot be added to the database, but the mistakes must be corrected and then the task can be returned to procurement for the approval process to recommence.

As approvers, the procurement administrators cannot amend anything on the record due to the system preventing this to be possible as an antifraud measure. So even if there is a typo, the task will have to be rejected and returned to the person who is requesting to add the new supplier.

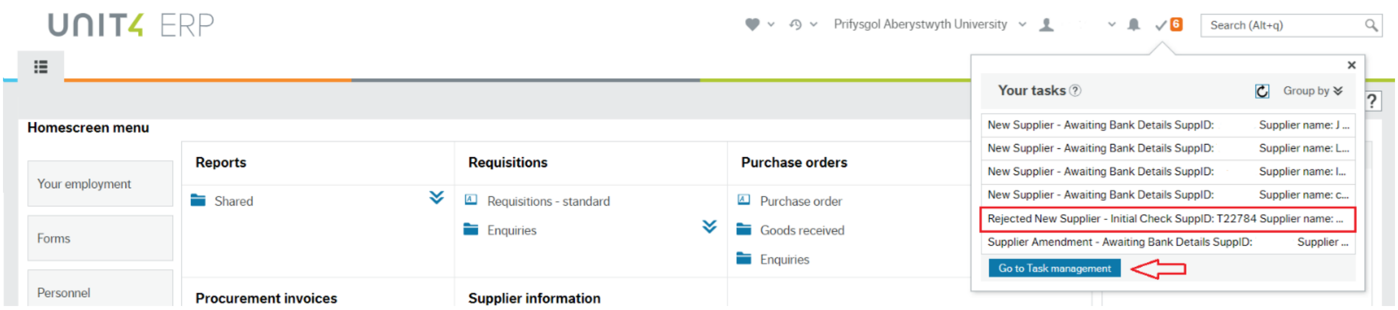
If the request has been rejected because information is missing eg an address type or missing Procurement information, you would need to **reject** the request to remove it from your tasks and start a new request as information can only be amended on rejected tasks.

When your request is rejected, it will come back to your ABW in form of a task, and it will look different from the form when you were setting the supplier up.

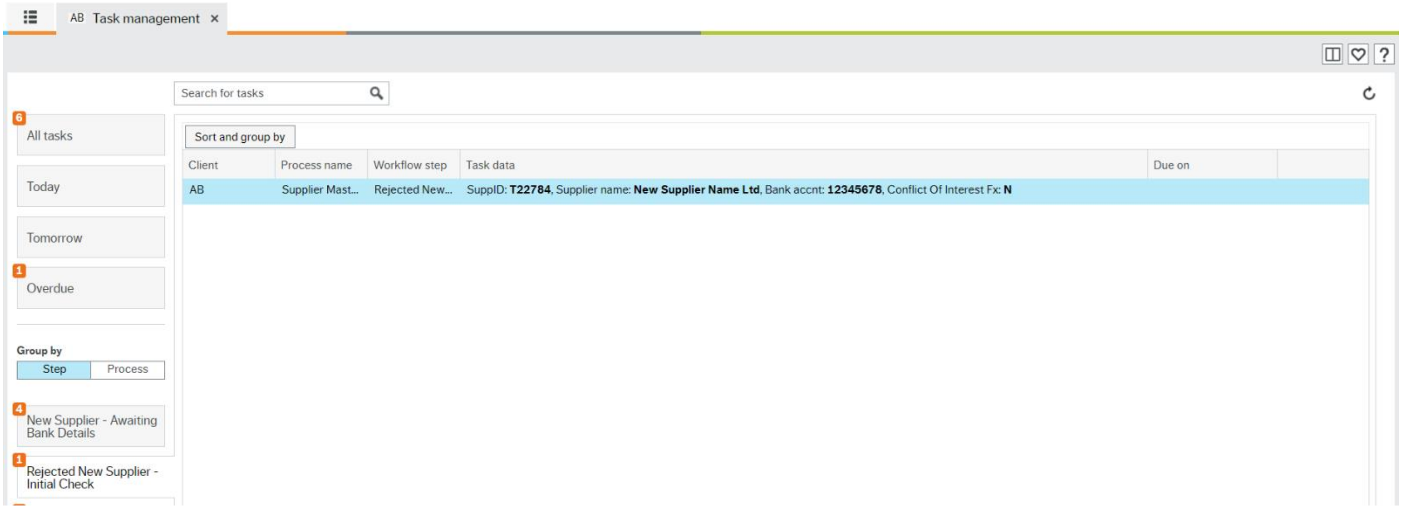
To open a task, you need to click on the checkmark in the top right corner of your screen.



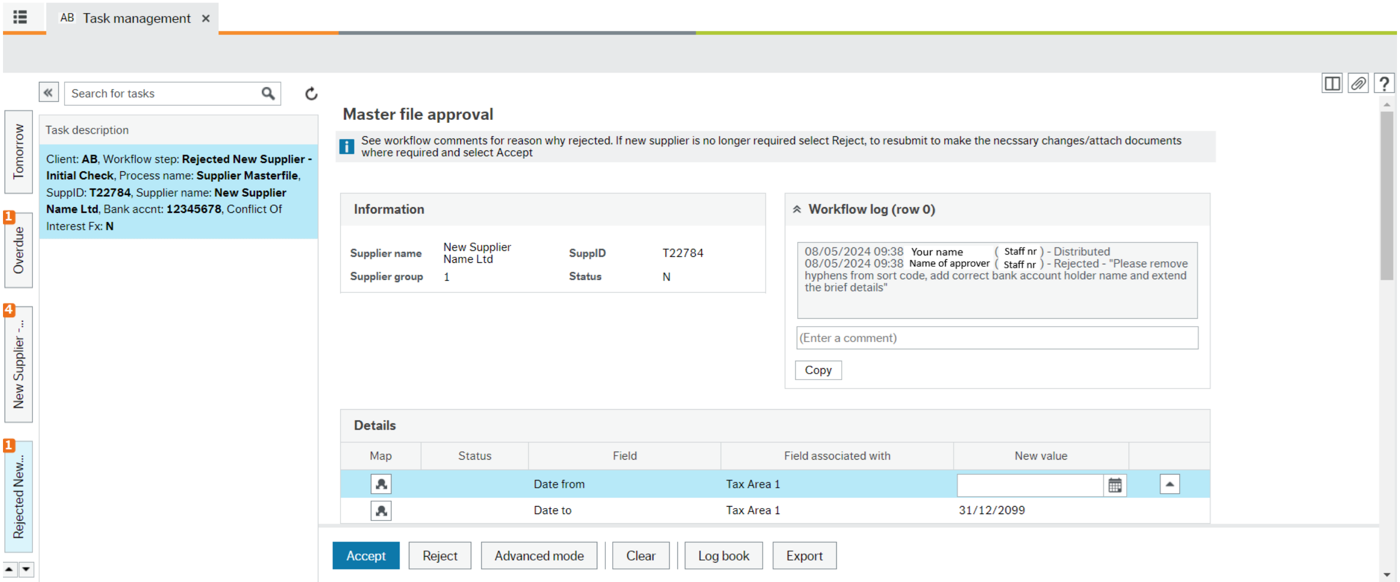
It will open a small window showing your tasks. You can either click on the task directly, or if you have more tasks and are not sure which one you want to edit, you can click on 'Go to Task management' to open a tab showing more information about your tasks.



When you click on task management and then on 'Rejected New Supplier – Initial check', you will see your rejected tasks.[2]

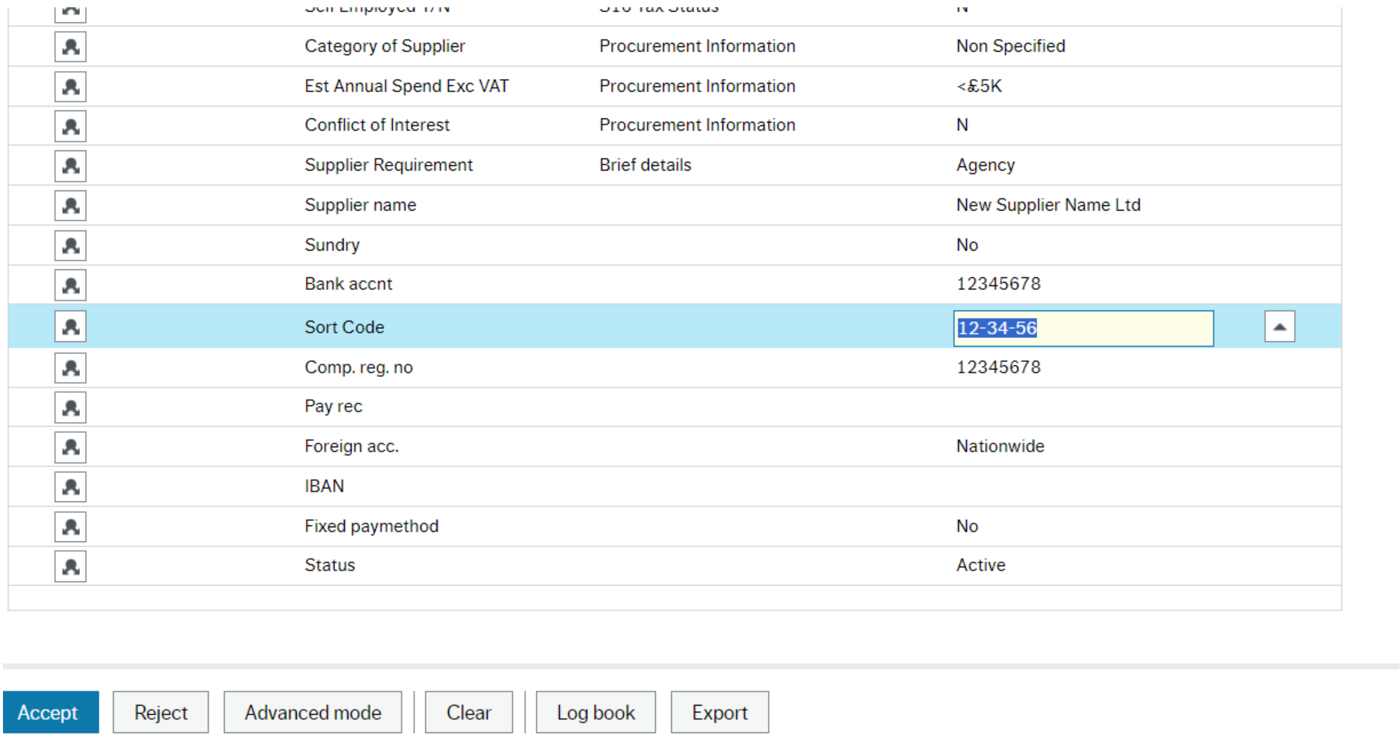


When you open the rejected task (by clicking on it), on the right side there is a table with a headline 'Workflow log' which contains comments made by the person who was approving your task.



Please follow the comments from the approver and change the data that is incorrect. To change the value, click on the row containing the value and it will show you a field that will allow you to amend it.

[2] Please mind that what you see on your screen might be slightly different from the screenshot as you might have different permissions in ABW.



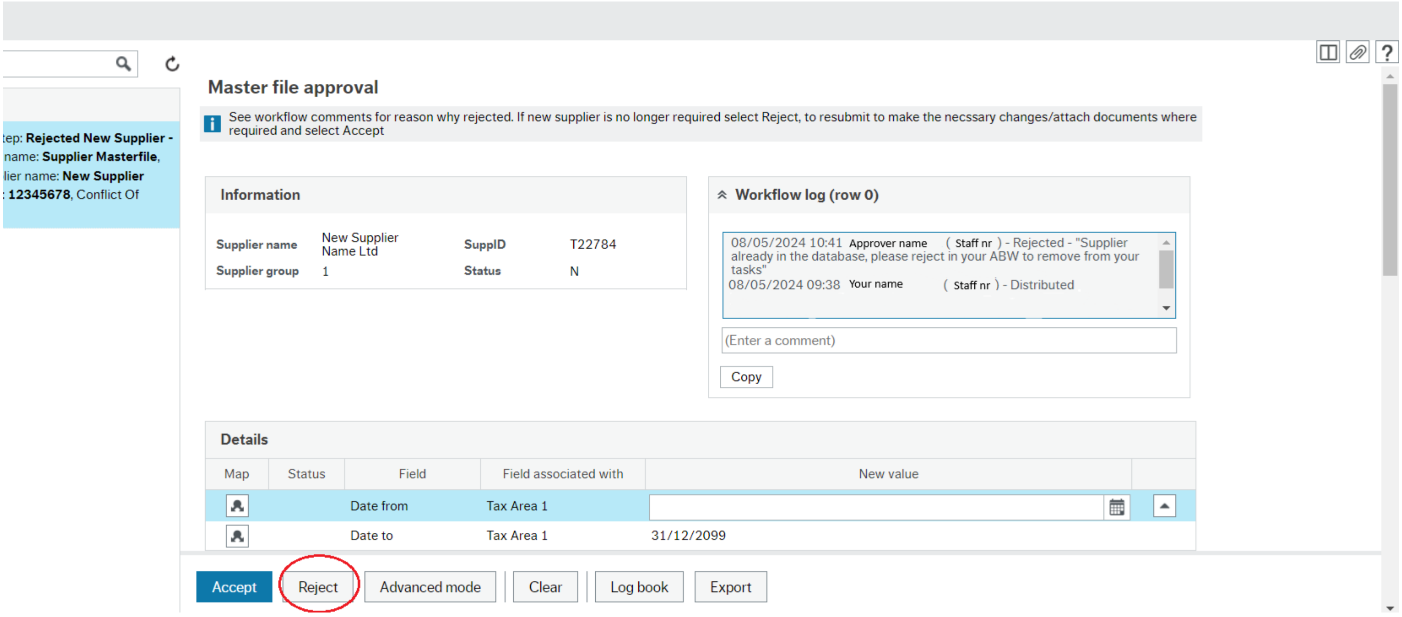
PLEASE NOTE: In the editing interface, the ABW system shows what was previously named as 'Account holder name' (when setting up the new supplier) as a field named 'Foreign acc.'. To change the bank account holder name, change the value in the field of 'Foreign acc.'.

When finished with all the changes, click on 'Accept' and the task will be sent back to procurement. Please make sure that before accepting you change everything that was mentioned in the workflow log.

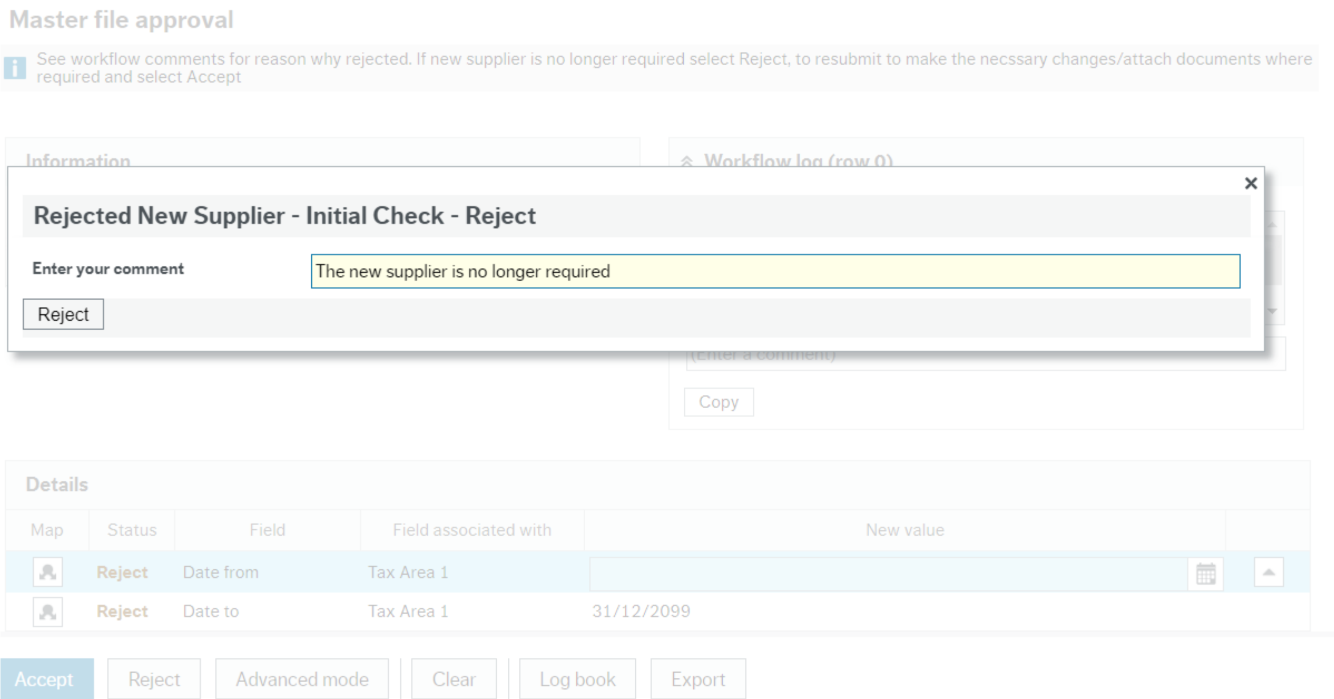
You might get a rejection that does not ask you to amend anything, but there is a comment saying this request will not be approved (e.g. supplier is already in database – if you forgot to check, or there have been some arrangements made and the request is no longer needed – there would be previous email conversation with you to confirm this).

This will return to you from procurement as a rejected task. To remove this task from your tasks, you need to **REJECT** the task.

- It can seem logical that if you click 'Accept' this would mean that you accept the rejection, but the way the system works, when you click 'Accept' you send the request through back to procurement as you are accepting it being correct and ready for approval, not the fact it was rejected.

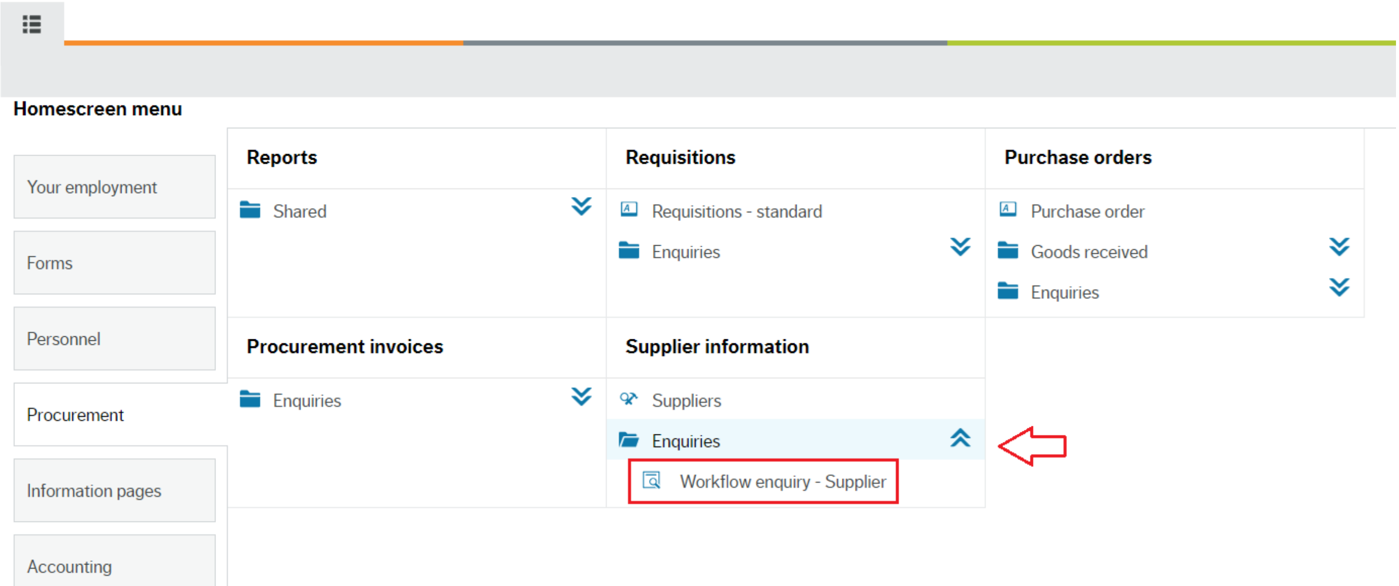


The system will ask you to put a comment when rejecting. Please fill in relevant information.



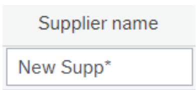
6 Checking the status of the request

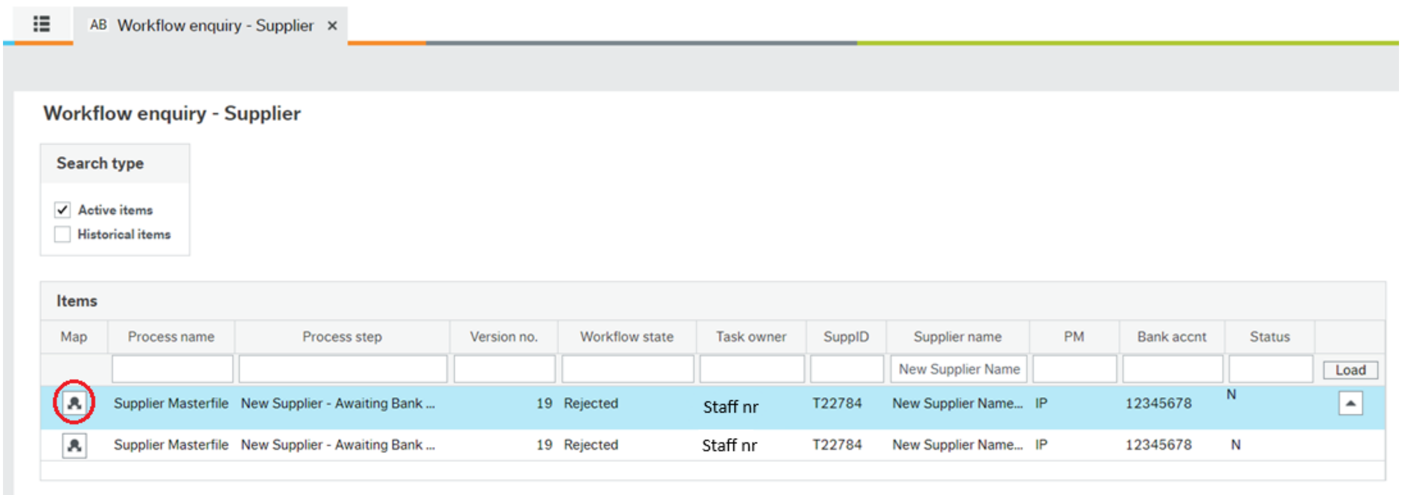
To check the status of your request, please go to the 'Procurement' tab in the Homescreen menu and click on the arrows under 'Supplier information'. It will open up a new menu and a link for 'Workflow enquiry – Supplier' will appear.



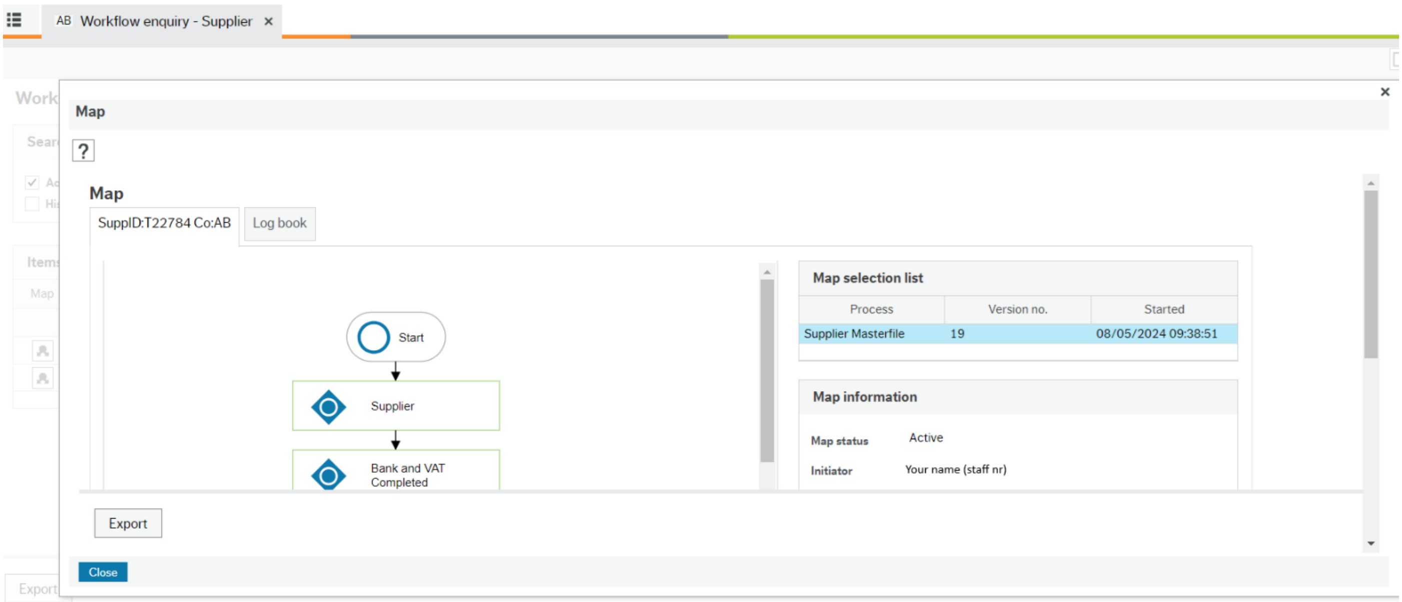
When you click on the link 'Workflow enquiry – Supplier', it will open a new tab, where you will be able to see tasks and how they are being processed. If you see more tasks and cannot find the one that you want to check manually, please use the empty fields to search for the supplier either using the Supplier ID, Bank account number or the Supplier name – it either must be the exact same name (including capital letters) as in the request or you can search with writing the beginning of the name followed by * which will find any tasks that begin with the searched letters; after writing the searched item click on load and it should show you the desired result.

*1 Example of search using *:*

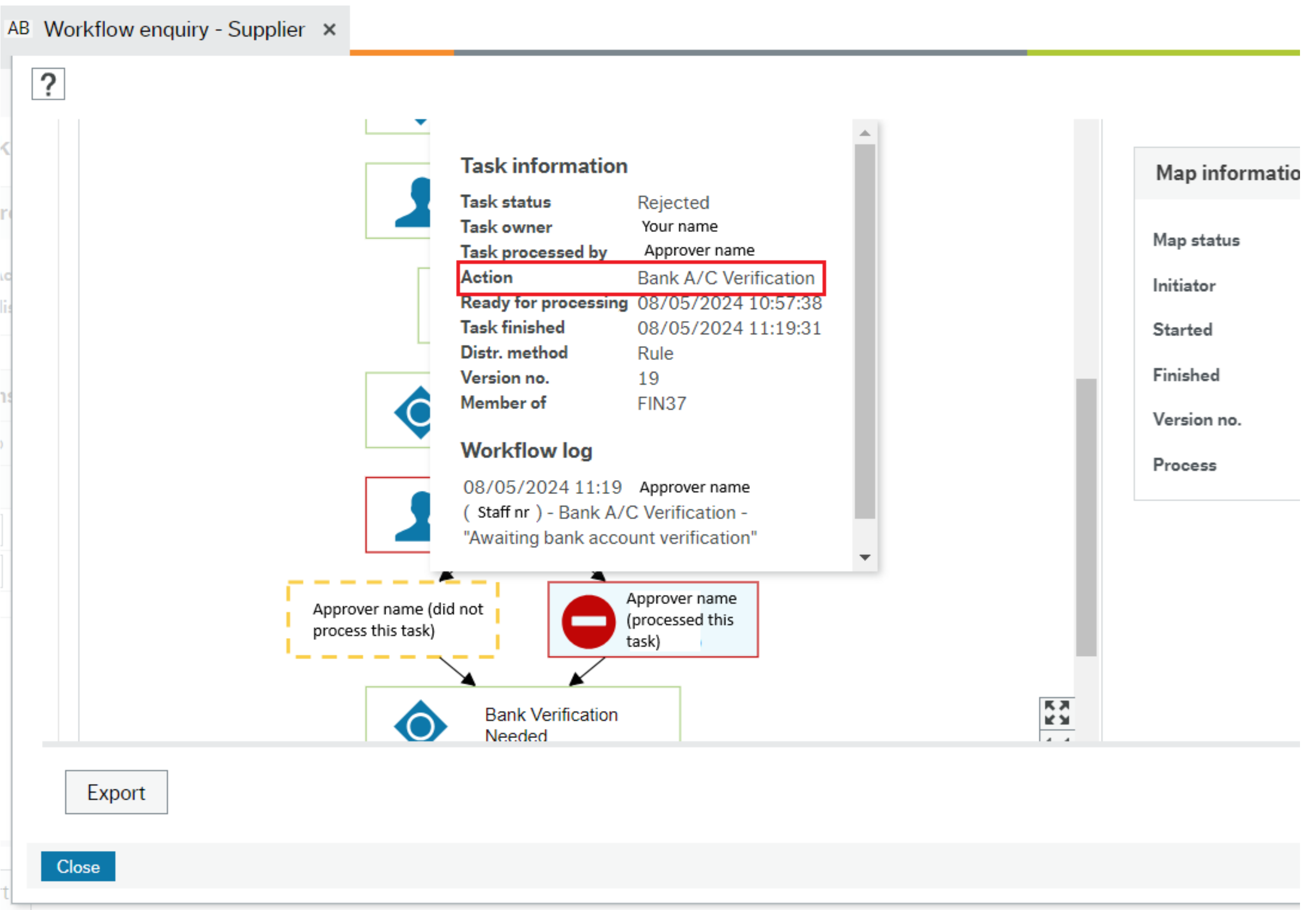




If the task has gone to more than one person, you will see multiple lines for the same supplier. To see further details, click on the map button (highlighted in red circle) in any row of the 'Map' column. It will open a 'Workflow map' which shows you every step of the task creation and the approval process with the names of people working on the task and the status of the task.



You can go through this map and see where the process is currently standing. The map is showing the standard approval processes and steps which the task must go through to get approved. Further approval may be required from Payroll, IT, Estates, H&S or Catering and if this is needed it will show on the map after it has been through the Procurement Approval step. You may need to use the slide bars on the left of the screen to see the full map or use the expanding icon. You can also use the zoom in/out buttons to navigate the size of the map. When you want to know more about a specific step, hover over the step and it will show more information.



There are currently two initial approvers, the one who dealt with your task will be highlighted with a full border and there will be a picture showing the status of the task. This can either be rejected ('no entry' sign) or approved (checkmark). The other approver will have a 'Deactivated' status, which means they did not process the task.

PLEASE NOTE: The action 'Bank A/C Verification' is showing the status as 'Rejected', but the task is not technically rejected. This task is just "parked" into a different task group by procurement, and it is showing that procurement has contacted the supplier and is waiting for the bank details (as written in the workflow log comment also visible in the 'Task information'). This means that procurement has not found any imperfections in the request and the request will get approved once the supplier has confirmed the bank details.