Penn Marketplace
Information Session

February 1, 2019

Agenda

1 Shopping/Browsing/Searching in the Penn Marketplace

2 Supplier Request/Registration

3 Non-PO Payment Request Processes

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Shopping/ Browsing/Searching in the Penn Marketplace

Search Functions in the Penn Marketplace

- Supplier Search
  - Use the left hand navigation bar to search for suppliers on the many attribute fields available

- Document Search
  - Use the Document Search option when looking for detailed information on Requests, PO's, Invoices, and payment statuses

- Supplier Request and Registration Status
  - View the Supplier Request/Registration dashboard for the status of your requests and supplier registration progress

- Quick Search
  - To perform a simple search use the top right hand box to enter your information if you have a specific supplier name, PO # or Invoice # for a quick return of information

Shopping/ Browsing/Searching in the Penn Marketplace

How to Resend a PO – 2 Options

- To quickly resend the PO yourself, you can enter the Penn Marketplace and select your PO and resend directly to the supplier. Follow the detailed [instructions](#).

- Alternatively, you may complete and submit the request form located on the Purchasing Services website at https://cms.business-services.upenn.edu/purchasing/policies-a-forms/purchasing/request-to-resend-approved-purchase-order-to-supplier.html.

Shopping/ Browsing/Searching in the Penn Marketplace

Picking up an assigned cart

- When notified via an email notification to pick up an assigned cart, sign into the Penn Marketplace through BEN BUYS as a Requisitioner or PO Manager (not via the link in the email) or via PennKey

Supplier Request and Registration

Use of Proxy Registration

- Proxy Registration is to be used for exceptional cases
  - Foreign suppliers struggling with language
  - High Profile Individuals
  - Foreign Currency requirements
  - Technical barriers
- Click here for a training video snippet on the use of proxy registration.

Supplier Request and Registration

Supplier Request vs Registration

- An email notification stating Supplier **Request** "Approved" indicates the supplier has been approved to be invited to register on the portal.
    - Service Level – 2 Business Days from submission to approval
- Supplier **Registration** "Approved" email notification indicates the supplier has registered and has been approved in the Penn Marketplace database.
    - Service Level – 2 Business Days from submission to approval upon **supplier completing registration**

Supplier Request and Registration

Supplier Request - "Other"

- When selecting "OTHER" in the Supplier Information box question when creating the Non-PO supplier request – please be specific with your description.

Supplier Request and Registration

- **W-9's are not needed for Refunds –**
  - When onboarding a payee into the Penn Marketplace for a refund bypass the option of uploading the W-9.
  - Examples: Ticket refund, tuition, Penncard refunds

Supplier Request and Registration

- Prior identified Independent Contractors, who do not have the SPE and SPQ in the PENN MARKETPLACE, should submit any updated documentation to SupplierSupport@upenn.edu to append to the supplier profile.

Non-PO Payment Request Process

Invoice Numbering

Following a standard invoice numbering system is best practice and is key to preventing duplicate payments and makes searching for invoices easier.

Invoice Numbering Guidelines:

Entering an Invoice Number
- Only use capital ALPHA and numeric characters, do not use any special characters (e.g., - / . ; * etc.) Do not use spaces, N/A or not applicable is not a valid invoice number.

Utilities Payments
- When paying utility invoices the Invoice number should consist of the account number followed by the 4 digit date MMYY. (Example Account 5679 July 2010 Bill should be 56790710) Please ensure that everyone is following this format for all utility payments.

Guest Travel Reimbursement
- Invoice numbering/dating format- Invoice # = date of beginning the trip, invoice date = date of end of trip (e.g., 070114 and 070714)

Non-PO Payment Request Process

Validation errors

Reasons for Validation 1 Error:

- ZZZZ cannot be used with this object code

- Frozen Fund

- BC2 can only be used with this fund

- BC4 can only be used with this fund

- Failed Rule 56- this object code can only be used with grant funds

- 403- if Non-PO payment request is submitted outside of the hours of Mon- Sat 8am-8pm (In Available Actions- click "approve and complete" for this error)

Actions needed:

- Approval Level 1 will receive an email notification of the error

- Approver must take appropriate actions and correct account string

- If Approver approves the request without taking action, the Non-PO payment request will be sent to Validation Error 2 error and AP will need to correct

Click here for the Quick Reference Guide

Non-PO Payment Request Process

Creating Favorites

- Save any Non-PO Payment Request (in progress or submitted) to your favorites
- Access favorites from the Shortcuts menu on the Jaggaer homepage
- Accounting Codes favorites/defaults can be set up by clicking your name/View My Profile/Default User Settings/Custom Field and Accounting Code Defaults/Code Favorites tab

Non-PO Payment Request Process

Terms

Supplier	Payment Method	Terms	Based on
New	ePayables	10-Days	Invoice Receipt Date
New	ACH/Wire	30-Days	Invoice Receipt Date
New	Check	45-Days	Invoice Receipt Date
Embedded Before Launch and Not Updated in Jaggaer	All	Existing	Invoice Date*
Embedded Before Launch and Updated/Registered in Jaggaer	ePayables	10-Days	Invoice Date*
Embedded Before Launch and Updated/Registered in Jaggaer	ACH/Wire	30-Days	Invoice Date*
Embedded Before Launch and Updated/Registered in Jaggaer	Check	45-Days	Invoice Date*
Individuals/Independent Contractors/Exceptional Suppliers	All	Immediate	NA

* In the future all suppliers' terms will be based on invoice receipt date

Non-PO Payment Request Process

Banking

- As suppliers register on the Penn Supplier portal we encourage the move from check to electronic payment
- Working on getting Paymode vendors switched over to ePayables or ACH

Foreign Currency Payments

- Payments in foreign currency should be submitted via paper PDA-FC to Accounts Payable
- Foreign Quick Reference Guide is in the final approval stage and will be distributed soon

Non-PO Payment Request Process

Discarding Forms

- Select Documents/My Forms in left hand navigation bar in the Penn Marketplace
- Select/Open
- Request Action/Discard
- Keep a clean work space!

Non-PO Payment Request Process

Description field character limitation

- Use a brief description in the "Description of Payment" field in the Non-PO payment request. The Penn Marketplace has a 2000 character limitation, however there is a 40 character limitation in BEN. The description should be short and describe what the payment is for. The description is what is included on the payment remittance. We are working on limiting the field if possible

  putting wording in to prevent this issue.

Non-PO Payment Request Process

Limited Engagement Forms

- Please ensure that you select Limited Engagement and not **Other** when selecting the type of " Non-PO Payment Supplier Request"
- The Limited Engagement form must be attached to each Non-PO payment request

Non-PO Payment Request Process

Limit the use of Will Call Checks

- Will Calls should not be requested for PO invoices
- Please encourage Individuals to register in Penn Marketplace for ACH payments (Payment terms for Individuals are Immediate)

Will Calls should be requested for payments that meet the below criteria:

- Deposits/Payments required at the time of service/event
- Conference and Hotel Registrations
- Payments to the Department of Homeland Security
- Study Participants
- Awards
- Honorariums
- Attachments that need to accompany the check

Summary

Shopping/Browsing/Searching in Penn Marketplace

- Search function (suppliers, on-boarding status, invoice, payment status, etc.)
- How to resend the PO
- When picking up an assigned cart from email notification – a Penn Marketplace session needs to be open (If a PO Manager in BEN needs to access Penn Marketplace via BEN)

Supplier Request/Registration

- Use of Proxy Registration
- Supplier Request email vs Supplier Registration
- When selecting OTHER in the Supplier Request – be specific
- W-9's not needed for REFUNDS
- Prior identified Independent Contractors who do not have the SPE and SPQ submitted should send to Supplier Support to append to profile in Penn Marketplace

Non-Po Payment Request Process

- Invoice numbering
- Validation error corrections
- Favorites
- Terms
- Banking
- Discarding forms
- Description field character limitation
- Limited Engagement forms
- Limit Will Call checks

Questions?

Questions and Answers

Q.   When searching for Penn suppliers, will it tell you if the supplier is a Contract supplier?

A.   Yes. Select Shop > Browse by > Suppliers. The Preference column will reference the supplier type (Please refer to the Legend).

Q.   When the supplier selects the payment method, does it tell them the payment terms?

A.   Yes. The payment terms are referenced for each payment method at the start of the registration process.

Questions and Answers –cont.

Q.   Does the W9 have to be for the current year?

A.   No. You may use a W9 from previous years as long as there has been no changes (name, address or tax id change).

Q.   If a company has several entities, do you add them as a new supplier?

A.   It depends on the Tax Id. If all of the entities have the same Tax Id, the additional entity will be added to the original supplier record as a new pay site with the new name referenced at the site level. If the Tax Id is different, the supplier will be added with a new supplier number.

Q.   What do you do if the supplier is in the system as an Independent Contractor but they provide documentation for a Limited Engagement?

A.   If we have the SPE and SPQ, we will not need the Limited Engagement agreement unless the individual's services has now been deemed as a limited engagement based on the changed ORS guidelines for paying people providing certain services under grants.

Questions and Answers –cont.

Q. Are there common errors that suppliers encounter when registering?

A. Yes. Some of the common errors are missing tax documents, diversity classification, payment method, duplicate Tax Id's and selecting the appropriate the NAICS or commodity code.

Q. What email address is used when sending registrations?

A. The emails are sent from University of Pennsylvania **donotreply@sciquest.com**

Q. Where are the SPE and SPQ forms located?

A. These forms are located on the Human Resources website. https://www.hr.upenn.edu/policies-and-procedures/processes-and-procedures/service-provide-classification

Q. Can you discard a supplier registration if you choose not to use them?

A. Central Administration can only discard if it is an incomplete request, otherwise we can also deactivate the supplier. However, you can cancel a requested supplier invitation by contacting SupplierSupport@upenn.edu.

Questions and Answers –cont.

Q.   How do you request training for Requisitioner and Non-PO payment requests?

A.   Please refer to Knowledge Link for training instructions and on the Purchasing website at https://cms.business-services.upenn.edu/purchasing/making-purchases/marketplace-enhancements/training.html

Q.   What can be done to get a supplier to deliver packages to the correct labs?

A.   Verify the shipping address in your profile and confirm with the supplier. If the problem continues, contact PurchasingSupport@upenn.edu.

Q.   What documentation is required for Guest Travel reimbursements on Non-PO payment requests?

A.   You will need the receipts, the completed and signed GTR worksheet along with the following.

US Citizen – W9 (payee provides during registration)

Foreign Supplier

– W8 (payee provides during registration)
– Passport (payee provides during registration)
– Foreign National Information Form
– Stamp of entry (I-94)
– Business Justification