Re-activating a supplier and supplier amendments

PRIFYSGOL
ABERYSTWYTH
UNIVERSITY
1872

Date: September 2024

Dept: Finance

Contents

Re-activating a supplier and supplier amendments

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

If you are looking to re-activate and/or amend supplier, this means that the supplier is already in the supplier database, and you are just trying to amend the record.

If you want to set up a new supplier record, please read the 'Setting Up a New Supplier Guide' on the Finance Office's website.

How to re-activate a supplier

If the supplier that you request buying goods from has their status as 'Closed' in ABW, you can request for the supplier to be re-activated. Please, make sure you read the notes written in the 'Supplier' tab in the 'Suppliers' interface, as some of the suppliers might be closed due to duplicate records in the system. If the supplier you want to use has a duplicate, this would be mentioned in the notes.

The first thing when re-activating a supplier in the database is obtaining the 'New Supplier Data Form'. The form shall be completed by the supplier who you will want to purchase goods from. This form is required for the re-activation because we need to make sure that the information in ABW is correct.

If supplier is closed, it can have several reasons:

- No invoices on their account dated in the last 18 months.

- No active requisitions in workflow awaiting approval.

- No PO's dated in the last 18 months; and

- The supplier account has not been through workflow in the last 18 months.

During the time that supplier has not been used/was closed their information could have changed, thus the form is essential so that we can ensure we reflect any changes made to the supplier's information.

Once you obtain the form from the supplier, you will need to go through all tabs in the 'Suppliers' interface of your chosen supplier and you will need to check all information and change where necessary.
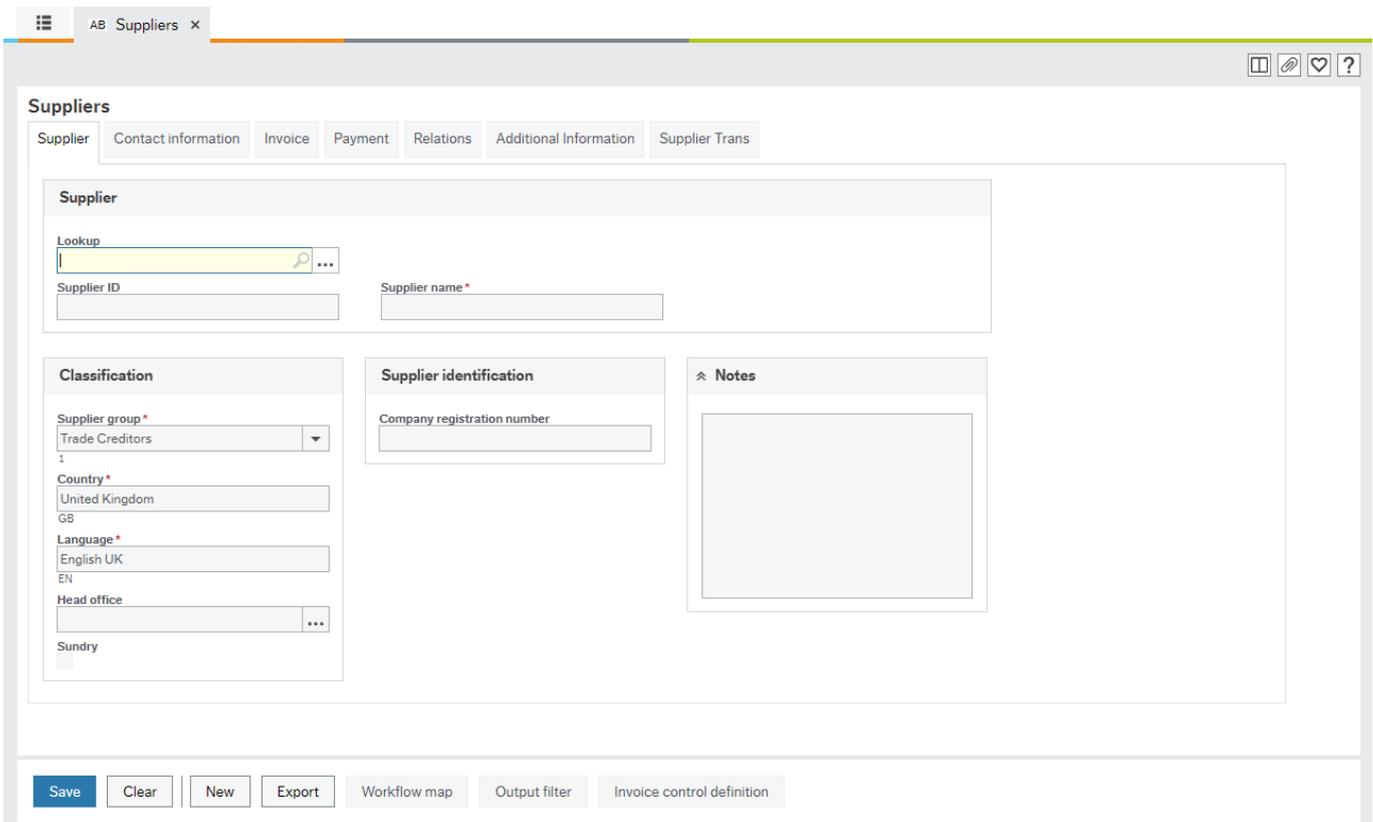
Searching for the supplier

Re-activating a supplier is required if you want to purchase goods from a supplier that is in the database, but their status is 'Closed'. To see what the status of the supplier is, you need to search for the supplier.

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

To look for a supplier you must select 'Suppliers' which will present you with the following screen:

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 (highlighted in previous screenshot) 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).

Once you find the required supplier, you can see the status in the 'Payment' tab.
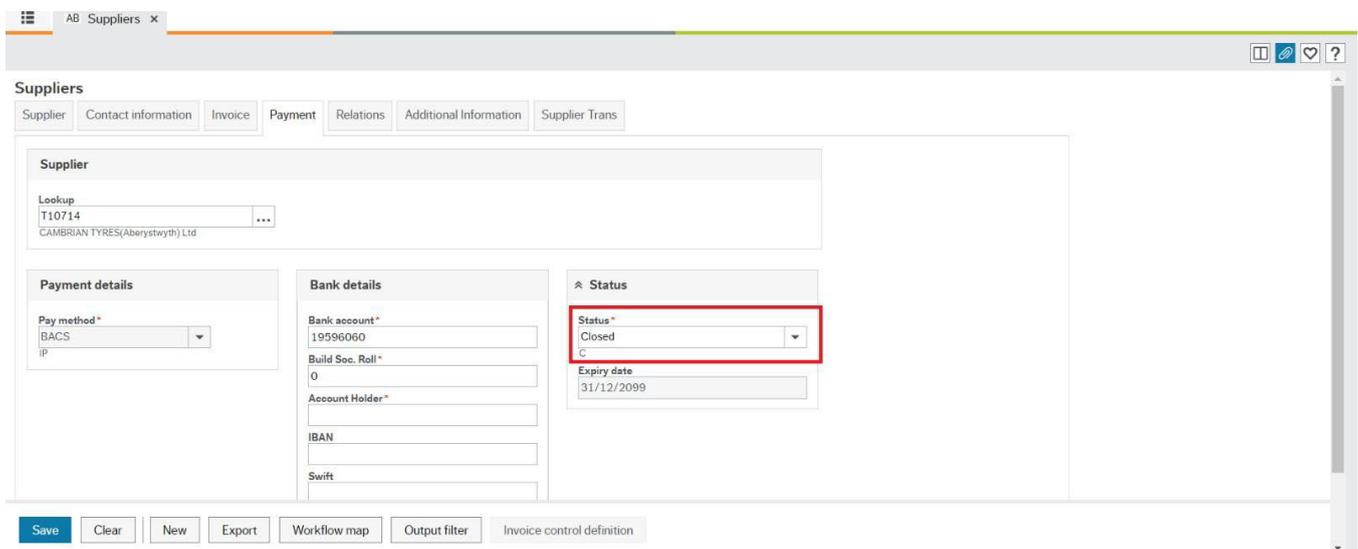
Tab 1: Suppliers

In the tab 'Supplier' in the 'Suppliers' interface, you will be able to change the name of the supplier, if that has changed. To change the name just click on the 'Supplier Name' field, delete the old name and enter a new name.

When changing the name please make sure to follow the guidelines 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).

It is possible that the supplier has changed their trading name, but the name used for invoices etc. has remained. This can be reflected in the name writing 't/a' behind the supplier's name and the trading name after that.

Example:

'My New Supplier Name Ltd t/a Trading Name'

Tab 2: Contact information

The contact information is the most common change that needs to be made when re-activating a supplier.

As shown on our example of Cambrian Tyres, you can change the address by clicking on the row of address you want to change and typing in the field you want to change. You can change only the field in the address that has changed and leave the rest the same (e.g. in cases when only the email address has changed but the rest remained the same).

Tab 3: Invoice
Nothing needs to be changed in this tab.

Tab 4: Payment

To re-activate the supplier, we need to change the status in the 'Payment' tab by clicking on the arrow in the field of 'Status' and changing it from 'Closed' to 'Active'. We also need to make sure we update the bank details if they have changed. This can be done by clicking on the field we want to change, deleting the old value and entering a new value.

When changing the bank details, please make sure to follow the guidelines below:

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.

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 that it matches. 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.

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

In this tab, you might need to change the 'Procurement Product Group' if the field is saying 'Non Specified'.

Suppliers

Supplier	Contact information	Invoice	Payment	Relations	Additional Information	Supplier Trans

Supplier

Lookup

[_____] [...]

	Relation	Relation value	Description
☐	Supplier group (SUPPGRP)		
☐	Tax Area (TAXAREA)		
☐	Procurement Product Group (PROD GRP PROC)		

Add   Delete

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 the code is 'Non-specified' or 'Other' you will need to delete that row then add a new row adding the correct group to product that is being purchased.

Value lookup   ✕

Search criteria

[_____]

⌄ Advanced

[_____]

Search

Attribute value	Attribute	Description	Period from	Period to	Status	
						Filter
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	

| Default ⌄ | | ⏮ ◀ **1** 2 3 ▶ ⏭ |

Close

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).

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 in the column 'Relation value' directly.

Suppliers

Supplier	Contact information	Invoice	Payment	Relations	Additional Information	Supplier Trans

Supplier

Lookup

	Relation	Relation value	Description	
☐	Supplier group (SUPPGRP)			
☐	Tax Area (TAXAREA)			
☐	Procurement Product Group (PROD GRP PROC)	T		▲

| THE | Theatre |
| TRAV | Travel |

Add   Delete

Tab 6: Additional information

Updating this tab is **mandatory** and shall be considered as **the most important** for re-activating a supplier. All the fields must be filled out with the correct information for the re-activation of the supplier to be approved.

As you can see on the screenshot below using an example of Cambrian Tyres, there is no information in any of the fields.

You may come across a supplier who has some/all of the fields filled in with information. You will need to add new rows to the fields by clicking on the 'Add' button and put relevant information regarding the services/goods that you require purchasing in each field.

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.

Procurement Information

You must complete all fields in this section. Please refer to Financial Regulations (Section 2.5) for guidance on conflict of interest and Procurement Procedures for general procurement guidance. You will not be able to use this supplier until it has been approved by Procurement

	Dept Requesting Supplier	Category of Supplier	Est Annual Spend Exc VAT	One Off Spend	Conflict of Interest	Link to Fin Procedures	Link to Fin Regulations	
☐	⭐ 🔍 …	Non Specified ⭐	▼	▼	▼	Financial Procedures	Financial Regulations	▲
		Non Specified - NS						

Add   Delete

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 (May 2024) it would be April 2024 to March 2025).

S16 Tax Status

For individuals please complete a SES Form and attach as a document to the completed supplier request. If Y, enter the current financial year

	Self Employed Y/N	Current Year (Apr-March)	
☐ ⭐	Y ▼	2024/2025	▲
		2025	

Add   Delete

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.

VAT Registration

You must enter a valid registration number if the supplier is VAT registered

	VAT Registered Y/N	VAT Registration Number	
☐ ⭐	Y ▼	GB123456789	▲

Add   Delete

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.

Brief details

Include reason for needing new supplier and details of products/services to be provided.

Supplier Requirement *

The supplier will provide translation services for the XYZ project.

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.

Examples of **INCORRECT** brief details:

- **XYZ is the only company that has hardware, software, patents, and options suitable for our research.**
  - o doesn't include enough information about products/services to be provided, it only includes the reason but what exactly is university looking to purchase?
  - o 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.**
  - o 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?
  - o 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.
  - o this is not an explanation as per the instructions. There is not a reason why do we need them and what will they provide.
  - o 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.
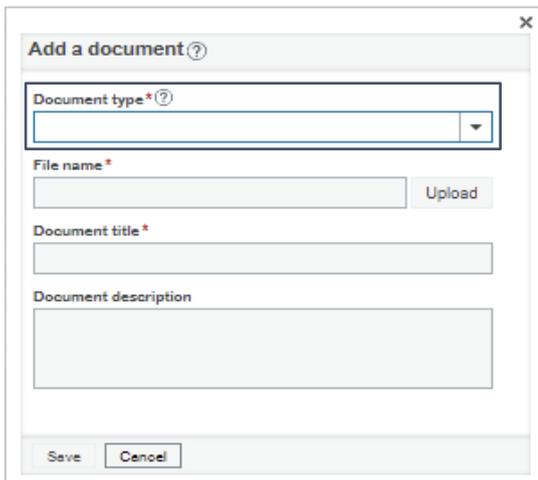
Uploading documents

To add a document, click on the paperclip button in the top right corner of the screen (highlighted in red).
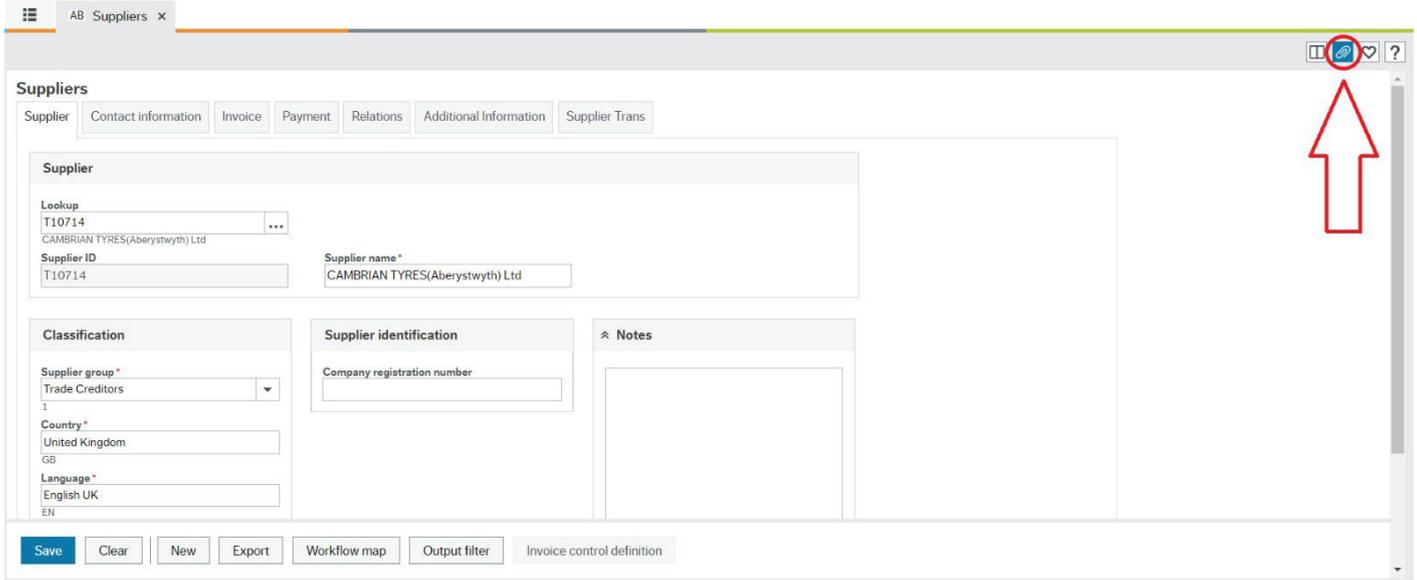
When you do that, a pop-up window will appear.
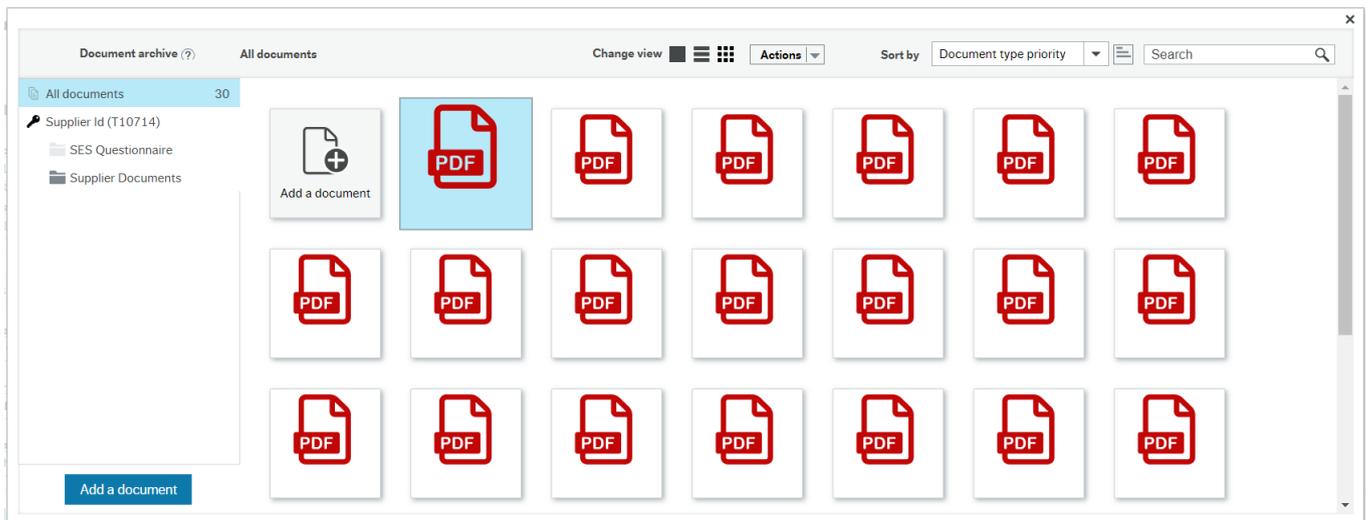
Click on the icon 'Add a document' which will display the following popup:

Document type

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

Document type *(?)

| SES Questionnaire |
| Supplier Documents |

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].

> Example of document title:
> 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.

Saving

When you amend all the fields that needed amending you can click on the save button at the bottom of the page. A pop-up window should appear letting you know that the supplier was successfully saved.
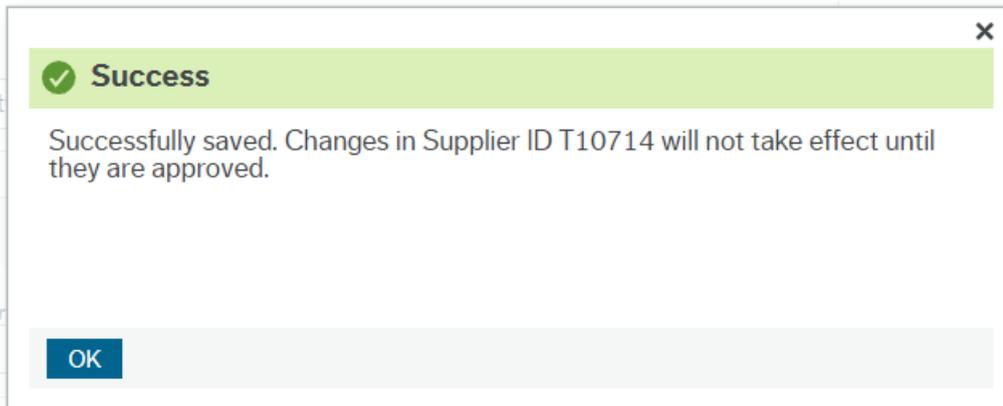
If you are trying to save the supplier but some of the fields that are mandatory are not filled in, you will receive an error message at the bottom of the screen explaining what is missing. Please fill out the missing information and save again.
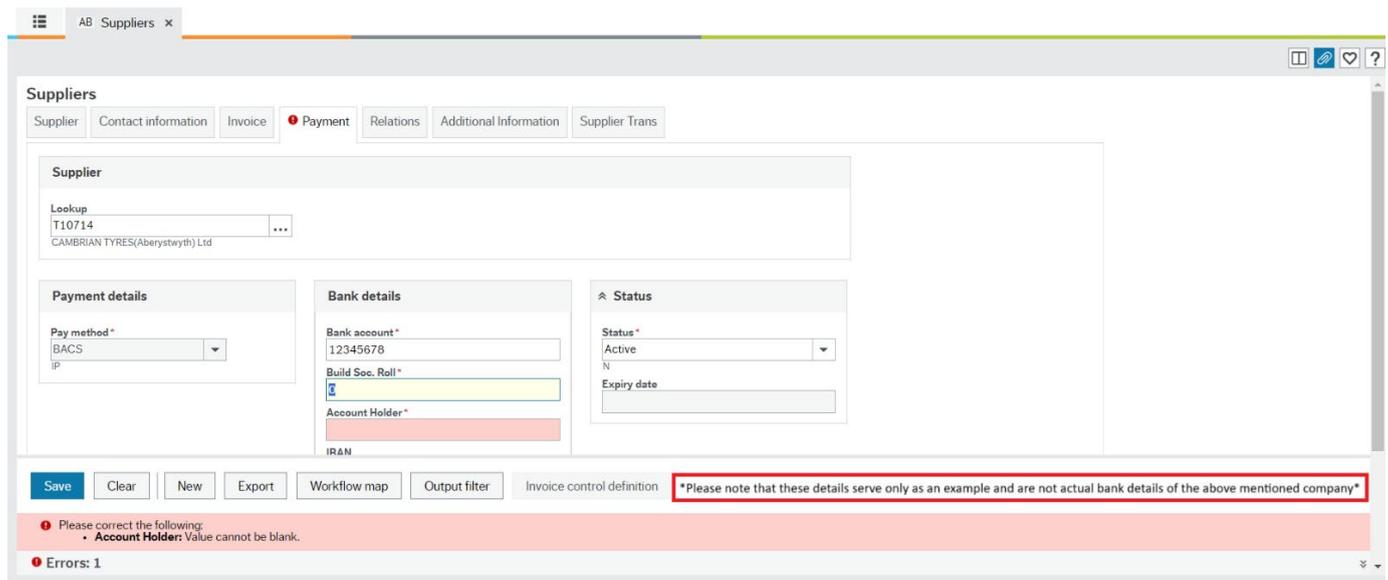
When amending a closed supplier who does not have the tab 'Additional information' filled in, you will receive a pop-up window asking you to fill this information in. This message will not appear in cases when the 'Additional information' tab contains old information, so please make sure to update it because not updating this information will result in rejection of the task.
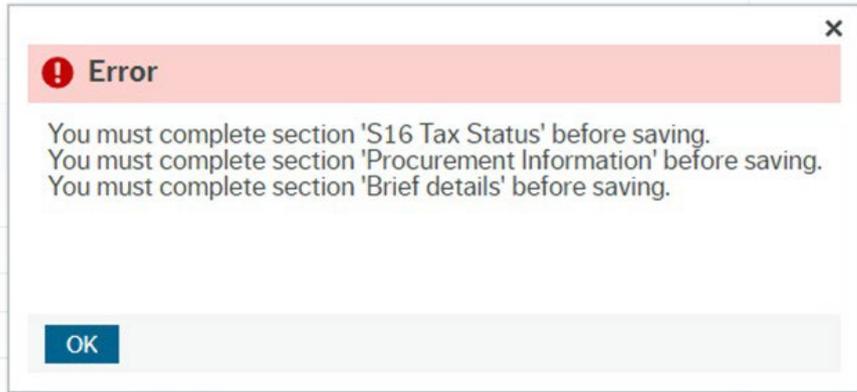
What happens next

Once you have submitted your request to re-activate a 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.

If there was a change in bank details, the Procurement Administrator will contact 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.

Handling a 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 re-activated, but the mistakes must be corrected and then the task can be returned to procurement for the approval process to recommence.

There are two scenarios possible in the process of handling rejection. If the task was rejected due to a typo or a mistake in information that you have changed, you can amend the task. Same applies if you forgot to upload the 'New Supplier Data Form'.

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.

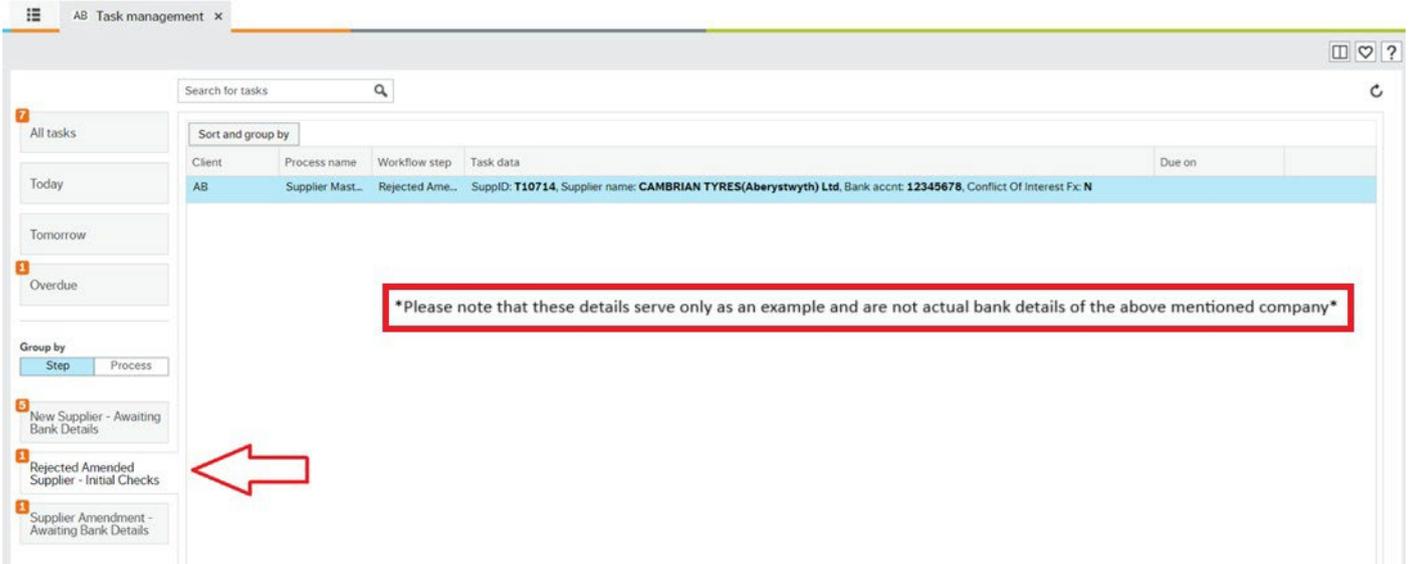To open a task, you need to click on the checkmark in the top right corner of your screen.
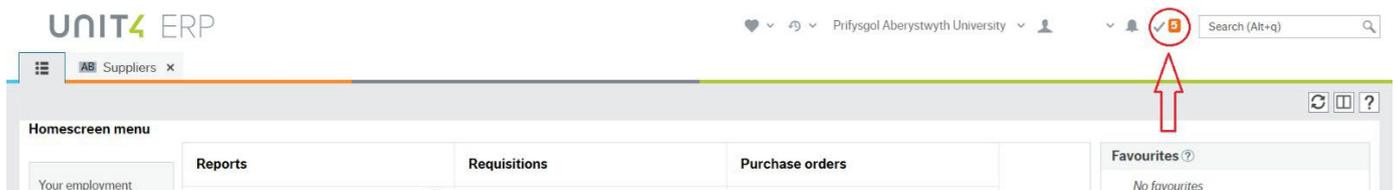
It will open a small window showing your tasks. You can either click on the task directly, or if you have more tasks and are not sure which one you want to edit, you can click on 'Go to Task management' to open a tab showing more information about your tasks.
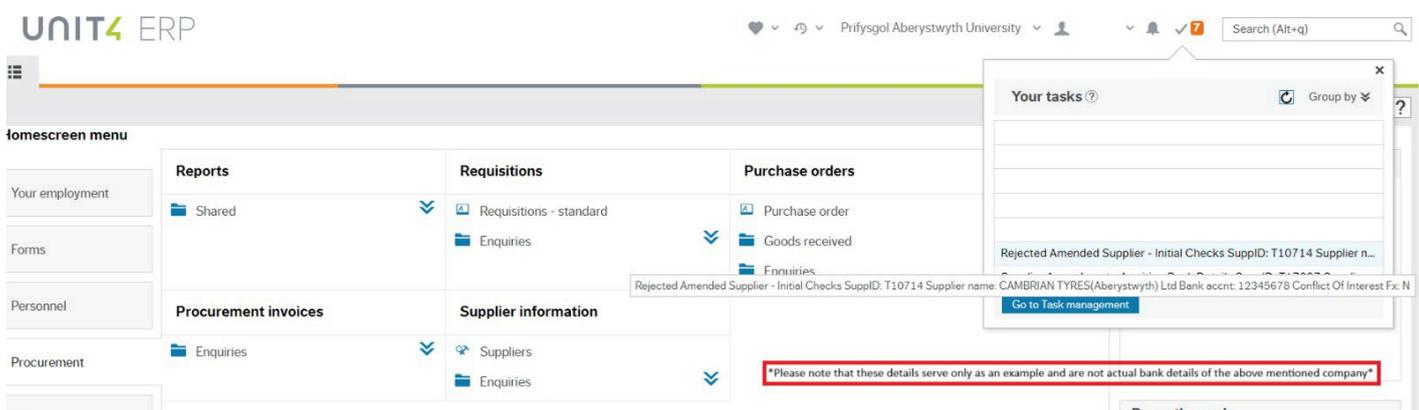
When you click on task management and then on 'Rejected Amended Supplier – Initial check', you will see your rejected tasks.[1]

---

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

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.

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.

A second scenario that can occur when your task is rejected is when you forget to fill out information that is essential for the task to be accepted. In such cases you will need to reject the task to remove it from your tasks and send a new request (amend the supplier again in the 'Suppliers' interface). This will be mentioned in the comment from the approver.

To remove the task from your tasks, please reject the task by clicking on the 'Reject' button and filling out a reason.

You might get an email from the system saying that your request was approved. Please make sure you note what was the status of your request as these emails can be received even when this means that the request for rejection was approved. If you reject the task, you will have to create a new request to amend a supplier for the changes to reflect on the system.

How to do supplier amendments

The process for amending the supplier is almost the same as re-activating a supplier. The only differences are that you don't need to upload a 'New Supplier Data Form' and you only change information that needs changing.

There are no mandatory fields unless you are changing a supplier that is missing information in a field that has been made mandatory since the last change made to them. If the system does not let you save the changes, you will see a warning at the bottom of the screen with an explanation why the saving cannot be processed. Please make sure to fill out the fields that are mentioned in this warning message and save the supplier.

Please, use the guidance for re-activating a supplier to navigate through the amendment process. Please remember that when amending a supplier, you don't need to change all the fields that are required when re-activating a supplier.

Uploading evidence

When doing supplier amendments, you need to upload evidence of why the change is needed. This can be an email from the supplier, who are notifying you of a change in details, or similar.

We do require this evidence to prevent fraudulent activity. Even a change of email address can be a potential risk to the University, thus, to make sure that the changes made are genuine, you will need to upload the evidence to the supplier documents.

What happens next

Once you have submitted your request for amending a 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.

If there was a change in bank details, the Procurement Administrator will contact 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.

Handling a 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 re-activated, but the mistakes must be corrected and then the task can be returned to procurement for the approval process to recommence.

The process of handling rejection of supplier amendment is the same as handling the rejection of re-activating a supplier, please follow the instructions for handling rejection when re-activating a supplier above.