

Enhancements to Penn Marketplace

Electronic PO Invoicing Process

1. Suppliers will be able to receive their POs through this technology and have the option to submit their invoices electronically, with fewer anticipated errors minimizing exceptions and delays in processing.
2. Both Suppliers and the University's end users will have greater visibility of an invoice's details along with its payment status than what is currently available.

Direct Payment Request (current PDA)

1. Penn users will submit Direct Payment Requests (currently PDAs) in the enhanced Penn Marketplace. These requests will be routed electronically for approval through their Schools and Centers, and then submitted directly to Accounts Payable (AP) for payment.
2. An electronic workflow is expected to reduce errors, eliminate loss of documents between the Schools and Centers and AP, and decrease manual scanning and logging paper files in the Schools and Centers and AP.
3. Transaction Authorization Cards (TAC) cards will no longer be needed to approve Direct Payment Requests.
4. Suppliers and Penn end users will have greater visibility into the workflow of the Direct Payment Request as well as the status of the payment.

Q. I've heard of the "Supplier Portal Initiative." Is it related to the launch of the enhanced Penn Marketplace?

A. The Supplier Portal Initiative, or SPI as it was called, was the project Penn conducted over the past 18 months to determine whether enhancements to the Penn Marketplace would provide value for the Schools and Centers, Central Administration, and Penn's Suppliers. Based on a robust series of interviews and workshops with over 90 staff members in 27 Schools and Centers, the project's Steering Committee, comprised of central and School and Center representation, voted unanimously to implement this new technology at Penn. In July, the Supplier Portal Initiative transitioned to the implementation phase of the enhanced Penn Marketplace.

A new web link will soon be available on the Purchasing Services website with additional information about the enhanced Penn Marketplace and its project team.

Q. When are these changes expected to be implemented?

A. The implementation phase of the project began in July 2017. The project team anticipates the launch of the enhanced Penn Marketplace in the third quarter of FY 2018.

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Frequently Asked Questions

Q. Why is Penn implementing enhancements to the Penn Marketplace?

A. Penn is launching a campus wide effort to provide the University and its supplier community with an enhanced Penn Marketplace. By introducing this expanded web-based solution, one that will bring direct benefit to the Schools and Centers, this solution will improve administrative efficiencies related to supplier onboarding, supplier self-service, electronic PO invoicing, and the Direct Payment Request (current PDA process). The impetus for implementing this technology and the marketplace enhancements was driven by feedback received from the field and Penn's Procure-to-Pay (P2P) Champions regarding ways to improve Penn's P2P processes.

The high-level objectives of this technology for Penn's end users and its suppliers include:

- **Providing greater visibility** into the status of onboarding, invoicing, and payment transactions for end users and suppliers;
- **Improving efficiencies** through automation and supplier self-service; and,
- **Enhancing Penn's controls** through improved, electronic procure-to-pay workflows.

Q. What will the Enhanced Penn Marketplace do? How will it improve our current processes?

A. There are still many decisions yet to be made in the implementation of this technology that will determine how the enhanced Penn Marketplace will look and function. At this point, however, we anticipate that the Penn Marketplace will become the destination where the following P2P processes will be executed:

Supplier Onboarding

1. Penn users will be able to request all new suppliers in the enhanced Penn Marketplace. They will have increased visibility into the status and progress of their onboarding request.
2. Once the request is approved, suppliers can register and create a profile with their basic business and W-9 information along with their preferred payment method. By taking these steps, the supplier can ensure that their data is up-to-date and secure.

Anticipated Benefits

We anticipate the system will reduce or eliminate pain points identified in the Impact Study. The new processes are expected to reduce steps, eliminate re-work, increase automation.

Improvements to Onboarding

- Increased visibility – workflow
- Less research into status
- Automatic reminders/notification to end users/suppliers
- Data security for suppliers

Improvements to Invoicing

- Increased visibility into payment status
- Reduced supplier data entry mistakes – fewer holds
- Quicker submission – electronic methods (PO Flip etc.)

Improvements to the PDA Process

- Increased visibility - workflow
- Visible status to payment
- Elimination of TAC cards
- Elimination of physical routing
- Quicker processing in AP
- Reduction in duplicates
- Reduced data entry mistakes/returns
- Elimination of Intramural mail
- Elimination of Loss