

Reale, Merceda

From: Nestor, Jason
Sent: Thursday, February 15, 2018 4:21 PM
Subject: Coming Soon - Penn Marketplace Enhancements

Hello,
Below is a summary of information as well as a web link to additional details on the Penn Marketplace Enhancement initiative. Over the coming weeks additional communication and details will be provided.

On Wednesday, Feb. 21st the University's project management team for will be presenting at the PSOM BA Forum at 10:00am BRB II/III Auditorium. They will also be presenting to the ABA on Thursday Feb. 22nd at 2:30 in the John Morgan Class of '62 Auditorium.

Please share this information with anyone in your area who this may effect.

If you have any questions please do not hesitate to contact me.
Best regards,
Jason

Penn Marketplace Enhancements - <https://cms.business-services.upenn.edu/purchasing/making-purchases/marketplace-enhancements.html>

What it is

- The implementation of enhancements to the Penn Marketplace is a campus-wide effort to create new efficiencies and an improved user experience for the University and its suppliers.
- Through these new web-based tools for supplier management and payment request processing, Penn can expect benefits in the areas of:
 - **Supplier onboarding – including guest travel, honoraria, limited engagement, independent contractors, etc.**
 - Supplier self-service
 - PO invoicing
 - Non-PO Payment Request process (current PDA process)

Benefits

- The objectives of the initiative are to:
 - Provide greater visibility into the status of onboarding, invoicing, and payment transactions for end users and suppliers
 - Improve efficiencies through automation, supplier self-service, and business process improvement
 - Enhance Penn's controls through improved, electronic procure-to-pay workflows

Who it impacts

- Changes impact the Penn buying community and Penn suppliers.

Timing

- Based on current estimates, Initial functionality will launch on **3/5/18**, followed by additional functionality on **4/2/18**.
- On **3/5/18**, functionality will include (more significant to suppliers):
 - The populating and synchronizing of existing supplier, PO, and invoice data between Jaggaer, (system provider formerly named SciQuest) and BEN

- New supplier requests in the Penn Marketplace & online invitations to register on portal
- PO Transmission to suppliers from Jaggaer & PO Flip (supplier side tool) functionality for suppliers
- On **4/2/18**, additional functionality to be launched includes
 - Non-PO Payment Requests – *the more significant change for Penn users* ******(training for this functionality will launch in mid-March)***

Community Readiness

- Penn users and suppliers can expect a robust set of community readiness activities in Q3FY18 including:
 - **Penn users:** clear communications on expectations, policy changes, and support resources, web-based training and quick reference materials for impacted users, and in-person roadshows to address questions and concerns.
 - **Suppliers:** clear communications on expectations, policy changes, and support resources, and accessible training and quick reference materials.

IMPORTANT TAKEAWAYS ABOUT PENN MARKETPLACE ENHANCEMENTS

In August 2017 a campus-wide effort to launch enhancements to Penn Marketplace was jointly announced by the Divisions of Business Services, Finance, and Information Systems and Computing. The aim of these enhancements is to improve administrative efficiencies and the user experience related to supplier onboarding, Purchase Order (PO) invoice processing, and the Non-PO Payment Request (current PDA) process.

Supplier Onboarding

Perhaps one of the biggest transitions that end users will experience is onboarding all new suppliers, including Non-PO suppliers and payees, through Penn Marketplace before POs or Non-PO Payment Requests (today's PDAs) can be created.

Supplier Search

- All of Penn's PO suppliers (new and existing) will be categorized with a PO supplier class logo. Anyone with a PennKey can log into Penn Marketplace and search for a supplier in order to continue his or her procurement activities.

New Supplier Request

- The New Supplier Request, which is very similar to today's web form, will be found in Penn Marketplace. Anyone with a PennKey can log into Penn Marketplace and complete this request. The "My Supplier Requests" widget gives requestors visibility into the status of their request and the supplier's registration. The "Requesting a New Supplier Quick Reference Guide" will be available at [Training Resources](#) on the Penn Purchasing website as Go-Live approaches. Additional information about the [different statuses](#) also can be found on the Penn Purchasing website.

Supplier Registration

- All suppliers will self-register in the portal, and then self-service their private account to update information or add users at any time. The supplier view of the portal is different than what's seen by the end user in Penn Marketplace as shown in the "New Supplier Registration Quick Reference Guide."
- Penn's expectation is that prospective new suppliers will onboard themselves through the portal. In those circumstances when the supplier absolutely cannot complete registration online, a Penn end user may act as a proxy, collecting the necessary tax documentation and uploading it along with the New Supplier Request. Suppliers needing proxy will be paid by check.

Purchase Orders

Please note that BEN Financials remains Penn's system of financial record. The process for creating, approving, and tracking status of POs for Penn users and issuing payments in BEN **does not change** with Penn Marketplace Enhancements. However, there are some changes users should be aware of regarding PO transmission, invoicing, and conversion into the new portal.

PO Transmission

- After Go-Live, the transmission of POs to suppliers will now be done through Jaggaer (formerly known as SciQuest). All suppliers will receive their POs by either cXML, email, or fax. In addition, suppliers will have the ability to see their POs, invoices, and the status of payments in the supplier portal once they are registered.
- While BEN Financials allows a Penn user to create a PO with multiple 'ship-to's', this functionality currently does not exist in Jaggaer. Therefore, after Go-Live, users needing multiple ship-to locations for delivery of goods should create a separate PO for each location. The University will look to mitigate this temporary issue shortly after Go-Live.

PO Invoicing

- Although suppliers can still submit PO invoices by mail or through email to Accounts Payable, there is an easier invoice option available in the portal. Suppliers can find their PO in the portal and "flip" it into an invoice, which automatically contains all the information on the PO and is then submitted electronically to Penn. If the supplier changes the quantity or price past the allowable threshold of a line item on the invoice or if the Penn user has requested Receipt Required on the PO, it will go on hold in Markview for approval just as it does today. Suppliers may not submit Non-PO invoices through the portal.

Non-PO Payment Requests

Penn is moving to an electronic Non-PO Payment Request process where paper PDA forms will generally go away in favor of an online request process through the Penn Marketplace.

Preparers & Approvers

To access information about Preparers and Approvers, please visit the [FAQs](#) on the Penn Purchasing Services website.

- Preparers and Approvers are the only Penn users who can create and approve Non-PO Payment Requests. Designated by the Schools and Centers, Preparers and Approvers must complete web-based training to gain access to the Non-PO Payment Request form in Penn Marketplace.

Non-PO Hierarchy

- The University's TAC hierarchy has been standardized into a new electronic Non-PO hierarchy with three levels of approval and dollar authorization: \$5,000, \$50,000, and \$250,000. Another dollar authorization cannot be utilized. Each School and Center has submitted its own hierarchy to Accounts Payable and will validate it before Go-Live.
- All Non-PO Payment Requests, all of which require at least one approval, will be prepared and then routed for approval to the Approving Org designated on the Request. The number of

approvals required depends on the dollar amount and how each School or Center constructed its hierarchy.

- Schools and Centers may designate a default Approving ORG and default Account String for their Preparers. If they choose not to do so, Preparers' profiles will be prepopulated with their home ORG as the default Approving ORG. The default account string that will be loaded has CNAC based on Home ORG, ORG based on Home ORG, BC as 1, FUND as 000000 as the General Unrestricted Fund, OBJC as "zzzz", PROG as 0000, and CREF as 0000 for Undetermined. After Go-Live and Preparers have completed their training, they may assign their own default Approving ORG and default account string.

Forwarding

- Although it is highly recommended to keep the approval process as streamlined as possible, Approvers will have the ability to forward Non-PO Payment Requests to other Penn employees, such as Grant Approvers or PIs, if absolutely needed. Although there will be no training required for receiving forwarded Requests, a quick reference guide will be available for School and Center staff as the opening of the training period approaches. Those receiving forwarded forms will be asked to provide the final approval.

Suppliers Being Paid in Foreign Currency

- The University highly encourages suppliers to accept payment in USD. In instances when suppliers must be paid in foreign currency for a Non-PO Payment Request, that transaction must be processed on paper. For an existing supplier, the Penn user should complete the PDA-FC form, available on the Accounts Payable website, and submit the form with TAC approval to Accounts Payable. When working with a new supplier, the Penn user should gather the appropriate documentation and submit it with the completed PDA form to Accounts Payable to be processed.

Other

Payment Terms

- After Go-Live, new PO suppliers will be onboarded with additional payment term options. In the supplier portal, they will be able to choose their payment method, which will determine their terms: ePayables – 10 days, ACH – 30 days, and Check – 45 days.
- All *individuals* including independent contractors will **remain** on immediate terms; therefore, this change primarily impacts PO suppliers that are business entities.
- Payment terms date for new suppliers will begin at the time the invoice is **received** into Penn's financial system. For suppliers invoicing through the portal, this timing should be very close to, if not the same, as invoice date.
- Penn's existing suppliers will remain on their current payment terms until given the opportunity to select among new options upon their invite into the Portal. Additionally, the start date for the timing of payments will remain at invoice date until moved to invoice receipt date, which will occur throughout the next six months. Please note that existing suppliers that register in the portal and later edit information in their profile will automatically be moved to the new terms and invoice receipt date. In rare instances when suppliers have negotiated specific payment

terms, those terms will be handled on a case-by-case basis and reflected in their supplier record.

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Penn end users are encouraged to reach out to the project's knowledgeable Change Agents in the Schools and Centers for guidance. If additional support is needed, users may contact BEN Helps (215.746.4357) or enter a ticket with BEN Helps Online Support at <http://BENHelps.finance.upenn.edu>. If you are calling in, please select the BEN Financials and Penn Marketplace and follow the prompts to connect to the Penn Marketplace support team. Inquiries can also be sent to PennMarketplace@upenn.edu.

Penn Marketplace Website: <https://cms.business-services.upenn.edu/purchasing/making-purchases/marketplace-enhancements.html>