

Optimizing the Agency/Vendor Relationship

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NYS COMPTROLLER

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Road Map

- Vendor Improvements
- Vendor Self-Service/Vendor Portal
- Choosing the correct vendor “Location”
- eCommerce Initiative
- Questions?



Learning Objectives

- How the vendor portal has evolved to support the State's eCommerce initiatives.
- What resources are available to vendors through the Vendor Self-Service Portal (Vendor Portal).
- How vendors and agencies can utilize vendor locations to manage the vendor relationship.
- How agencies can use eCommerce to streamline their business process.



The Vendor File

- The vendor file went live January 2011.
- Consists of more than 275,000 vendors.
- Add 100 vendors per day.
- Issue nearly 40,000 1099s annually.



Vendor/Supplier Improvements



Stage 1 – EE1 Improvements

- Vendors can enroll in eSettlements to submit electronic invoices (eInvoicing) to on-line Agencies.
 - Manual, paper-based enrollment process.
 - Self-service (SSI), XML or MarketPlace (XML) solution.
 - Required PO in system.
- Vendors could elect to receive purchase orders via email from SFS.



Stage 2 - Supplier Improvements Project

- Improvements made to the Vendor Portal which allowed vendors to:
 - enroll in eSettlements;
 - No more paper Term and Conditions document.
 - enroll in email PO dispatch; and
 - enroll, add and update their bank account information for electronic payments.



Supplier Improvements Project (Cont.)

- Vendors can add more than one bank account to their vendor record to receive ACH payments.
- Discontinued use of smart coding for location name (i.e. MAINEPAY and MAINCHECK). All new locations are sequentially numbered (i.e. LOC01, LOC02, LOC03).
- Stopped using Location to define the payment method (check vs. ACH).

Vendor Classifications

- Defines the vendor’s “relationship” with the State.

Classification	Description of Classification	Open for Ordering?
Procurement Supplier	Entity/individual that provides goods and/or services which were procured by the State. (e.g., Suppliers that receive purchase orders, suppliers that have contracts, utility suppliers).	Yes
Non-Procurement Srvc Provider	Non-commercial, non-governmental entity/individual which provides services where purchase orders and contracts are not required. (e.g., Client workers, respite providers).	Yes
Recipient	Individual receiving money from the State through either an entitlement/benefit program or a settlement/award. (e.g., Blind Annuity Veterans, Gold Star Parent, Master Teacher, receivers of loan forgiveness monies, receivers of settlements or awards).	No

Vendor Classifications (cont.)

Classification	Description of Classification	Open for Ordering?
Non-NYS Govt Entity	Governmental Entity not located in New York State. (e.g., Federal Agency, non-NYS municipality)	Yes
NYS Muni-School Dist or BOCES	Government run school districts and BOCES located in New York State. (e.g., Public school districts, BOCES regions)	Yes
NYS Muni-Non Sch Dist or BOCES	New York State municipality entities, excluding school districts and BOCES. (e.g., New York towns, counties, cities, fire districts, water districts)	Yes
NYS Agency or Authority	New York State agencies and authorities	Yes
Single Pay or Special Use	Specially assigned vendor IDs created by OSC for a specific purpose. (e.g., Refund, Debt Service, Cash Advance, Payroll, Land Claims)	Yes

Vendor Classifications (cont.)

- All vendors receive a classification.
 - Procurement Suppliers have default PO dispatch method of email.
 - Requires ordering email address at time of vendor registration.
 - Recipients set to ‘not open for ordering.’
 - Cannot create a PO when a vendor is ‘not open for ordering.’
- Vendors can only have ONE classification.

15 Day Prompt Pay

- Qualified small businesses can self-certify through the Vendor Portal and receive interest in 15 days after:
 - (1) Agency receive the good and/or service; and
 - (2) Vendor submits an electronic Invoice.
- To qualify to receive payments within, or prompt payment interest after, 15 days, a vendor must:
 - have a primary place of business in New York State
 - have a significant business presence in New York State
 - be independently owned and operated
 - not be dominant in its field
 - employ no more than 200 employees
 - submit an invoice electronically into the SFS

Vendor Certifications


- Found on the Identifying Information tab of the vendor record.



Certification Source	Certification	Description of Certification
OGS01	SDVOB 17-B	Svc Disabled Veteran Owned Bus - Exec Law Art 17-B
		Vendors designated by OGS as Service-Disabled Veteran-Owned Businesses as established in Executive Law, Article 17-B
Supplier	SFL 179-F	Small Business - SFL 179-F Vendors that self-certify as small businesses eligible for payment within, or prompt payment interest after, 15 days as established in State Finance Law Section 179-F
DED01	M	Vendors designated by the Department of Economic Development as a Minority Owned Business in Executive Law, Article 15-A.
	W	Vendors designated by the Department of Economic Development as a Woman Owned Business in Executive Law, Article 15-A.
	MW	Vendors designated by the Department of Economic Development as a Minority Woman Owned Business in Executive Law, Article 15-A.


Vendor Certifications (Cont.)



- Screen Shot: “Identifying Information” Tab on Vendor Record





▼ **Government Classifications**

EEO Certification Date  HUB Zone

Government Sources Find | View All First 1 of 1 Last  

*Certification Source  Office of General Services

Government Classifications Find | View All First 1 of 1 Last  

Effective Date	<input type="text" value="09/20/2018"/> 	Certification Number	<input type="text"/>
Certificate Begin Date	<input type="text" value="09/10/2018"/> 	Certificate Expiration	<input type="text" value="09/09/2023"/> 
Government Classification	<input type="text" value="SDVOB 17-B"/> 	Svc Disabled Veteran Owned Bus - Exec Law Art 17-B	



Stage 3 - “P2P” Supplier Improvements

- Automatic update of open purchase orders when vendor enrolls in ACH.
- Enrolled ALL vendors ‘open for ordering’ in eSettlements.
 - Eliminated the need for vendors to enroll
 - New vendors ‘open for ordering’ automatically enrolled in eSettlements.

“P2P” Supplier Improvements (cont.)

- Implemented one-time PO email address dispatch.
 - Enrolls vendors with no existing ordering address on their vendor record in email dispatch.
- Vendors can submit eInvoices without a purchase order in SFS.
- Vendors can view receiving information in the Vendor Portal.

Accounts Payable Advisory #45 – Electronic Purchase Order Dispatch
GFO: XI-A.7 – Electronic Purchase Order Authorization and Purchase Order Dispatch



Vendor Optimization: Vendor Self-Service through the Vendor Portal



The Vendor Self-Service Portal

- Provides vendors who do business with New York State the ability to manage their billing and payment information in SFS.



What's available in the Vendor Self-Service Portal?

- Vendors can view:
 - Purchase orders.
 - Receipt information.
 - Status of invoices.
 - Payment information (invoice number, invoice date, payment amount, payment status, payment reference and payment message).



What's available in the Vendor Self-Service Portal? (Cont.)

- Vendor's can add/update:
 - Non-default addresses.
 - PO Dispatch email (vendor address).
 - Additional vendor contacts.
 - Bank account information for ACH payments.
 - Vendor locations.
- Vendors can submit electronic self-service invoices (SSI).



How to access the Vendor Portal

- Link to the Vendor Portal is available on the SFS homepage and OSC vendor webpage.

http://www.sfs.ny.gov/

The screenshot shows the SFS Statewide Financial System homepage. The navigation bar includes 'Home', 'SFS', 'Vendors', and 'Agencies'. A search bar is located on the right. The main content area is divided into three columns: 'Customers', 'Vendors', and 'Agencies'. The 'Vendors' column is circled in red and contains a 'Vendor Portal' link. Below the 'Vendor Portal' link, there is a 'Vendor System Status' section showing 'Normal operation'. The 'Customers' column contains a 'Customer Portal' link and a 'Customer System Status' section showing 'Normal operation'. The 'Agencies' column contains links for 'SFSSecure', 'Agency Financials Portal', 'ABP Testing Portal', and 'AnalyzeNY', along with an 'Agency System Status' section showing a warning icon and a message about scheduled maintenance.

STATEWIDE FINANCIAL SYSTEM

Home SFS Vendors Agencies Search...

Page not displaying properly? Please refresh this page or [click here](#)

Mission and Vision Governance and Guidance Program Formation

Customers Vendors Agencies

Customer Portal

The SFS Customer Portal allows Customers of New York State Workers' Compensation Board to receive invoices, access user account information and make payments online.

Customer System Status

✓ Normal operation

Click [here](#) for additional customer support

Vendor Portal

Using the Vendor Self-Service in the SFS Vendor Portal provides vendors who do business with New York State the ability to manage their billing and payments directly.

Vendor System Status

✓ Normal operation

Click [here](#) for additional vendor support

SFSSecure

Agency Financials Portal

ABP Testing Portal

AnalyzeNY

Agency System Status

⚠ The SFS Agency Financials Portal and Bulkload processing will close at 5:00 p.m. on Friday, September 28 for scheduled maintenance. All environments are targeted to reopen to agencies Monday, October 1.

For additional information or system support, contact the SFS Help Desk.



How do vendors access the Vendor Portal?

- The vendor's Primary Contact receives the "Welcome email" with the credentials to create the initial Vendor Portal account.
- If the vendor does not have their log-in credentials, the vendor will need to contact the SFS Helpdesk to create or gain access to their account.



Vendor Self-Service Portal

Favorites ▾ Main Menu ▾

ORACLE

Announcements

Vendor System Self-Service Tips Coming Soon

Vendor System Self-Service Tips

Online self-help is available in the SFS by clicking on the **Help** link in the upper right of this screen. These documents will help your business with using the SFS. Here you can find information about how to use new features to make the system more efficient to you and your business.

FAQs

How Do I?

- ⊕ [Reset My Own Password Online](#)
- ⊕ [Review Payments in Process](#)
- ⊕ [Review Payments That I Have Received](#)

Supplier Maintenance

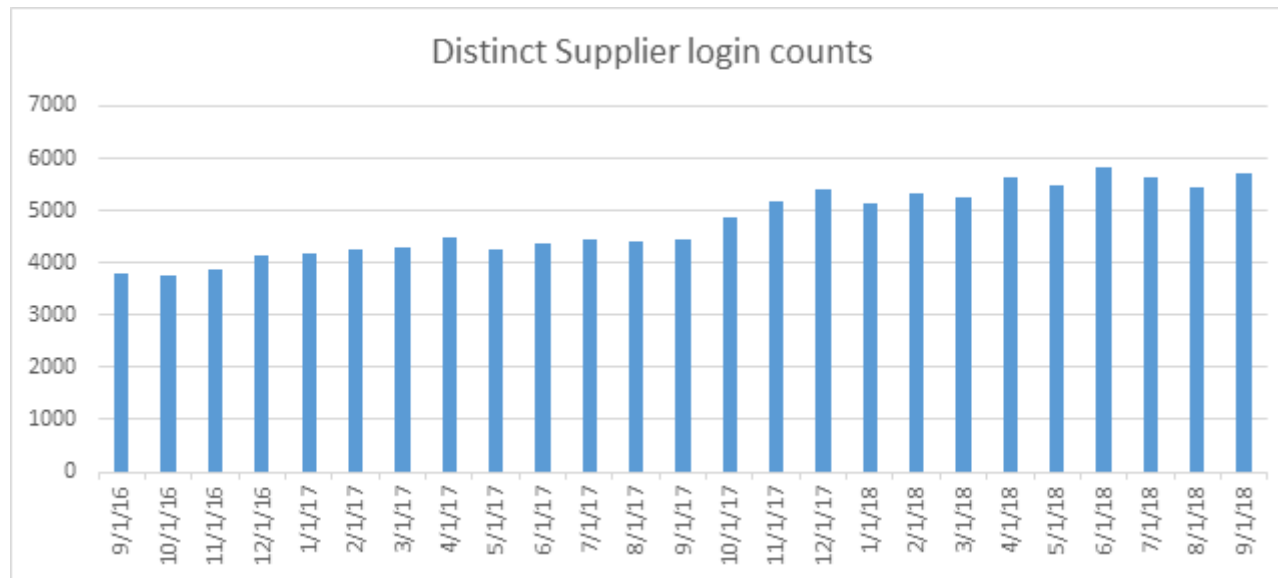
Enroll in ePayments (Direct Deposit)	Enrolled
Enroll in Electronic Invoicing (eSettlements)	Enrolled
Self-certify as a NYS Prompt Pay Small Business	Enrolled
Enroll to Receive Purchase Orders via Email (ePO Dispatch)	Enrolled



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The Vendor Self-Service Portal

- 28% Increase in use of the Vendor Portal!
 - 4,200 Vendor Portal users in 2017
 - 5,400 Vendor Portal users in 2018



Vendor Optimization: Using Locations to Manage the Vendor Relationship



Vendor “Locations”

- Vendors create and update their own location(s) through the Vendor Portal.
- The location defines the vendor’s business rules – how the vendor wants to do business with New York State:
 - The email address to receive purchase orders.
 - The bank account to receive payment.
 - Payment terms.
- A vendor location **DOES NOT** mean payment method (Check vs. ACH).



Vendor Locations (Cont.)

- Vendors can have an unlimited number of locations.
- Vendors can set-up their locations to mirror their corporate structure or business relationship with the State. For example:
 - locations per region (Albany, Buffalo).
 - locations per business area (goods, services).
 - locations by contract.

Locations Description

- Agencies should use the description field to select the appropriate location.

Supplier ID 1000005286 Short Supplier Name STAPLES CO-002 Supplier STAPLES CONTRACTS & COMMERCIAL INC

A supplier location is a default set of rules which define how you conduct business with a supplier.

Location		Find View All	First	1 of 4	Last
*Location	LOC02	<input checked="" type="checkbox"/> Default	RTV Fees	Attachments (0)	<input type="button" value="+"/> <input type="button" value="-"/>
Description	Misc. Office Supplies PC67296				

Details		Find View All	First	1 of 1	Last
*Effective Date	08/06/2018	Effective Status	Active	<input type="button" value="+"/> <input type="button" value="-"/>	
		<input type="button" value="Expand All"/>		<input type="button" value="Collapse All"/>	
Options	Payables	Procurement	Sales/Use Tax	1099	

Example of Vendor Locations

- Staples (1000005286)- Four Locations

Location Name	Location Description	Ordering Email	Payment Method	Payment Address
MAINCHECK	MAINCHECK	SBARochesterNYS@staples.com	Check	PO Box 70242 Philadelphia, PA.
MAINEPAY	Green Cleaning PC66835	* SBARochesterNYS@staples.com	ACH	Bank Account 1
LOC02	Misc. Office Supplies PC67296	SBARochesterNYS@staples.com	ACH	Bank Account 1
LOC03	Staples Technology Contracts	solomon.massey@staples.com	ACH	Bank Account 2

* MAINEPAY is set-up for EXD dispatch to the eMarketPlace.



What Location do I choose?

- Follow the vendor's Location description.
- Is there an electronic payment requirement?
 - Ex. OGS Centralized contract, Agency contract.
- Does the vendor have an ACH Location?
 - “I enrolled in ACH, why am I receiving a check?”
- When in doubt...



CONTACT THE VENDOR!

- Agency staff should not rely on the vendor's default location.



Vendor Optimization: Using eCommerce to Streamline your Business Process.



eCommerce Initiative

- Electronic end-to-end processing.
 - Email PO Dispatch
 - Electronic Invoicing (eInvoicing)
 - Electronic Payments (ePayments)



Email PO Dispatch

- SFS will dispatch purchase orders via email.
- Vendors can enroll and manage their email addresses in the Vendor Portal.
- Each email address requires a new vendor address.



Electronic Invoicing

- Vendors submit invoices directly to SFS.
 - Self-service invoice (SSI) via the Vendor Portal.
 - Low volume (less than 100 invoices per year)
 - XML data exchange – (vendor system to SFS).
 - High volume (more than 100 invoices per year)
 - XML via the eMarketPlace – (SFS to eMarketPlace).
 - Vendors set-up with purchase catalogs

What is an Electronic Invoice?

- An invoice submitted to the State through SFS:
 - Vendor Self-Service Portal (SSI)
 - XML Electronic Transfer
 - eMarketPlace (XML Transfer)
- An electronic invoice is **NOT**:
 - an invoice emailed to the Agency
 - an invoice entered by a State Agency into the eSettlements module.

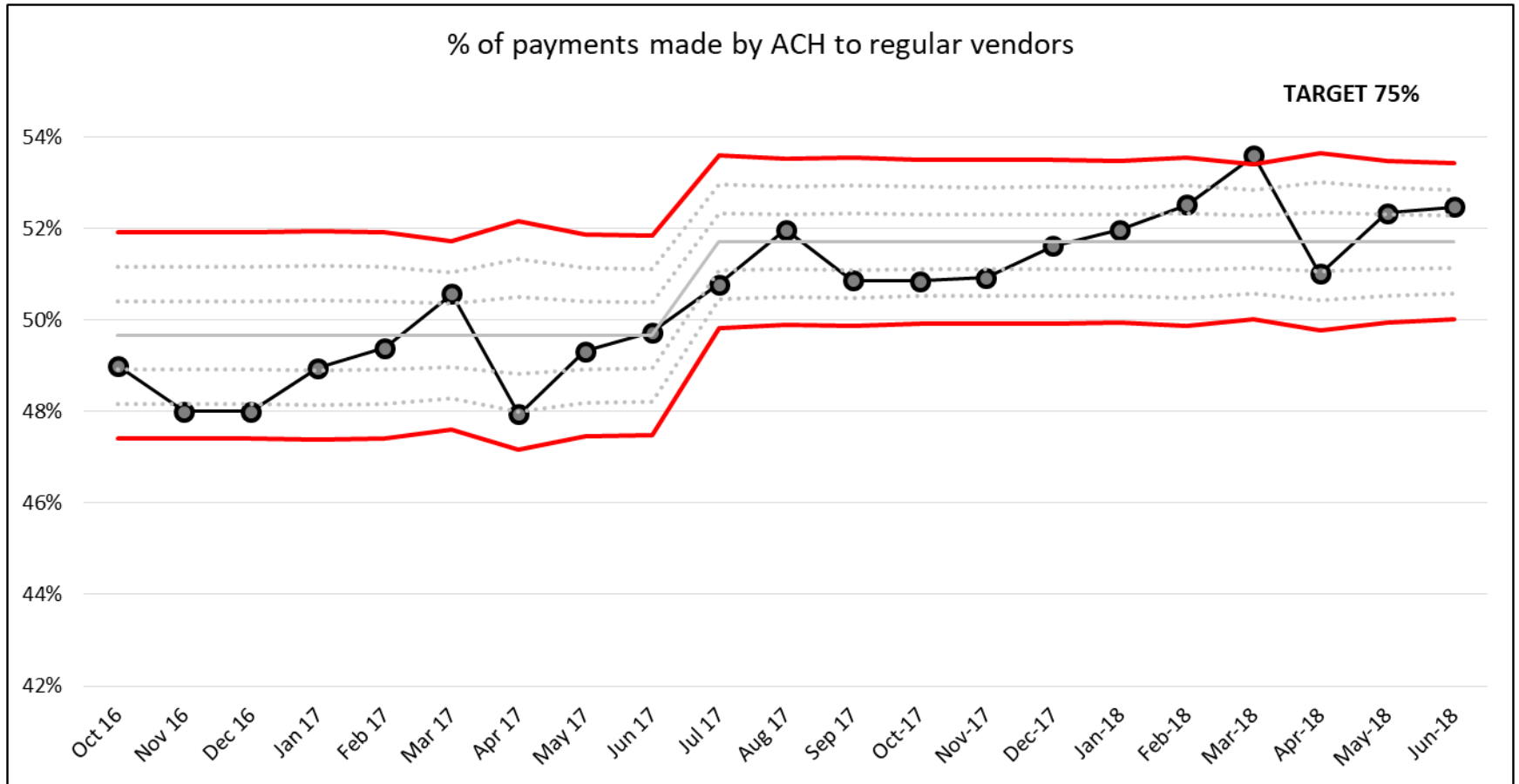


Electronic Payments

- Vendors can enroll and manage their bank account information in the Vendor Portal.
- All centralized contracts dated June 2014 or later contain [Appendix B](#), which requires Agencies to pay vendors electronically.
- Agency-specific contracts, property leases and contracts originating in the Grants Gateway may also require electronic payments.



ACH Outreach Results



OSC eCommerce Transformation

- OSC is targeting 33 vendors with the highest volume and payment amount.

Top 33 Vendors	
VERIZON BUSINESS NETWORK SERVICES INC	NEW YORK PRESBYTERIAN HOSPITAL
VERIZON NEW YORK INC	TEMP FORCE LLC
ORANGE AND ROCKLAND UTILITIES INC	NEW YORK CITY HEALTH & HOSPITAL CORP
NATIONAL GRID-LONG ISLAND UTILITY	CARDINAL HEALTH 110 LLC
NYSEG	MMS-A MEDICAL SUPPLY COMPANY
LONG ISLAND POWER AUTHORITY	PROFTECH LLC
STAPLES CONTRACTS & COMMERCIAL INC	INDUSTRIAL MEDICINE ASSOCIATES PC
NATIONAL GRID-UPSTATE UTILITY	MONTEFIORE MEDICAL CENTER
SUPERIOR PLUS ENERGY SERVICES INC	UNITED HEALTHCARE INS OF NY
NEW YORK STATE INDUSTRIES FOR THE DISABLED	CAREMARKPCS HEALTH LLC
CENTRAL HUDSON GAS & ELECTRIC CORP	EMPIRE BLUE CROSS BLUE SHIELD
UNIVERSITY OF ROCHESTER	NYS CATHOLIC HEALTH PLAN INC
NATIONAL FUEL GAS DISTRIBUTION CORP	EXCELLUS - DSH- BLUE CROSS BLUE SHIELD
ROCHESTER GAS & ELECTRC CORP	CIOX HEALTH LLC
SYSCO SYRACUSE LLC	MOUNT SINAI HOSPITAL
FISHER SCIENTIFIC CO LLC	SOURCECORP BPS INC
UNITED PARCEL SERVICE INC	



OSC eCommerce Transformation

- Our goals are to:
 - Decrease transaction processing time.
 - Decrease downstream processes (returned checks, escheatment etc.)
 - Save money.
 - Create a positive vendor experience.



Summary

- Agencies should encourage vendors to receive electronic payments when possible.
- Vendors use locations to define their business rules - PO email address, payment bank account.
- Vendors can access the Vendor Portal to maintain their contact information, enroll in ACH, set-up locations and review PO, payment and receiving information.
- When in doubt, contact the vendor!

