**Queen’s University Belfast**

**Procure-To-Pay (P2P)**



**Training Document**

**Frequently Asked Questions**

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1. Introduction
   1. What is Procure to Pay?

P2P (Procure to Pay) is a set of integrated processes and sub-processes designed to ensure the University’s procurement and payment procedures operate as effectively and efficiently as possible. P2P is underpinned by various software packages configured to deliver full automation of the end-to-end process in a secure and auditable manner, with improved management information.

* 1. Benefits of Procure to Pay
* Less Paper:
  + Supplier invoices will be sent directly to the Payments Office and will no longer circulated around the university.
  + Purchase orders will be created on line and no longer need to be printed and posted to suppliers.
* Less Data Entry:
  + As the P2P process allows for invoices to be scanned, the data on the documents is automatically read and imported to QFIS.
* Greater Visibility:
  + The process can be tracked at all times to establish its progress.
  + All scanned documents can be retrieved and viewed on QFIS at any time.
* Greater Accuracy:
  + As supplier invoices are scanned they no longer need to be manually registered and processed, reducing the chance of errors.
  1. Changes to the Current Process
* Creating Orders:
  + Before – purchase orders were raised manually, physically signed by the responsible parties, and then posted to the relevant supplier.
  + Now – purchase orders will be raised via QFIS, electronic approve by the responsible parties, then emailed to the relevant supplier.
* Receipt of Good/Services:
  + Before – no formal procedure existed for the acknowledging receipt of goods or services.
  + Now - receipt of goods and services is required before an invoice can be approved for payment.
* Receipt of Invoices:
  + Before - invoices were sent to the school or directorate which raised the order.
  + Now – all invoices will be sent directly to the Payments Office.
* Processing of Invoices:
  + Before – invoices were registered by the schools or directorate, approved with a signature and posted to the payments office to process manually.
  + Now – invoices will be scanned, interfaced to QFIS, validated and paid automatically.
  1. End to End P2P Process Map



This document gives answers to the frequently asked questions relating to Procure to Pay.

1. Requisitions
   1. What is a Free Format Requisition?

A Free Format Requisition is one where the items are not sourced from Science Warehouse.

* 1. How do I create a Requisition if the supplier is not on Science Warehouse?

If the supplier is not available through Science Warehouse please complete a Free Format Order in Qfis.

* 1. What if the supplier is on Science Warehouse but the item I want is not in the catalogue?

If the item is not in the catalogue it is because the item has not been tendered and contracted by the University. In such cases, the item should be included in a Free Format Requisition in Qfis.

* 1. Can I only order Queen’s agreed specifications from DELL through Science Warehouse?

Within the range of Queen’s contracted computers, you are able to customise their specifications.

* 1. My requisition is for less than £5,000, what compliance checks do I need to undertake?

Please refer to the Procurement section of the Finance website.

<http://www.qub.ac.uk/directorates/FinanceDirectorate/Procurement/>

* 1. My requisition is between £5,000 and £30,000, what compliance checks do I need to undertake?

Please refer to the Procurement section of the Finance website.

<http://www.qub.ac.uk/directorates/FinanceDirectorate/Procurement/>

* 1. How do I create a foreign currency requisition?

In the ‘Requisition Details’ tab of the ‘Requisitions – Advanced’ screen, there is a currency field. Upon entering a requisition, the currency will default to the currency assigned to the supplier in the supplier master setup page. The currency can be Sterling (GBP), Euro (EUR) or US Dollar (USD).

If you wish to create an order in a different currency from the default currency, you can change the currency field (this will not be possible if the default currency has been ‘fixed’ in the supplier master setup page).

The Purchase Order will then be created according to the currency selected.

* 1. I don’t know what VAT code to enter on the requisition.

Please refer to the Procurement section of the Finance website.

<http://www.qub.ac.uk/directorates/FinanceDirectorate/Procurement/>

* 1. I need to reorder similar items each week. Can I set up a template requisition?

Yes. To create a template, you must copy an existing requisition which can be done by completing the following steps;

* Using the enquiry called ‘My Requisitions’ available on the Qfis Main Menu, retrieve the requisition you wish to copy.
* Click ‘Copy Requisition’ which appears at the bottom of the Requisition Entry screen. The ‘Save as template’ icon, which is unavailable to select when creating brand new requisitions, will then become available.
* Click the ‘Save as template’ icon and you will be prompted to enter a template name. Click ‘Save’ and this template will now be stored for future use.
* Note that a requisition number will be generated for the template but as it is a template rather than a genuine requisition, no task approval prompts will be issued.

To use this saved template, click ‘Start from template’ on the Requisition Entry screen. This will show a list of any previously saved templates, which can been edited as required. Each time this template is edited and saved, a new requisition number will be created.

* 1. I want to place the same order as I have previously. Can I copy an order?

Yes. Retrieve the requisition you wish to copy and click ‘Copy Requisition’ which appears at the bottom of the Requisition Entry screen. This requisition can now be edited as required and once saved, will generate a new requisition number.

* 1. What is a Sole Source Requisition and what is required in the system?

A Sole Source Requisition is one where only one supplier is able to provide the goods or services required by the University. In such cases, it is not possible to obtain multiple price checks, quotes or tenders. Instead a Sole Source Justification template should be completed and attached to the requisition in order to satisfy compliance checking.

The template is available from the Procurement section of the Finance website.

<http://www.qub.ac.uk/directorates/FinanceDirectorate/Procurement/>

In the ‘Requisition Entry’ screen, under the ‘Default GL Analysis’ section, you will be asked to indicate if the requisition is ‘Sole Source’. This field defaults to No but should be changed to Yes for all sole source requisitions. A completed justification document should also be attached to the requisition.

* 1. What happens if I make changes to the requisition after I have saved it?

Changes can be made up until the Purchase Order is created but a new approval task will be sent to the Nominated Buyer, Budgetary Approver and Procurement Office where appropriate.

* 1. Will I receive notification that my requisition has been approved?

Yes. You will receive an alert via your Qfis account confirming that your requisition has been converted to a purchase order and quoting the purchase order number.

* 1. Why can I see all project codes and not just those I am authorised to use?

Although you can see all project codes in the drop down box, you will only be allowed to create a requisition on project codes which you have previously been authorised to use. If you select a project code which you don’t have authority to use, you will be shown an error message which will prevent you from progressing.

* 1. If all lines on my requisition are being charged to the same project code, can this be added just once?

Yes, you can set defaults for your requisition, including project code, on the Requisition Entry screen.

* 1. If all lines on my requisition are being charged using the same VAT code, can this be added just once?

No, VAT codes need to be added separately for each line of your requisition.

* 1. Can I check the progress of my requisition to determine which stage of approval it has reached?

Yes, you can use the ‘Workflow Enquiry – Requisitions’ browser from your main Qfis menu. Enter your requisition number and once located, check the status. A status of ‘Finished’ means the requisition has been approved and converted to a purchase order. Requisitions which are still pending full approval will show a status of ‘Workflow in Progress’. Click on this link to identify who the task is currently with for approval.

* 1. Can the delivery address be defaulted per user?

No, the desired delivery address must be selected for each requisition you create.

* 1. How should requisition requests from students be managed?

Requests should be initiated off line, via email, by the students’ supervisor. The approved requisitioner for the cost centre should then attached this supporting information to the requisition for reference.

* 1. Why do some fields on the requisition screens have a red asterix beside them?

The asterix indicates a mandatory field that must be completed before the requisition can be completed.

* 1. What happens if I add the wrong GL information against the order line on a requisition?

Changes can be made up until the Purchase Order is created but a new approval task will be sent to the Nominated Buyer, Budgetary Approver and Procurement Office where appropriate. The requisition can also be edited by the Nominated Buyer so any change required to the GL can be amended by them when they receive the approval task.

1. Science Warehouse

* 1. Can I browse Science Warehouse and leave a basket for someone else to checkout?

No. In order to access Science Warehouse, populate a basket and check it out to Qfis, you need to have been given the Requisitioner role in Qfis.

* 1. Can I create a template for repeat orders?

Items which are ordered regularly can be held in a ‘saved basket’ for repeated use. The name of the basket can be amended to indicate what is held within it e.g. Weekly Stationary Order. These items should then be added to a current basket to create a new order.

* 1. Can I create a list of favourite products for future use?

Yes, click in to the product detail screen for the item and select ‘Add to favourites’ on the left hand side of the screen. To retrieve a list of your favourite items select the ‘Favourite Products’ tab on your Science Warehouse homepage.

* 1. How do I clear the filters from my Science Warehouse screen?

Delete the key word from the item description field and click ‘Filter’ to return unfiltered data.

* 1. Do I need to do a price check on items from Science Warehouse?

Any contracted items i.e. those for which a tender has been approved and prices agreed, do not require a price check. These items will show in Science Warehouse with a ‘preferred’ status beside the product details.

* 1. How do I know if an item is on Science Warehouse?

You can check if an item is available through Science Warehouse by using the search field at the top of the Science Warehouse homepage. Add a key word to return all items and suppliers containing that word.

1. Approvals
   1. How do I know the budgetary approval process for research projects in my Cost Centre?

Speak to one of the Nominated Buyers in your Cost Centre.

* 1. As a Requisitioner, where do my requisitions go after I submit them for approval?

From the Requisitioner, a requisition will be sent to the pool of Nominated Buyers for the relevant cost centre.

* 1. As a Nominated Buyer, where do requisitions go after I approve them?

From the Nominated Buyer, a requisition will be sent to the pool of Budgetary Approvers for the relevant cost centre.

* 1. As a Budgetary Approver, where do requisitions go after I approve them?

From the Budgetary Approver, a requisition over £2,500 will be sent to the Procurement Office for final approval. Requisitions for less than £2,500 will convert to a Purchase Order once approved.

1. Purchase Orders
   1. Do I need to print a copy of my Purchase Order?

No, Purchase Orders will be available to view at any time through your Qfis account.

* 1. Do I need to send a copy of my Purchase Order to the supplier?

No, a copy of the Purchase Order will be emailed to the supplier as soon as it has been created. All suppliers have been asked to provide an appropriate email address for the receipt of Purchase Orders from Queen’s.

* 1. Can the Purchase Order be emailed to a contact which I specify?

No, when the Purchase Order is created the official purchase order document will be emailed to the supplier email address pre-specified by the supplier. All Purchase Orders for the same supplier will be emailed to the same address.

* 1. Can documents be attached to the requisition and automatically sent to the supplier along with the Purchase Order?

No, when the Purchase Order is created only the official Purchase Order document will be emailed to the supplier automatically. However, the requisitioner will receive an alert once the Purchase Order has been created and at this point, the requisitioner can email any corresponding documentation to the supplier if they wish.

* 1. Can Purchase Orders be prevented from automatically being emailed to certain suppliers?

No, where the supplier has provided an email address for purchase orders to be sent, the Purchase Order will automatically be emailed once created.

* 1. What happens to the Purchase Order if a supplier has not provided a valid email address for the Purchase Order to be sent to?

Where the supplier has not provided a valid email address for receiving Purchase Orders, the Requisitioner for the order will receive an emailed copy of the Purcahse Order which they will be required to forward on to their supplier contact.

* 1. Can a supplier invoice multiple Purchase Orders on a single invoice?

No, for P2P to be able to match and subsequently pay an invoice, the supplier invoice must relate to one specific Purchase Order.

* 1. Do all items require a Purchase Order?

No. For a definitive list of items which do not require a purchase order please contact the Procurement Office.

* 1. Can the value on a blanket order be increased if the original value is insufficient?

No. Purchase Orders cannot be amended. Where additional value is required, a new Purchase Order must be raised.

* 1. Where a Purchase Order is created for an estimated amount, how do I hide the value from the supplier?

When creating the requisition, select ‘Hide Price’ option on the requisition details screen. This will remove the value of the order for the supplier copy.

1. Receipting

* 1. What happens if I forget to GRN my order?

An invoice cannot be paid until a GRN is registered against an order. If an invoice is received without this step in the process being completed you will receive a new task item called ‘Missing Goods Receipt Note (MGRN)’ and the invoice will not be paid until the step is complete.

* 1. How do I GRN services?

As each stage of the service is delivered you are required to complete the goods receipt in order to match any invoices received. Please note you can complete a partial GRN against an order number e.g. consultancy services which are carried out over an academic year but will be invoiced monthly, should be GRN’d on a monthly basis.

* 1. Do I have to GRN against a Blanket Order?

As each delivery of the goods or services you are required to complete the goods receipt in order to match any invoices received. Please note you can complete a partial GRN against an order number e.g. provision of gases on a monthly basis, should be GRN’d as and when received.

* 1. When should I GRN a travel order?

As the supplier makes immediate payment for travel and, in line with our Service Level Agreement, invoices the university within 48 hours of booking, travel should be GRN’d as soon as the order has been issued, regardless of the travel date.

* 1. Can GL information be changed when GRN’ing an order?

No. Once a Purchase Order has been created changes to the general ledger information is not possible. Once the invoice has been paid, any mischarged items can be corrected using a journal.

1. Invoices
   1. Do I still need to register a supplier invoice when it arrives at my office?

No. All invoices should now be sent to the Payments Office where they will be scanned and processed. If all checks are successful the invoice will be paid automatically without any further action required by the originating university area.

* 1. What happens with invoices which do not quote a valid Purchase Order?

Any invoice received without a valid Purchase Order will still be scanned by the Payments Office but will not be paid automatically until all the required approvals are in place. The approval route will mirror that of the Purchase Order creation process.

* 1. Can a supplier invoice multiple Purchase Orders on a single invoice?

No, for P2P to be able to match and subsequently pay an invoice, the supplier invoice must relate to one specific Purchase Order.

1. Suppliers
   1. I want to buy something but I do not know who supplies it?

In the first instance, you should log on the Qfis Requisition page and then ‘Go Shopping’ in Science Warehouse, where you can search for your item. Only if you cannot find your item in Science Warehouse should you approach your Nominated Buyer for advice. If the Nominated Buyer is unable to help please contact the Procurement Office.

* 1. How do I know if a supplier is on Science Warehouse?

In Qfis, go to the ‘Reports’ section of the main menu and select P2P reports. Click on the report titled ‘Science Warehouse Suppliers’. This will return all suppliers currently available.

* 1. How can I find a supplier if I don’t know their supplier ID?

You can retrieve a supplier by typing the name in the supplier field, on the requisition entry screen. Type ahead functionality will return a list of all suppliers which contain the characters you have typed.

* 1. What do I do if a supplier ID has been changed?

If a particular supplier ID has been closed you will not be able to proceed with the requisition. Use the type ahead functionality to search by supplier name, select as appropriate and the supplier ID will default in automatically.

1. Travel
   1. A special system process has to be followed for travel requisitions. What is it?

In the ‘Requisition Details’ tab of the ‘Requisitions – Advanced’ screen, there is a field called ‘ResNo’. Upon entering a requisition, this field will automatically default to the Resource Number of the requisitioner.

If the requisition relates to travel items (i.e. products that are charged to nominal account codes 6252 – 6255), then the ResNo field should be amended to the resource number of the most senior person travelling.

The system with then prevent that person from being able to give budgetary approval for the requisition, in line with the University’s travel policy.

* 1. When booking travel, the resource number of the most senior traveller is required. How will the requisitioner know who this is?

At the point of receiving the request to initiate a travel requisition the Requisitioner will need to establish with the request who the most senior traveller will be.

* 1. If the Head of School is travelling who will approve the requisition?

The School Manager will be asked to approve a travel requisition where the Head of School is travelling.

* 1. How should urgent travel requirements be managed?

Where travel is urgent due to exceptional circumstances, you should contact the Procurement Office for advice.

* 1. What Resno should be used for travel relating to non-staff?

Where travel is being booked for non QUB staff the Resno should be left as the requisitioner resource number.

1. Glossary

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| --- | --- |
| **Term** | **Description** |
| 3 Way Match | This is where an invoice has been successfully match with a purchase order and goods receipt note, allowing invoice processing to be achieved automatically. |
| Mis-match | This is where an invoice cannot be processed automatically as it has not successfully been matched to a valid purchase order and/or a goods received note. |
| Qfis | Queen’s Financial Information System |
| Requisition | Itemised order information which requires approval before a purchase order can be created. |
| Science warehouse | Shopping basket technology which holds catalogue information on several university suppliers and allows users to create online orders. |
| Task | A task is a notification of any action you are required to carry out in your role as a P2P user and these tasks are held collectively, awaiting action. |
| Workflow | A workflow is a series of activities required to complete a task. |