

Sm@rtBuy User Group: Monthly Session



Finance Department

March 27, 2012

Agenda



- Survey Results
- Project Timelines
- Solution Validation
- Training Plan
- Roles & Visibility
- Cheque Requisition Stream
- IT Buying
- Identification of Approvers
- eReports
- Questions

Survey Results



- Survey was circulated after the last focus group session
- Overall results were positive, showing that users understand the purpose of Sm@rtBuy, why the project was undertaken, and generally feel supported
- Themes from the text responses were:
 - Training and hands-on use of the system
 - Mandatory use of the system
 - Input into scenarios
 - Permissions granted to Shopper/Requisitioner/Approver
 - What users can see in the system

Supplier	Expected Type	User	Supplier	Expected Type	User
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IT

Data Integrity	Hosted	Pan
Dell Canada Inc.	Punch-out	Pan
Hewlett Packard Canada Ltd.	Punch-out	Pan
Nationwide Audio Visual	Hosted	Pan

Office Supplies

Lyreco Canada	Punch-out	Pan
Staples	Punch-out	Pan

Catering

Aramark Canada	Punch-out	Pan
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Beverages

Direct Coffee	Hosted	Pan
Office Coffee Solutions Ltd.	Hosted	Pan
Imperial Coffee Services Inc.	Hosted	Pan

Building Supplies/Custodial

Acklands - Grainger Inc.	Punch-out	CSBO
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PAN = Vendor is used pan-University

Scientific Supplies

BIO-RAD Laboratories (Canada) Ltd.	Hosted	Pan
Fisher Scientific	Punch-out	Pan
Life Technologies; formerly Invitrogen Canada Inc. Applied Biosystems		
Linde	Hosted	Pan
New England Biolabs Ltd.	Punch-out	Pan
Qiagen Inc. (Canada)	Punch-out	Pan
Sarstedt Canada Inc.	Hosted	Pan
Sigma Aldrich Canada	Punch-out	Pan
VWR International	Punch-out	Pan



Project Timelines



Key project milestones are:

Oct 10	Development begins
Oct 10 - Dec 12	Configuration for Focus Group #1, including design of authentication standards, roles, workflows, forms, and integration with ERP
Dec 13	Focus Group #1
Dec 14 - Feb 27	Refine system functionality based on feedback from Focus Group #1
Feb 28	Focus Group #2
Mar 1 - Mar 31	Finalize design/functionality based on feedback from Focus Group #2
Apr 2 - Apr 15	Solution validation SPRINT 12 of 16
Apr 16	Final testing starts and preparation of production site
Apr 30	User acceptance testing (UAT) begins
Jun 18	Live pilot beings
Aug 6 (tentative)	Roll-out to community

Solution Validation



What is solution validation?

- Major milestone in the Sm@rtBuy Project
- Design is finalized; there cannot be substantive changes
- Purpose is not to question design, but to test it
 - “Does the system work as intended?”
- Objectives:
 - Test the functionality to ensure it works as intended
 - Ensure that the functionality will work for your unit’s processes or the processes can be adapted to system
 - Identify any system flaws or bugs



What is the process?

- Occurs between March 30, 2012 and April 13, 2012
- Takes place at dedicated computer lab
- Preliminary round of testing by Core Project Team
- Members of user group will participate in testing thereafter
- Three rounds of testing are planned; depending on results of testing, this may be reduced
- Day starts with a kick-off session
- Users are provided testing scenarios that have been developed by Core Project Team



Typical Scenarios

- Update your profile
- Order from a punch-out site
- Order catering
- Split a cart between multiple cost centres
- Place an order on behalf of someone else
- Check the status of a cart
- Approve a cart



Who is participating?

- Need a smaller group of testers for solution validation phase
- Manageable approach to assisting testers and logging defects
- Same group of individuals who participated in earlier hands-on session
- Users selected based on:
 - Expected volume of transactions
 - Participation from units across University
 - Expected usage by each specific vendor
- All User Group members will be invited to participate in User Acceptance Testing; all UG members will be invited to attend hands-on testing



There will be four sources of training material for Go Live

1. Hands-on training at a computer lab
2. Two-page reference sheets
3. Handbooks
4. Training snippets



1. Hands-On Training

User Group Training

April 16 to April 20

Pilot Training

May 28 to June 4

Community Training (before Go Live)

July 16 to July 30

Community Training (after Go Live)

August 29; ongoing



2. Two-Page Reference Sheets

Activity	Topics Covered	
Updating Profile	<ul style="list-style-type: none"> • Reviewing profile 	<ul style="list-style-type: none"> • Creating favourites
Shopping/Requisitioning	<ul style="list-style-type: none"> • Logging in • Reviewing action items • Shopping (hosted and punch-out) • Creating carts • Updating carts • Assigning/splitting COA 	<ul style="list-style-type: none"> • Assigning Carts • Withdrawing requisitions • Viewing approvals • Adding notes and attachments • Order and invoice history
Approving	<ul style="list-style-type: none"> • Logging in • Viewing approvals • Assigning requisitions to yourself • Returning requisitions to shared folder 	<ul style="list-style-type: none"> • Adding notes and attachments • Assigning substitute approver • Order and invoice history
Receiving	<ul style="list-style-type: none"> • Logging in • Search for POs 	<ul style="list-style-type: none"> • Entering receipts
Cheque Requisition/Invoicing	<ul style="list-style-type: none"> • Viewing approvals • Assigning chartfields • Viewing attachments 	<ul style="list-style-type: none"> • Executing approval • Invoice history



3. Handbooks

- Shopper/Requisitioner Handbook
- Approver Handbook



4. Training Snippets

15 video snippets to either teach or act as refresher for user

- Topics are:
 - General overview
 - Profile maintenance
 - Basic shopping
 - Add items to a cart from punch-out
 - Add items to a cart from catalog
 - Assigning a cart
 - Creating and using favourites
 - Reviewing workflow/approval steps
 - Creating a non-catalogue order
 - Basic approving
 - Creating a receipt
 - Determine status and view history
 - Document search
 - Basic cheque requisition
 - Coding and approving an invoice

Training Plan



Role	Capabilities of User	Type of Training
Shopper (all employees with Passport York account)	<ul style="list-style-type: none"> • View vendors and products • Build a cart • Assign chartfields to cheque requisition 	<ul style="list-style-type: none"> • Video snippets • Two-page reference sheets • Shopper/Requisitioner Handbook
Requisitioner (granted through application process)	<ul style="list-style-type: none"> • Submit a cart • Assign chartfields to cheque requisition 	<ul style="list-style-type: none"> • Video snippets • Two-page reference sheets • Shopper/Requisitioners Handbook • Mandatory hands-on training
Approver (assigned role based on signing authority tables)	<ul style="list-style-type: none"> • Approve a cart • Approve a cheque requisition 	<ul style="list-style-type: none"> • Video snippets • Two-page reference sheets • Shopper/Requisitioners Handbook • Mandatory hands-on training



Roles

- System roles were reviewed during last session (attached for reference)
- Systems rights are configured by role (not by user)
- Requisitioners will be able to build/edit a cart; approvers will only be able to approve/reject/return a cart
- Approvers will not be able to edit a cart
- Reviewed feedback coming out of focus group, but determined that not feasible for two reasons:
 - Segregation of duties: internal requirement, audit requirement
 - Workflow step could be bypassed, would be inherent system weakness

Roles & Visibility



Shopper

- Find items and create shopping cart(s)
- Punch-out and hosted catalogs available
- Forms used to procure non-catalog and specialty items



Requisitioner

- Can also shop in Sm@rtBuy and create shopping cart(s)
- Enters chartfields
- Submits shopping cart(s) as requisition for approval



Approver

- Reviews requisition details
- Cannot modify cart details
- Can approve, reject, or return to requisitioner



Vendor

- Receives purchase order(s) through automated process (electronic, email, fax)
- Order confirmation capability with certain vendors

All users, regardless of role, will authenticate through Passport York



Visibility

- Shoppers will have minimal search/history capabilities; see own orders
- Requisitioners and approvers may search departmental and cost centre transactions (for requisition, PO, receipt, invoice)

Cheque Requisition



Two approaches to Cheque Requisition are available:

Option #1	Option #2
<p>Use form capability in Sm@rtBuy</p> <ul style="list-style-type: none"> • End user receives invoice • End user must create a form in Sm@rtBuy, typing in invoice details • Form is added to cart and submitted • Form goes through workflow • Eventually routes to Accounts Payable 	<p>Use invoice module in Sm@rtBuy</p> <ul style="list-style-type: none"> • End user instructs the vendor to send their invoice to Accounts Payable directly (with pertinent contact details) • AP inputs the invoice into Sm@rtBuy • PDF invoice is attached to Sm@rtBuy • Invoice routes to unit for coding chartfields • Cost centre approver(s) kick(s) in based on chartfields • Approved invoice comes back to AP for processing
<p>Key points:</p> <ul style="list-style-type: none"> • End user is still doing invoice keying; some information ends up being re-keyed by Accounts Payable • Issue with routing of paper invoices • Approvers will want to see either paper or electronic invoice • If end users must scan, this is an additional request of them (and may not be feasible if scanners are not available) • Not intuitive to add an invoice to a cart 	<p>Key points:</p> <ul style="list-style-type: none"> • AP is keying invoice into the system; this forms the basis of payment details • Document management is centralized • Scanning can occur in an efficient fashion • Taking advantage of how system was designed to handle invoices • AP is in control of selecting the proper vendor name and remit address • All vendor inquiries can be handled by AP

Cheque Requisition



- There will be difficulty in training our vendors to send their invoices directly to AP; this is a drawback of the proposed solution
 - Other institutions have taken this approach successfully (such as Ryerson)
 - Finance acknowledges that we will always have a certain portion of our vendor list that does not follow the request (particularly for one-time vendors); other processes will be available to handle this reality
 - We would need cooperation from the community to communicate expectations to the vendors; a joint approach is needed!
- Implementation would be taken in a phased approach after go live; starting with one particular unit that volunteers
- Phased approach would allow us to perfect the system and processes, for an improved roll-out to the broader community

Cheque Requisition



- Cheque Requisition Form (currently posted to the Finance website) would be available for the foreseeable future
- There would be no hard cutover to using the Sm@rtBuy system for non-PO invoices
- User adoption would be encouraged by demonstrating the advantages of the Sm@rtBuy system over today's manual, paper-based approach

Cheque Requisition



Demonstration

<https://usertest.sciquest.com/apps/Router/Login?OrgName=York&tmstmp=1315402632427>

Buying from IT Vendors



Background

- There are a number of IT units at the University, each with unit-specific processes
- IT units are now responsible (and will continue to be) for determining how purchases of computers and related equipment occurs in their units
 - IT personnel generally do the buying for operating purchases
 - Some IT units will purchase for faculty PERs and research grants
 - Sometimes users make self-directed purchases (particular on the faculty side)

SmartBuy Configuration

- IT approver step will be added to workflow when purchases of \$500 or more are made from specified IT vendors: Dell, HP, Data Integrity, Nationwide Audio

Buying from IT Vendors



How it works

Profile

- During requisitioner profile set-up, user is tied to IT unit
- IT unit is a system group containing approvers

Buying experience

- All shoppers have the ability to view IT vendor products
- Only requisitioners can submit an order
- Once requisitioner submits order containing an IT vendor \geq \$500, cart routes to IT approval group
- IT approver has ability to approve, reject, or return to requisitioner
- Buyers within IT units will not be subject to this additional approval step

Buying from IT Vendors



Institutional Signing Authorities*
 \$50-\$100K Director/EO
 \$100K-\$500K AVP/Director
 \$500-\$1M VP Designate
 >= \$1M VPFA Designate

Identification of Approvers



- For each cost centre, we need to identify the individual(s) who sits in each approver step:
 - Cost centre approver
 - Director or EO
 - AVP or Dean
 - VP Designate
- Communication has been sent out to EOs/FOs to gather this information
- Information request is due March 30, 2012



- Impacted reports have been identified:
 - Signing Authority
 - Transaction Details
 - Invoice Details
 - Outstanding PO Commitments
 - Purchase Order Status
- Presently the voucher number in eReports is linked to the pdf invoice
- Solution that is under consideration is to use hyperlinking functionality to access the relevant document in Sm@rtBuy
- Clicking the PO number or voucher number would link the user to the pertinent document in Sm@rtBuy
- eReports will not be demonstrated/tested during solution validation

Questions



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