

## How Do I Order Goods and Services in the Business World

With the implementation of the new ERP system Business World, the Council will adopt a 'No PO No Pay' Policy. The concept of this is simple. For goods or services that the Council order they will be required to raise a Purchase Order on Business World for this which will be electronically sent to the supplier.

For more information on the ordering process, you can view the [How do I raise a Requisition in Unit4 Business World](#) material in the guidance and support section of the ERP Intranet page.

There is also a [Product Masterfile](#) in the guidance and support section of the ERP Intranet page.

*Note 1: The majority of products are generic and so the person who places the order will have to add the additional product detail in the product text section when placing a requisition so that this appears on the order that the supplier receives.*

*Note 2: There are a small number of products in Business World that after you have selected the Product Code you will then be required to select an Analysis Code. The product Masterfile identifies which Analysis Code you will need to select if applicable.*

*Note 3: For further details on the requisitioning process you can click [SC Requisitioning Document](#) in the guidance and support section of the ERP Intranet page.*

Once the goods or services have been received by the person who placed the order they will have to goods receipt them in the system.

If the invoice is then received from a Supplier with the relevant PO associated with it, the invoice will be paid on the due date.

If an invoice is received from a Supplier with no PO associated with it, the invoice will not be paid and the Supplier will be asked to resend the invoice with the relevant PO included on the invoice.

The no purchase order no pay, or 'no PO no pay' policy is designed to enhance the efficiency and purpose of the PO for both buyers and suppliers.

To note, some general guidance is included below for ordering specific types of Good/Service. There are also some types of Good/Service that will be exempt from having a Purchase Order placed for them which is also included below:

Type of Good / Service	Required Action
Stationery	Banner is the contracted supplier for Stationery Orders and you must place your requisitions through Punchout on Unit4 Business World to create a Purchase Order. Guidance is included in the training materials attached as a related document on this webpage.
IT Equipment	<p>There are a selection of Laptops, Tablets, Monitors and other IT consumables that will be included as Products on Unit4 and a Purchase Order should be created on Unit4 for these. These are:</p> <p>A45000-100    Lenovo E580 Laptop / Tablet - 20KTS08Y00</p> <p>A45000-101    Lenovo Yoga X380 Laptop / Tablet - 20LH000NUK</p> <p>A45000-102    Lenovo Miix 520 Laptop / Tablet - 20M30008UK</p> <p>A45000-103    MS Surface Pro Laptop / Tablet - KJS-00002</p> <p>A45000-104    Surface Pro Docking Station</p> <p>A45000-105    21.5" Fixed Height Monitor - E2275SWJ</p> <p>A45000-106    21.5" Height Adjust Monitor - E2282HS-B1</p> <p>A45000-107    23.6" Fixed Height Monitor - E2475SWJ</p> <p>A45000-108    23.6" Height Adjust Monitor - E2475PWJ</p> <p>A45000-109    27" Height Adjust Monitor - XUB2790HS-B1</p> <p>A45030-100    Surface Pro Type Cover - FMN-00003</p> <p>A45030-101    Wacom Bamboo Ink Surface Pen - CS-321</p> <p>A45030-102    MS Arc Bluetooth Mouse - ELG-00002</p> <p>A45030-103    Techair 15" Laptop Bag - TANZ0140</p> <p>A45030-104    Kensington Easy Riser Laptop Stand - 60112</p> <p>A45030-105    8gb Memory Stick</p> <p>A45030-106    16gb Memory Stick</p> <p>A45030-107    32gb Memory Stick</p> <p>A45030-108    64gb Memory Stick</p> <p>Additional information about these Products can be found on the following link below and the Product Masterfile</p> <p><a href="https://staff.shropshire.gov.uk/how-do-i/ittelephony/ordering-and-borrowing-it-equipment/">https://staff.shropshire.gov.uk/how-do-i/ittelephony/ordering-and-borrowing-it-equipment/</a></p>

Furniture	<p>Before attempting to Order any Furniture on Unit4, the requisitioner must register on Warp-It <a href="https://www.warp-it.co.uk/company/shropshirecouncil">https://www.warp-it.co.uk/company/shropshirecouncil</a> to see if their item is available here. Warp-It will show any available Furniture present in the Council that can be provided free of charge. If the item required is not on Warp-It and the user places a requisition for Furniture on Unit4, this request will be directed to Simon Maceachen (Accommodation Logistics Officer) who will be able to approve/reject the requisition before it gets sent to the Budget Manager and he will enquire on whether the Requisitioner has registered with Warp-It.</p>
Agency Staff	<p>All Agency Staff requests are currently done via the Matrix portal and this will remain the same.</p>
Internal Services	<p>For Internal Council Services such as Ordering Room Hire or Printing Services, for the time being these orders will be placed in the same way that they currently are but Internal Products will be added to Unit4 in the near future which will mean the Order is placed with the Council service through the system and then once the good/service is provided the user will be able to goods receipt this and this will create the journal entry.</p>
Utilities	<p>'No PO No PAY' won't apply to Invoices for Utilities. Instead you can process these as Supplier Invoice. Please follow the link for the <a href="#">'How do I Process any Invoices that I am unable to enter onto Samis from 1st April?'</a> page.</p>
Mobile Phones	<p>These will need to be ordered through IT as they currently are. There is guidance on the intranet for how to do this on this link <a href="https://staff.shropshire.gov.uk/how-do-i/ittelephony/">https://staff.shropshire.gov.uk/how-do-i/ittelephony/</a></p>

### **What happens if I select a Product with a Preferred Supplier?**

For certain products, the Council will have corporate contracts with specific suppliers to provide these goods or services. On the **Product Masterfile** in the guidance and support section of the ERP Intranet page you will be able to see if a Preferred Supplier is allocated against a Product.

**IMPORTANT: PREFERRED SUPPLIERS ARE ONLY APPLICABLE TO DIRECT COUNCIL STAFF ONLY AND WILL NOT APPLY TO SCHOOLS OR STAR HOUSING STAFF**

If you select a product that has one preferred supplier allocated against it, the supplier ID will automatically appear when you select the product.

If you select a product that has more than one preferred supplier allocated against it, the supplier IDs won't automatically appear and so you will need to use the Product Masterfile to identify the different preferred suppliers that are available.

If you select a product in Business World when placing an order and the product has a preferred supplier, the system will allow you to change the supplier to a different one but your requisition will be workflowed to procurement to approve or reject initially as the Procurement team might recommend that the preferred corporate supplier is used.

**If you wish to use a different supplier for a product that has a preferred supplier it would be recommended to contact the procurement team directly to discuss this before you start the requisition process to avoid any setbacks.**

## How do I Process any Invoices that I am unable to enter onto Samis from 1<sup>st</sup> April?

IT'S IMPORTANT TO NOTE THAT THE PROCESS DETAILED BELOW WILL APPLY FOR A BRIEF PERIOD WHEN WE GO LIVE WITH BUSINESS WORLD FOR ANY INVOICES WITHOUT A PURCHASE ORDER. THE COUNCIL WILL BE ADOPTING A 'NO PO NO PAY' POLICY AND YOU WILL BE REQUIRED TO RAISE PURCHASE ORDERS FOR ANY INVOICES YOU WILL RECEIVE IN THE FUTURE. PLEASE REFER TO THE HOW DO I ORDER GOODS AND SERVICES PAGE IN THIS FAQ SECTION.

From the 1<sup>st</sup> April 2019, if you have any invoices that need to be processed into Business World that don't relate to a Purchase Order, you will first need to enter your **NEW** Supplier ID, Cost Centre and Account Code (subjective) for the invoice on the **Coding Slip** in the guidance and support section of the ERP Intranet page

To identify your new Supplier ID, once you login to Business World, you can go to Procurement>Supplier Information>Suppliers and then type in your Supplier name in the Lookup box. This will display your new 7 digit Unit 4 Business World Supplier ID.

To identify your new Cost Centre and Account Code you can click on the **Cost Centre / Account Code Mapping** in the guidance and support section of the ERP Intranet page and enter in your **OLD** Samis Cost Centre and Subjective. This will then display your new Cost Centre and Account Code.

*To note, when you enter your Samis information in this mapping sheet, if an Analysis Code appears, this must be added to the coding slip as well. Otherwise if an analysis code doesn't appear then you can leave this section blank.*

You will also be required to enter VAT code into the Coding slip. Below is a table with the new VAT Codes.

VAT Code	Description
P1	Standard Rate (20%)
P2	VAT Exempt (0%)
P3	VAT Zero Rated (0%)
P4	VAT Reduced Rate (5%)
0	VAT Outside of Scope (0%)

Now that you have completed your Coding slip you will have to print this off and then place this paper copy with the invoice that you wish to be processed and scan these as a pdf document together.

**\*IMPORTANT: THE PDF MUST CONTAIN BOTH THE INVOICE AND THE CODING SLIP TOGETHER FOR INVOICES THAT DON'T RELATE TO A PURCHASE ORDER ONLY. YOU MUST NOT SUBMIT A SEPARATE PDF FOR THE INVOICE AND THEN A SEPARATE PDF FOR THE CODING SLIP. IF THE INVOICE CONTAINS MORE THAN ONE PAGE, THESE MUST ALSO BE INCLUDED AS PART OF THE SAME PDF DOCUMENT AND NOT INCLUDED AS SEPARATE PDFS.**

Once you have your completed pdf document you can email this as an attachment to [shropshirecouncil.invoices@proactiscapture.com](mailto:shropshirecouncil.invoices@proactiscapture.com)

The invoice will then be processed into the system and will be directed to the relevant authoriser to approve.

FOR FURTHER GUIDANCE ON SCANNING YOUR INVOICE, PLEASE SEE THE GUIDELINES FOR SENDING  
SCANNED DOCUMENTS INTO PROACTIS SECTION

## **How do I Process Invoices that relate to my Purchase Order?**

IMPORTANT: ALL GOODS AND SERVICES SHOULD BE GOODS RECEIPTED IN BUSINESS WORLD ONCE THEY HAVE BEEN RECEIVED AND YOU HAVE VERIFIED THAT THEY ARE IN ACCORDANCE WITH YOUR ORIGINAL ORDER.

If you have received an invoice in relation to a Purchase Order that you have created, please ensure that you have goods receipted the items or services delivered. You can find guidance on the goods receipting process by navigating to the Receipting process section in the [SC Requisitioning Document](#) attached as a related document on this webpage.

Once you have completed the goods receipting process, you will then have to scan your invoice as a pdf document and send it as an email attachment to [shropshirecouncil.invoices@proactiscapture.com](mailto:shropshirecouncil.invoices@proactiscapture.com)

\*IMPORTANT: IF THE INVOICE CONTAINS MORE THAN ONE PAGE, THESE MUST ALSO BE INCLUDED AS PART OF THE SAME PDF DOCUMENT AND NOT INCLUDED AS SEPARATE PDFS.

The invoice will then be processed into the system and will be paid automatically provided you have goods receipted your order and the invoice is for the correct amount. If there is a discrepancy between the order and invoice price then the invoice will be workflowed in the system to the relevant approver to decide if they wish to Accept/Reject the difference.

If you do not goods receipt your order and invoice that relates to your Purchase Order is scanned into [shropshirecouncil.invoices@proactiscapture.com](mailto:shropshirecouncil.invoices@proactiscapture.com) then you will receive a 'Missing Goods Receipt' task which must be actioned before the invoice will be paid. You can find guidance on the Missing Goods Receipting process by navigating to the Receipting process section in the [SC Requisitioning Document](#) in the guidance and support section of the ERP Intranet page.

FOR FURTHER GUIDANCE ON SCANNING YOUR INVOICE, PLEASE SEE THE GUIDELINES FOR SENDING SCANNED DOCUMENTS INTO PROACTIS SECTION

## **Guidelines for Sending Scanned Documents into Proactis**

PDF documents can only be processed if they meet the following criteria:

- PDFs must be 1 PDF to 1 Invoice / credit; as each file is treated as a new document
- The PDF must not have security applied, as these cannot be read by the system
- Documents other than invoice / credit related PDF files (for e.g. T&C's, statements) should not be sent to the dedicated email address as the system will ingest these
- The PDF must be attached to the original email and not embedded as part of a forwarded email
- The dedicated inboxes are not manually monitored and therefore supplier queries or questions etc. will not be dealt with
- It is highly recommended that any scanned PDF documents are of a minimum resolution of 300dpi. This helps to ensure consistent and accurate extraction of data from the images

It's also recommended that the PDF file size be kept as low as possible; typically less than 150KB this is to reduce the reliance on bandwidth usage and to speed up processing.

The system WILL NOT accept any other format of documents such as "JPG and TIFF"

If a user sends an invalid attachment to the proactis email address, an email notification will be sent back to the person who has sent the invalid attachment informing them of this.



## **How do I approve an Invoice in Business World?**

When you log into the System, if an Invoice has been placed against a Cost Centre that you are an approver for then you will see a task highlighted against a tick mark on the top right hand side of the system. If you click on this tick mark, it will show any workflow tasks that are outstanding for you to complete.

You may receive a workflow task to approve an Invoice in Business World for 2 reasons:

- An Invoice is received without a Purchase Order that relates to your Cost Centre
- An Invoice is received in relation to a Purchase Order but there is a price discrepancy between the Order Price and the Invoice Price

To Approve an Invoice that has been workflowed to you, you can click on the Task List on the top right-hand side of the system screen, this is defined by a tick icon. You will then see a task called Approve Supplier Invoice or Approve Purchase Invoice. Once you click on one of these tasks the Invoice details will appear with an image of the invoice. Please review these details and if you are happy to accept the invoice you can click on the Approve button in the bottom left hand corner.

If you would like to reject the invoice you can click on the Reject button and will then be required to enter your comments for the reason you are rejecting the invoice. If you choose this option, please take appropriate action to resolve the issue with the Supplier and then give a full description of the reason why you have rejected the invoice.

For example, if you are unhappy with the price or extra quantity received on the invoice and have decided to return the goods/services then please state this in your description. The Payments team can then cancel this invoice on the system.

If you are unhappy with the price on the invoice or extra quantity received but the supplier has agreed to send a credit note then you can leave the task pending until the credit note has workflowed to you as an additional task and then you can approve the Invoice and the Credit Note task together.

### **How do I approve a Requisition in Business World?**

When you log into the System, if a requisition has been placed against a Cost Centre that you are an approver for then you will see a task highlighted against a tick mark on the top right hand side of the system. If you click on this tick mark, it will show any workflow tasks that are outstanding for you to complete.

After you click on the task to approve a requisition, you will be able to see the product that the person would like to order, the price and supplier that has been included, the Cost Centre and Account Code (subjective) that has been used, the delivery address for the order and any attachments included.

*To note, if an attachment has been included to the requisition, once you have clicked on the blue paperclip icon, you will then have to right click on the actual document attachment and click 'Save as Local Copy' to be able to view the document.*

If you are happy with the requisition you can click on the Approve Button in the bottom left hand corner and the requisition will be automatically generated into an order and sent to the supplier.

If you are not happy with the requisition you can click on the Reject Button and this will then ask you to state a reason before rejecting. After you have submitted your reason the task will be workflowed back to the requisitioner to take corrective action.

## **How do I order stationery in the new system?**

Banner is the contracted supplier for Stationery Orders and you must place your requisitions through Punchout on Business World to create a Purchase Order.

Punchout means you will be able to log in to Business World and then link directly to Banners website to select the products you require. After you have selected your products you can bring this information back into Business World and complete your requisition which will then be directed to the authoriser to approve and will then be automatically generated into a purchase order and sent to Banner.

You can find guidance on the Banner Punchout process by navigating to the Receipting process section in the [SC Requisitioning Document](#) in the guidance and support section of the ERP Intranet page.

### **How do I view invoices in the system?**

If you would like to know how to view the image and status of your invoice in Business World, please see [Invoice Status Enquiry Guidance](#) in the guidance and support section of the ERP Intranet page.

## **Supplier Creation**

If you have identified a good/service that you wish to purchase from a supplier, you will first need to check if the supplier currently exists on the system by going to Procurement>Supplier Information>Suppliers and then type in your Supplier name in the Lookup box to see if it exists. If the supplier does not exist on the system, you should liaise with Procurement on [procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk) to ascertain whether you can purchase the specified goods/services from this new supplier. Procurement will either confirm that this is ok, or they may advise you to use another supplier that the Council has a corporate contract with and is currently on the system that will be able to provide this type of good/service.

If Procurement recommend a corporate supplier instead, then the user can go straight to the requisitioning/ordering stage and place an order with the recommended supplier.

If Procurement accept that a new supplier can be used for this good/service, the user will be required to send the **Supplier Creation Form** in the guidance and support section of the ERP Intranet page, new supplier and ask them to populate it and send it back to the user to start off the process of setting up the supplier on the system.

For more information on how to set up the supplier once the Supplier Creation Form has been returned and completed, you can find guidance by navigating to the Supplier Creation process section in the **SC Requisitioning Document** in the guidance and support section of the ERP Intranet page.

**IMPORTANT: ALL MANDATORY FIELDS MUST BE COMPLETED AND WHEN YOU CLICK ON THE RELATIONS TAB, YOU MUST ENTER A 'Y' UNDER THE SUPPLIER VISIBLE TO COUNCIL STAFF RELATION. IF YOU DO NOT SELECT 'Y' THEN YOU WILL NOT BE ABLE TO USE THIS SUPPLIER**

Once the supplier is set up on the system the user will receive a notification and can then create an order with the new supplier.

### **How do I process an Internal Invoice / AC1 Form to pay an external supplier?**

To make a payment to a supplier without an Invoice please use the **AC1 form** in the guidance and support section of the ERP Intranet page.

AC1 forms are used for instances such as:

- When a grant payment is made to a supplier and we haven't received an invoice from the Supplier as such.
- To enter a credit against a supplier without receiving an official credit note.
- Emergency payments to a supplier where an invoice hasn't been received.

Once you have populated this form it will need to be saved as a PDF and sent to the [shropshirecouncil.invoices@proactiscapture.com](mailto:shropshirecouncil.invoices@proactiscapture.com) email address.

**IMPORTANT: IF YOU HAVE SUPPORTING DOCUMENTATION THAT NEEDS TO BE INCLUDED WITH THE AC1 FORM, PLEASE INCLUDE THIS AS PART OF THE SAME PDF DOCUMENT. YOU MUST NOT SUBMIT A SEPARATE PDF FOR THE AC1 FORM AND THEN A SEPARATE PDF FOR THE SUPPORTING DOCUMENTATION.**

After it has been processed through Proactis by the AP team it will workflow to the authoriser of the Cost Centre to approve in Business World.

### **How do I process a Sundry Payment to pay an external supplier?**

A Sundry Payment may be made as a one off small expense to a supplier that it is not anticipated will be paid again in the foreseeable future and hence this supplier will not be entered on to Shropshire Council's Masterfile.

To make a sundry payment to a supplier please complete the **AC1 form** attached as a related document on this webpage

Once you have populated this form it will need to be emailed to the Accounts Payable team at [purchasledger@shropshire.gov.uk](mailto:purchasledger@shropshire.gov.uk)

The Accounts Payable Team will then input this Payment into Business World and it will workflow back to the Budget Holder for approval.

**IMPORTANT: FOR SUNDRY PAYMENTS, SUPPORTING DOCUMENTATION NEEDS TO BE INCLUDED WITH THE AC1 FORM THAT IS EMAILED TO THE ACCOUNTS PAYABLE TEAM.**

### **How do I process my Imprest claim?**

An Imprest Account is an advance of cash or a NatWest bank account, with a balance and cheque book facility, which is made available to various establishments to enable them to make certain types of payment.

The process for completing your Imprest claims will remain largely unchanged.

You will continue to populate your Imprest claim form as normal, however you will be required to send it over to the Accounts Payable team with the supporting documentation/evidence for each transaction and this will need to be emailed to [purchasledger@shropshire.gov.uk](mailto:purchasledger@shropshire.gov.uk)

Once this claim has been loaded in to Business World by the Accounts Payable team, this transaction will then be workflowed to the relevant authoriser to approve and it will have the supporting evidence that you have provided to the Account Payable Team attached to the transaction for the authoriser to review.

**IMPORTANT: PLEASE USE THE NEW IMPREST CLAIM FORM TEMPLATE** in the guidance and support section of the ERP Intranet page

There is a slight amendment to this form from your previous one because you will have to use a new Cost Centre and Account Code (previously Subjective) in Business World. Please populate the form as you would normally but making sure to include your new Cost Centre and Account Code.

To identify your new Cost Centre and Account Code you can click on the **Cost Centre / Account Code Mapping** in the guidance and support section of the ERP Intranet page and enter in your **OLD** Samis Cost Centre and Subjective. This will then display your new Cost Centre and Account Code.

*To note, when you enter your Samis information in this mapping sheet, if an Analysis Code appears, this must be added to the claim form as well in column L. Otherwise if an analysis code doesn't appear then you can leave this section blank.*

You will also have to type in your Old Samis Supplier Reference in Cell A4 and the Name of your Imprest Account in Cell A5 of the Imprest Claim sheet highlighted in Yellow so that the Accounts Payable Team will be able to identify your new Business World reference.