Supplier Relationship Management

Goods Confirmations

MM_SRM_CON_300
Definition of SRM

Supplier Relationship Management (SRM) is an SAP product that facilitates public procurement via a web-based platform.

• Enables end users to procure goods and services via a “Shopping Cart” environment.

• Generates savings for the University through use of electronic catalogs and contracts.
Implementation Planning

SRM Implementation Schedule

Phase 1 – Campus
Pilot Groups Online Training – August 2011
Pilot Groups Go-Live – September 1, 2011
Campus Online Training – September 2011
Campus Go-Live – October 1, 2011

Post Go-Live Open labs will be available for walk-in training and assistance.

Phase 2 – Healthcare
Summer 2012
## Role Terminology

<table>
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<tr>
<th>Current SAP Term</th>
<th>New SRM Term</th>
<th>SAP Role</th>
<th>SRM Role</th>
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<tbody>
<tr>
<td>Requisition</td>
<td>Shopping Cart</td>
<td>Requisitioner</td>
<td>Shopper</td>
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<tr>
<td>Approve/Release</td>
<td>Approve</td>
<td>Approver</td>
<td>Approver</td>
</tr>
<tr>
<td>Receiving</td>
<td>Confirming</td>
<td>Receiver</td>
<td>Confirmer</td>
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Role Combinations

<table>
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<tr>
<th>SRM Role Combinations</th>
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<tr>
<td>Shopper – Approver</td>
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<td>Shopper – Confirmer</td>
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<tr>
<td>Approver – Confirmer</td>
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For security reasons with Materials Management access, a person can only have 2 of the 3 roles available.
## SRM New Terminology

<table>
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<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>POWL</td>
<td>Personalized Object Work List, a.k.a. “dashboard”, serves as the Shopper’s home or starting point, contains queries, document history, etc.</td>
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<tr>
<td>Attributes</td>
<td>End-user’s personal settings</td>
</tr>
<tr>
<td>Catalog</td>
<td>Also known as “punchouts”, catalogs are located on external suppliers’ websites</td>
</tr>
<tr>
<td>Contracts</td>
<td>Pre-loaded contracted items available to the Shopper in SRM</td>
</tr>
<tr>
<td>Shopping Cart</td>
<td>Instead of a Requisition, the tool utilized by Shoppers to purchase goods and/or services</td>
</tr>
<tr>
<td>Workflow</td>
<td>Process by which documents route to Inboxes within SRM</td>
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</table>
Current SAP Purchasing Process

- Departments usually initiate process with vendor quote and requisition entry.
- Requisition arrives at Purchasing after approval.
- Purchasing processes purchase order based on established policies and procedures.
- Goods Receipts and Invoice Postings complete the 3-way match.
New SRM Purchasing Process (Catalogs/Contracts)

- Catalogs and contracts are created and maintained by Purchasing, thus creating the Shopping Cart experience for the end user.
- If a needed good or service is not available from a catalog or contract, the Shopper may obtain a quote and enter a “free text” Shopping Cart.
- Encumbrance occurs when Shopping Cart is approved.
Goods Confirmation Overview

Similar to the current SAP Receiving process, a Goods Confirmation must be completed in SRM after goods or services are physically delivered.

The Goods Confirmation shows physical receipt of products or services in satisfactory condition and releases the invoice payment.

If a Goods Confirmation is not completed, payment will not release to the vendor.

Goods Confirmations should be completed as soon as possible after physical receipt has taken place. Departments should not wait for an invoice posting to occur before creating their Goods Confirmation.
Transition from SAP to SRM

Goods Confirmers will begin creating receipts after their respective Go-Live date for items ordered via SRM Shopping Carts.

Persons with Goods Receiving roles in SAP will continue to create Goods Receipts for 45XXXXXXXXXX purchase orders established in SAP prior to SRM Go-Live.
Personal Settings Overview

**Personal Settings** relate to the user’s personal data and are established at Site Navigation.

- Default information populates into this area based on data from Human Resources org structure.

- Personal Settings **must** be confirmed and set-up for all roles during the first visit to SRM to ensure successful execution of tasks.
Log On – *myUK* Portal & Confirmations Tab

1. **Login to myUK Portal**

2. **Navigate to the Confirmations Tab**

The Portal screen view is determined by the end user’s assigned roles.
Goods Confirmers have Personalized Object Work Lists (POWL), a.k.a. “dashboards” which contain active queries, Quick Criteria Maintenance (for document searches) and document overview. All users have a Navigation Pane which contains the Inbox, settings, and create documents links.
1. Select Confirmations tab
2. Click Settings
Personal Settings – Personal Data

3. Review Personal Data on both the Position tab and User Account tab

4. If changes need to be made to your Personal Data, click Edit and update information

Form of Address is required

5. Click Save
Begin Goods Confirmation – Identify PO Number

The Purchase Order Number must be known to create a Goods Confirmation.

1. Click Refresh

If the PO # is unknown, click Create Documents - Confirmation

2. Search for the desired Purchase Order in the POWL area. Then, highlight the line item and click Create Confirmation with Reference to begin the confirming process.
Confirmation Process – Search for PO Number

1. To search for a specific Purchase Order number input search criteria information

2. Click Search to display results
Confirmation Process – Search for PO Number

4. Click Start

3. Highlight the PO # from the search results listed below
Confirmation Process – Create Confirmation

Whether accessing the purchase order number via search or directly through the POWL, the Confirmation screen will appear showing all line items and quantities on the PO. If partial confirmations have been previously posted, SRM will reflect only remaining items and quantities.

Component tabs contain detailed information if needed for review

Confirmation name and packing slip number can be recorded if desired

Goods Confirmation line item pulls relevant data from the purchase order such as description, outstanding quantity, unit of measure, price, etc.
Confirmation Process

1. To confirm, enter quantity received on each line item
2. When finished, click Confirm to finish the transaction

**TIP:** For PO’s with multiple lines, click Copy All Outstanding Quantities button to automatically confirm entire quantities.

If a partial quantity is received, enter only that quantity in the Confirm Quantity column (i.e., partial receipt). Additional Goods Confirmations should be created when more items arrive. Future Goods Confirmations will automatically populate with remaining line items and quantities from the purchase order.
TIP: If confirming for less than full PO amount, but final delivery, check Last Delivery box. This will release any remaining encumbrance and close the purchase order.
Note: From POWL, all confirmations can be displayed via the Confirmation Query.
Occasionally a Goods Confirmation may need to be canceled. Reasons for canceling a Goods Confirmation include its creation being in error or reconciliation of accounting discrepancies.

1. To begin click Confirmations within Navigation Pane
2. Click to see listing of Confirmations created by you
3. Click Refresh for latest document listing
4. Highlight Goods Confirmation number to be canceled

5. Click Delete/Cancel

6. Confirm yes to proceed
Canceling a Goods Confirmation

7. Select the line item to be canceled. You may select single or multiple line items for cancellation.

8. Click Confirm to cancel

Note: The Goods Cancellation is assigned a unique number.

9. Click Close to complete cancellation
Occasionally goods may need to be returned to the vendor. A Return Delivery is used for physical return of goods (e.g., incorrect or damaged items) from the University to the vendor.

1. Begin from the Confirmations within Navigation Pane
2. Click to see listing of Confirmations created by you
3. Click Refresh for latest document listing
Create Return Delivery

4. Highlight Confirmation number to be returned

5. Click Return Delivery
Create Return Delivery

6. Highlight line item to be returned and enter Return Quantity

7. A Return Delivery reason must be indicated. Click Item tab to indicate the reason.
Create Return Delivery

8. From the Notes Section select Reason for Return Delivery

9. Select Reason and click Save

10. Click Confirm Return to finish
SRM Inbox is used for communication regarding each user’s documents.

1. Click Inbox
2. View document messages which may include rejections, edits, etc. of documents
1. Select one or more criteria to locate a specific Shopping Cart.

Link shows or hides Filters as desired.

If you cannot find a specific Shopping Cart, click Apply to conduct search.
Users should always click the Close button to exit an open window.

Always click Close button to exit an open window.

Do not click X to exit an open window.
Fix Query Lock

Warning: If a window is closed using the “X” in the upper right hand corner of the screen, it is possible to become locked out of the system.

You may receive this message in your POWL if locked out of the system.

1. Scroll to bottom of screen and click Fix Query Lock

2. Click any Active Query of your choice from the POWL to continue working

Active Queries
- Shopping Carts: All (1) Saved (0) Awaiting Approval (0)
- Purchase Orders: All (0)
- Confirmations: All (0) Saved (0) Deleted (0) Rejected (0) Ordered (0)

Query ‘All’ is already open in another session - Display Help
Logging Off

Click Log Off to end myUK session

IMPORTANT: Do not click the red “X” in the upper right hand corner of your screen to exit. **If you do, you will lose all your work.** Click “Log Off” link instead.
Tips and Tricks

If you have both the Shopper and Goods Confirmation roles, there is a special button on your Shopper POWL which will allow creation of Goods Confirmations with one click.
SRM Help Web Sites

• **myHelp – MM & Purchasing Help web site:**
  http://myHelp.uky.edu/rwd/HTML/MM.html
  – Contains Quick Reference Cards (QRCs), updated and printable course manuals, Reference Manual, etc.

• **IRIS-MM web site:**  http://www.uky.edu/IRIS/MM