Queen Mary University of London

Purchase to Pay Process & Other Payments
Frequently Asked Questions (FAQs) – November 2013 (Version 1)

The following FAQs have been split into:

(1) Procurement procedures and choosing a supplier
(2) Raising a requisition (to create a purchase order)
(3) Reviewing and approving a requisition (to create a purchase order)
(4) Goods receipting a purchase order
(5) Processing an invoice, credit notes and dealing with payment queries
(6) Questions related to specific topics

1. Procurement procedures and choosing a supplier		
No.	**Q**	**Answer**
1.1	Where do I find the Procurement Procedures?	You can find the QMUL Purchasing Procedures here http://qm-web.finance.qmul.ac.uk/purchasing/media/procurement/documents/procurement-pdfs/all-pdfs/Procurement-Procedures-v2-July-2018.pdf
1.2	Where do I find a list of approved suppliers?	You can find the approved suppliers here http://qm-web.finance.qmul.ac.uk/purchasing/documentsforms-/ Note: merely being on Agresso does not denote an approved supplier status. **Only suppliers on the link provided here are approved.**
1.3	How do I get a new supplier set up?	Please access the New Supplier form (link below) and carefully read the accompanying guidance. The completed request form and supporting information should be sent to finance-procurement@qmul.ac.uk http://qm-web.finance.qmul.ac.uk/purchasing/documentsforms-/
1.4	When do I need to get competitive quotes or discuss my requirement with Procurement?	Details can be found using this link http://qm-web.finance.qmul.ac.uk/purchasing/ The "How to Buy Flowchart" summarises the process And you can find further details in the "Purchasing Procedures" document
1.5	What information is required to set up a new supplier?	1. Justification for requesting a new supplier (e.g. why you are unable to use one of the approved suppliers) 2. Supplier details – you can find the details in the "NSF Guidance Notes" (New Supplier Guidance) found here

1. Procurement procedures and choosing a supplier		
No.	**Question**	**Answer**
		under "General Forms and templates" http://qm-web.finance.qmul.ac.uk/purchasing/documentsforms-/
1.6	How long does it take to get a new supplier set up?	Suppliers are set up within 10 days following approval. Please ensure you allow sufficient time for a new supplier to be set up on Agresso, before you need to raise a requisition. Note: • Delays can occur if queries arise or information submitted is incomplete, so please ensure you provide all the relevant information. • If there are queries concerning the request, you will be notified of these as soon as possible. • You will be notified if your new supplier request is rejected and the reason for this. For information: Finance and Procurement will be reviewing the supplier set up process in the near future, to streamline the process where possible.
1.7	How do I know the supplier has been set up and is ready to use?	You will be emailed when your request has been actioned and the supplier has been set up on the Agresso system, ready to raise a requisition.
1.8	On Agresso – sometimes the same supplier is set up several times, how do I know which one to use?	Finance continually monitors the database and will work to reduce duplicates. However, please contact Chris Hallahan who can assist.
1.9	When do I need to follow the tendering process?	Spend over £30k may require a formal tendering process. Please contact any of the Procurement Team to discuss as early as possible. http://qm-web.finance.qmul.ac.uk/purchasing/team/index.html
1.10	I need to understand more about the Procurement Procedures – is there a course available?	Procurement offer training sessions - please contact finance-procurement@qmul.ac.uk for further details.

2. Raising a requisition (to create a purchase order)		
No.	**Question**	**Answer**
2.1	Why do I need to raise a requisition? Why can't we just raise one when we receive the invoice?	• Commercial protection when dealing with suppliers • Improve accuracy of QM's monthly accounts and forecast for the financial year – visibility of committed spend & amounts to be paid to suppliers

2. Raising a requisition (to create a purchase order)		
No.	**Question**	**Answer**
2.2	Photocopiers - I can't raise a requisition as I don't know what the usage will be?	You will find guidance on how to raise your requisitions for photocopiers in the "**P2P Goods receipting – Tips no. 1**" which you can find here under "Information" http://qm-web.finance.qmul.ac.uk/purchasing/documentsforms-/
2.3	We have a service contract which includes a standard quarterly fee and then ad hoc charges depending on any repairs required, so it's unknown. How should I raise my requisition?	You can either: 1. Create a call-off (value) purchase order with separate lines for the quarterly fee and the ad hoc service charges Or 2. Create 2 call-off (value) purchase orders – one for the quarterly service charge and one for the ad hoc service charges If you are unsure, please contact a member of the Procurement Team http://qm-web.finance.qmul.ac.uk/purchasing/team/index.html
2.4	What kind of order should I raise for temporary agency staff?	It depends on how you will goods receipt the purchase order. You can refer to examples in the "**P2P Goods receipting – Tips no. 1**" which is found here under "Information" http://qm-web.finance.qmul.ac.uk/purchasing/documentsforms-/
2.5	Which delivery date should I include for call-off (value) orders?	The date for the end of the call-off period
2.6	The delivery date might change once I send the purchase order to the supplier. Can I change the delivery date for the order at a later date?	No. The delivery date you include is for your benefit (as a guide) to help you when you review your open purchase order report. If you are raising purchase orders on behalf of other people, the delivery date can act as a useful prompt to flag that you should expect notification of the goods / service having been received.
2.7	Is it permissible to disaggregate a purchase requisition in order to avoid the requisitions work flowing to Procurement for approval?	No this is a breach of the Financial Regulations.
2.8	I haven't received an approved purchase order yet, how do I check if it is stuck in the workflow approval process?	You can check the status of a requisition in workflow and the current task owner in Agresso by selecting - **Procurement, Requisitioning**, screen is called

2. Raising a requisition (to create a purchase order)		
No.	**Question**	**Answer**
		"Workflow Enquiry – requisitions" If you have any problems interpreting this screen please contact the Financial Systems Team.
2.9	I need to raise a purchase order for equipment but not sure if it is capital or revenue – how can I check?	You can find guidance on capital vs revenue here http://qm-web.finance.qmul.ac.uk/financialmanagement/Capital/index.html • QMUL Capital Expenditure Policy • Capital Expenditure Training – which helps to interpret the policy If in doubt, please contact the Financial Management Team
2.10	I am raising a purchase order for equipment that is classed as capital, which coding should I use?	You can find guidance on which codes to use here http://qm-web.finance.qmul.ac.uk/financialmanagement/Capital/index.html
2.11	I'm not sure which VAT rate to select for my requisition – how do I check?	You can find guidance on VAT here http://qm-web.finance.qmul.ac.uk/vat/ If you have further queries, please contact Phillipa Scott in Financial Accounting Team http://qm-web.finance.qmul.ac.uk/sections/financial-accounting/contactus/

2.12	When should I use a call-off (value) order?	The following is a guide around which type of order you should use:
		
		• **Quantity order** - buying certain quantity of items with unit price?
		
		• **Call-off (value) order** - buying something (usually a service)
		  ○ cannot necessarily be measured by quantity?
		  ○ no fixed schedule for when the supplier might be used?
		
		It is important to set up the right type of order, so that you can goods receipt correctly.
		
		If in doubt, please contact the finance-procurement@qmul.ac.uk

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No.	**Question**	**Answer**
2.13	Can I raise a call-off (value) order for more than one year?	• Call-off (value) order should cover the service over an appropriate period of time or specific piece of work being carried out • Good practice – create order valid for current financial year until 31 July) not across multiple years but **there are exceptions – a few examples**: o building projects can span a number of years o depends when contract starts – may cross over financial years e.g. consultancy service provided June – October o supplier provides a discount for signing up to maintenance contract > 1 year Contact the Procurement Team for further advice.
2.14	Should I include any additional information when raising a call-off (value) order?	Yes, it is helpful to highlight to the supplier that you have raised a call-off order but it's not a guarantee of exact level of business. **Example text** – This is a 'Call-Off' order for the period e.g. 1st August 2013 to 31st July 2014. The value on the order is an estimate. The value is an indication of the anticipated levels of activity over the period but not a guarantee of exact levels of business. This order is therefore subject to variation or cancellation at any time by the customer. Please ensure that all invoices relating to the provision of this service within this period, quote this purchase order number.
2.15	What if a supplier asks for payment in advance of supplying goods / services? Is this OK?	Generally we don't pay for goods / services in advance i.e. we pay once goods / service received in line with QMUL terms and conditions. However, a supplier may insist on payment upfront e.g. to secure a venue for an event etc. In these circumstances, please contact finance-procurement@qmul.ac.uk for further advice.
2.16	Can I split the cost of a requisition between different budget codes?	Yes you can. For further guidance on how to do this on Agresso go to http://qm-web.finance.qmul.ac.uk/agresso/training-notes-and-videos/ and look for the guidance "**Splitting Charges on Requisitions**" If you need further guidance on how to do this on Agresso,

2. Raising a requisition (to create a purchase order)		
No.	**Question**	**Answer**
		please contact the Financial Systems Team via the IT Helpdesk Email its-helpdesk@qmul.ac.uk or call 13-8888
2.17	I have raised a purchase order which has been issued to the supplier. Can I include additional requirements to this purchase order?	Once you have raised a quantity purchase order and issued it to the supplier, please do not "request additional goods / services" on the same Purchase order. If you have an additional requirement, you must always raise a new Purchase order for the additional requirements. You will find further guidance on this in the P2P Tips no. 3 – Raising purchase orders and additional requirements
2.18	I have heard that I am supposed to include delivery /postage charges when raising a requisition. Is this true?	Yes this is true. • You should always include the cost of delivery / carriage / postage charges (regardless of value) when raising requisitions, where these charges are being incurred as part of the purchase. • When receiving quotes from suppliers, please check to ensure they confirm whether or not there is an additional charge for delivery / postage and the actual amount to be charged. This amount should then be included when you raise your requisition. **Note: Delivery / carriage / postage charges (regardless of value) should be included as a separate line when you raise your requisition – then goods receipted once your order is received.** • **When raising purchase orders on e-marketplace** - in the product information displayed, you will see the 'Lorry Logo' which when clicked reveals any extra charges. Delivery / carriage / postage charges are set up as 'items' on the e-marketplace. These items **can and should be added where applicable**. As 'items' they will just pull through back into Agresso as part of the shopping basket. This is to ensure we: • minimise discrepancies between the approved Purchase Order value and the invoice received from the supplier and therefore reducing delays at the invoice processing and payment stage • take into account the full cost of the product being

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		purchased • can easily track our spend on delivery / postage charges across the College which can help inform future contracts placed with suppliers
2.19	If I am including delivery / postage charges on my requisition, what VAT code should I use?	The VAT liability of delivery charges follows the main supply, so if the goods are VATable then so is the delivery charge but if the goods are zero-rated then there will be no VAT on the delivery charge.

3. Reviewing and approving a requisition (to create a purchase order)		
No.	**Question**	**Answer**
3.1	I am going to be on holiday, how do I ensure requisitions are approved by someone else in my absence?	You need to assign a substitute to receive requisitions for approval. You can do this by contacting the Financial Systems Team via the IT Helpdesk Email its-helpdesk@qmul.ac.uk or call 13-8888 Note: You will need to ensure the substitute is set up with access to the relevant cost centre and approval limit, for the workflow to work correctly
3.2	What should I check when I am reviewing and approving a requisition?	You can find "**P2P Guidance for Approvers**" here under "Information" The guide include a list of key things you should be checking http://qm-web.finance.qmul.ac.uk/purchasing/documents/index.html

4. Goods receipting a purchase order		
No.	**Question**	**Answer**
4.1	How can I goods receipt my purchase order when I no longer see the invoice?	We have put together "**P2P Goods receipting – Tips no. 1**" which you can find here under "Information" http://qm-web.finance.qmul.ac.uk/purchasing/documents/index.html
4.2	I'm not sure how to goods receipt my purchase orders which relate to temporary agency staff. I used to reply on the invoice before which had the timesheet attached, but I don't receive that now.	The "**P2P Goods receipting – Tips no. 1**" includes guidance on raising purchase orders for temporary staff and goods receipting. You can find the document here under "Information" http://qm-

4. Goods receipting a purchase order		
No.	**Question**	**Answer**
		web.finance.qmul.ac.uk/purchasing/documents/index.html
4.3	When should I goods receipt my Purchase order?	You should goods receipt the purchase order once you have confirmed the goods / service have been received satisfactorily in line with the original order. Please also refer to no. 4.4 below regarding travel related POs. You should endeavour to action the goods receipting promptly once the goods / service have been received, to ensure the financial management information is as up to date as possible for each month end and also to reduce delays in invoice payment. Note: You can partially receipt goods / service where appropriate to do so. You can find further guidance on goods receipting on Agresso here http://qm-web.finance.qmul.ac.uk/agresso/training/index.html Or by contacting the Financial Systems Team via the IT Helpdesk Email its-helpdesk@qmul.ac.uk or call 13-8888
4.4	When should we goods receipt POs related to travel (e.g. flights, hotel stays), as these are often booked a few months in advance of the trip?	The terms with the Travel Management Companies are that they can invoice us once they have made the booking and in line with our standard terms and conditions we then pay them within 30 days of the date on their invoice. So you will need to Goods Receipt once you have made the booking rather than after the journey has been made.
4.5	I raise requisitions but don't always know if the goods / service has been received (it is someone else), how can I goods receipt the purchase order?	You will find further guidance in the "**P2P Goods receipting – Tips no. 1**" which can be found here under "Information" http://qm-web.finance.qmul.ac.uk/purchasing/documents/index.html

5. Processing an invoice / credit notes, dealing with payment queries		
No.	**Question**	**Answer**
5.1	Where should suppliers send their invoices to?	**From 1 June 2013** – suppliers should send all invoices, credit notes and statements directly to the new central Accounts Payable Department address: Email: apinvoices@qmul.ac.uk or Post to:

5. Processing an invoice / credit notes, dealing with payment queries		
No.	**Question**	**Answer**
		QMUL Accounts Payable, PO Box 68942, London E1W 9JD. All invoices must quote a valid Purchase order number.
5.2	Who should deal with payment related queries?	**Accounts Payable –** deal with payment related queries and can be contacted by Email: accountspayable@qmul.ac.uk or Tel. 0207 882 7736 The same contact details apply to suppliers or QMUL staff. Note: This email address is **for queries only and should not be used to send in invoices**. Invoices sent to this email address will not be processed.
5.3	I am going to be on holiday, how do I ensure requisitions are approved by someone else in my absence?	You need to assign a substitute to receive requisitions for approval. You can do this by contacting the Financial Systems Team via the IT Helpdesk Email its-helpdesk@qmul.ac.uk or call 13-8888 Note: You will need to ensure the substitute is set up with access to the relevant cost centre and approval limit, for the workflow to work correctly
5.4	What happens if the invoice received from the supplier is more than the approved purchase order? I am concerned it will get paid without me knowing.	Currently the Agresso system is set up with a QMUL agreed tolerance level of 5%. If Accounts Payable receive an invoice from a supplier and find it is outside the 5% tolerance level when they match the Purchase order and goods receipt to the invoice, the system will flag this and the requisition approver will receive a message asking them to review the out of tolerance invoice and approve if appropriate to do so. Should the out of tolerance amount be unacceptable, this should be flagged to Accounts Payable so that it can be addressed with the supplier. Note: To provide more control around potential out of tolerance invoices, Finance are currently looking to change the tolerance level in Agresso to "the lower of 5% or £50". Agresso users will be notified of any changes before they are implemented on the system.
5.5	How can I check if the invoice has been paid against my purchase order?	You can check by running a report in Agresso • Select the **Global Reports** and **Web Reports** from the folder available on the left of screen.

5. Processing an invoice / credit notes, dealing with payment queries		
No.	**Question**	**Answer**
		Global reports Web Reports WEBn - All Transactions by Institute WEBn - AP Has an Invoice been Paid? WEBn - Bud. Sum. Deferred Grant - by CC or Bud C WEBn - Budget Summary by CostC or Budget Code WEBn - Budget Summary by RESEARCH GRANT WEBn - Budget Summary by RESOURCE (PI) WEBn - Chart of Accounts for EXPENDITURE WEBn - Chart of Accounts for INCOME WEBn - EDA - All Transactions WEBn - EDA Current Balance WEBn - General Ledger Transactions by BUDCODE WEBn - General Ledger Transactions by COSTC WEBn - Goods receipt enquiry WEBn - Incentivisation - All Transactions WEBn - Incentivisation Current Balance WEBn - Outstanding Purchase Orders WEBn - Purchase Order Enquiry WEBn - QM Supplier List WEBn - Research - All Transactions WEBn - Transactions (all) Period Report WEBn - Who placed this order? WEBn - Workflow user log - Requisitions The select "**WEB – AP Has an Invoice been paid?"** And enter the relevant search criteria. If you need any further guidance on running reports in Agresso, please contact the Financial Systems Team via the IT Helpdesk Email its-helpdesk@qmul.ac.uk or call 13-8888

6. Questions related to specific topics		
No.	**Question**	**Answer**
6.1	How do I make a foreign payment (i.e. non Euro / non US Dollar)?	You can find guidance on "**Raising requisitions – foreign payments**" effective from 1 June 2013 on the finance intranet site here http://qm-web.finance.qmul.ac.uk/financeforms/

6. Questions related to specific topics		
No.	**Question**	**Answer**
6.2	What is the process for foreign expense claims?	You can find guidance on the "**Foreign Expense Payments**" process effective 1 June 2013 on the finance intranet site here http://qm-web.finance.qmul.ac.uk/financeforms/
6.3	I'm not sure what I need to do to ensure I comply with the HMRC Employment Status Indicator legal requirements. Where do I find the guidance?	HR and Finance have reviewed the guidance issued in March 2012 and are currently working to expand on this guidance: - to provide an explanation of the context around ensuring the status of a third party is correct, to ensure compliance with HMRC requirements - to provide clarity about the supporting documentation required to be produced and retained to ensure an appropriate audit trail exists, in the event of a HMRC audit in future. A number of stakeholders have been nominated to be involved in reviewing the draft guidance, before the revised guidance is published. In the meantime, if you need advice before the updated guidance is issued, please contact HR or a member of the Procurement Team for guidance.
6.4	Where can I find further guidance on the purchase to pay process?	You can find further guidance on the Purchase to Pay process here under "Information" http://qm-web.finance.qmul.ac.uk/purchasing/documents/index.html e.g. Purchase to Pay Training, guidance for requisitioners, guidance for approvers, P2P goods receipting – tips. If you have any further queries or need advice on a specific situation, please contact the Procurement team (via c.hallahan@qmul.ac.uk)
6.5	Where do I find the latest copy of the Scheme of Delegation of Financial Authority showing approval limits?	http://www.arcs.qmul.ac.uk/policy/index.html Under "Financial Regulations and Procedures"
6.6	Where can I find a copy of the latest Travel and Expenses Policy?	http://www.arcs.qmul.ac.uk/policy/index.html Under "Financial Regulations and Procedures"
6.7	Where do I find a copy of the Expenses Claim Form?	You can find a copy of the Expenses claim form on the finance intranet site here http://qm-web.finance.qmul.ac.uk/accountspayable/forms/index.html

6. Questions related to specific topics		
No.	**Question**	**Answer**
6.8	I need some hands-on Agresso training – how do I go about arranging this?	If you would like to book Agresso training, please contact the Financial Systems Team via the IT Helpdesk Email its-helpdesk@qmul.ac.uk or call 13-8888
6.9	Where can I find further information about VAT?	You can find further guidance on VAT on the finance intranet site here http://qm-web.finance.qmul.ac.uk/financialaccounting/VAT/index.html You will also find hints and tips related to VAT here http://qm-web.finance.qmul.ac.uk/purchasing/documents/index.html - P2P Tips no. 2 – Raising purchase orders and VAT
6.10	Why have I started receiving an Open Purchase Order Report every week?	The open purchase order report was available on Agresso Web Reports. Further to feedback received from users, we set up an automated "Open Purchase Order Report" to be emailed automatically to requisitioners weekly (on Monday), to enable them to review their open purchase orders. The email accompanying the report explains what action you should take. The report is there to provide you with a list of your open purchase orders rather than reviewing everything. If you need further support to help you interpret your report, please contact the Financial Systems Team. Note: We will be organising some workshops on "how to interpret your open Purchase Order report" during October 2013, so look out for the invites which will be sent out to all Agresso users.
6.11	I have open Purchase Orders on my Open Purchase Order Report which I goods receipted a few weeks ago. Why are these Purchase Orders still on here?	Any Purchase Orders that you have goods received on Agresso (i.e. confirming you have received the goods/services in line with the original order sent to the supplier, which in some cases may have been some time ago) will be matched to the invoice quoting the Purchase order number received by Finance from the supplier. When this takes place the Purchase Order will disappear from this report. In some cases there may be a delay, for various reasons, which you should not worry about. If the Purchase Order is still showing in this report 3 months after you have goods received, please contact Accounts Payable.

6. Questions related to specific topics		
No.	**Question**	**Answer**
6.12	I need to understand more about Capital Expenditure, is there any training available?	You can find a copy of the QMUL Capital Expenditure Policy on the Policy Zone under Financial Regulations and Procedures http://www.arcs.qmul.ac.uk/policy/index.html Training sessions were held during July 2013 to interpret the policy for staff and explain roles, responsibilities and procedures. The training materials and guidance can be found here http://qm-web.finance.qmul.ac.uk/financialaccounting/financialaccounting/index.html
6.13	I heard that we are no longer processing JIDOs – is there an alternative process?	The Internal Recharge process became effective from 1 June 2013. You can find details of the process and the current Internal Recharge template here http://qm-web.finance.qmul.ac.uk/financialaccounting/internalrecharges/index.html
6.14	We keep being told to review our open Purchase Orders and close down any no longer required. Why and when do I need to do this?	We need to ensure the Financial System is as up to date as possible, so that we can accurately forecast out financial position throughout the year. You should review your open purchase orders and you may need to request a PO to be closed for the following reasons: – the PO has been goods receipted and invoice paid but the full PO amount has not been used and won't be fully used – the PO was created but is no longer required – there may be another reason for the PO still remaining open, which may need to be investigated Note: please ensure any relevant invoices have been paid, before requesting a Purchase Order to be closed via the Financial Systems Team.
6.15	I have an open Purchase Order which is no longer required and need to close it. How do I do this?	Currently, you need to contact the Financial Systems Team via the IT Helpdesk to request a Purchase Order to be closed. Email its-helpdesk@qmul.ac.uk or call 13-8888 You will need to quote the relevant Purchase Order number(s). Note: please ensure any relevant invoices have been paid, before requesting a Purchase Order to be closed via the Financial Systems Team.

6. Questions related to specific topics		
No.	**Question**	**Answer**
6.16	When should I use a Corporate Purchasing Card?	There are 2 accepted methods for purchasing goods / services at QMUL 1. **Purchase orders** **Agresso Purchase orders including e-marketplace orders** • Used for regular purchases (i.e. not a one-off purchase) **2. Purchasing cards** • Use for one-off low value requirements - cannot be practically sourced from suppliers currently on QM database • Typically order value <£500 e.g. conference fees, training courses, online purchases For further guidance contact the Procurement Team http://qm-web.finance.qmul.ac.uk/purchasing/team/index.html
6.17	How can I arrange to pay for conference fees if a purchasing card is not accepted?	You should complete a Conference Payment Request Form and send through the authorised form with the supporting information (e.g. registration form) to Accounts Payable for processing. The form is available on the finance intranet page here http://qm-web.finance.qmul.ac.uk/financeforms/index.html Note: You **do not** have to request the supplier to be set up, as Accounts Payable will use a specific "Conference Fees" supplier when processing the request, ensuring the payment request is processed promptly.