Working vendor requests

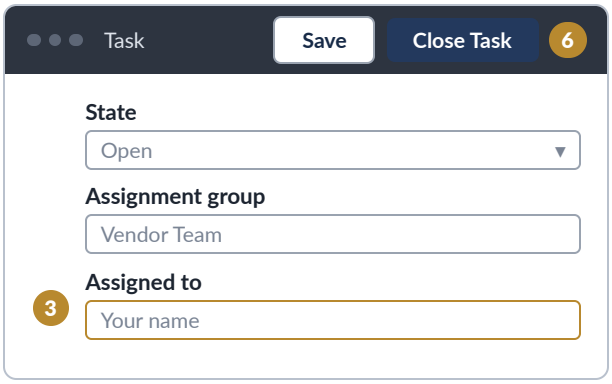
Company Name

Cheat sheet for the Vendor Team · every ticket, the same six steps

1 Find it
In the left menu, open **My Work**. **My Group's Work** lists new requests for the team. **My Work** lists the ones assigned to you.

2 Open the task
Work in the task, not the request above it. Closing the task closes the rest.

3 Take it
Put your name in **Assigned to** and click **Save**, so the team can see it is yours.



Steps 3 and 6. The top of a task. Screens are drawn for this sample.

4 Read it
The requester's answers are on the task. Their documents are at the bottom, under the **Attachments** tab.

5 Check it, then do the work
Use the checklist for the request type. Something missing? Say what in the comments, mark the task as waiting on the requester, and do not start.

6 Record it and close
Write the result in **Comments** and anything internal in **Team notes**. Then click **Close Task**.

What goes where on the ticket

Comments
The requester sees these and is notified. Use them for anything the requester needs to know or do.

Team notes
Only our team sees these. Use them for the record of what we checked and how.

What you are recording	Where it goes	Who sees it
The new vendor number	Comments	Requester and team
"The change is done", and what was changed	Comments	Requester and team
What is missing from a request	Comments	Requester and team
The bank verification call: number called, where found, who answered, date	**Team notes**	**Team only**
Each try to reach a vendor who did not answer	**Team notes**	**Team only**
Compliance screening: done, and the date	**Team notes**	**Team only**

! **Never type a bank account or routing number into a comment or a note.** The numbers stay on the attached form. In a note, the last four digits are enough.

Company Name

By request type, and ready-made comments

What to check, what to do, and what to tell the requester

Payment / Bank Change

Check first

- One of: signed Payment Change Form, a bank notice identifying the account, or official payment instructions on the vendor's letterhead.
- Signature in ink, or a certified digital signature with a time stamp. A typed name goes back.
- Bank details that came only in an email are not accepted.

Do

- Find a phone number yourself: the vendor's website, or an invoice or document already on file. **Never a number that came with the request.**
- Call. Say who you are and why you are calling. Read the bank details from the form and ask them to confirm.
- Confirmed: switch the vendor to bank payment in the ERP system.
- No answer: leave the vendor on paper check.

Payment Terms Change

Check first

- Procurement has approved it. Look on the Approvers tab.
- The requested terms and the business reason are filled in.

Do

- Approved: change the terms in the ERP system.
- Not approved, or no approval on the ticket: change nothing.

New Vendor Setup

- Search the ERP system first. Already there? Give the requester the vendor number and close.
- Registration form complete, tax form attached, names match.
- Bank payment wanted: start the vendor on paper check, then verify the bank details by phone.

Ready-made comments

Copy one into Comments and fill in the blank.

When something is missing	Comment to paste
No tax form	We need the vendor's W-9 before we can set them up (a W-8 if the vendor is outside the U.S.). Please attach it to this request.
Form not signed	The Payment Change Form must be signed in ink or with a certified digital signature. A typed name cannot be accepted. Please attach a signed copy.
No number we can check	To confirm the bank details we need a phone number that appears on the vendor's website or on an invoice we already have. Please send one.
Bank details in an email	We cannot accept bank details from an email. Please have the vendor complete and sign the Payment Change Form.

When the work is done	Comment to paste
Vendor set up	The vendor is set up. Vendor number: ____.
Set up, bank not yet confirmed	The vendor is set up. Vendor number: ____. They will be paid by check until we confirm their bank details by phone. We will let you know when bank payment is active.
Vendor already exists	This vendor is already in our system. Vendor number: ____. No new setup is needed.
Bank details confirmed	The bank details are confirmed. Bank payment is active for this vendor.
Payment terms changed	The payment terms are now ____, as approved by Procurement.