

Procurement and Business Services Information

CBOG February 8, 2018

This update is posted at: <http://www.clemson.edu/procurement/faculty-staff/index.html> under the [Announcements](#) section.

- 1. Personal Communication Stipend (“cell phone”) Policy Update:** CBOG received a revised draft to the Personal Communication Stipend policy last week. This latest revision made changes to further simplify stipends (went to 2 levels of stipends) and added other components to better manage stipends (annual reviews, specific guidance to meet each stipend level, language addressing non-exempt employees with stipend, etc...). In whole, the proposed revision to the policy addresses many of the issues/concerns with the original/current policy while also implementing specific details aimed to better govern how stipends are managed across the University. With the approval from CBOG, we will seek approval at ELT and implement this revised proposal this Spring. More details on implementation/transition will follow but please share any concerns with us if you have any about potential implementation challenges.
- 2. Supplier Registration UPDATE:** We began implementing our new supplier registration process in December with the main goal being to create a process that will manage and mitigate the fraud risks we face while ensuring we are being responsible with our financial transactions. In the past year, there have been schools (e.g. Coastal Carolina and App State to name a few) that were victims of \$1M+ fraud perpetrated through their vendor payment process. Clemson has worked hard to implement a process that will address potential areas of weakness in how we pay suppliers and individuals.

What’s going well – the new process is working very well for our truly new suppliers – those suppliers and business that we’ve never done business with. While they are not activated immediately and ready to pay the same day, as was the case with the previous process, for the most part we are able to process requests and get these suppliers on board in a quick and transparent manner. The system is working as intended and is relatively easy to follow.

What’s not going so well – for those suppliers that Clemson had previously conducted business with but not what we determined to be routine business, and therefore were inactivated back in December, we have faced a greater challenge in getting registered with us. We have identified several system limitations that we are working through as we deal with these requests. Admittedly, this is creating a process that is not as transparent and seamless as we intended. However, we are working to continue improving this process while we work through this transition. Your concerns are definitely being noted and we are creating new reports and training to provide greater visibility into the registration process for these suppliers.

Tips/FAQ/Reminders –

- All suppliers we will do business with will HAVE to register with Clemson - even those we left active will be asked to register. At some point later this year, we will start inactivating those suppliers who have not completed registration. We will have plenty of communication and warnings to both suppliers and campus before this takes place, but just know this is coming.
- Refunds – we have seen the most trouble with getting individuals registered who are simply seeking a refund from Clemson. Ideally, if payments were made through the Clemson Marketplace, a refund would be as simple as a couple of clicks and they would have their money back on their credit card. When we accept a check or cash and want to pay it back, we simply do not have an easy way to make that payment. Precisely for the reason we put in this new process, we can’t simply take a name/address and cut a check. This is a perfect example of where someone can perpetrate the fraud we have created a process to eliminate. When collecting money for anything, consider the backend process on how we would return money if necessary, as this process will never be as easy as what it has been in the past.
- Requests – a request to invite a supplier to register is either approved or rejected. Please read the emails regarding your request to register a supplier. Approving a request does not mean the supplier is approved – just that your request is approved and we will be inviting suppliers. The number one

reason requests are rejected is that we already have the supplier in our system, most likely listed as inactive. We do not approve a request for a “new” supplier since we will be inviting the inactive supplier that we already have a record for. We understand this piece is confusing – both to explain and to understand, but at the end of the day we do not want the same supplier listed in our system 10 different times, so this is the way we need to manage the cleanup of our supplier database as we invite existing suppliers to register with us.

- For those suppliers we inactivated and then invite, we have limitations in our system for providing visibility on their registration status. End users simply cannot view the registration status – their request simply is rejected. To address this, we’ve added a daily report that is posted on the buyWays home page under announcements called Invited Inactive Supplier Report that provides an update on the status of these supplier registrations. Please visit that link as needed or go directly to it [here](#).