



Procedure: Supplier Record Management

Purpose

To provide a clear statement of the University's supplier record management procedure.

Procedure

New Suppliers

1. All suppliers, regardless of size, invoice value or location, currently require the same supplier and two-step bank account verification procedure.
2. The setting up of a new supplier requires the following vendor information:
 - a. trading name;
 - b. billing address;
 - c. payment information such as bank account details;
 - d. contact number;
 - e. Australian Business Number or Australian Company Number (if applicable);
3. The Division of Shared Services confirms the identity of new suppliers by independently verifying the information via a two-step process involving:
 - a. Collection of supplier details via a Supplier Details Form; and
 - b. Verification of those details by out-of-band communication methods (such as phone or video conference).
4. If the Division of Shared Services is unable to independently verify the information, the purchase order is not raised or payment is withheld and referred to Finance and Business Services.

Existing Suppliers

5. For changes to existing supplier records, the supplier sends a change request to the Division of Shared Services (financial.shared.services@anu.edu.au).
6. The Division of Shared Services independently verifies the change request to confirm the request is legitimate and valid.

7. If the Division of Shared Services is unable to independently verify the change request, changes are not made and the matter is referred to Finance and Business Services.

Business Email Compromise

In the event that indications and/or warnings about a supplier's IT environment being compromised are identified or received, the matter should be escalated to the Director, Shared Services and where appropriate, the CFO. The Information Security Office should be involved where necessary.

Payments to Employees, Students and Persons of Interest

8. Employees, students and persons of interest are not considered suppliers under the Supplier Record Management policy.
9. However, they are included in this procedure as their details are captured as supplier records for the sole purpose of processing payments such as reimbursements for expenditure incurred on behalf of the University.
10. Supplier records for employees and persons of interest are created using information from the [Human Resources Management System](#) (HRMS).
11. Supplier records for students are created using information from the [Interactive Student Information System](#) (ISIS).
12. Employees, student and persons of interest are to ensure their details in HRMS and ISIS are correct and up-to-date prior to submitting requests for payment.

Related Instruction

Financial Shared Services Internal Instruction *Supplier Verification (including bank verification)* should be referred to for detailed instruction regarding supplier verification processes.

Document information

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