



## STATE CONTROLLER'S OFFICE – BULLETIN 12-14-2018

Wisconsin Department of Administration – Division of Executive Budget and Finance

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### **Supplier and Customer Maintenance**

The current process for creating and maintaining Supplier and Customer information in STAR is being updated. This change will only impact how documents are submitted to the Controller's Office Business Partners Services Section; no other aspect of the AP or AR processes are changing. In addition, *no other page or process contained on the SharePoint will be changed*. Staff that have historically submitted requests/forms for adding new Suppliers or Customers, additional addresses and locations, etc. will be impacted by this change.

***As of 4pm December 14<sup>th</sup>, the STAR Business Support SharePoint page will no longer be used to submit Customer and Supplier forms for processing.*** Requests submitted through SharePoint before 4pm will be completed using the old process as quickly as possible. Email notifications regarding completion or denial will continue to function. Requests denied after 4pm must be resubmitted through the new process.

**On Monday December 17<sup>th</sup>, all Supplier and Customer requests must be submitted through a new STAR document submission page.** Navigation in STAR to the submission page will be Main Menu> State of Wisconsin (STAR)> Supplier & Customer Support> My Support Requests. The new process addresses several audit concerns, enhances visibility to the request life cycle, and improves communication with SCO staff.

To use and access the new STAR page, two roles have been created. To submit requests to add or update suppliers, an individual will need the WI\_SUPPLIER\_SUBMITTER role, and to add or update customers they will need the WI\_CUSTOMER\_SUBMITTER role. In some instances, it is possible for one person to have both roles. It is the responsibility of agency supervisors to request these roles for their staff, and grant access in accordance with standard sets of control.

Job Aids for the new process may be found in STAR connection under the titles 'Customer Support Request' or 'Supplier Support Request'.

Customer:

<http://starconnection.wi.gov/Documents/JobAids/FinProc/AccountsReceivableAndBilling/customer-supportrequests.pdf>

Supplier:

<http://starconnection.wi.gov/Documents/JobAids/FinProc/VoucherProcessing/suppliersupportrequests.pdf>

If you have any questions, please contact Eric Wittwer by email at [eric.wittwer@wisconsin.gov](mailto:eric.wittwer@wisconsin.gov) or call (608) 261-9205.