QUICK REFERENCE GUIDE:
MODIFY A VENDOR

Modify a Vendor

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Overview

This quick reference guide (QRG) is for department users who need to make changes to a non-Arizona Procurement Portal (APP) vendor/supplier in AZ360, the statewide financial management system.

AZ360 maintains a single Vendor/Customer (VCUST) table for both vendors (i.e., entities paid by the state for goods or services) and customers (i.e., entities paying the state for their share of work done by the state). A single entity can be active as a vendor, a customer, or both.

An agency may decide to modify a vendor/customer record for one of the following actions:

- Add a new address for a vendor/customer.

- Correct an error on an existing vendor/customer address.

- Add or update contact information.

- Add or update organizational information.
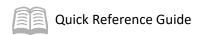
- Activate a vendor.

> **Vendor Code Numbering**
>
> - IV* from APP
> - VC* entered in AZ360
> - VC* from Legacy AFIS
> - PZ* from Legacy ProcureAZ
> - CH* from CHA
> - 99999999 from AHCCCS
> - XXX99999 from ICA

Use the Vendor/Customer Modification (VCMD1) transaction to make these changes unless the vendor is from APP (i.e., code starts with IV*). *APP vendors must be modified in APP, by the vendor or GAO/SPO Vendor Administrator.*

For other changes, such as updating legal name or taxpayer ID number (TIN), contact the General Accounting Office (GAO) by emailing vendors@azdoa.gov and provide a substitute W9 form version dated 10/2018 or greater.

The following steps will help guide users through modifying a vendor/customer record in AZ360.

Locate an Existing Vendor in AZ360

Some vendors have multiple vendor/customer records. Follow the steps below to review all existing records for a vendor name or TIN.

Log in to the AZ360 **Home Page**. Navigate to Vendor/Customer (VCUST) where all vendors and customers are stored.

1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *VCUST*.

4. In the drop down menu that generates, select **VCUST Vendor/Customer**. The VCUST table will generate.

5. Click on the **Search** option and a search pop-up window will display.

6. In the **Legal Name** field, enter the legal name for the vendor or customer.

7. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

8. Click **Search**.

9. The VCUST table displays the record.

10. Click **the 3-dot** menu of the Vendor/Customer record and select **View** to open the record.

Modify a Vendor

The steps to generate a new VCMD1 transaction and to complete the transaction Header tab are listed below. For information on how to make tab-specific updates to a Vendor/Customer record, reference the corresponding section(s) in this QRG.

Create a VCMD1 transaction from VCUST.

1. Click **the 3-dot** menu of the Vendor/Customer record, click **Related Actions**, and select **Modify Existing Record**. The Create Transaction screen will populate.

2. On the Create Transaction screen, ensure that the **Target Transaction Code** selected is **VCMD1**.

3. In the **Transaction Dept** field, enter the user's department 3- digit code.

4. Check the **Auto Numbering** check box.

5. A new VCMD1 transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

Complete the **Header** tab of the transaction.

1. In the **General Information** section, in the **Transaction Description** field, enter a reason for the vendor customer modification transaction.

Complete the necessary updates by referencing the corresponding section in this QRG. Once complete, validate and submit the transaction for approval to ensure all updates are finalized.
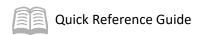
Address

Overview

An Address ID represents a particular location or P.O. Box. Each address should only exist once as a master address for a vendor/customer, although it may be reused as an ordering, payment, and billing address. When an address update is needed on a Vendor/Customer record, follow these steps:

- To make minor corrections for spelling or updating zip codes, follow the "Modify a Master Address" instructions.

- If a vendor moved to a new location, follow the "Add New Address" instructions.

- Verify if the main 1099 address needs to be updated as well. If so, follow the "Modify 1099 Reporting Information" instructions.

Add New Address

Locate the vendor record and complete the **Address** tab of the VCMD1 transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. On the blue **Address** line:

    a. In the **Line Action** field, select **New** from the drop down menu.

    b. In the **Street 1** field, enter the street address for the vendor.

    c. In the **City** field, enter the address city for the vendor.

    d. In the **State/Province** field, enter the state abbreviation for the vendor.

    e. In the **Zip/Postal Code** field, enter the zip code for the vendor.

    f. In the **Country** field, enter the country for the vendor.

3. Click the **Expand** caret on the blue Address line.

4. In the **Add New Address** section:

      a.   In the **New Address Type** field, select the new address type from the drop down menu.

      b.   In the **Generate Address ID** field, select **Yes** from the drop down menu.

5.   Click the **Contact Information** section.

6.   In the **Contact Information** section:

      a.   In the **Generate Contact ID** field, select **Yes** from the drop down menu.

      b.   In the **Principal Contact** field, enter the name of the primary ordering contact for the vendor.

      c.   In the **Email** field, enter the email address for the vendor.

      d.   In the **Contact Phone** field, enter the phone number for the vendor.

Note: The Principal Contact, Email, and Contact Phone fields are mandatory.

Modify a Master Address

If there is a mistake in an address, such as transposed address number or a newly assigned zip code, the user should modify the master address.

Note: If a vendor sends the user a change of address notification, the user should add it as a new address rather than modifying an existing address.

Locate the vendor record and complete the **Master Address** tab of the VCMD1 transaction.

1.   In the **Tab Level Actions** section, click the "**+**" icon to add a Master Address line.

2.   On the blue **Master Address** line:

      a.   In the **Line Action** field, select **Modify** from the drop down menu.

3.   Click the **Expand** caret on the blue Master Address line.

4.   In the **Modify Existing Address** section:

      a.   In the **Address ID** field, use the pick list to select the master address being updated (Note: Master address information will then load on the blue Master Address line).

5.   On the blue **Master Address** line:

      a.   Make required updates to the various address fields.

Always be certain when modifying a Master Address that the old address information is incorrect. There is a risk that another department may have a purchase order out to the vendor using the address being considered for modification.

Modify 1099 Reporting Information

If the vendor's location changed or the user verified that the main 1099 address needs to be updated, continue with the next steps to update the 1099 Reporting Information tab which ties to the 1099i table. This is verified by the 1099 address listed on the GAO Sub W9.

Locate the vendor record and complete the **1099 Reporting Information** tab of the VCMD1 transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. On the blue **1099 Reporting Information** line:

   a. In the **Line Action** field, select **Modify** from the drop down menu.

3. Click the **Expand** caret on the blue 1099 Reporting Information line.

4. In the **Modify Existing Taxpayer** section:

   a. In the **Existing Taxpayer ID Number** field, use the pick list to select the vendor TIN (Note: Current vendor information will then load).

5. In the **Taxpayer Information** section:

   a. Make required updates to vendor address.
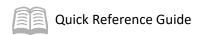
Add or Modify a Contact

If contact information changes for a vendor, the user can add a new contact (if it is a new person filling a role), or the user can modify an existing contact (if the contact's title, phone, fax, or email information changed).

Add a Contact Assigned to an Address

The user can add a new contact to an address on the Contact tab.

Locate the vendor record and complete the **Contact** tab of the VCMD1 transaction to add a contact to an address.

1. In the **Tab Level Actions** section, click the "**+**" icon to add a Contact line.

2. On the blue **Contact** line:

   a. In the **Line Action** field, select **New** from the drop down menu.

   b. In the **Contact Name** field, enter the name of the new contact.

      c.   In the **Email** field, enter the email address for the new contact.

      d.   In the **Phone** field, enter the phone number for the new contact.

Note: The Contact Name, Email, and Phone fields are mandatory.

3.   Click the **Expand** caret on the blue Contact line.

4.   In the **Add New Contact** section:

      a.   In the **Generate Contact ID** field, select **Yes** from the drop down menu.

5.   In the **Address Information** section:

      a.   In the **Address ID** field, use the pick list to select the address to which the new contact is being assigned.

Modify a Contact Assigned to an Address

The user can modify a contact assigned to an address on the Contact tab.

Locate the vendor record and complete the **Contact** tab of the VCMD1 transaction to modify a contact assigned to an address.

1.   In the **Tab Level Actions** section, click the "**+**" icon to add a Contact line.

2.   On the blue **Contact** line:

      a.   In the **Line Action** field, select **Modify** from the drop down menu.

3.   Click the **Expand** caret on the blue Contact line.

4.   In the **Modify Existing Contact** section:

      a.   In the **Contact ID** field, use the pick list to select the ID for the contact being modified (Note: Contact information will then load on the blue Contact line).

5.   In the **Address Information** section:

      a.   In the **Address ID** field, use the pick list to select the address ID assigned to the contact.

6.   On the blue **Contact** line:

      a.   In the **Contact Name** field, enter any changes to the contact's name.

      b.   In the **Email** field, update the email address for the contact.

      c.   In the **Phone** field, update the phone number for the contact.

Note: The Contact Name, Email, and Phone fields are mandatory.

Activate a Vendor

Locate the vendor record and complete the **Certification** tab of the VCMD1 transaction to activate the vendor for use.
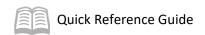
1. In the **Tab Level Actions** section, click the "**+**" icon to add a Certification line.

2. In the **Vendor Active Status** field, select **Active** from the drop down menu.

3. In the **Vendor Approval Status** field, select **Complete** from the drop down menu.

4. In the **Customer Active Status** field, select **Active** from the drop down menu.

5. In the **Customer Approval Status** field, select **Complete** from the drop down menu.

6. Click **Save**.

Attach, Validate, and Submit

Remember to attach relevant information, such as an updated GAO Sub W-9 to document the changes. Attach the GAO Sub W-9 and any other pertinent documentation to the **Header** tab.

Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Approval Flow: Common Reason for Rejection

Submitted VCMD1 transactions route through two workflow approvers.

- Department is the first approver.

- GAO is the final approver.

Some of the common reasons that GAO rejects a VCMD1 back to the submitter are listed to the right.

Account Indicator Errors

- W-9 Received, W-9 Received Date empty
- W-9 not attached/no hard copy

Certification Status Errors

- Vendor/Customer Active Status not set
- Order/Payment Address mismatch to Vendor
- Billing Address mismatch to Customer

Address Tab Errors

- No Contact name, phone and email address entered

Organization Tab Errors

- 1099 classification is not selected

Helpful Hints

- Help keep the vendor file clean and accurate.

  o If the user see errors in the vendor file, such as spelling errors or information in the wrong fields, notify the AZ360 Vendor Group by emailing vendors@azdoa.gov. Include screenshots of the errors so that GAO can research and correct the issue.

- Adding vs. Modifying a Vendor Address

  o Do not modify addresses unless the user is certain that the address should be changed. Many vendor/customers maintain multiple locations; new address information should *most likely* be regarded as an addition rather than a modification. Do not make changes to addresses that other state agencies may be using. If the user has specific questions on how to modify a vendor record, email vendors@azdoa.gov or contact the user agency's GAO liaison.

- Creating a vendor from a customer record.

  o If a vendor/customer is setup as a customer initially and later needs to be activated as a vendor, then a GAO Sub W-9 is required for the VCMD1 to activate the customer as a vendor in AZ360.

- W-9 Requirement

  o Attach a GAO Sub W-9 to each VCCD1 transaction that establishes an active vendor and each VCMD1 that modifies vendor information.

  o Always check the W-9 Received box and enter the W-9 Received Date:

    ▪ On the **Account Indicators** section of the **Vendor/Customer** tab of the VCCD1.

    ▪ On the **General Information** section in the **Vendor/Customer** tab of the VCMD1 transaction.

- Search first; avoid creating duplicate vendor/customers and addresses.

  o Use the Search option first to see if a vendor/customer already exists to avoid duplicating customers in AZ360. The clean-up effort required is substantial. The errors that are caused by duplicate entries are not simple to fix.

- Final VC* transactions do not Modify (Edit) or Cancel (Discard)

  o A VCCD1 or VCMD1 transaction that is submitted and approved cannot be modified or cancelled. Changes require a separate VCMD1 transaction to modify the vendor/customer.

  o Vendor/customers are not cancelled, but they can be inactivated with the VCMD1 transaction.

Further Reference

- See the "Transaction Basics" section of the **AZ360 Manual – Foundations** for help attaching documents to transactions in AZ360.

- To create a new vendor record, see QRG **Create a Vendor**.

- To update a vendor as customer, see QRG **Create a Custome**r.

- All reference material can be located on the GAO website at https://gao.az.gov/resources/training/gao-training-resources.