



## **Supplier Agreement Management (Supply Chain) Script**

Welcome to the CENTRE Supplier Agreement Management Demonstration. As mentioned in the CENTRE Literature and throughout this website, CENTRE is a web-based system with 0 footprint on the user's workstation and is built using an N-Tier architecture where the Data Base back-end is MS SQL, the middle tier containing the business logic is composed of COM objects and the interface makes use of Active Server Pages. CENTRE is in its fourth re-write and all new subsystems are coded in .Net.

Hello I am xxxxx xxxxxx. I am an ITG contracts manager, an ISO Auditor, a CMMI appraiser and a certified Project Manager by the PMP Institute.

We login and enter the home screen. The dashboard informs us of issued and pending change requests, open service records, workflow actions and action items from meetings. As all are links, selecting any will take us to the actual record. We view the top line menu and enter Supply Chain Management.

This module is made of the Purchasing, Vendor and Subcontractor, Inventory and Logistics Management subsystems.

### **Purchasing**

We select Purchasing and we view the returning screen. Starting from the left, we see a Purchase Order Request selection (PO Request), which is the short form we fill when we enter our requests to purchase an item or service. Lengthier "Purchase Requisition" requests can be supplied using our "Procure" Automated Government Procurement System.

We select a "Priority" level of High, and then we press "Continue." The system returns a listing of 232 Purchase Requests meeting this "Search" parameter. As in all CENTRE modules, the records are displayed in ascending order. The column headers are links, and if selected, can re-sort the displayed records in descending order by the selected column.

Starting from the left, the first field is the unique ID of the PO Request and by selecting the link we are navigated into the Record detail which contains the items being requested and other related data.

At the top of the screen we see that we can issue a "New" PO Request or "Notify" the applicable stakeholders of our purchase request.

We return to "Purchasing" enter the "Search" option. As in all CENTRE "Search" screens, the resolution of our search increases as we add more data into the fields of the search record.

We enter 8068-000 into the "Contract" field; we select Tzoumas, Andreas from the "Buyer" pool, and we pick a "Date Range Start" of 03/01/2009 and a "Date Range End" of 03/15/2009. The system returns a single record, PO Number 3502. We view the record for detail.

At the top of the screen we see the selections "New," "Duplicate PO," "Search" and "PO Requests." We can issue a new PO; create another PO with the contents of the present PO but with a different PO unique ID; return to "Search;" or look at the "PO Request" that originated the present record.



As we review the left column of the record, we see Vendor data, terms and contact information; further below, we see the “Rating” that has been given to this Vendor for this transaction. All POs are rated in this manner, producing a composite rating for each Vendor. When we review the Vendor and Subcontractor subsystems we will see how the ratings assist us in selecting the best suppliers for each transaction.

Continuing on the left column, we see the Buyer’s name and the completed stages of the transaction along with their respective dates. We shift our attention to the right column, where we see the “Ship To” particulars along with “Comments” and “Notes.”

Further below, we see details of the item being purchased, the shipping data, including the tracking number, and other pertinent information. The “Shipping Address” View link would take us to a unique address for this line item, if there were multiple shipments for multiple addresses.

We return to the “Purchasing” main screen. The “Approve,” “Invoice,” “Receive” and “Pay” selections are related to the stages of each transaction that we reviewed earlier. By entering any of these options, the user would select transactions to edit and advance into the next stage.

By selecting “Search Entitlement,” the user would verify that a Purchase Request was intended for a supported Configuration Item/Asset.

We return to “Supply Chain Management” and select “Logistics.”

### **Logistics**

In “Logistics” we receive and store into “Inventory” purchased material, we expedite Part Orders and RMAs generated by IT Service Management and Project Tasks, as well as Sales Orders to customers that contain “in stock” supplies.

We enter “Search Repair Log/RMA” and select “Dell” from the “Manufacturer” dropdown selection field. We select dates and press “Continue.”

The system returns 2681 record logs indicating repairs that took place in our Depot or at a Supplier’s Depot. We select a record and review its contents.

We pick repair log record 18100 and examine it. The upper portion of the record contains “Service Record,” “Equipment,” and “Contract” information.

In the main body of the record we see the “Description,” “Resolution” and “Condition of the Item as Received,” and further below the dates and engineer involved, as well as the associated costs of the repair.

We return to Logistics main menu. “Pending RMA” will return a list of records representing devices that have been shipped for depot repair but have not been received back. “Not Shipped RMAs” will return a list of records of repaired devices that have not been returned to the users. “Search Part Order” will return a list of records of choice (depending on the search) that reflect parts that were ordered to satisfy an “Incident,” a “Request Fulfillment” or a Project Task.

In the “Search” screen we enter 8032-000 in the “Contract” field and select dates of 02/01/2009 and 03/15/2009. The search returns 98 records. We select “Part Order” 58640 and view the returning record.



The record resembles a “Purchase Order,” but in fact it is a request from a Technical Account Manager/Service Agent for a particular part, either from warehoused stock or from an outside source. Essentially, CENTRE will look into Inventory and if the requested item is not in stock, the Part Order will be directed to Purchasing for an applicable transaction.

At the top of the record we see the field “Service Record” as a link. We follow the link and arrive at the Service Record that originated the Part Order.

Obviously, given that these are real records the names and contact information are removed. We peruse the Ordered Items detail and select the “View Inventory” link. We arrive at an Inventory record informing us of the availability and location of the referenced item.

The item record contains a lot of valuable data including pricing, PDF description, shipping data and so on. We return to the Logistics main menu. The remaining selections return lists of Part Orders and Sales Orders that have not been shipped yet.

We return to the Supply Chain Management main menu and select Subcontractor Management.

### **Subcontractor & Vendor Management**

For the purpose of this demonstration, “Subcontractors” are defined as suppliers that provide services, as opposed to “Vendors” who supply material.

We select the menu option and the returning screen provides us with a “Search” and a “New” option.

We go to the bottom of the “Search” screen and select CISCO CCNA from the “Certification” field. We sort the returning list by “Performance”. We have identified 117 Companies that provide CISCO support, at the CCNA level, in our coverage areas.

We select ALT-KIE Computer Consultants to view. We see that they were signed up in 2003, and as per their last evaluation their average rating is 3.9, their most recent rating is 4 and their performance is increasing.

The segments below deal with addresses and points of contact and further down the record, we see their rates and the cities they support.

We move up to the submenu selection and enter “Class.” Here we see the socioeconomic status of the company, a rather useful feature when doing business with the U.S. Government and have to file a “Subcontracting Plan” to show how much business your Company does with small and other classes of businesses.

The OEMs selection shows all the major manufacturers for which the company is authorized to sell and support products and the “Documents” selection displays all the pertinent documentation we have collected and stored such as Agreements, Insurance Certificates, D&B Reports on the economic viability of the Company, and so on.

In Performance, we see a separate indicator of the quality of work performed by the Company as evaluated by the Subcontractor Relations Group. In “Certifications,” we view related records, as we see in “Assigned Contracts;” that is all the contracts in which the CENTRE operating company utilizes the subcontractor.

Finally “Item List” is a list of Configuration Items the Company has assigned to the subcontractor for the purpose of performing their work.

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To further understand the importance of this particular subcontractor to the Company's mission, we go to the IT Service Management menu and search for the company.

The returning list shows 377 engagements the last of which was on 03/12/2009. We will now go to the "Measurements & Analysis" menu and delve into the Customer Satisfaction ratings for this subcontractor.

At "Measurements & Analysis," we select the QA option "Contract QA Summary Results by Subcontractor."

We enter the dates and select the subcontractor name from the drop down list and press "Continue."

The system returns a customer satisfaction rating of 96% for the work performed.

"Measurements and Analysis" provides us with additional reporting regarding Subcontractor Performance, such as utilization, parts owed and so on.

We return to the main menu and select "Vendor Management."

The returning screen is composed of a "Search" screen and a new selection. We select Yes in the "Approved" field and press "Continue."

The resulting list screen shows 179 active and approved vendors. As with Subcontractors, all vendors are rated at the completion of each transaction. A failing grade results in an automated letter of notification outlining the non-conformities.

## **Inventory**

We select "Inventory" from the "Supply Chain Management" menu. The emerging screen contains the ability to create a "New" inventory item, to "Search Inventory Log," "Search Transfers," and "Search Ship to Vendor."

We enter "New." The red labeled fields indicate mandatory entries and the record entry is self explanatory. We move to "Search Inventory Log," enter contract 8045-111, select the Falls Church warehouse, and "Inventory Class" Contract Item.

We press "Continue." The system returns 74,108 records of modifications to inventory contract items for the selected contract at the selected warehouse, enabling us to know when and why the changes were made.

We return to the main "Inventory" menu, select "Search Transfers" and press "Continue." The returning list indicates 1210 "Inter-Warehouse Transfers." We select a record to examine. The system records when, who, where, and what was transferred maintaining transparency and reconciliation for all transactions.

In "Ship to Vendor" we look for inventory items that were shipped back, whether to manufacturers for warranty repairs, or to re-sellers for replacement, or credit.



At this time we look for an “Inventory Item.” We enter HP as the “Manufacturer,” Printer as the “Item Type” and press “Continue.”

The system returns the Inventory Items, the Warehouses, and quantities for various categories of stock. We sort by the “Available” column header by selecting the link. We select item 13799 by selecting the link. We view the “Inventory Item” record. It contains detail information about the item and offers the options of selecting a repair vendor, a transfer, viewing serial numbers and so on.

Inventory Items may be assigned to contracts, or may be widely available for all requestors.

This concludes the Supply Chain Management presentation. Thank you for your time and patience.

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