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SingHealth Finance Shared Services (FSS) Improved Efficiency in Vendor Master Housekeeping

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Introduction

In FY2013, FSS had to block about 120 staff vendor accounts monthly and about 4,000 inactive vendor accounts annually during the vendor master housekeeping exercise. The process is labour intensive having to block SAP vendor accounts individually (figure 3) and manually identifying inactive vendor accounts (figure 5).

It is very time consuming to “drill down” SAP fields to identify unauthorised changes to vendor master’s sensitive fields, such as payee name, bank details and address (figure 1).

Methodology

In September 2014, FSS together with SAP IT support team developed 2 customized SAP vendor master reports to increase efficiency in monitoring unauthorised change of sensitive vendor master fields (figure 2) and inactive vendors report (figure 6). In addition, a mass SAP vendor account block feature was developed to expedite the monthly exercise of blocking staff vendor belonging to resigned staffs (figure 4). This feature is also use in our annual vendor master housekeeping exercise to block inactive vendors.

Figure 1. Current process to identify the SAP user who had made changes to vendor master fields.

Vendor Changes : Overview

Date	Field	New	Old
17.06.15	Bank control key	*** Deleted ***	
17.06.15	Reference details	*** Deleted ***	
17.06.15	Partner Bank Type	*** Deleted ***	
17.06.15	Account Name	*** Deleted ***	
17.06.15	Status BK Details ID	*** Deleted ***	
17.06.15	Eff.co	*** Deleted ***	
17.06.15	Account holder	*** Deleted ***	
17.06.15	Valid from	*** Deleted ***	
17.06.15	Collect.author.	*** Deleted ***	

Confirm Change Vendor: Details Accounting

Vendor: 1000004970 TONG YONG LABELS MANUFACTURING SINGAPORE

Confirmation status (central): To be confirmed

Current status: To be confirmed

Changes to Sensitive Fields

Figure 2. Revised process to identify the SAP user who had made changes to vendor master.

Vendor Master Sensitive fields

Program Name: ZFAPRM0002
Date/Time: 18/06/2015 10:17:22

Vendor Code	Name	New Creation	Date	Time	Changed By User ID	Changed By User Name	Rejected	Rejected By User ID	Rejected By User Name	Name
0000336102	CHONG BAO FEN	X	18.06.2015	09:51:49	CRKCSB	Ker Siew Bee				CHONG BAO FEN
1000020316	DELIZIO CATERING PTE LTD	X		08:58:28	SFSLWC	Lee Vee Chen				DELIZIO CATERING PTE LTD
1000020319	EB MEDICINE	X		09:50:10	CRKCSB	Ker Siew Bee				EB MEDICINE
0000101399	ABDUL RAHMAN B BRAHIM		17.06.2015	09:17:18	SFSXWL	Khor Wool Ling				ABDUL RAHMAN B BRAHIM

Figure 3. Current process - block vendor account individually.

Block/Unblock Vendor: Initial Screen

Vendor: [Field]
Company Code: [Field]

Block/Unblock Vendor: Details Accounting

Vendor: 1000005187 LOCKER & LOCK PTE LTD
Company Code: SHS Singapore Health Services

Posting Block:
☐ All company codes
☒ Selected co. code

Figure 4. Revised process – perform mass vendor accounts block.

Block/Unblock Vendor: Selected Company Code

General Selection:
Vendor: [Field] to [Field]
Company Code: [Field] to [Field]
Account Group: [Field] to [Field]

Block/Unblock Vendor: Selected Company Code

Selected Co. Code	Company Code	Vendor Code	Vendor Name
<input type="checkbox"/>	SHS	1000020174	GAMITA PAK-IT PTE. LTD.
<input type="checkbox"/>	SHS	1000020187	SHANGHAI DOLLY PTE. LTD.
<input type="checkbox"/>	SHS	1000020201	ATRIA PAN DENTAL GROUP PTE LTD
<input type="checkbox"/>	SHS	1000020236	BMI BUSINESS INTELLIGENCE PTE. LTD.

Figure 5. Current process – inactive vendor identified manually.

	A	B	D	E	F	G
	Co. Code	Existing Vendor Account Number	FY13 Credit Bal.	Apr-Jun14 Credit Bal.	Bal. as at 2/7/2014	vendor group
1	SHS	1000000001	6,440.70	-	-	V01
2	SHS	1000000002				V01
3	SHS	1000000003				V01
4	SHS	1000000005	7,900.88	8,967.67	(838.88)	V01
5	SHS	1000000006				V01

Figure 6. Revised process – Inactive vendor listing generated from SAP.

Inactive Vendors

Program Name: ZFAPRM0003
Date/Time: 18/06/2015 14:09:30

Company Code	Vendor Code	Vendor Name	Last Transaction Posting Date
SHS	1000017720	ABSOLUTE AV PTE. LTD.	26.02.2014
SHS	1000014011	ASIA ARTS AND CULTURE PTE. LTD.	11.03.2014
SHS	1000015150	ASSURED PROTECTION &	26.02.2014
SHS	1000009808	BT GLOBAL SOLUTIONS PTE. LTD.	14.03.2014

Results

- **Reduce time** spent in finding out who has made the changes to the vendor master sensitive fields.
- Allow FSS to take **corrective and preventive actions** on a **more timely** basis.
- **Reduce manpower effort** in identifying inactive vendor accounts blocking them individually.
- **Increase efficiency** in blocking monthly resigned staffs / inactive vendor accounts.

Conclusion

This simple SAP enhancements initiative has reduced FSS manpower effort in performing the annual vendor master housekeeping exercise and perform monthly staff vendor accounts block for the 10 institutions managed by FSS team .

Control and governance has improved. Now we are able to monitor and identify unauthorised changes to sensitive vendor master fields more promptly. Hence, timely preventive / corrective actions can be implemented to minimise payment to fraudulent person / entity.

