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 September2014, 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.
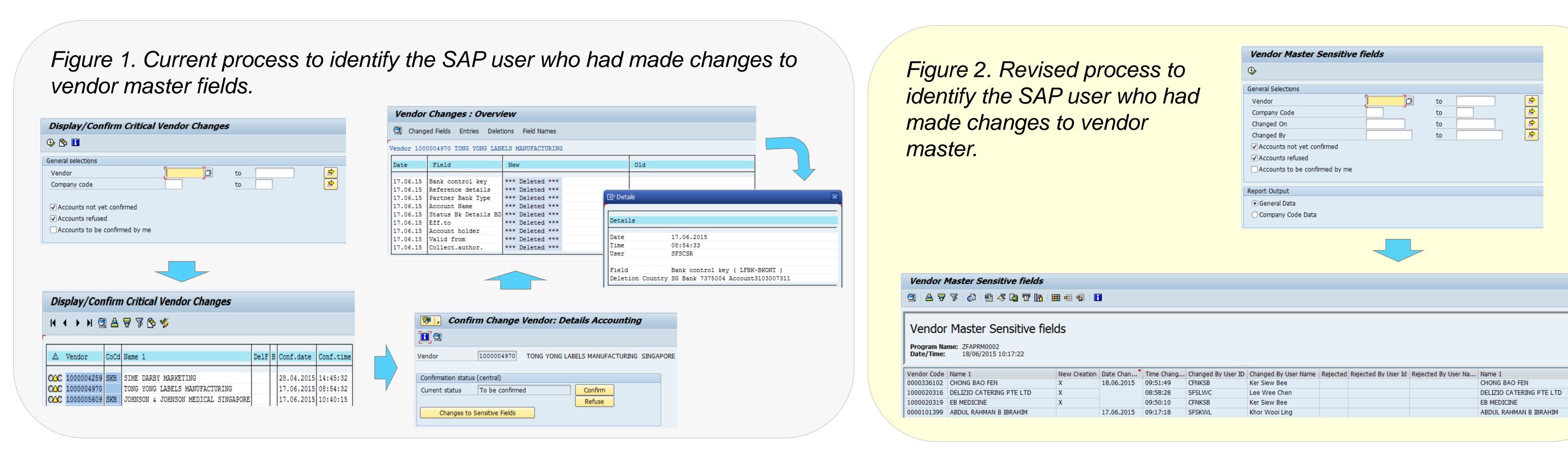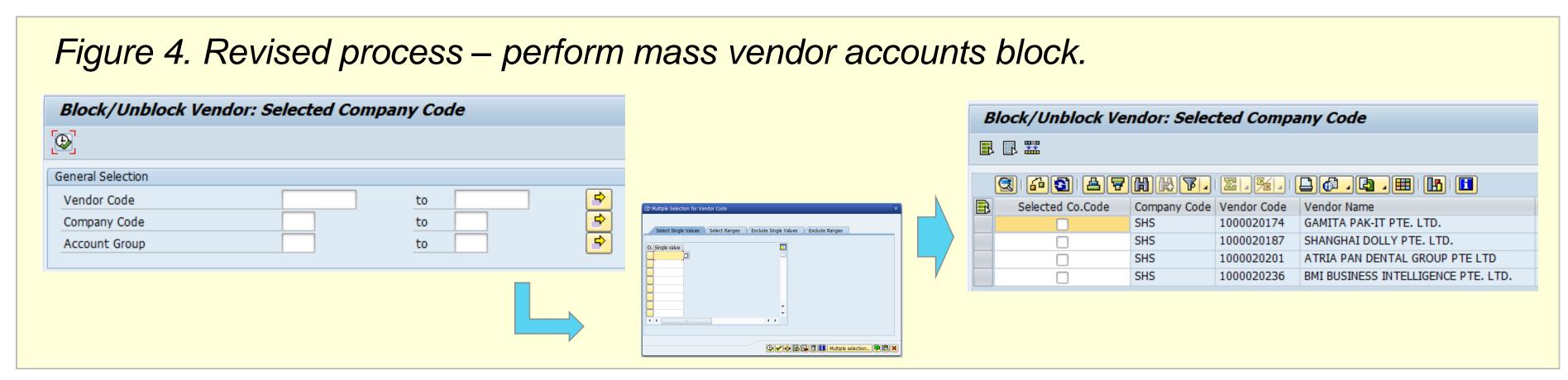

Figure 1. Current process to identify the SAP user who had made changes to vendor master fields.

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

Figure 3. Current process - block vendor account individually.

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

Figure 5. Current process – inactive vendor identified manually.

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

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.

COSTS DOWN
EFFICIENCY UP

Total time taken for vendor master housekeeping Reduced by 60%

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.