

# Enterprise Resource Planning (ERP) and the Supplier Portal Frequently Asked Questions (FAQs)

## General

### ***What is Enterprise Resource Planning (ERP)?***

ERP is a tool used by the City to streamline both its Financial and Human Capital systems. It includes functionality such as procurement, project management, budgeting, payroll, benefits and more.

Our new ERP system is intended to meet the entire suite of administrative management requirements of the City over the next decade through state-of-the-art technology and software infrastructure.

### ***What is the Supplier Portal?***

The supplier portal is a component of the City's Enterprise Resource Planning (ERP) system.

The supplier portal provides suppliers with visibility to purchase orders and service agreements; visibility to payment status and invoicing history; and, in the future, ability to respond to informal bids electronically.

As the City streamlines its processes, the supplier portal will allow the City to maximize efficiencies and minimize paper.

## Existing Suppliers

### ***If I am existing supplier with the City, do I need to register for the new system on July 1, 2019?***

Existing suppliers will be transferred into our new ERP system effective July 1, 2019 and there is no additional action required UNLESS you would like to request a supplier portal account.

If you are an existing supplier with the City of Roseville and you would like to request a supplier portal account, please get in touch with your City contact. Do NOT follow the supplier self-registration steps.

### ***How do I know if I'm considered an existing supplier?***

An existing supplier is a supplier whose information is contained in the City's database. Suppliers who have done business with the City since December 15, 2017 are typically categorized as existing suppliers. If unsure if you're an existing supplier, email [supplierportalquestions@roseville.ca.us](mailto:supplierportalquestions@roseville.ca.us).

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***What is the process for submitting invoices after July 1, 2019?***

There is no change in the process for submitting invoices at this time. Suppliers should continue to submit invoices via mail or email as they have done previously. In the future, enhanced functionality may be added to the Supplier Portal to allow suppliers to submit invoices electronically.

***What will happen with my open purchase order when the new system goes live on July 1, 2019?***

If you currently have an active purchase order (PO) with the City of Roseville, the lines on the PO that have net unpaid balances will be converted to a new PO in the City's new system effective July 1, 2019. The new PO will cross-reference the old PO number in the notes section. The notes will say that this is a converted PO from our legacy system and that it is a duplicate of the unpaid lines from the original PO.

## Registering as a New Supplier with the City of Roseville

***How do I register as a New Supplier after July 1, 2019?***

Suppliers can follow the instructions posted to the City of Roseville's [Supplier Portal Instruction & Information webpage](#).

***What information will I need in order to register as a new supplier?***

For easy reference, view our Supplier Self-Registration Checklist posted to the City of Roseville's [Supplier Portal Instruction & Information webpage](#).

***How do I know if I am considered a new supplier?***

A new supplier is a supplier whose information is not contained in the City's database. Companies who have never done business with the City OR who have not done business with the City since December 15, 2017 are likely not listed in the City's database. If unsure if you are considered a new supplier, email [supplierportalquestions@roseville.ca.us](mailto:supplierportalquestions@roseville.ca.us).

***What is an NIGP code and why do I need to select an NIGP code when registering as a new supplier?***

NIGP stands for the National Institute of Governmental Purchasing. NIGP codes are commodity codes that define the product or services a supplier provides. NIGP codes assist in correctly classifying products and services used by the City. You may view a list of NIGP codes posted to the City of Roseville's [Supplier Portal Instruction & Information webpage](#).