



## City Of Raleigh North Carolina

March 5, 2009

To City of Raleigh Vendor:

SUBJECT: Request for Updated Vendor Information

### Overview

The City of Raleigh, North Carolina, is in the process of implementing an Enterprise Resource Planning (ERP) system. The project has been underway since June, 2008, and will be implemented in phases through mid 2010. The ultimate goal is enhanced customer service, streamlined business processes and the consolidation of several business systems.

### Benefits to Vendors

The project provides an opportunity to enhance how we solicit, purchase and pay for goods and services which will yield mutual benefits to the City and its vendors alike. The initial phase, which will be implemented in early May will automate many of the steps in requisitioning, ordering, receiving and invoice processing. From the vendor's perspective, it will be easier to:

- receive a purchase order
- submit an invoice
- receive payment in accordance with payment terms.

### Action Required

Any effort to automate business processes begins with the creation of a robust repository of information which the system uses to process tasks, transactions and workflows. Therefore, the City of Raleigh must expand the information we maintain on our active vendors. We have created an online vendor form which will be utilized to confirm current information and gather the additional information required for the new system and processes to function as designed. To make entry and processing of the data as easy as possible, **we have posted the survey on the City of Raleigh website. It can be accessed at the following web address: [www.raleighnc.gov/vendor](http://www.raleighnc.gov/vendor).**

In order for all vendor information to be processed and integrated into the new system before implementation, **we ask that you complete the online form no later than March 20, 2009.** Providing this information in an accurate and timely manner will minimize disruptions in purchasing and payments as the City of Raleigh makes this important transition. If you have problems with the online form or are unable to complete it electronically, please call 919-996-5010 for assistance.

We will provide additional information to you as we get closer to the May implementation. Thank you in advance for supporting the City of Raleigh in this important endeavor.

Best regards,

Ellis Wheeler, C.P. M. CLGPO  
Purchasing Manager

Joyce Perkins, CPA  
Accounting Manager