

Documenting Your Vendor Processes

The Key to Avoiding Errors and Mitigating Risks

Presented by:

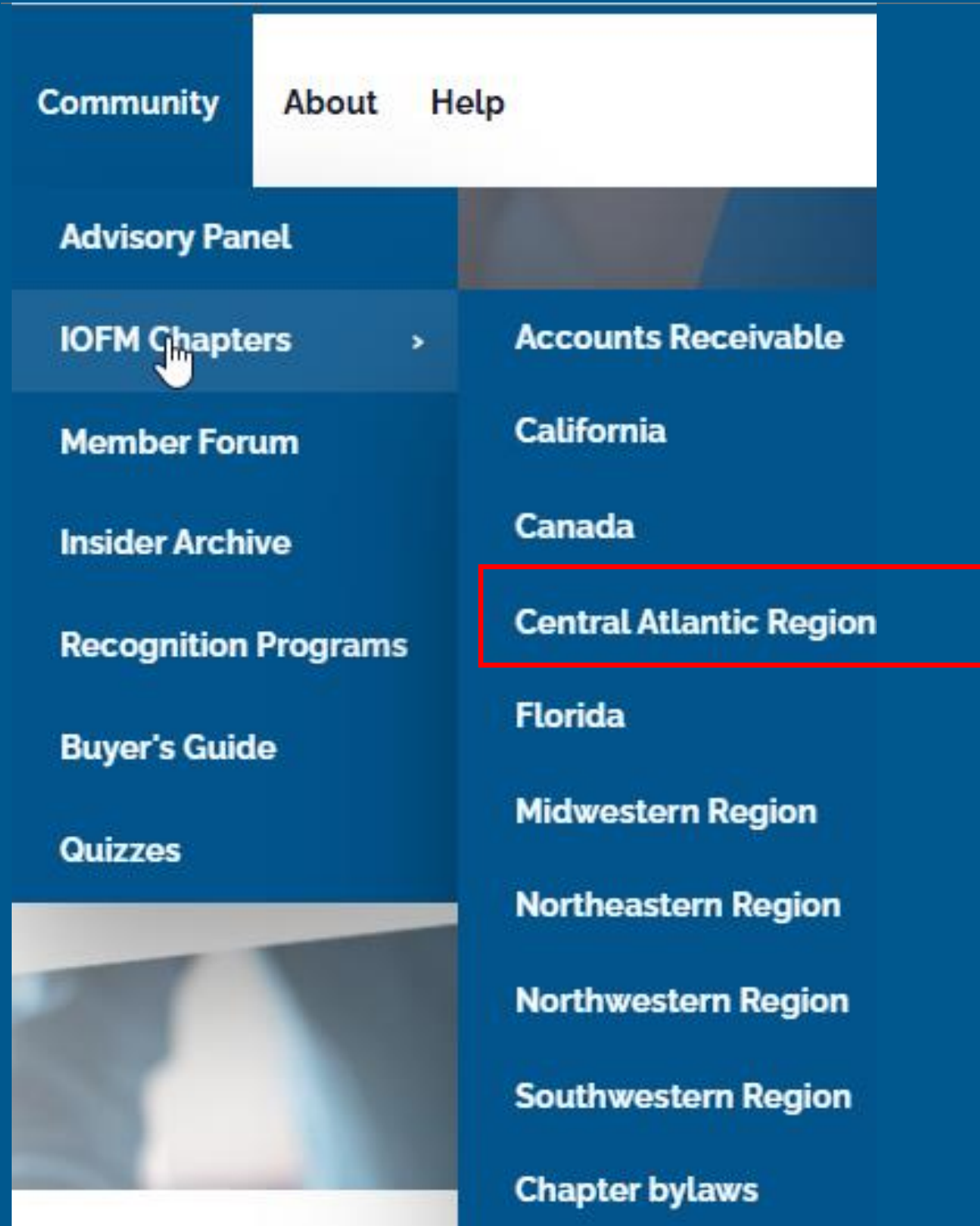
Debra R Richardson, MBA, CFE, APM, APPM, CPRS

Do you need NASBA CPE credits?

- Navigate to website: iofm.cnf.io or scan the QR code →
- Check-in and check-out of your sessions to track your attendance for NASBA CPEs
- Certified with IOFM? No need to check-in and out of sessions. Self-report CEUs on IOFM.com instead after the event!



Do You Belong to an IOFM Chapter?



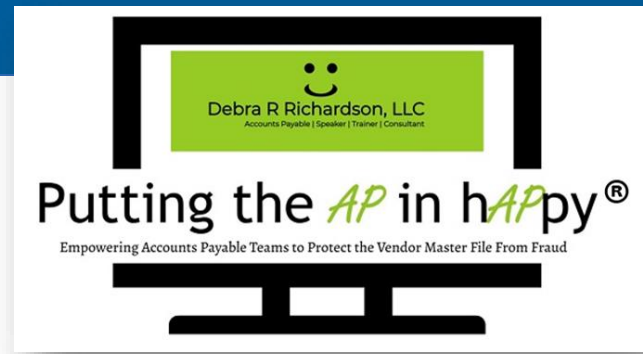
Pittsburgh IOFM Chapter
Tennessee IOFM Chapter
Baltimore-DC IOFM Chapter
North Carolina Chapter
Atlanta IOFM Chapter



LinkedIn Group: [IOFM - Central Atlantic Region AP / AR Professionals](#)

Benefits:

- 1. CEU Requirement for Certification(s):** Leaders earn 3 CEUs per meeting hour and attendees earn 1 CEU per meeting hour. *Earn by watching on-demand – 3 Available*
- 2. Leadership:** Help to plan events, create members' only resources and activities that will enhance careers and knowledge
- 3. Career:** Add the membership to your LinkedIn Profile and join Chapter Groups
- 4. Networking / Engagement:** Meet other like-minded professionals to discuss pain points and resolutions
- 5. Discounts –** Get discounts on E-Learning and New Memberships



The Speaker

Debra R Richardson,
MBA, CFE, APM,
APPM, CPRS



An accounts payable speaker, consultant, and trainer with over 20 years of experience in AP, AR, general ledger, and financial reporting for Fortune 500 companies including Verizon, General Motors and Aramark.

For over a decade, I have focused on Accounts Payable including Global Vendor Maintenance for 140k+ active vendors across seven ERPs, managing a team processing over 2,000 vendor requests per month.

Now I work with AP teams to implement authentication techniques, internal controls and best practices to prevent fraud in the vendor master file.

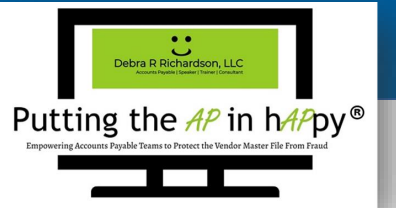
I host a weekly podcast: “Putting the AP in hAPpy”.

Clean-Up Your Vendor Data
Clean-Up Your Vendor Processes
Pay the Right Vendor

debrarrichardson.com
training.debrarrichardson.com

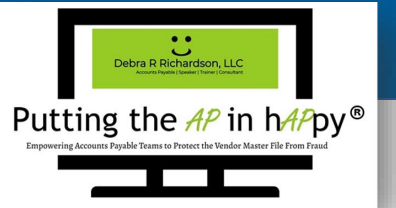
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Agenda

- What Are Desktop Procedures?
- What Are Process Maps?
- Build Desktop Procedures
- Maintaining Desktop Procedures
- Three Actionable Takeaways



What Are Desktop Procedures?

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What & Why

Documenting the steps necessary to review requests and forms for vendor adds/changes as well as completing tasks for the maintenance of the Vendor Master File, based on the Accounting System/ERP.



New Team Member Training



Documentation for Auditors



Existing Team Member Reference



Starting Point for Automation



Maintenance Required



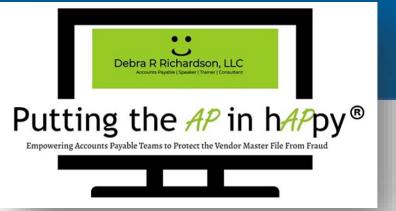
Basis for Business Case for Automation



Scripts for Confirmation Calls

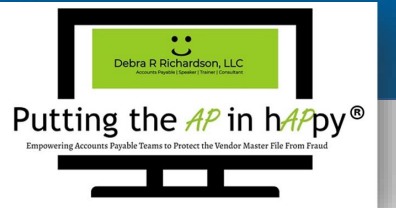


FAQ's for AP Help Desk



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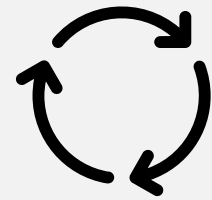


What Are Process Maps?

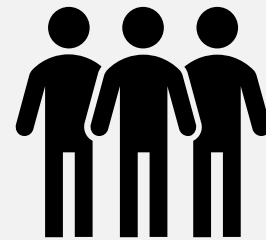
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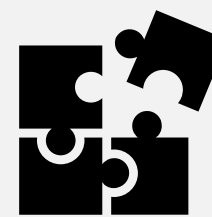
Common Issues When Your Vendor Onboarding Process is Not Visual



Team Members Don't See the Full End-to-End Process

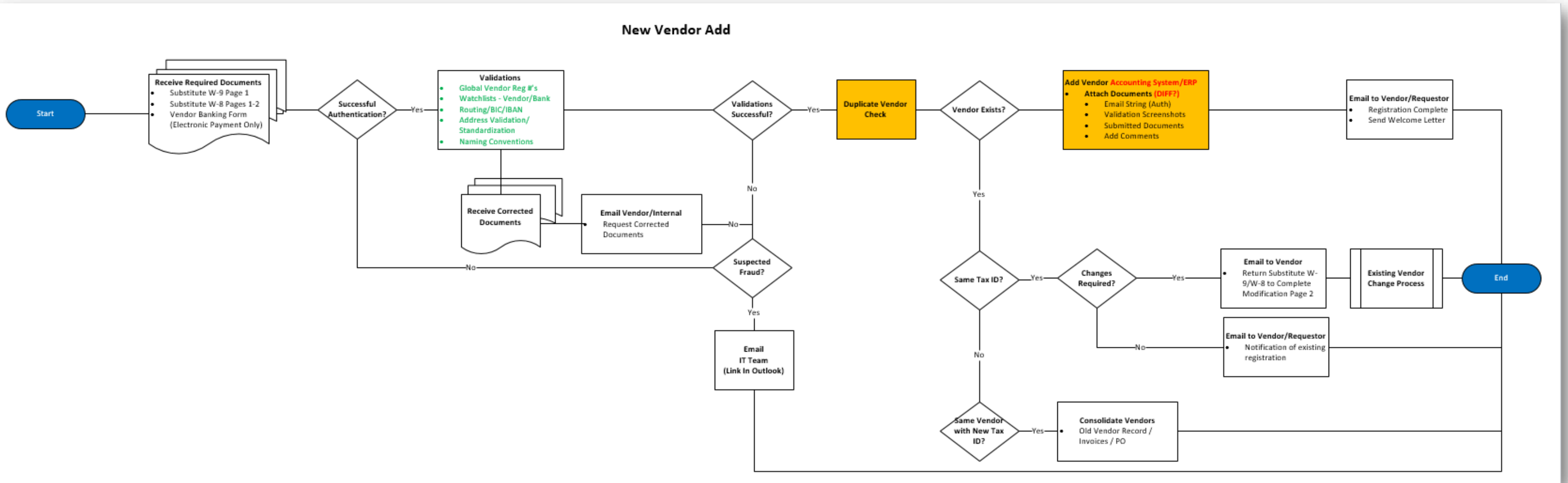


Harder to Convey Process to Leadership, Auditors and Internal Team Members



Gaps That Lead to Fraud, Fines and Bad Vendor Data Harder to See

Process Map – New Vendor Add



Create a Process Map For Each

Monthly Webinar Series

Build A Process Map to Visualize Your Vendor Onboarding Process
In 5 Steps

Wednesday, October 16, 2024 | 1-1:30pm ET

Mitigate Fraud Risk | Immediate Takeaways | Pay The Right Vendor

Sponsored by **Financial Operations NETWORKS**

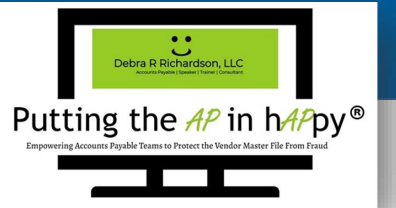
Debra R Richardson, MBA, CFE, APM, APPM, CPRS
Debra R Richardson, LLC

Questions? Email info@debrarrichardson.com No Cost to Attend #in5steps

[More Info and Register to Watch Recording](#)

Download: New Vendor Add Process Map - TEMPLATE





Build Desktop Procedures

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Download A Free Template (*Bonus Resource in Email*)

ARE YOU PERFORMING ALL POSSIBLE VALIDATIONS?

<https://debrarrichardson.com/vendor-validation-download>

✓

28
VENDOR
VALIDATION
RESOURCES

Recently
Updated!

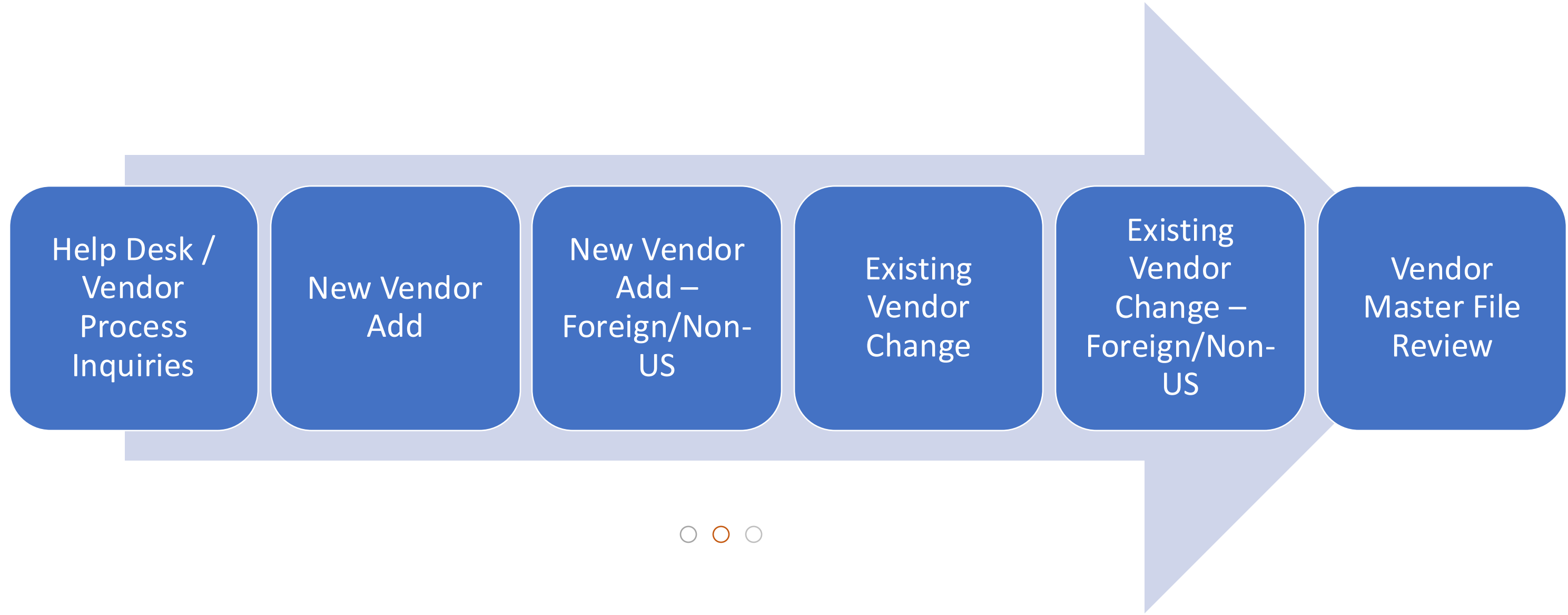
- US and Non-US Vendors
- IRS W-9 and W-8 Vendor Information
- Address Standardization and Status
- Vendor Bank Branch Routing/SWIFT/BIC
- Vendor Bank Ownership Validation

AUTHENTICATION > VALIDATION > MANAGEMENT™

AUTHENTICATION > VALIDATION > MANAGEMENT™

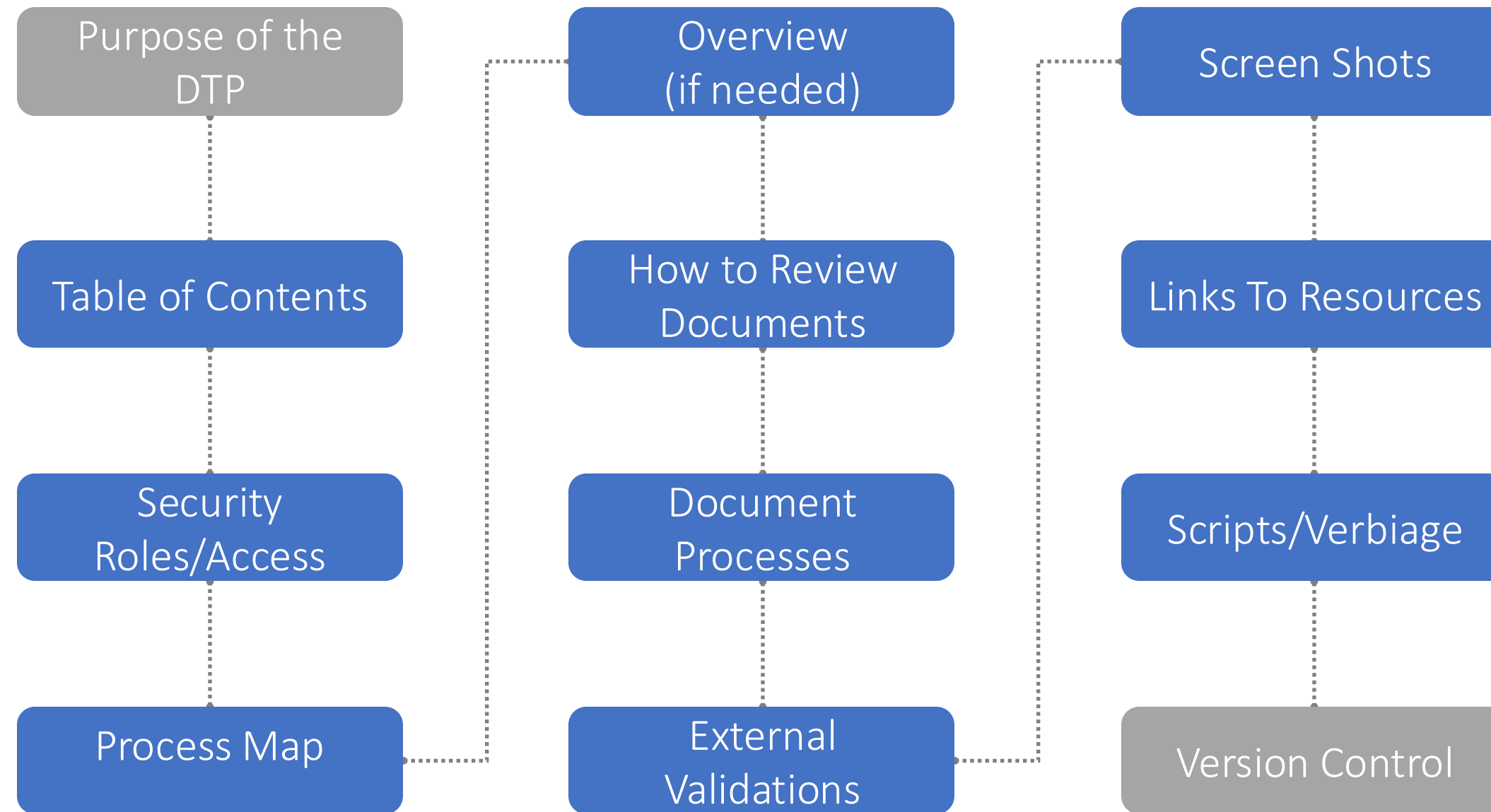
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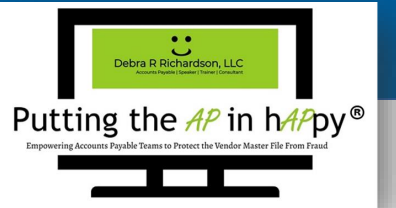
Plan How Many Desktop Procedures You Need



Have Separate DTPS for Each Accounting System/ERP

Sections To Include





New Vendor Add – US Vendor Process (Example)

- Review Source Email with Vendor Required Documents
- Review Required Documents
- Duplicate Vendor Check - Search for Vendor Add Accounting System/ERP
- Validate Vendor Data & Exclusion Lists – TINCheck.com
- Validate Vendor Banking Data – Federal Reserve for Wire/ACH Routing#
- Address Validation and Standardization
- Vendor Record Standardizations
- Create Vendor in Accounting System/ERP
- Send New Vendor Add Notification

Desktop Procedures – Review Templates

YOUR COMPANY NAME
YOUR DEPARTMENT NAME

DESKTOP PROCEDURE (DTP)
VENDOR INQUIRIES/HELP DESK

Vendor Inquiries/Help Desk 1 Last Update: 06/17/22

YOUR COMPANY NAME
YOUR DEPARTMENT NAME

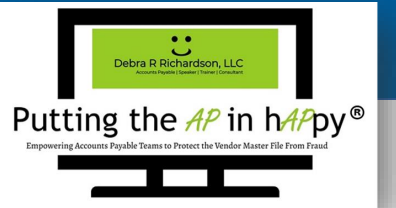
DESKTOP PROCEDURE (DTP)
NEW VENDOR ADD – US VENDOR

New Vendor Add – US Vendor 1 Last Update: 06/17/2022

YOUR COMPANY NAME
YOUR DEPARTMENT NAME

DESKTOP PROCEDURE (DTP)
EXISTING VENDOR CHANGE – US VENDOR

Existing Vendor Change – US Vendor 1 Last Update: 06/17/2022

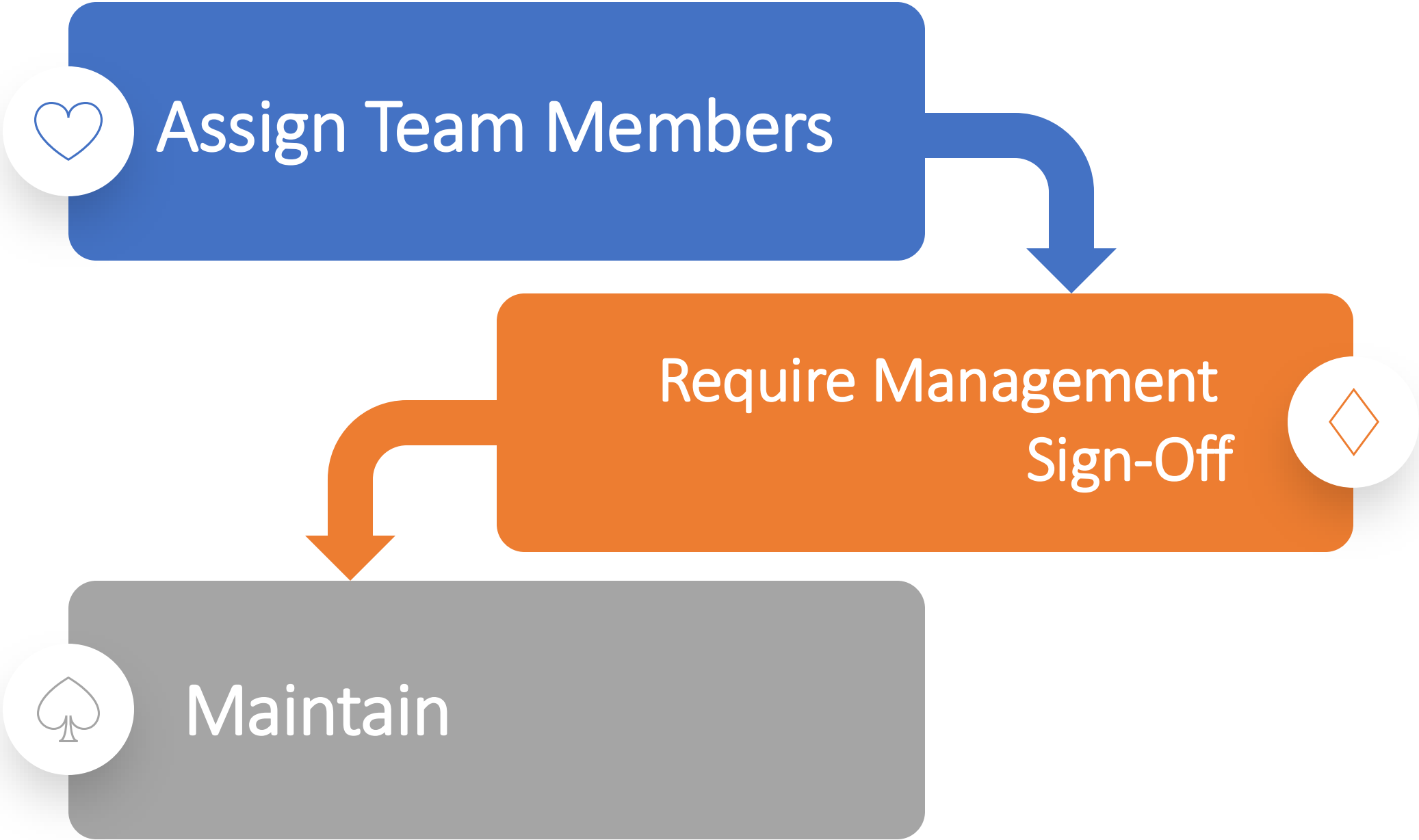


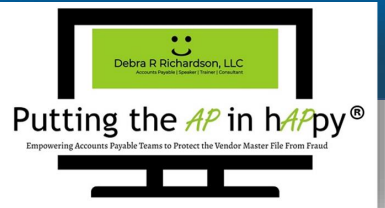
Maintain Desktop Procedures

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Finalize and Maintain





Finalize and Maintain

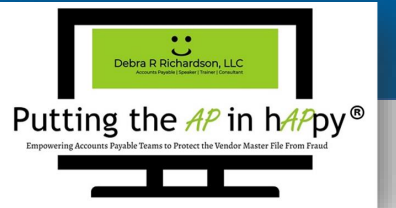
Track Document Changes

Date Modified	Modified By	Approved By	Change
06.13.2022	Debra R Richardson		Created Document



Finalize and Maintain

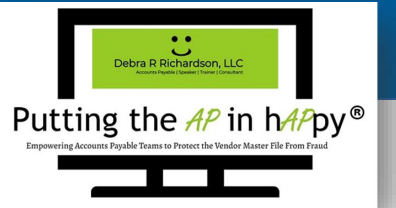
Platform	Key Features	Ideal For
ClickUp	<ul style="list-style-type: none"> - Assign due dates and times to tasks and subtasks- - Remap subtask due dates when parent task dates change- - Multiple views: List, Board, Calendar, Gantt- - Available on all plans, including free tier 	Teams seeking flexible task and project management with robust due date tracking
Monday.com	<ul style="list-style-type: none"> - Add due dates via the Date Column- - Customize date formats and add times- - Enable Deadline Mode to connect dates with statuses- - Visual indicators for approaching or missed deadlines 	Organizations needing visual project tracking and deadline management
Smartsheet	<ul style="list-style-type: none"> - Spreadsheet-like interface with project management features- - Set due dates and automate reminders- - Integrates with tools like Excel, Teams, and Slack- - Dashboards and templates for reporting 	Businesses preferring a familiar spreadsheet feel with advanced tracking capabilities
PandaDoc	<ul style="list-style-type: none"> - Real-time document tracking and audit trails- - Notifications for document views, edits, and completions- - Version control and access management- - Integrates with CRMs like Salesforce and HubSpot 	Sales and legal teams requiring detailed document lifecycle tracking
File In Time	<ul style="list-style-type: none"> - Tailored for tracking filing due dates and tasks- - Customizable task views and automatic reminders- - Detailed reporting features 	Accounting and legal professionals managing multiple deadlines



Three Actionable Takeaways

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Actionable Takeaways

1. Identify the number of desktop procedures required and which sections will be included.
2. Create or edit all determine desktop procedures with up to processes.
3. Distribute and/or give access to all team members that have access to add or edit vendor information, or who maintain the vendor master file (for re-validations).

Please tell us what you think!

- Please scan this QR code using your mobile to access a short feedback survey →
- Also accessible via the mobile app



QUESTIONS?

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 [Putting the *AP* in *hAPpy*](#)

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For vendor process resources, please scan:



REMINDER!

If you checked in for NASBA CPE credit, check out at iofm.cnf.io