

Vendor’s guide to TransLink Enterprise’s new Financials and Supply Management system (FSM)

The TransLink enterprise is transitioning to a new Financials and Supply Management system (Infor FSM). Beginning April 4, 2023, the Finance and Supply Chain teams at all our operating entities, TransLink, Coast Mountain Bus Company (CMBC), West Coast Express (WCE), Metro Vancouver Transit Police and BC Rapid Transit Company (aka SkyTrain or BCRTC) have begun using FSM. It is important to note that BCRTC will be moving to FSM gradually over the coming months, and as such, their current processes will continue until further notice.

We are excited about the introduction of FSM to support our business, and the many enhancements it offers our internal practices and interactions with external suppliers and vendors. Our financial and accounting capabilities will be cloud-based and secure, and fully integrated across the TransLink enterprise.

One of the main benefits is the automation of many of our procedures, which will result in changes to the way our suppliers/vendors receive and process Purchase Orders, Contracts and Invoices. We have prepared the following information to help with the transition.

Current Process	What’s Changing	A few things to note
PURCHASE ORDERS (PO)		
POs are sent to you via email	<ul style="list-style-type: none"> No change to the current process. You will continue to receive unsigned POs via email from our procurement team members’ email addresses. 	<ul style="list-style-type: none"> In future, we may leverage the PO acknowledgement function within the FSM Supplier Portal versus signing POs. If this improvement is deployed, Vendors will be notified in advance of this change.
Current PO numbers	<ul style="list-style-type: none"> Due to the migration of data into the new system, FSM has generated new numbers for existing POs You will need to reference the new PO number going forward 	<ul style="list-style-type: none"> A table mapping previous PO numbers to new ones is available in the next section Please reference the new PO number on invoices.
CONTRACTS		
Contracts are sent to you via email from Ariba or Procurement team members’ email address	<ul style="list-style-type: none"> You will receive Contracts from one of our Procurement team members’ email addresses (generated by FSM) 	<ul style="list-style-type: none"> FSM will send prompts via email if there are tasks for you to attend to.

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Reviewed and Signed Contracts or Amendments by Vendors are returned to the Procurement team members' email address or in Ariba	<ul style="list-style-type: none"> Vendors will return signed Contracts or Amendments directly to the Procurement team members' email address (not through Ariba or a task within FSM). 	<ul style="list-style-type: none"> You can monitor the status of Contracts via the Supplier Portal (refer to Supplier Portal Guide in the next section).
Contracts refer to a Contract <u>and</u> PO number	<ul style="list-style-type: none"> Contracts may not reference a PO number Some Contracts in FSM can be used for direct invoicing without a PO 	<ul style="list-style-type: none"> Our procurement team will advise whether a PO number is required for each type of Contract.
Current Contract numbers	<ul style="list-style-type: none"> Due to the migration into the new system, FSM has generated new numbers for existing Contracts You will need to reference the new Contract number going forward 	<ul style="list-style-type: none"> A table mapping previous PO numbers to new ones is available in the next section Please reference the new Contract number on invoices
INVOICES		
Invoices are submitted with relevant PO and/or Contract number to each entity's Accounts Payable team.	<ul style="list-style-type: none"> Continue to submit invoices to: <ul style="list-style-type: none"> TransLink: Accounting@translink.ca CMBC: ap@coastmountainbus.com BCRTC: apclerks@bcrtc.ca WCE: aceaccountspayable@translink.ca Metro Vancouver Transit Police: finance@transitpolice.bc.ca 	<ul style="list-style-type: none"> For existing POs or Contracts, be sure to reference the new FSM PO or Contract number when submitting invoices.
Our Accounts Payable department sends you an email notification when an invoice has been rejected.	<ul style="list-style-type: none"> You will continue to receive email notifications from our Accounts Payable team if an invoice is rejected. 	
EMAIL COMMUNICATION		
Email notifications are received from TransLink's Ariba system	<ul style="list-style-type: none"> Email notifications related to sourcing events will continue to be 	<ul style="list-style-type: none"> Please adjust your email settings so that FSM system

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	<p>received from TransLink's Ariba system</p> <ul style="list-style-type: none"> • Email notifications related to POs and Contracts will be received from our procurement team's email addresses. • Emails from FSM may be received from: noreply@inforcloudsuite.com (e.g. for EFT emails) 	<p>emails will not be blocked by your mail server or go direct to your Junk-Box.</p>

SUPPLIER PORTAL IN FSM

Infor Financials & Supply Management's Supplier Portal offers a simple and convenient way to access the Infor FSM system through a web browser. This enables you to effortlessly update your information and review relevant details pertaining to your contracts and purchase orders. Over the next few weeks, we will be reaching out to our current suppliers with instructions on how to log in to the Supplier Portal. As we work on providing the detailed instructions, we want to let you know that there is no need to register as a supplier at this time. However, please take a moment to review the attached Supplier Portal User Guide for instructions. Stay tuned for further updates on this process.

What to expect over the next few weeks?

- **April 5th:**
 - Vendors may be contacted to provide a main contact person as the main login owner of the Supplier Portal for your company. Additional users can be added by the main contact person.
 - Vendors may start receiving POs and Contracts under Operational Funding (OPEX) from FSM
 - TransLink's Accounting will start processing invoices in FSM
- **Week of April 10th:** Phased email roll-out begins to existing suppliers with login credentials to the FSM Supplier Portal
- **Week of April 17th:** Vendors will start receiving POs and Contracts under Capital Funding (CAPEX) from FSM

Questions/ Feedback?

We expect an adjustment period as our teams and you as suppliers/vendors adapt to the new system and related processes. While we will do our very best to ensure things go smoothly at our end, we ask for patience through the transition period. Please reach out at procurement@translink.ca if you have questions.

Additional Information and Resources will be posted on TransLink's website at:

<https://www.translink.ca/about-us/doing-business-with-translink/bidding-opportunities>