

Process for Reopening Closed Suppliers



Supplier accounts in the Finance System will be closed where the supplier has been Inactive for 2 years. I.e. no orders raised or invoices received.

Follow the below steps to have the account reopened.

A. If the Supplier is a Company (excluding Personal Service Companies):

1) Email Procurement to obtain approval to reopen supplier account.

Send email to procurementhelpline@glasgow.ac.uk to request approval to reopen supplier account. Provide existing supplier ID and advise if there have been any changes to the data originally provided when supplier was opened. Existing supplier data can be viewed on the Finance System.

Note: Data Control will independently verify that bank details are up to date.

2) Email Data Control to advise reopen has been approved and request Supplier account updated.

Send email to findata@glasgow.ac.uk to request Supplier account on the Finance System is reopened. Provide existing supplier ID and a copy of the Procurement approval.

Data Control will independently contact the supplier to obtain updated proof of bank details.

3) Complete

Once the supplier account is reopened on the Finance System, Data Control will contact the Purchasing Officer to confirm this. SLA for account reopen on Finance System is 5 days from receipt of bank detail confirmation from supplier.

B. If the Supplier is an Individual or Personal Service Company:

1) Re-Engage with P&OD to assess Service Provider's employment status

Review the Self Employed Status Policy and follow the guidance in steps 1-4 here: [Self Employed Status Policy](#)

Note: this means completing another Check Employment Status (CEST) Tool & Service Provider Task Brief Form and submitting to P&OD for approval. Please note if you have not completed these steps and received approval from P&OD to progress, the reopen request will be rejected

2) Email Procurement to obtain approval to reopen supplier account.

Send email to procurementhelpline@glasgow.ac.uk to request approval to reopen supplier account. Provide existing supplier ID and advise if there have been any changes to the data originally provided when supplier was opened. Existing supplier data can be viewed on the Finance System.

Attach the P&OD approval memo, Service Provider Task Brief Form & CEST tool output to this request.

Note: Data Control will independently verify that bank details are up to date.

3) Email Data Control to advise reopen has been approved and request Supplier account updated.

Send email to findata@glasgow.ac.uk to request Supplier account on the Finance System is reopened. Provide existing supplier ID and a copy of the Procurement approval, P&OD approval memo, Service Provider Task Brief Form & CEST tool output

Data Control will independently contact the supplier to obtain updated proof of bank details.

4) Complete

Once the supplier account is reopened on the Finance System, Data Control will contact the Purchasing Officer to confirm this. SLA for account reopen on the Finance System is 5 days from receipt of bank detail confirmation from supplier.

Owner: Procurement/Accounts Payable

Date: 14th January 2025