

## MyShop – Services Procurement Managing the life span of a Service from Procure-to-Pay

November 2012



## A right move to Supplier Integration

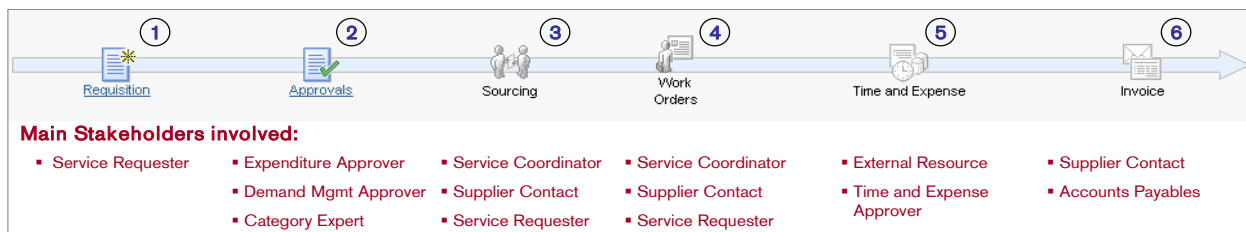
Credit Suisse is making changes to its Global Procure-to-Pay (P2P) system and processes. It has launched a new global P2P tool – MyShop featuring improved search and process functionality. The move to MyShop enables improved order to invoice payment process efficiencies. Its suppliers can now integrate into the day-to-day procurement and payment activities by using the MyShop Supplier Portal.

Services Procurement is a dedicated MyShop module managing the complete life cycle of a service order – from the creation of the request to the payment of the final invoice. Suppliers and Requesters can track and trace anytime the status of their consulting or contracting (CH only) Order.

MyShop has two specific roles for suppliers.

- **Service Provider Contacts** are the central hubs on the supplier's side – managing bids, tracking the status of orders, reporting the completion of milestones or maintaining timesheets as a proxy.
- **Service Providers** are supplier resources working on the premises of Credit Suisse.

The **MyShop Services Procurement process** has been designed in close cooperation between Credit Suisse Expense Management, internal business partners and strategic suppliers.



## Overview of the New Process

The high-level P2P-Process for **Consulting, Contracting (CH only) and Outsourcing Services** consists of **6 major process steps** shown in the chart above. A detailed guideline for Suppliers will be available on the Efficiency Management Website [>> Efficiency Management Website](#)

### Step 1: Requisition

- Employees will be able to raise requests for delivery-based (Consulting/Outsourcing) and Swiss resource-based services (Contracting) via MyShop eForms.

### Step 2: Approvals

- All Credit Suisse internal approvals will be done at requisition stage.

### Step 3: Sourcing

- A team of qualified sourcing experts (Service Coordinators) will decide if Sourcing is required to find the best supplier/resource for Credit Suisse.
- In case sourcing will be triggered suppliers can be invited to an interactive bidding process via the integrated MyShop supplier portal.
- The so called Service Provider Contacts – contact persons nominated by the supplier – will be notified via email and their personalized MyShop worklist on bidding events.
- Bidding events will result in awarding the bid to the selected supplier(s) and communicating the end of the bidding phase to all suppliers involved.

### Step 4: Work Orders

- Work Orders (WO) will be created based on approved requisitions and specify the terms & conditions of a project.
- WO will be used to manage and track the life span of a contract. Milestones and time worked will be logged against WO.

- Via WO Suppliers will be able to check the consumption status of a contract at anytime.

### Step 4a: Purchase Orders

Purchase orders are generated from approved work orders and used as part of the invoice matching process in Step 6.

### Step 5: Time and Expense

- Swiss Contractors will report time worked in MyShop and service provider contacts will report progress for consulting/outsourcing engagements via MyShop Supplier.
- For any external resource with a Credit Suisse PID, MyShop credentials will be created enabling the contractor (Switzerland only) to report time and/or expenses.

- **Note:** External resources working for Credit Suisse Switzerland IT Division will continue to report their time in IT Plan and do not need to use MyShop for time or progress reporting.

### Step 6: Invoice

- All invoices will be centrally received and scanned – Please check the Credit Suisse invoice standards on the Internet page: [>> Credit Suisse invoice standards](#)
- In MyShop invoices related to service orders will be automatically matched against purchase orders and approved timesheets or progress reports.

## Access to the Supplier Portal

- The supplier portal can be accessed via standard web-browsers; Internet Explorer Version 8 is recommended.
- There are no supplier costs to access and use MyShop.
- User-ID and required passwords will be provided as required via the MyShop Service Desk.
- Please enter the following URL to access MyShop: <https://myshop.credit-suisse.com/>
- The known service provider contacts and service providers will be informed upfront on their credentials.
- New service provider contacts and service providers can be set up by the supplier in the supplier portal.

### User Documentation:

- Further documentation can also be found on the Efficiency Management Internet page: [>> Efficiency Management Website](#)

## MyShop Support

Support is available from the centralized MyShop Service Desk who will be able to help answer any questions you may have about MyShop Services Procurement.

### MyShop CH

- **Phone number:** +41 (44) 332 42 52
- **eMail:** [myshopch.suppliersupport@credit-suisse.com](mailto:myshopch.suppliersupport@credit-suisse.com)
- **Operating hours:** 08:00 to 17:00 CET

### MyShop UK

- **Phone number:** +44 207 888 4477
- **Operating hours:** 08:00 to 17:00 GMT