




## Memorandum

To:	UNHRD Staff	Date:	28 March 2023
From:	Belkacem Benzaza UNHRD Network OiC		
Subject:	Designation of UNHRD Vendor and Customer Management Focal Points		

UNHRD Vendor & Customer Management Focal Points		
Hub	Focal Point	Alternate
UNHRD BRINDISI	SEMERARO Pino	GUARINI Francesca/ QUARANTA Marialucia
UNHRD DUBAI	WALLBEOFF Senon	PERERA Medhani
UNHRD ACCRA	LABIK Elsie	KAKRABA-YENYI Fiifi
UNHRD KUALA LUMPUR	YEANG NyetPoi	LEE Wai Yee
UNHRD PANAMA	DUNCAN Ricardo	GARRIDO Francisco

Reference is made to the Finance and Treasury Directive RMF2011/001.

Vendor and Customer Management (VCM) focal points are responsible for the following tasks.

- Submission of the following forms (which are available on WFPgo at <https://newgo.wfp.org/collection/vendor-and-customer-management-documents>):
  - Vendor Creation and Maintenance Request Form (VCMRF)
  - Customer Creation and Maintenance Request Form (CCMRF)
  - HR Master Data Request Form for non-staff vendors
  - UN 1267 Certification Form
  - Statistical Vendor Creation Form
- Correctly completing all information requested in these forms, including the account group, contact details (full address, telephone, e-mail address), nature of business, payment terms and payment method.
- Ensuring that a VCMR Form is submitted for all new record creations, and for amendments to existing records, such as name changes and banking instructions. Other amendments do not require a VCMR Form, but only an e-mail request which must be copied to the Finance Officer.
- Undertaking preliminary checks, prior to sending a request, to ensure duplicate vendors do not exist in the master records.
- Assisting in the collection of information for the annual review exercise.

Please note, the below procedures are to be followed in case of new creation, amendment of names and blocking/unblocking of records.

➤ **New creation:**

1. Vendor Creation Form
  - a. The Vendor Creation Form must be submitted via a WFP Self-Service Request. The request should be sent to the Procurement Officer (or Logistics Officer, where appropriate) for the 1<sup>st</sup>-level approval and to the Finance Officer for the 2<sup>nd</sup>-level approval.



- b. Complete details and all necessary supporting documentation must be attached to the request.
  2. Customer Creation Form and Amendments
    - a. The Customer Creation and Amendment requests will be sent to the Brindisi focal points who will take care of preparing and submitting the required Forms.
- **Unblocking/blocking of record:**
1. An E-mail request should be sent by a vendor focal point.
    - a. The request should include the reason for blocking/unblocking.
    - b. Finance Officer should be copied in the e-mail request.
    - c. Bank details, if present in the vendor record, should be checked and verified when requesting unblocking. If no bank account details are present, SUBSEQUENT to requesting the unblocking, an amendment to the vendor should be done.
    - d. There should be no open documents when requesting blocking of records
- **Amendment of Vendors:**
1. The Vendor Amendment must be submitted via a WFP Self-Service Request. All duly-signed and stamped supporting documentation from the vendor, such as a trade license, etc., should be included with the request.
  2. All communication received from the vendor for name changes should be on the vendor's letter-headed stationery; the vendor should cite the reason for the name change.
  3. Supporting documentation may include: a certificate of a change of name; a copy of necessary memorandums and articles of association; and a copy of board resolution or the trade license/certificate of incorporation for both the old and new names (name amendment in case of merger, acquisition, takeover, amalgamation, etc.).

This memo takes effect immediately and will remain in place until further notice.