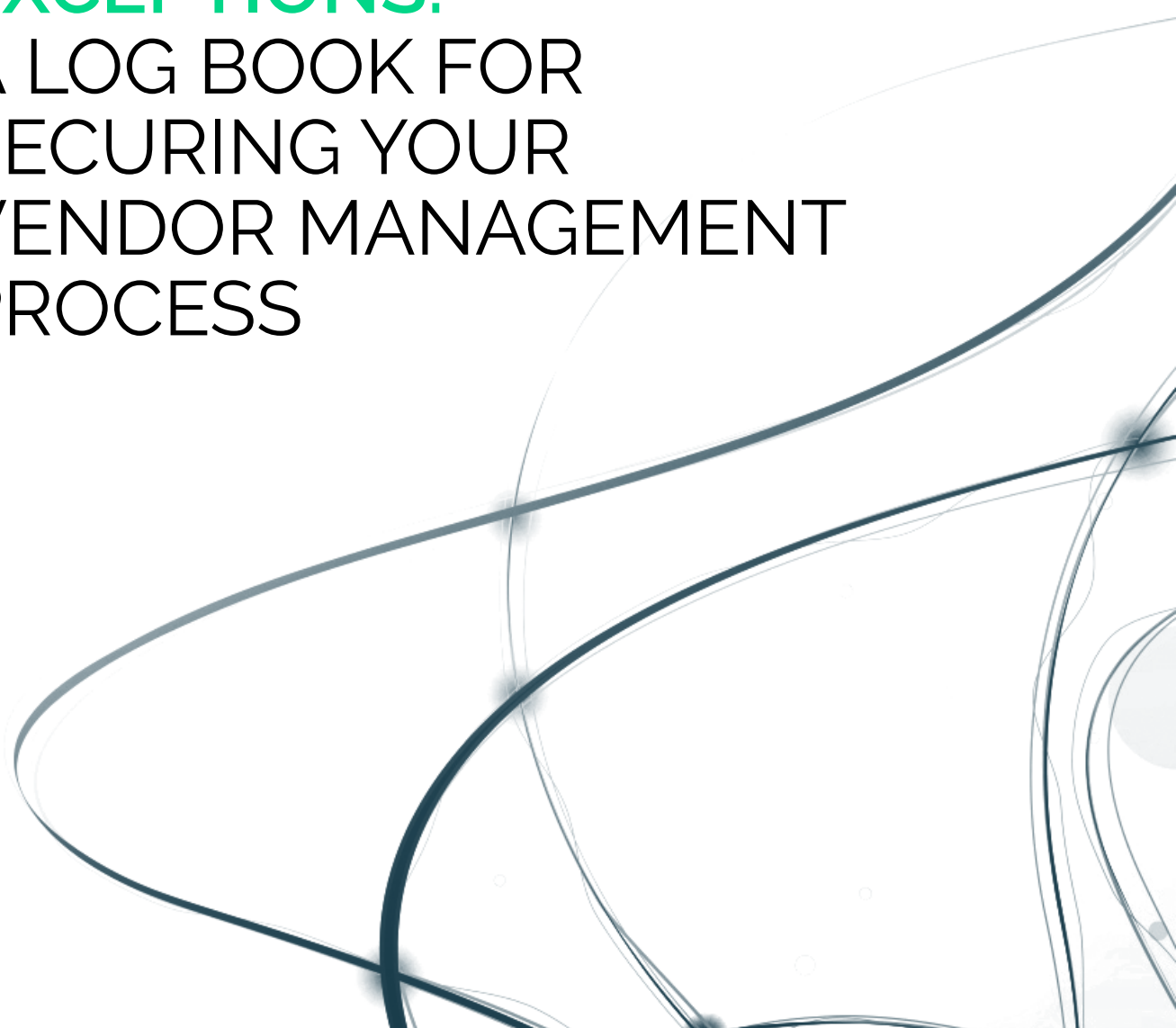




*Vendor Management  
Appreciation Day*

# DOCUMENT THE EXCEPTIONS: A LOG BOOK FOR SECURING YOUR VENDOR MANAGEMENT PROCESS



## INTRODUCTION

**There are far too many news stories about successful vendor impersonation fraud scams.**

Almost all of them have one of two things in common:

1. The organization defrauded had no documented vendor onboarding and change management policy; or
2. The policy they have documented was not followed.

You already have a copy of *Write it Down: A Template for Documenting Vendor Onboarding and Change Management* (if not, you can download it for free [here](#)).

With your vendor onboarding and change management procedures written down and stress tested for potential fraud entry points, it's time to focus on following those procedures, 100% of the time.

Using this log book is your next step. Now that you have a documented onboarding process, it's time to log every single time someone at your organization asks you to break that process.

Regardless of the outcome of the request (i.e., did you do it or not), add it to your log.

## WHY USE THE *DOCUMENT THE EXCEPTIONS* LOG BOOK?

The *Document the Exceptions* log book is not a tool designed to point fingers or assign blame. Rather, it is a tool to discover patterns. Patterns illuminate problems. Problems with your process, your operations, or your culture can all be solved by documenting and evaluating the evidence that something is not working as intended.

**Even if you don't bend the rule, or circumvent the process when asked, document that it happened.**

## HOW TO USE THE *DOCUMENT THE EXCEPTIONS* LOG BOOK

The template has examples filled in for you to follow.

The more supporting details around the need for the exception, the fuller the picture becomes. The fuller the picture becomes, the easier it is to make the case for strengthening the process. With a documented and justified process, you are granting authority to the person who has to say 'no' to breaking the rules.

Regularly reviewing your log to identify patterns will be key to cultural transformation. You can easily begin to see that there are circumstances that warrant your process being circumvented.

For example, in our sample below, *Mikala Owens from the facilities department* had a legitimate emergency that could warrant bending the rules for your organization's normal vendor onboarding procedures.

It's also easy to spot if there are departments or people - like *Jeannette Geetter in HR* - who do not seem to be educated as to the importance of following the process. And therein lies your opportunity to coach and improve.

### SAMPLE LOG BOOK

Date	Dept.	Person	Vendor	Explanation	Recorded by	Outcome
10/27/24	Legal	Michael Chang	L. James, Esq	Already started working with the ven and had an invoice ready to be paid. Invoice due 10/25/24.	Andrew Stephens	Followed existing process, delayed payment
10/31/24	HR	Jeannette Geetter	Culture Index	She forgot to onboard before signing the contract. Needs a vendor number ASAP for the PO. Work commenced 10/15/23.	Andrew Stephens	Followed existing process, delayed payment
11/05/24	HR	Jeannette Geetter	A List Recruiting	She forgot to onboard before signing the contract. Needs a vendor number ASAP for the PO. Work commenced 10/30/23	Michelle Wynn	Followed existing process, delayed payment
11/12/24	Facilities	Mikala Owens	Suffolk Pipe	Frozen pipe (Flood) emergency in foyer; replacement needed ASAP, 11/11/23.	Andrew Stephens	Manually onboarded vendor 11/12; followed on 11/13 with documented process
11/12/24	Legal	Shazdhe Kahl	Bloomberg Legal	Rapid response needed to cease and desist order from ACME Widgets; cease and desist arrived 11/12/24.	Michelle Wynn	Manually onboarded vendor 11/12; awaiting response from vendor for clarification of tax ID issue



## **Vendor Management Appreciation Day**

### **NOW IT'S YOUR TURN.**

Use the template below to document how many times your vendor desk is asked to break the process. And let us know what you learn! Use #VMAD2023 on LinkedIn!

[Download and start using \*Document the Exceptions\*: your log book today.](#)

### **Want Personalized Help From PaymentWorks?**

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**Our recent blogs are full of tangible ways to continue improving your vendor management strategy:**

[Vendor Management Challenges \(aka What Your Vendor Manager Isn't Telling You\)](#)

[Must-Know B2B Payments Trends For 2023 \(With Original Data from PaymentWorks\)](#)

[B2B Payments Fraud Fraud in Times of Chaos](#)

[Case Study with Cabarrus County and Their \\$2.5M Problem with a Fraudster](#)

[Vendor Management Tips From the Experts Themselves](#)