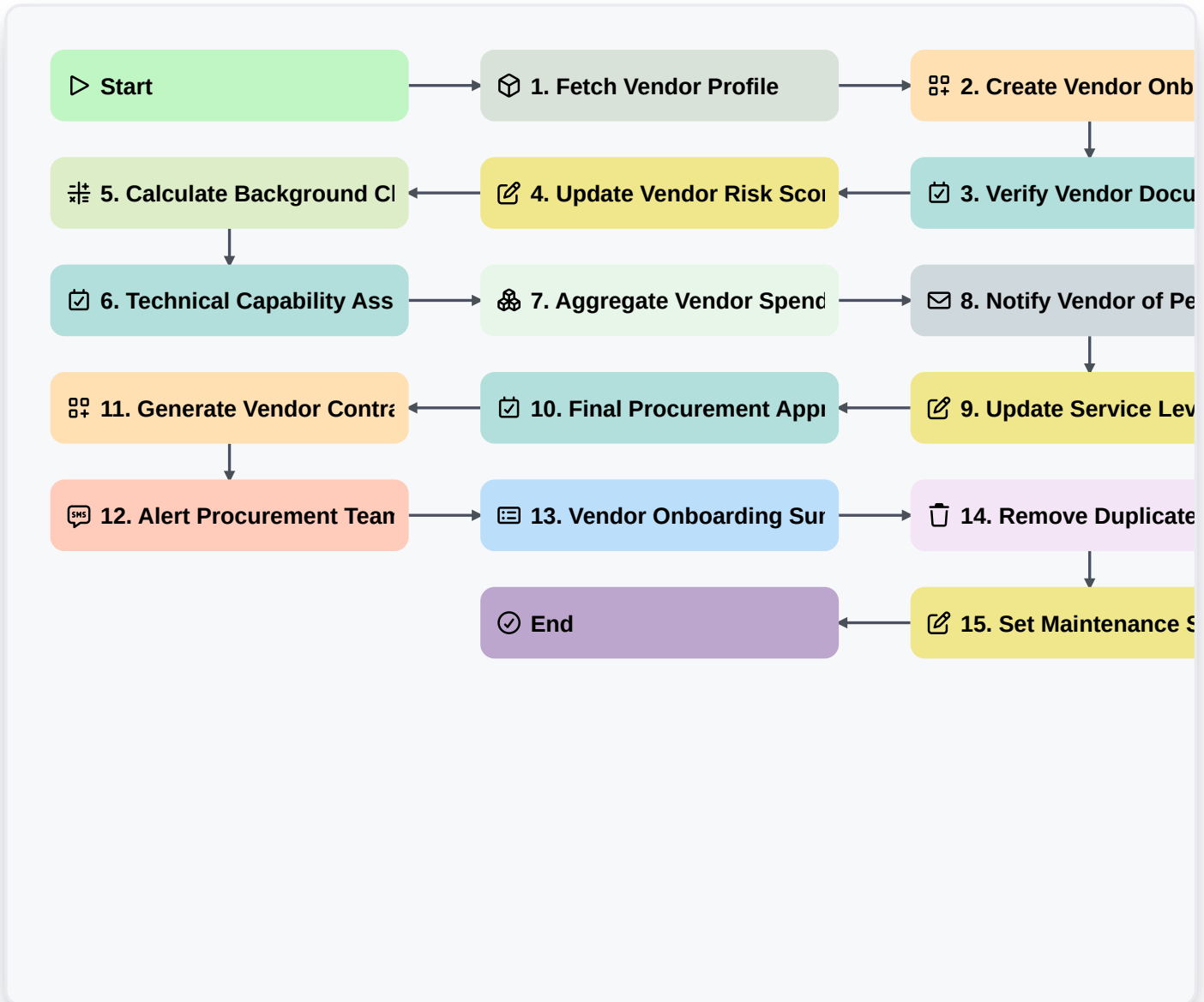


# Vendor Maintenance Service Management



## Start

Start of the Workflow/Process.

## 1. Fetch Vendor Profile

Retrieve existing vendor details from the Vendor Data Model to check for existing records.

## 2. Create Vendor Onboarding Request

Create a new entry in the Service Request Data Model to initiate the maintenance process.

## 3. Verify Vendor Documentation

Assign a task to the Compliance Officer to verify insurance, licenses, and tax documents.

## 4. Update Vendor Risk Score

Update the risk assessment field in the Vendor Data Model based on the verification results.

## 5. Calculate Background Check Fee

Calculate the total processing cost by adding administrative fees and third-party screening costs.

## 6. Technical Capability Assessment

Assign a task to the Procurement Manager to evaluate the vendor's technical ability to meet service levels.



## 7. Aggregate Vendor Spend

Sum all historical service entries for this vendor to determine total annual spend for budget approval.

## 8. Notify Vendor of Pending Documents

Send an automated email to the vendor contact requesting missing or expired documentation.

## 9. Update Service Level Agreement (SLA)

Update the 'Contract Status' in the Data Model to 'Active' once all assessments are passed.

## 10. Final Procurement Approval

Create a high-priority task for the Department Head to provide final sign-off on the vendor.

## 11. Generate Vendor Contract

Create a new entry in the Contracts Data Model linked to the approved Vendor entry.

## 12. Alert Procurement Team

Send an SMS alert to the procurement lead when a high-risk vendor fails the verification stage.

## 13. Vendor Onboarding Summary Report

Generate a monthly report summarizing all new vendors onboarded and their current status.

## 14. Remove Duplicate Vendor Records

Delete any duplicate entries found in the Vendor Data Model during the reconciliation step.

## 15. Set Maintenance Schedule

Update the 'Next Review Date' in the Vendor Data Model based on the calculated audit frequency.

## End

End of the Workflow/Process.