Inside this issue:

- UPS Shipping Program 2
- Print Services 3
- Equipment on Proccard 3
- Chip and Pin Travel Cards 4
- Closing AOZ PO’s in Buyways 4
- Proccard Fraud Prevention 5
- Printers Available 5
- Dell-Univ Contract 5
- Frequently Asked Questions 6
- Office Max 6
- Proccard Converts to Chip & Pin 7
- Chapter 149 Ruling 7
- Account Code Update 7

Training Dates

BuyWays:
To register for a Buyways Training, please visit the Workplace Learning & Development website for our current session:
http://www.umass.edu/wld/

Procard:
Procard User training is available through an online training module. A link to this training will be made available upon receipt of the Procard application. Please submit your Procard application to or contact Holly Lankowski by Phone: 545-1748 or via Email: lankowski@admin.umass.edu

Procard Reallocation:
Training is arranged on request. Contact Holly Lankowski by Phone: 545-1748 or via Email: lankowski@admin.umass.edu

Message From our Director

OfficeMax
As the campus looks for ways to cut costs without compromising quality, we have an opportunity to save significantly on the cost of select office supplies by changing from a “brand name” to a “private brand”. In most cases OfficeMax uses the same manufacturer and specifications as the brand names do. As part of a trial we reviewed approximately 50 select items that offer the best savings, some up to 75% less than their brand name counterpart, and have authorized OfficeMax to automatically substitute these products when their brand name counterparts are ordered. We have previewed the majority of these items and have found them to be of equal or better quality than their counterparts. The items are basics such as staples, file boxes, folders, hanging files etc. We would appreciate any feedback on these products once you have used them. If you need a specific brand you can order those also but we would appreciate departments trying out the private brand products first. If this trial is successful we will continue to roll out new products in the future.

Electronic Processing
Effective August 1st we will have fully converted our processing of Procurement contracts, bids and other documents to electronic processing. The electronic process has cut down processing time by at least 50% in most cases. We have received a lot of positive feedback on how much time and paper this has saved the departments. As in any large project we had a few glitches so we appreciate all of the patience that the departments have shown during this conversion.

Feedback
We are initiating a Feedback feature on our procurement webpage that allows you to send me direct feedback on any issues that you may have involving Procurement, Mail & Distribution and Print Services.

Survey
We realize surveys are about as popular as the measles but these will be short and only take a couple of minutes. In order to get as much feedback as possible we will be sending out emails to invite select users to fill out a short survey. The surveys will be hosted on Survey Monkey and all responses will go directly to their site where the responses will be collected and forwarded to Procurement. We will review the comments for areas where we can better serve the campus. The survey will not provide names or emails to us so if you want a direct response to your concern or question you can fill in your name and email in the optional section of the survey or you can use the feedback feature mentioned above. Either will get you a quick response to your concern/ question.

UPS & FedEx
In case you haven’t noticed on the BuyWays home page there are now UPS and FedEx logos under the services section. This allows you to access the UPS or FedEx login pages directly from BuyWays. These were added to save time and keystrokes as well as make everyone aware that both UPS & FedEx are contracted vendors. Our discounts average around 50% off list but each carrier has their “sweet spots” where they excel depending on where you are shipping to. We recommend that you compare prices before you ship. Use your Procard with whichever carrier you use to make the process even faster!
Q. How do I set up a UPS account to ship?
A. Contact your UPS Account Manager – Chris Cattaneo @ ccattaneo@ups.com. Please send your request and provide the following:

Department Name
Contact Name
Complete Address
Phone #
Email Address

Note: Account set up takes approx. 1 week as we need to ensure you are on the discount program. You will receive confirmation of your account set up request within 24-48 hours. Once your request is received a UPS Account # will be created and UPS UMASS discount program will be associated with your account. You will then receive two welcome emails from UPS Technology Support with a shipping ID and a temporary password to access the online shipping program called UPS CampusShip, www.campusship.ups.com. In addition your UPS Account Manager will send you an email with your 6 Digit UPS Account #.

Q. How do I set up my Procard so my shipping is billed directly to my Procard or update a new Procard and expiration date?
A. Once you receive your 6 Digit UPS account number please call the UPS Credit Card Department to give them your card information to be set up on auto pay. If you have any open invoices at that time, with your authorization, this department will pay your open invoices with your authorization.

Credit Card Department 866-651-7638

Q. What do I do if I keep receiving bills for shipping even though my Procard is on file?
A. Contact the UPS Billing Team @ (800) 811-1648 which located on the 1st page of your UPS Invoice. They will be able to help resolve any issues.

Note: UPS Billing and Credit Card Department are the only departments that can securely take your Procard information to update your account.

Q. I would prefer to view my bills online and eliminate paper bills. How do I enroll in paperless billing with UPS?
A. Sign up for electronic billing: Visit: ups.com/billing

Q. How do I access the online shipping platform to create labels and shipments?
A. UPS CampusShip is the online shipping platform that you will have access to. The website is: www.campusship.ups.com.

There is an option available on this site to reset or retrieve your log in information by simply clicking: Forgot User ID or Password. In addition CampusShip Help Desk is there to assist in technical help or “how to” questions by calling:

CampusShip Help Desk 877-289-6418

Q. How do I get help with tracking, resolution or inquiry of my account?
A. Contact your UPS preferred customer service team for assistance.

Preferred Customer Support: (800) 377-4877

Q. When do I reach out to our Account Manager for assistance?
A. If you are unable to receive support from the UPS preferred team or billing team you should contact Chris Cattaneo, our UPS account manager at: ccattaneo@ups.com. Chris will respond within 24-48 hours to work on resolving your inquiry.

Chris is onsite at UMASS 1 day a week to help!. If you need further assistance with future shipping, training or otherwise need to meet him please reach out to Chris to set up a meeting.

Reminder - If you recently received a new Chip and PIN Procard, you will need to update your Procard details if it is attached to your department UPS account as the expiration date and three digit CVC code have changed. Call the UPS Credit Card Department at 866-651-7638.
Print Services

Print Services is excited to announce that on July 7th, we opened the doors to our new customer service area, located in room 151 of the Whitmore Administration Building. This area was moved from its current location in 139 Whitmore...just a few steps down the hall.

As some of you know, we’ve been doing a little “spring cleaning” – moving some of our equipment, as well as reorganizing our paper storage areas. We have recently added two new state-of-the-art Xerox printers to our roster, the J75 Digital Color Press and the D136, a production black & white copier.

The next phase of what some of us are affectionately referring to as “Print Services 2.0” is a revamp of the customer service experience. The next time you visit us, you will be greeted by either Dan Gauthier, the manager of Print Services, or another member of the friendly, experienced customer service team that you’ve come to know so well.

For a limited time, during the period of August 25th thru September 4th, we would like to welcome the campus community to our new customer service area by extending a special offer. Upon placing any new UMass print order during your visit to our new area, we will print 100 custom UMass business cards for you, free of charge (with a turnaround time of 3-5 business days from proof approval). This offer is good for any new or existing UMass business. Simply mention this ad, and place a new print or copy order with us during August 25th thru September 4th. Thank you for your support, and we look forward to working with you soon.

Definition of Equipment and Impact on Procard

Effective July, 2015, Robert Liebowitz, Controller announced an update related to account codes for equipment and supply purchases. Although, the definition of equipment has not changed, he clarified the attributes of equipment and what items are tracked in the asset management system and the importance of using the correct account code classification for each purchase.

Definition of Equipment:

The item must meet all of the following criteria:

- Is an entity unto itself (stands alone – must be externally visible); e.g., computer, printer, microscope, filing cabinet, etc.);
- Has a unit net price of $1,000 or more (after any discount that may be taken); equipment that has a unit cost of $5,000 or more is capital equipment;
- Has a life expectancy of two years or more;
- Is repairable.

IMPORTANT CHANGES TO ALL CURRENT PROCARD HOLDERS: Up until now, cardholders were required to apply for and be approved for equipment purchases starting at $100. Given this clarification, items purchased on Procard other than IT purchases of computers, tablets or laptops will now be allowed up to a $1,000 unit cost as defined above. The former Memorandum of Understanding for the Purchase of Equipment is being revised to encompass only IT specific purchases.

Procard equipment waivers issued prior to this change, are no longer valid. Any cardholder who wishes to purchase IT equipment such as computer/tablet/laptop, must re-apply for this new IT Equipment Waiver. The updated form can be found at - http://www.umass.edu/procurement/Procard/IT%20Waiver%202015%20fillable.pdf or on the Procard Forms Page.

Policy for tracking equipment:

Any purchases that meet the criteria of equipment outlined above and any computer/tablet/laptop at any unit value will be tagged either by Property Office staff or by arrangement with a department and tracked in the asset management system.

Supplies at any value: Tangible items at any value that do not meet the definition of equipment and are not tracked in the asset management system by the Property Office are classified as supplies. Departments should ensure that all supplies are safeguarded from theft and not purchased for personal gain and should maintain procedures to safeguard supplies greater $100.

IT Equipment under $5,000 (and all computers, tablets and laptops) – Account Code – 741980: Any computer, tablet or laptops at any dollar unit value. Note that associated freight and installation costs are also charged to this account code and are considered to be a part of the cost of the equipment.

IT items that do not require tracking such as printers, cables, monitors that cost less than $1,000 and are purchased separately are coded as supplies; Account 734200 (in administrative setting), 741400 (in teaching/library setting) and 739600 (for research).
Chip and Pin Travel Cards

In order to provide their clients with the latest in credit card security, Citibank has begun the process of converting magnetic stripe cards to chip and pin cards. Chip and pin cards increase card acceptance globally and provide the most secure processing environment for cardholders. The embedded microchip in the card will make the card extremely difficult to counterfeit and no personal information about the account or cardholder is stored on the microchip. Citibank plans on converting all of our Individual and Department Travel Cards to chip and pin cards by October 2015.

When you receive your new travel chip and pin card you should activate it immediately to avoid any interruption in service. To activate your card, simply follow the instructions provided on the activation sticker on the front of your card. During the activation process you will be directed to select a four digit Personal Identification Number (PIN). After you activate your card and select a PIN, be sure to cut up and dispose of your old magnetic stripe card. Your magnetic stripe card will automatically be deactivated when you activate your new chip card and choose your PIN.

Citibank will deactivate your current magnetic stripe travel card 60 days after you are issued a chip and pin card. As part of this process, Citibank will send the cardholder notifications via email and phone calls 60, 30 and 15 days prior to the magnetic stripe card being deactivated.

In order to complete the travel card conversion to chip and pin cards by October 2015, Citibank will do a force reissue of cards with expiration dates of November 2015 and beyond. We should receive these cards in early August. We will email the cardholders in this group some dates and times when they can pick up their new cards. The magnetic stripe cards for these cardholders will stop working around October 2nd so it is important to pick up your card before that date.

Closing A0Z Purchase Orders in BuyWays

When we went live on the BuyWays software in July 2013, we moved all of the open purchase orders in PeopleSoft over to BuyWays. These purchase orders begin with A0Z in BuyWays in order to distinguish them from purchase orders that were created in BuyWays.

At this point we have been live on the BuyWays software for two years and we still have hundreds of these PO's open in BuyWays. The A0Z purchase orders that are linked to grants are being reviewed by Grant Accountants in the Controller’s Office to determine if these purchase orders can be closed.

In order to determine if we close the rest of the A0Z purchase orders, we have posted a list of these PO's on the Procurement Department Web Site. Please use the link below to access this list of PO's.

http://www.umass.edu/procurement/docs/Non%20-%20Grant%20A0Z%20PO's%20With%20Dept%20Numbers.xls

Please review this list of A0Z purchase orders and send an email to Courtney Silva at csilv1@admin.umass.edu by September 4th if you want to keep any of the PO's on this list open. Be sure to include a reason why you want the PO to remain open. Also, use the title Closing A0Z PO's in the subject line of your email.

If we don't receive an email requesting to keep a PO open that is on the list by September 4th, we will close the purchase order.
Procard-3D Secure-Fraud Prevention Tool

Citi is introducing and implementing 3D Secure, an eCommerce fraud prevention tool which shares data between merchants and issuers to help improve fraud detection and prevention. As online third party fraud grows in North America, fraudsters may attempt to use e-Commerce sites more often as face-to-face transactions become more challenging to de-fraud with the rollout of Chip and PIN-based cards.

3D Secure technology allows merchants to send issuers, such as Citi, additional data elements including IP addresses, device IDs, and auxiliary information from third-party data providers. With this added data, 3D Secure can help Citi detect even more instances of online fraud. Likewise, this data allows Citi to help reduce false declines for valid transactions by building profiles of valid purchase behavior.

Under 3D Secure, Citi will continue to authorize transactions as it did before, using criteria such as: credit limits, single purchase limits and MCC restrictions. In a small number of cases, cardholders may be prompted to enter a One-Time Passcode (OTP) that they receive via email, in order to verify whether the cardholder is, in fact, the person making the transaction. Cardholders without an email address on file are allowed to authenticate the transaction by answering security questions. If a transaction cannot be authenticated, the person making the purchase will receive a message stating the transaction could not be authenticated and asking them to contact Citi Customer Service using the toll-free number on the back of their card. Citi's Customer Service representatives are available 24 hours a day, seven days a week, to help resolve such issues.

The percentage is expected to be very low and, based on industry standards, it is estimated that only 1% of online transactions will be prompted for a one-time password. Depending on your cardholder spending pattern, you may never be prompted.

Many participating merchants will display a MasterCard SecureCode™ logo on their site which indicates that the merchant participates in 3D Secure. However, there may be instances where the logos are not displayed but the merchant still participates.

Printers are Available for Internal Transfer Only

Did you know that we have a listing of surplus equipment that is available to all departments on campus as an internal transfer? To access this detailed information simply go to the Procurement Web-Site, click on Surplus Equipment, then click on the hyperlink titled: Items Available for UMA Transfer Only. Currently we have three (3) HP printers that are available at no charge on a first come, first serve basis! These printers need to be transferred on or before September 1, 2015. Check out the Procurement Web-Site for more details.

Dell-University Contract

As discussed at a recent PO Data Entry Operators Meeting, the University awarded a contract to Dell as the University’s prime provider of PC desktops and laptops. If you need a brand other than Dell, please include documentation in the comments section of the requisition or attach as an internal document. By supporting this University wide contract all campuses will realize savings thru volume discounts. All purchases should be made in BuyWays through the punch out catalog for Dell. Procard should not be used. Purchases on grants or Apple computers are not part of this contract. Apple products can be purchased separately through the Apple punch out catalog in BuyWays.
Frequently Asked Questions

“I see your name on the approval list. Can you approve my requisition?”

All of the personnel in Procurement that have approval authority are listed as approvers on all of the requisitions. This is so that there is coverage when someone is out. Primarily, who is responsible for the requisition in Procurement depends on the Commodity Code used. A list of who is responsible for which codes is on the Workflow Assignments tab at the bottom of the Commodity To Account Crosswalk. The crosswalk can be found on the Procurement website under Training & Support-BuyWays Procurement.

“What is the correct Commodity Code for purchase of a computer? Why can’t I use Computers-Desk Top/Laptops (UMMS Only)”

The correct Commodity Code for Computers/Laptops is Equipment-Information Technology-All. The “UMMS only” stands for UMass Medical School. All 5 UMass campuses share the commodity list so that is why we see it.

Staff Highlights: Mail Services Employee Honored

Congratulations to Todd Zaganiacz for receiving the “2014 Internet Jockey/Disc Jockey of the Year” award from the United States Polka Association at their annual festival & convention in Strongsville, OH on May 23, 2015.

Todd has been a Mail Services employee since 1/2/14. His WMUA show can be heard Sunday mornings from 5:30-9:00 am.

New OfficeMax Account Manager Named

Catherine Rogers is our New Account Manager for Office Depot/OfficeMax. She is dedicated to the UMass account. Catherine holds a Bachelor’s degree in Interior Designs and has recent experience as a Senior Furniture Account Manager and previous experience as a Senior Account Executive in the San Diego Market selling Office Products.

Her contact information is catherine.rogers@officedepot.com or 508.902.7031. Please feel free to reach out to her for any questions or requirements.

The UMass Procurement Department would like to invite you to Meet your New OfficeMax/Office Depot Representative

Wednesday - September 16th - 10:30am to 1:30pm
Conference Room 406A Goodell

Catherine Rogers
Account Manager - OfficeMax/Office Depot
508-902-7031 - Catherine.rogers@officedepot.com
Procard-Conversion to Chip and Pin

As previously announced, all Procards are being migrated to Chip and Pin technology. Over the past several months, we have notified impacted cardholders of this change. If your card expires in October of 2015, your converted card has not yet arrived. When it does, you will be notified via email as to pick-up options available and additional details. Please note the following only pertains to cards that have already arrived.

Citibank has developed a schedule to finalize use of the former magnetic strip cards. For cardholders who have already picked up or have cards waiting here for pick up, Citi will be starting an email notification process about the switch to Chip and PIN. If your card was not picked up and/or activated by July 30th, you will start to receive email messages from Citibank. The text of the first message will include the following message -

We recently mailed you a new, Cit® Chip and PIN card to replace your old, magnetic stripe card. You should receive it within 10 days. It is important that you activate your card and select a 4-digit PIN immediately upon receipt to prevent any service disruptions.

If you picked up your new Chip and PIN card but have not yet activated it, please do so immediately to avoid getting these reminder messages from Citi.

For Chipped replacements that were reissued in March, 2015, the Magnetic strip card version will be de-activated by Citibank on 9/28/15. Our Procard Program is set up for all cards to be delivered centrally to our office in the Procurement Department. So, to avoid an interruption in the use of your card, please pay special attention to this deadline and stop in during one of our scheduled drop-in delivery sessions. Please look for these dates in our periodic emails.

New Chapter 149 Ruling

The University recently learned a ruling on January 22, 2015 has now included the installation of testing of systems in connection with installation, alteration or repair, cables are pulled through conduits, crawl spaces, between walls, above suspended ceilings, or affixed to rafters, their installation is considered a construction of a public work if the cabling begins and ends with attachments to jacks and other permanent building components, installation, and alteration and repair of equipment, apparatus and cables. This ruling would impact Audio, Voice, and data cabling Projects on campus. If a department has any questions they should reach out to Procurement for clarification.

Account Code Update

Account codes are an important part of any business process. They are used to determine cost saving opportunities, as well reporting to the state and other interested parties. We know recently it was stated that if there were multiple lines on a requisition that the highest dollar level line account code could be used on all lines. This was an error we must properly code every line so that the proper review will be completed. An issue could arise if the software included in a purchase is not reviewed and the University might end up in violation of any multiple laws or create an issue within the Universities information infrastructure. Please refer to Training and Support tab found at http://www.umass.edu/procurement/