Message From our Director

Thanks to almost 200 staff and facility that promptly responded to our Procurement survey. The vast majority of the comments were very positive and many of you also gave some great feedback and suggestions that we will follow up on in the near future. See the related article for more details on some of the more common responses. One concerning issue that was brought up by a few of you, was that you experienced other than courteous and professional interactions with the Procurement staff. This is something that I want to take a minute to address. Whenever anyone has a negative interaction with any Procurement/ Travelcard/Procard staff I ask that you immediately contact me directly to discuss. Your personal information will be kept confidential if requested. Our goal is to make sure that all interactions are professional and courteous so feedback, positive and constructive, is needed. You can email me with your concerns or call me directly at 5-1099. Once I have your concerns I will personally follow-up to address them.

Procurement Survey Results:
We sent out our 1st Procurement Survey to the Data Operators and Liaison Group as discussed at the last Meeting. We have already received approximately 200 responses back. Thanks to all of you for responding so quickly. Below are some of the items that were mentioned more than once along with our responses:

1. “Yes” and “No” option is not adequate to provide proper feedback in a survey. We will change the format of the next survey to allow more feedback.

2. Website is not as clear as it could be. We are in the Process of redesigning out Procurement and Print Services website to be easier to navigate. Our Mail Services webpage was just redesigned and has been received very favorable. The Procurement and Print Services website will follow the same format.

3. BuyLines information needs to be sent out via email also since not everyone reads it. We will start to send out emails with summaries of topics & also point to the BuyLines issue that the original article appeared in.

4. OfficeMax contract: Sometimes difficult to deal with them and they substitute products unannounced. See related article in this issue.

5. Procard & Travelcard Programs: Several positive comments & suggestions as well as a few issues were noted. We will work on these and make as many changes as possible in response to your comments to make the programs easier to use. Announcements will follow.

6. Buyways: More catalog vendors needed, additional training after the initial training and an overview of how Procurement works from requesting a purchase order through to accounts payables and who does what until the invoice is paid. We are constantly working on adding new vendors to the BuyWays site. Please email us with any vendors that you feel could be added. Note that the vendor needs to be a contract vendor and have sufficient volume to make it feasible for both parties. We are looking at offering short refresher BuyWays classes in the near future…announcement to follow.

7. Procurement process/protocols: They keep getting better and more efficient. Keep tweaking, it’s working!

8. Feedback: I want to particularly thank you for asking for feedback. This is a rare thing at UMass and some changes would help so much to make the process easier.

9. Buyways is an excellent improvement over the way PeopleSoft worked, and while more catalog vendors would be nice, non-catalog descriptions allow us the freedom to make a huge variety of requisitions work for us.

Promoting Minority Owned Business
Peter Royer, Associate Procurement Director and John O. Martin, Procurement Director represented the Amherst Campus at the November 18th Massachusetts Supplier Diversity Regional event held at the UMass Springfield Campus in Tower Square. It was hosted by the Massachusetts Operation Service Division and was a networking event designed to provide information about procurement and business resource opportunities for small and diverse businesses. It was attended by Springfield Mayor Sarno, the U.S. Small Business Administration, the Mass Office of Business Development and the Center for Women & Enterprise along with many small diverse businesses looking to work with UMass and the other vendors present.

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

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OPSCAN SERVICES

Opscan Services can be utilized by any campus department or associated group which has a need to score or compile a multiple-choice / true-false quiz, exam or survey. We utilize an OPSCAN 16 state-of-the art high speed scanning machine. We can process several thousand sheets per hour. Our department has many years of experience processing various types of Op-scan/Scantron "fill-in-the-bubble" type forms.

Our standard test form is a green 200-question answer sheet. This form is available through Print Services as are the Header Sheets necessary for every test scored. The green 200-question form can be used for all exams and some surveys.

Opscan Services personnel are always available during regular UMass office hours to answer any questions you may have about exam preparation, scoring options and suggested formats for surveys. Several departments have ongoing yearly surveys which utilize their own custom forms and scoring/compiling programs. Our knowledgeable personnel can connect you to the right people to design and produce surveys compatible with our equipment and your specific needs. We can process those surveys for you, either on a one-time or continuing basis. We also score and provide results for basic skills tests for several departments.

All University of Massachusetts departments and programs are invited to utilize our time-saving services. We have an excellent reputation for quick and accurate processing, report preparation and turn-around times.

Opscan Services is open and available to provide these services all year round. We are available and prepared to process exams and surveys for any of the Summer Sessions classes. Please contact us if you need more information.

Opscan test/survey forms may be brought to the service desk of Print Services at 151 Whitmore Administration Building anytime between 8:30am and 5:00pm, Monday through Friday. We pride ourselves on offering two-working-day service on all exams but often get scores and reports returned to our customers much sooner.

We strive to make Opscan Services as easy as possible for you to use. You may bring us your exams/surveys or you may call us at 545-2718 and we will arrange to have your paperwork picked up by Distribution Services, which will pick up your exam paper package and securely bring them to us for processing. All exams are returned by Distribution Services to you in sealed envelopes or boxes to the staffed location of your choice so that a paper-trail is established to ensure the security and confidentiality of all test/survey paperwork.

Print Services Implements New Sustainable Paper Offerings

The team at UMass Amherst Print Services is dedicated to supplying high-quality printing and copying, as well as to being a leader in promoting sustainability on our campus. With that in mind, we are proud to announce that starting immediately Print Services will begin phasing out all non-recycled “virgin” white letter-sized copy paper and replacing it with 30% recycled white letter-sized copy paper for all orders, at no additional charge to departments.

Taking this crucial step across the entire campus would save over 500 trees per year, according to Ezra Small and Ainsley Brosnan-Smith from the Sustainable UMass office, whom Print Services is teaming with in our transition of paper offerings.

In addition to this change, we are also looking to replace all of our standard “house” paper stocks with sheets containing recycled content. This would include our matte and gloss digital color production papers, colored bond copy paper, and white copy paper of all sizes.

Please join us in this initiative by selecting paper with recycled content when ordering paper for your office. Boise Aspen30 and TreeFrog (tree-free paper) are great choices for white letter-sized copy paper. Also note that Hammermill colored bond copy paper, which many departments order directly from Print Services, is 30% recycled.

Be sure to keep an eye out for further details regarding these changes in future issues of the BuyLine.

Procard Feedback from Recent Procurement Survey

A few issues came up in responses from our recent Procurement survey about Procard. One comment referenced difficulty in locating Procard policy and procedures. The entire Procard User Guide can be found at http://www.umass.edu/procurement/Procard/ManualIndex.html where there are five chapters covering several aspects of the Procard Program. In Chapter One, topics including restricted commodities, records management, contract compliance and consequence of improper use are just a few of the areas covered. An easy to use Table of Contents is located near the top of the page for Chapter One with links to the specific subject matter.

Questions about training, applications, exception requests, changes or transaction declines should be referred to:

- Holly Lankowski - Procard Manager — 413.545.1748 - lankowski@admin.umass.edu

Questions about records retention or audit responses should be directed to:

- Angel Falcon - Procard Audit — 413.545.1429 - alf@admin.umass.edu
Access to BuyWays’ Catalogs and Pricing

We are hearing requests through our OfficeMax representative for staff to have access to the BuyWays catalog so that they can see our contract pricing to identify items they need help in purchasing. The “Shopper” role was created for this purpose.

When we implemented BuyWays, the staff in A&F Administrative Systems worked with the campus departments to get users set up in the roles needed. The two roles for purchase requisitions are “Shopper” and “Requisitioner”. As a “Shopper”, no training is needed, users simply follow a job aid to start an order. Essentially, the “Shopper” is filling a shopping cart that is then assigned to a “Requisitioner” in their department.

Any campus staff can be set up in the “Shopper” role. We recommend this to help facilitate ordering through any of our BuyWays catalog merchants. Once the cart is assigned to a “Requisitioner”, they will complete the financial data to get the requisition complete. This avoids repetition and should save time in the ordering process.

How do you get “Shopper” access added for staff in your department?
Please email the campus security administrator at afs-secadmin@admin.umass.edu with the name and employee id number of your shopper(s). If you have significant numbers of shoppers to add, request a copy of the upload spreadsheet.

What does “Choice of Law” mean?

Have you ever had a contract or agreement returned to you from Procurement requesting to have the “Choice of Law” or “Governing Law” changed or revised and asked yourself why do we do that? What difference does it make?

Well, “Choice of Law” or “Governing Law” is a provision that matters to lawyers, but probably does not matter so much to you, because it seems pretty obscure. The Office of General Counsel at the University has a strong preference that the Law of the Commonwealth of Massachusetts apply. Why? What do you know about Florida, or Michigan, or New York law? That’s about as much as the General Counsel’s Office knows about Florida, or Michigan, or New York law. If the University’s Office of General Counsel ends up litigating and laws in another state apply, the University is likely to need to retain outside counsel to assist with the litigation and this can be very time consuming and expensive.

So, when you are reviewing any contract or vendor terms and conditions and you see that the agreement states that the “Choice of Law” or “Governing Law” for the agreement is anything other than Massachusetts please beware! Remember:

- Request the vendor to remove the state’s name and insert Massachusetts as the governing law and jurisdiction. – OR –
- Request that the choice of law and/or jurisdiction section remain silent that is, agree not to have a choice of law section and have the vendor remove the clause entirely. – OR –
- If the vendor insists on its state law or jurisdiction controlling, you must have the vendor include the following language at the end of the clause: “Notwithstanding anything herein, nothing in this [Contract, Agreement, etc.] shall operate to waive the sovereign immunity of the Commonwealth of Massachusetts.”. The department is able to make the business decision to accept the legal fee as required by the University, if we need to hire an attorney in another state. – AND –
- Never agree to the jurisdiction or the laws of another state if the contract contains language requiring the University to indemnify another party.
Updates from Office Max

Customer Service Contact
“For Customer Service, please call 877-969-6629. Use this phone number only. Other Customer Service locations will not be familiar with the University Contract”

2016 Calendars
A shopping list has been added to the UMass BuyWays site for the most commonly used calendar styles. To use this list, just click the ‘shopping list’ tab at the top of the screen, the click on the “2016 Calendars” list and it will bring up the calendars that were ordered most often last year in the 2016 version. Input the quantities you would like to order for each item. If you do not find the calendar you are looking for, please call the Customer Service at 877-969-6629, or you can always call your representative, Catherine Rogers at 508-902-7031.

Office Max Substitutes
This has been an issue that has frustrated many of our users since OM would automatically substitute products for the ordered item if it was discontinued. This procedure will stop as of December 1st and OM will not substitute for items that have been discontinued. The issue in the past is that an item was discontinued but OM would leave it on our catalog until the last item was purchased. If you were the next person to order you received a substitute. Going forward when an item is discontinued it will automatically be removed from our catalog regardless of if there are a few of them left in inventory. This should eliminate the issue.

New Equipment

In case you haven’t heard the campus now has one of the newest Magnetic Resonance Imaging (MRI) units in New England. The unit is located in the New Life Science building on campus. The Institute for Applied Life Sciences (IALS) received the unit on November 17th and looks forward to it being in operation the 1st quarter of 2016.

Pictured above, in front of the main magnet before it was unloaded, is Gary Duggan (far left) and John O. Martin (far right) from Procurement along with Peter Reinhart and Jane Kent from IALS.

On the right, is the MRI in the new MRI suite. Procurement was involved with the bid specifications and award process. Gary took the lead on the Procurement side and stated it was an exciting and interesting project!
Chip & Pin Reminders

Some local stores are starting to require the use of your personal PIN for your campus Procard. Please be sure to be aware of this PIN number and if you have not yet set it up, we suggest you do so immediately. The following are some reminders regarding the use of a PIN.

How will I know if a retailer supports Chip and PIN technology?

If you swipe your card at a retailer who supports Chip and PIN technology, a message will be displayed instructing you to insert your card into the terminal. Insert your card, chip first, and then follow the prompts to enter your PIN number. Do not remove it until the transaction is complete.

What if the retailer does not support Chip and PIN technology?

When you transact at a retailer who does not support Chip and PIN technology, your card will be swiped using the traditional magnetic strip and you will sign for your purchase.

How do I set up my PIN?

You will need to select a PIN by calling the toll-free or collect phone number on the back of your card. If this is a reissued card for a previous Chip card with the same account number (replacement for a card that has expired), the PIN from your previous card has been transferred to your new card. You can begin using the PIN immediately.

What will I need to provide to set up my PIN?

You will need to provide the expiration date and 3-digit security code from your card.

Does the PIN expire?

No the PIN selected does not expire, however, if your account number changes (cancel/reissue replacement) you will be required to select a new PIN.

Will I be required to give my PIN over the phone or the Internet?

No, you should never disclose your PIN to anyone. Purchases made over the phone and on the Internet do not require a PIN.

What if I enter an invalid PIN three or more times?

If you enter an invalid PIN three or more times, your Card will be blocked and you will need to select a new PIN by calling the toll-free or collect phone number listed on the back of your card. After resetting your PIN, go to a chip-enabled terminal that is attended by a person (not self-service) for your next chip transaction. During this transaction, your PIN will be unblocked. Until you complete a transaction at an attended terminal, your new PIN will not be accepted at self-service, unattended terminals.

What if I want to change or have forgotten my PIN, but have not blocked my PIN (see previous question)?

You can select a new PIN by calling the toll-free or collect phone number listed on the back of your card. Please be aware that during your next transaction at a chip-enabled terminal, you may be required to enter the new PIN three or more times before the terminal will recognize it and complete the transaction.

Travel Card Program

Gary Duggan manages our Travel Card Program which includes both Individual and Department Travel Card. You can contact Gary by calling 413-545-6231 or sending an email to gsduggan@admin.umass.edu.

All of the training material regarding these programs can be found on the Procurement Department Web Site http://www.umass.edu/procurement/.

Addition helpful links regarding these programs are listed below.

Overview of Individual and Department Travel Card Programs http://www.umass.edu/procurement/Travel/Travel_Overview.html

Individual Travel Card Links http://www.umass.edu/procurement/Travel/IndividualCard.html

Department Travel Card Links http://www.umass.edu/procurement/Travel/DeptCard.html

Travel Insurance Information http://www.umass.edu/procurement/Travel/Travel_Insurance.html

Travel Card Program Documents http://www.umass.edu/procurement/Travel/Travel_Documents.html

University Travel Program – Including Options For Booking Your Travel http://www.umassp.edu/travel

Frequently Asked Questions

Question: I have recently placed a catalog order on the punch-out site that has five (5) lines on it. Four (4) of the lines were shipped in full. The item on line # 5 is no longer available and we will not be placing a re-order on it. Does this require a change request to cancel this line?

Answer: If your department is not intending to re-order the item that was not shipped you will proceed as follows. After the purchase order has been vouched and received you will need to close out the purchase order to disencumber the value listed on line # 5. To cancel a purchase order simply send an E-mail to: cancelpo@admin.umass.edu. Be sure to include the vendor name and PO# that you want to have cancelled.

Some examples of catalog vendors are: Office Max, Dell, Home Depot, Grainger, Fisher Scientific. Please go to the Procurement Web-Site to see all current catalog vendors.
New UMass Travel Program Website

The TRAVEL NEWS PAGE is now live on the Travel Program Website!! The news feed is located on the right hand side of the Travel Program's Home page, https://www.umassp.edu/travel above the Travel Alerts feed.

The news page has a subscription feature, where an email will be sent when a new travel article is posted. I encourage all of you to subscribe to it! It will ensure that you are kept up to date on the latest travel happenings. Check it out, there are already 6 news articles posted!

Once you subscribe and log in, you’ll notice that you can check off a selection of ‘Subscribed Categories’ (see below). In addition to checking off ‘Travel Notices’ you may want to also check off General Employee News and one of the Facilities locations, as HR and Facilities news feeds will be live shortly.

Procard Applications

Procard applications were updated to an online fill-in format some time ago. Please use this online version for all new applications. It is a fillable form that can be saved on your desktop and email attached to obtain all necessary information and signatures from your department staff. In using this form and other Procard forms online, information is more legible for our use in getting cards ordered promptly. Please use campus email addresses on all Procard applications and where possible, campus phone numbers.

Once fully complete, Procard applications can be sent via email attachment to Holly Lankowski - lankowski@admin.umass.edu. Hardcopies are no longer required. Please note that Procard training is provided via an Online Web-based Learning, OWL. Prospective cardholders are registered for this training and emailed the training link, once the application is reviewed.
Fraud Alert on Citibank Credit Cards

Recently we have has several employees report that they have received a phone message regarding their UMass Procard or Travel Card. The message asks them to call the number 1-800-388-2200 to resolve a problem with their card.

If you receive this message do not call this number. This is a scam and these people are trying to get our card numbers. The people conducting this scam ask our employees for their full Social Security Number or their full account number. Never give anyone your full Social Security Number or full account number. Citibank employees will ask you for your Employee ID number, which is your employee number that appears on your Paycheck, for Procards and Department Travel Cards. Citibank employees will ask you to give them only the last four digits of your Social Security Number to identify yourself if you are calling them regarding your Individual Travel Card.

Southwest Airlines Rapid Rewards Bonus Points

The UMASS Travel Program is approaching its second year and is off to a good start! We’d like you to know that UMASS has a new agreement with Southwest Airlines, beginning January 1, 2016. Southwest Airlines is offering to help in our mission of redirecting our travelers who are booking their travel via Southwest.com by offering 50% Rapid Rewards Bonus Points to all UMASS travelers who book their Southwest flights through one of our preferred agencies.

DETAILS ON PROMOTION:
Bonus points are valid for travel booked and flown between January 1, 2016 – March 31, 2016. Applies for travel in/out of Boston (BOS), Hartford (BDL), Manchester (MHT) and Providence (PVD) airports only.

OUR PREFERRED AGENCIES
Egencia: our on-line booking tool. https://www.umassp.edu/travel/booking/online
The Travel Collaborative: is our live agent option, who offers personalized service. https://www.umassp.edu/travel/booking/live-agent

By booking travel through one of our preferred agencies will ensure that you are receiving our negotiated discounts when applicable. It also:
- Maximizes discounts through hundreds of fare options for a single trip, including University negotiated fares
- Expedites the travel booking process by reducing shopping time
- Campus & University level data can be utilized to, report program savings, negotiate stronger contracts
- Provides reporting on unused tickets
- Provides location services in the event of an Emergency

This is just one of our many travel agreements that the Travel Program offers. For more information about the UMASS Travel Program and our negotiated agreements, please visit the travel website at: https://www.umassp.edu/travel. A special thanks to those travelers who continue to support the UMASS travel program. Please feel free to reach out to your Campus Travel Administrators (Gary Duggan or Carol Blajda) if you have any questions.

Looking for a great gift fast? Print Services is now offering wall calendars, personalized with custom photographs, that can be completed in time for the holiday. Please see the last page of the newsletter for details.
Staff Highlights: Apicella receives award

National Postal Customer Council day was held at Gillette Stadium on 9/21/2015.
Charles Apicella, Manager of Mail and Distribution Services for Umass Amherst was honored for Outstanding Contributions and Industry Recognition.
Presenting him with a commemorative Patriots framed photo plaque is Karen McCormick, the Project Manager/Industry Liaison for the USPS/Mailing Industry project at the Smithsonian National Postal Museum.
Charlie is also the Industry Cochairman for the Western Mass Postal Customer Council which received Gold Level recognition at the same conference for being a Premier Participant and achieving outstanding levels in industry education.

Out with the old In with the New

Mail Services new web site has been activated. While the URL remains the same www.umass.edu/mail, everything else has been updated and improved. Site navigation is more intuitive and user friendly.

All the tools you need to communicate with us have been rearranged in convenient tabs and the information you need is better organized.
Behind the pages still reside the same friendly staff willing to assist you with shipping and mailing questions and to provide expert advice on compliance and University guidelines.

Check out the new site and me know what you think.
Charlie Apicella
apicella@admin.umass.edu
2016 Calendars
now available at
UMass Print Services

Personalized Wall Calendar

- January — December 2016 includes standard holidays
- Matte stock
- Professionally bound opens to 11” x 17”
- Submit one large custom photo for each month plus cover (13 photos)

Custom calendar events and additional photos can be added for a minimal charge – please call 413-545-2718 or visit us in 151 Whitmore for additional information.

Department Calendar/Planner

- Available for calendar year January — December 2016 includes standard holidays
- Also available for academic year September 2016 — July 2017 also includes important academic dates
- Durable cardstock cover with matte stock for inside pages
- Folded and saddle-stitched opens to 11” x 17”

Customize the cover with a custom photo and your department name at no additional charge

All calendars available for departmental or personal purchase using cash, credit card, Procard or recharge
Orders may be placed by visiting us at UMass Print Services, 151 Whitmore Administration Building, by calling us at 413-545-2718, or via email: print@admin.umass.edu