The items listed below are some of the business process issues that we are having in BuyWays. Please read the issues and their recommended solutions.

WHAT'S HAPPENING: End user calls up the vendor to have an item(s) added to purchase orders.

ISSUE: The systems are now out of synch, which will cause the invoice to be sent to a non-existing line, causing delays in processing. Also, workflow approval has been bypassed.

SOLUTION: A new requisition should be created.

WHAT'S HAPPENING: End users are selecting the Central Receiving shipping address for WB Mason orders.

ISSUE: This is causing confusion with Mason as they have no idea where to deliver the items to. It is also frustrating end users as their deliveries are being delayed. The room/floor/bldg/phone fields within the Central Receiving address were not set up to transmit over to vendors. The Central Receiving shipping address was created for those deliveries that should go directly to Central Receiving. The receiving folks can access room/floor/bldg/phone field information via the BuyWays system.

SOLUTION: For Mason orders, users should select their actual address from the address list in the system in which the Rm/Fl/Ste information does transmit over to Mason, so they can find you.

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ISSUE: This is causing confusion with Mason as they have no idea where to deliver the items to. It is also frustrating end users as their deliveries are being delayed. The room/floor/bldg/phone fields within the Central Receiving address were not set up to transmit over to vendors. The Central Receiving shipping address was created for those deliveries that should go directly to Central Receiving. The receiving folks can access room/floor/bldg/phone field information via the BuyWays system.

SOLUTION: For Mason orders, users should select their actual address from the address list in the system in which the Rm/Fl/Ste information does transmit over to Mason, so they can find you.

WHAT'S HAPPENING: Users are selecting 'confirming/not sent to vendor' for a catalog (punch-out) orders.

ISSUE: Vendor is not receiving the order

SOLUTION: This field should NEVER be checked-off for any catalog (punch-out) order.

WHAT'S HAPPENING: Users are placing non-catalog orders with catalog vendors.

SOLUTION: If the items are available through the punch-out, they should be ordered through the punch-out. Most catalog vendors do offer the eQuote feature through the punch-out for special pricing or items that are not available in the punch-out.

WHAT'S HAPPENING: Still finding that phone numbers are not on purchase orders.

ISSUE: Vendor doesn't have a contact number in case there is a question or issue with the order

SOLUTION: Users should make sure that they add their phone number into their profile.

WHAT'S HAPPENING: Requisitioners placing orders or completing orders for other people.

ISSUE: A few vendors have been complaining that the contact information for the receiver is not on the purchase order.

SOLUTION: When users place orders for other people, they should get in the habit of putting that person's name in the 'prepared for' field of the requisition. By doing this, their name, email address and phone number will show up on the purchase order.

WHAT'S HAPPENING: Members of the Accounts Payable Department are not aware that a user has returned or exchanged an item on their purchase order.

REQUEST: When users return or exchange an item listed on a PO they should put a notation in the COMMENTS section regarding the exchange or return so that AP is aware when an invoice or credit comes in.

WHAT'S HAPPENING: Users are selecting the blanket order option when a line on the requisition has a quantity greater than one. All of the lines on a blanket order requisition must have a quantity of 1.

ISSUE: The blanket order option must be removed from the requisition in order for the purchase order information to populate in PeopleSoft.

SOLUTION: Users should review all of the lines on their requisition to make sure that all of the lines on the requisition have a quantity of 1 before they select the blanket order option.
In Memoriam

**Frank C. Olbris**, 69, of Florence, mail clerk II in Mail and Distribution Services and employee for 49 years died Sept. 15 at the Hospice of the Fisher Home in Amherst. Born in Northampton, he graduated from Northampton High School and Western New England College with a bachelor’s degree in engineering.

Olbris joined the Central Communications staff in 1964 and for many years was a fixture in the Whitmore Mail Room, where he handled bulk mailing before transferring to the South College mail facility. Frank was a wealth of knowledge and will be sorely missed.

How’s That for Teamwork!

Recently Mail Services and Print Services were called upon to print and distribute approximately 7,000 mailings notifying University employees of health insurance open enrollment periods for the Commonwealth Connector and Massachusetts/Mosaic plan... with 3.5 workdays (Saturday included!) for the materials to hit the USPS. We bet you received one at home (or, if you did not, then you need to update your address in HR Direct!)

Despite a tight deadline, the Print and Mail Services departments did not flinch – Dan (Gauthier) & Cindy (Kicza) quickly evaluated the materials and resources at hand, collaborating on the most efficient solution, and with the support of Print and Mail Services staff delivered the (federally required!) results on-time. Human Resources, the University community (and I) count ourselves amongst your incredibly well-served clients. We cannot thank you enough for setting the customer-service bar so high!

*Kelly Pleasant—Benefits Supervisor—Human Resources*

Going for the Gold

The Western Mass Postal Customer Council which is chaired by Charles Apicella, Manager—Mail and Distribution Services was recognized by Postmaster General Patrick Donahoe, and received a “Gold Level Award” at National PCC day 9/18/13. This highest honored award is based on PCC performance excellence with membership participation, industry education and best practices.

Presenting the award to Charlie (shown on the right) is Richard P. Uluski USPS Vice President, Northeast Area Operations.
There is a Hotline dedicated to Xerox Service and Supplies. To request service on your device and place supply orders please call: **1-877-321-9932** and select “1” for UMass Amherst. The “First Responder Team” consisting of Rich Casey and James Daggs will do their best to answer your phone call live. However, if you do leave a message, please leave a detailed message.

To help the Xerox “First Responder Team” assist you better, especially with new staff onboard, please provide as much detailed information as possible when you call. Here is a listing of the details that must be given with each message that you leave when placing a service call.

- Your first and last name
- Your department name
- Your phone number – (where The First Responder Team can call you back)
- Your building location
- Your room number
- The serial number of the machine that you are having issues with
- Reason for the call – be as specific and detailed as possible. Examples are:
  - Paper Jams
  - System Faults
  - Fault Codes – if this applies, please give the fault codes
  - Not Printing
  - Not scanning documents
  - Roller is not catching the paper to process through the machine
  - Ink is smeared on the paper
  - Need Toner
  - Unique Messages – if this applies, please give the message that you are getting

Please remember that when you supply “The First Responder Team” with the correct information, they can find you quicker and have on hand the right materials to take care of your copiers’ needs. The onsite team is trained to correct many different service problems and will escalate to Xerox Service if they cannot quickly resolve the issue.

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**Staffing Announcement from Xerox**

As UMass Amherst continues to grow, so does the staff at Xerox! With the added copy machines that the Xerox Corporation is supporting on our campus, they have added a second technician on-site. In addition to Rich Casey – James Daggs is also supporting the Amherst campus. James was previously a Xerox Technician and has certifications in PC and IT support. Rich and James are our Xerox “First Responder Team”. Whether you need supplies such as Toner, or if your machine asks for a particular module to be changed, they have these items in storage on campus and are ready to service you. So, please welcome James, we are excited to have him join the UMass Amherst—Xerox team!

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**Tips from Xerox—How to Get the Best Response from a Service Call**

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Purchases from Amazon.com

Did you know that Amazon.com does not accept purchase orders for the goods that they offer for sale? There is only one vendor code in the BuyWays system for Amazon, and that is for Amazon Web Services. Amazon Web Services does accept purchase orders but does not sell products available through Amazon.com and should not be used for such purchases. Procard may be used to purchase products from Amazon.com that are not available from a vendor on an established contract, provided the purchase is in accordance with Procard policies.

BuyWays Reminders

Procurement policy does not require that a shipping line be added to a purchase order to make it match an invoice. AP will add the shipping charges to the voucher header. Please do not process Change Requests to Procurement to add lines to cover shipping charges.

Important Links for Buyways

BuyWays Job Aids & Frequently Asked Questions: http://www.umass.edu/afsystems/basic-page/umass-buyways/91

BuyWays Procurement Workflow and Account to Commodity Crosswalk: http://www.umass.edu/procurement/docs/Proc%20Workflow%20and%20Commodity%20to%20Acct%20Crosswalk_6_2013.xlsx

Notice to all BuyWays Requisitioners

If you do a split distribution in a BuyWays requisition, you will notice that the ability to split by the “Amount of Price” has been removed from the Accounting Codes dropdown, which is visible when you select the “add split” link. You must either split by the % of Price or the % of Quantity. We ask that you split by % of Price. If you are unsure as to how to compute the percentages, please contact a Procurement Analyst in the Procurement Department for assistance.

We hope to have the ability to split by Amount restored to the system soon.

Thank you for your patience and understanding.