**Managing eProcurement Requisitions**

**Frequently Asked Questions**

* Q - I need to be able to place orders for my department, but I do not have access, what do I need to do?

A - Please have your supervisor contact Cynthia Cox at [cynthia.cox@lsuhs.edu](mailto:cynthia.cox@lsuhs.edu) in Purchasing.

* Q - Where can I find documentation on how to manage eProcurement requisitions, Approving ePro requisitions, or Receiving items from Office Depot?

A - <https://www.lsuhsc.edu/ps/support/eprocurement_lsush.aspx>

* Q - What do I do if the vendor I need is not in the PeopleSoft system?

A – Please send the [Supplier Onboarding Packet](https://www.lsuhsc.edu/ps/support/docs/Financials/ePro/Supplier%20Onboarding%20Packet.pdf) to the new vendor. It states in the packet to email the W9 to Purchasing. Usually, the new vendor is entered into the PeopleSoft system the day it is received.

* Q - How do I include a quote given by a vendor in my requisition?

A - This will vary by the vendor. Most all vendors can put the quote directly into our eProcurement system, if you contact the representative; except for VWR. For VWR, please consult the [VWR Quote User Guide](https://www.lsuhsc.edu/ps/support/docs/Financials/ePro/VWR%20Quote%20User%20Guide.pdf). The user can contact Purchasing for the representative information.

* Q - Is there a new method for creating a blanket PO, such as Fisher Scientific?

A - There will no longer be any blanket POs to **ANY** eProcurement vendors; each eProcurement order will generate an individual PO number.

* Q - What should I do if I have a current blanket PO with Office Depot or any other vendor?

A - Your Buyer can close any current Blanket PO to release the encumbrance – no Blanket PO’s to ePro vendors now.

* Q - Is it possible to click “Add More Items” and select a different vendor by mistake?

A - Yes, this can occur. We highly recommend only selecting items for a single vendor, then submitting that ePro requisition prior to moving on to another vendor; one vendor per requisition.

* Q - Who are the existing ePro Punchout vendors?

A - VWR

Fisher Scientific

Thomas Scientific

Cell Signaling

IDT (Integrated DNA Technologies)

Bio-Rad

Lowes

Office Depot

Grainger

Sigma (Millipore Sigma)

Genesee

Santa Cruz

* Q - Is there anything special I need to know when ordering from Lowe’s?

A – When you enter the Lowe’s catalog, click the store location in the top left corner -

choose the S.E. Shreveport Lowe’s location. On the Checkout page, you will choose Truck Delivery (all deliveries are $20).

* Q – How do I make sure that Shipping & Receiving knows where I am located for delivery?

A - When entering requisitions in PeopleSoft, please put the last name and location of the delivery point in the **Attention** field. You can find your location in the Chartfield1 tab. This will ensure that the delivery name and location will print out on the packing slip so that Shipping & Receiving can locate it easily.

* Q – What do I do if I need to return an item to Office Depot?

A - Please contact their customer service department and attach a copy of your confirmation page or packing list:

**Please contact: STRATEGIC SUPPORT, to assist with the following:**

**order status, back orders, proof of delivery, shortages and returns.**

**Ph.  800-279-1528 *or* Email.** [**strategicsupport@officedepot.com**](mailto:strategicsupport@officedepot.com)