Facilities & Services

Procurement Services

Purchase Request to Payment Processing

Policies, Process, & Procedures

11/21/14

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For Purchasing email:	FandS Purchasing - Procurement (Facilities & Services)
For Accounts Payable email:	FandS Accounts Payable - Procurement (Facilities & Services)
For Moveable Equipment email:	FandS Asset Tracking - Procurement (Facilities & Services)
For Pcard/Tcard email:	FandS Admin - Procurement (Facilities & Services)

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Facilities & Services Procurement Services Key Things You Need To Know 11/21/14

Purchases Below Bid Limit – FY15 Limits

- **Goods and Services** Individual procurements of **\$55,400** or less for supplies or services, other than professional and artistic, may be made without notice or competition.
- **Construction and construction related services** of **\$77,700** or less, or as increased to reflect increases in the consumer price index as determined by the CPO-HE.
- **Professional and artistic services** of less than **\$19,999.99** that have a non-renewable term of one year or less may be made without notice or competition.
- Architectural/Engineering/Land Survey Services maximum \$24,999.99.
- Real Property and Capital Improvement Leases maximum \$99,999.99, not to exceed 10,000 square feet.

Purchasing Approvals & Authorizations

- **Contracts & Leases** The University Comptroller has the authority to execute all contracts for the University.
- Annual Renewals \$250,000 and above- six questions provided by the State must be completed and submitted for review and approval.
- **Purchase & Change Orders less than \$1 million-** Campus Purchasing has delegated approval and authority to sign.
- Purchase & Change Orders \$1 million or more- The Board of Trustee approval is required.
- Emergency Purchase Orders up to \$2 million The President has approval authority.

Restricted Purchases

- \$500 Furniture & Fixtures
 - Available surplus review required by State for purchases with unit cost of \$500 or more
- \$500 Moveable Equipment
 - Tangible items which lasts more than 1 year
 - o Cost \$500 or more
 - o Is not absorbed into another piece of equipment
 - Not permanently attached to buildings or grounds as fixed equipment

\$25K Financial Disclosures & Conflict of Interest

- Required for purchases exceeding \$25,000
- PPB will review potential conflicts of interests
- \$50K State Board of Elections
 - Business entity who does \$50,000 worth of business, including the business it does with all state of Illinois agencies and the value of the current project
 - Must register with the State Board of Elections

1. **Procurement Authority**

a. Chief Procurement Officers of Higher Education (CPO-HE)

- Exercise the procurement authority created by the Code for the benefit of the State of Illinois and the State agencies under the jurisdiction of each CPO. http://www.ilga.gov/commission/jcar/admincode/044/044000040C10050R.html
- The CPO-HE exercises procurement authority through one or more State Procurement Officers (SPOs) or temporary acting SPOs and university and other staff assigned to the procurement function.
- The CPOs' procurement authority extends to supplies, services, construction not under the jurisdiction of the Capital Development Board or the Department of Transportation, real estate and all other categories of need subject to the Code.

b. Procurement Policy Board (PPB)

 The Board has the authority and responsibility to review, comment upon, and recommend, consistent with the Procurement Code, rules and practices governing the procurement, management, control, and disposal of supplies, services, professional and artistic services, construction and real property and capital improvement leases procured by the State. <u>http://www.ilga.gov/commission/jcar/admincode/002/002030020001000R.html</u>

2. Disclosure of Financial Interests and Potential Conflict of Interest

- a. Disclosures shall be obtained for small purchases exceeding \$25,000
- b. When a potential conflict of interest is identified, discovered or reasonably suspected, it shall be reviewed by the PPB.

3. State Board of Elections

a. Each business entity whose aggregate bids and proposals on State contracts annually total more than \$50,000, shall register with the State Board of Elections.

4. State Non-Conforming

- a. Illinois Procurement Code (30 ILCS 500) and University procurement policies and procedures require a *fully executed contract and/or Purchase Order in advance of goods and services being provided*.
- b. A non-conforming order is one in which the request for the contract and/or Purchase Order is submitted to Purchasing after the receipt of goods or services by the end-user.
- c. To resolve non-conforming order and to pay the vendor:
 - Detailed invoice from vendor submitted as an attachment to the requisition
 - Letter from department head addressed to Campus Purchasing describing the circumstances that led to the violation of the Illinois Procurement Code and the steps that the department will take to prevent a similar situation from reoccurring.
 - As a condition for payment, the vendor will be required to execute a settlement agreement releasing the University of any and all Liability associated with the services or goods provided.

5. Stringing

 Dividing or planning procurements to avoid use of competitive procedures (stringing) is prohibited. Periodic purchases of similar supplies from several different vendors to maintain inventory is not stringing unless the purchases are planned to avoid use of competitive procedures.

6. Purchases Below Bid Limit

- a. **Goods and Services** Individual procurements of \$55,400 or less for supplies or services, other than professional and artistic, may be made without notice or competition.
- b. **Construction and construction related services** of \$77,700 or less, or as increased to reflect increases in the consumer price index as determined by the CPO-HE.
- c. **Professional and artistic services** of less than \$19,999.99 that have a non-renewable term of one year or less may be made without notice or competition.
- d. Architectural/Engineering/Land Survey Services maximum \$24,999.99.
- e. **Real Property and Capital Improvement Leases** maximum \$99,999.99, not to exceed 10,000 square feet.
- f. Limit changes each fiscal year. Limits listed above are for FY15.

7. Purchases Above Bid Limit

- a. Competitive Sealed Bids
 - Invitation for Bids (IFB) is used to initiate a competitive sealed bid procurement
 - Content Instructions and information to bidders, purchase description, contract terms and conditions
 - Delivery- Related Costs Bid price includes transportation, transit insurance, delivery and installation and other costs.
 - Amendments shall be clearly identified and shall reference the portion of the IFB they amend.
 - Pre-Opening or Withdrawal of Bids
 - Bids may be modified or withdrawn by written notice.
 - Receipt, Opening and Recording of Bids
 - Receipt Upon its receipt, each bid and modification shall be date and time-stamped but not opened and shall be stored in a secure place until the time and date set for bid opening.
 - Opening and Recording Bids and modifications shall be opened publicly at the time, date and place designated in the IFB in the presence of a State witness. The name of each bidder, the bid price, and such other information as is deemed appropriate by the CPO-HE or SPO shall be recorded and read aloud or otherwise made available.
 - Bid Evaluation and Award
 - Contract is awarded to the lowest responsible and responsive bidder that meets the requirements of the IFB.
 - Price Negotiations are permitted with the low bidder to obtain a lower price for the item bid.

b. Competitive Sealed Proposals

- **Request for Proposals (RFP)** may be used on a case-by-case basis when it is determined by the SPO that competitive sealed bidding is either not practicable or advantageous.
- An RFP may be the better solicitation method when:
 - Evaluation factors involve the relative abilities of offerors to perform, including degrees of experience or expertise, when the types of supplies or services may require the use of comparative, judgmental evaluations to evaluate them adequately, or when the type of need to be satisfied involves weighing aesthetic values to the extent that price is a secondary consideration;
 - Oral or written discussions may need to be conducted with offerors concerning technical and price aspects of their proposals;
 - Offerors may need to be afforded the opportunity to revise their proposals, including price;
 - Award may need to be based upon a comparative evaluation, as stated in the Request for Proposals, of differing price, quality and contractual factors in order to determine the most advantageous offering to the State. Quality factors include technical and performance capability and the content of the technical proposal;
 - The primary consideration in determining award may not be price; and
 - Prior procurements indicate that competitive sealed proposals may result in more beneficial contracts for the State.
- Receipt, Opening, and Recording of Proposal
 - Receipt Upon its receipt, each proposal and modification shall be date and timestamped but not opened and shall be stored in a secure place until the time and date set for opening.
 - Opening and Recording Proposals and modifications shall be opened in a manner to avoid disclosing contents to competitors
- Evaluation of Proposals and Award
 - The RFP shall state all of the evaluation factors, including price, and their relative importance.
 - The evaluation shall be based solely on the evaluation factors set forth in the RFP, and no other factors shall be considered.
 - An award shall be made by the SPO pursuant to a written determination showing the basis on which the award was found to be most advantageous to the State, taking into consideration price and evaluation factors set forth in the RFP.

c. Exceptions to Competitive Solicitations

Sole Source

- Sole source procurement is permissible when a requirement is available from only a single supplier or when only one supplier is deemed economically feasible.
- Sole Source Determination
 - The determination as to whether a procurement shall be made as a sole source procurement shall be made by the SPO, based on a request made by a university.
 - The CPO-HE shall require a public hearing to be held and make a final determination as required by Section 20-25(a) of the Code

• Emergency Procurements

- For purchases over the small purchase limit, a university shall have the authority to make emergency procurements when an emergency condition arises, and the need cannot be met through normal procurement methods.
- Emergency Conditions exists
 - if there exists a threat to public health or public safety
 - when immediate expenditure is needed for repairs to university property in order to protect against further loss or damage to university property;
 - to prevent or minimize serious disruption in critical university services that affect health, safety, or collection of substantial State revenues; or
 - to ensure the integrity of university records.
- Notice
 - Notice of the emergency procurement shall be published in the Bulletin by the university as specified in Sections 15-25(c) and 20-30 of the Code no later than 3 business days after the contract is awarded and shall include a description of the procurement, the reasons for the emergency procurement and the total cost.
 - Description of order, \$ value, quotes, terms and conditions or proposal
- All notices and awards for competitive bids, proposals, sole sources and emergency purchases are publicized on the Illinois Procurement Bulletin. <u>https://www.procure.stateuniv.state.il.us/dsp_index.cfm</u>

1. University Office of Business & Financial Services (OBFS) Procurement Authority

- a. Purchasing Approvals and Authorizations
 - **Contracts & Leases** The University Comptroller has the authority to execute all contracts for the University.
 - **Purchase & Change Orders less than \$1 million-** Campus Purchasing has delegated approval and authority to sign.
 - Purchase & Change Orders \$1 million or more- The Board of Trustee approval is required.
 - Emergency Purchase Orders up to \$2 million The President has approval authority.
 - Procurement Source Selection and Contract Formation (Section 2005-2035) <u>http://www.ilga.gov/commission/jcar/admincode/044/04400004sections.html</u> <u>https://www.obfs.uillinois.edu/bfpp/section-2-documents-approval/section-2-2</u>

b. Types of Purchase Orders

- **Regular Purchase Order (RPO)** One time purchase for a defined list of items with an accurate quantity and unit price. (Typically for a one-time payment, although multiple payments may occur when partial quantities of an order are shipped and invoiced).
- Standing Purchase Order (SPO) issued for purchases that requires no quantity or unit price (for example, miscellaneous lab supplies "as required").
 - At the beginning of each new fiscal year, departments must submit a new requisition that references the previous Standing Purchase Order number in "Document Text." Purchasing then creates a new Standing Purchase Order to encumber the next fiscal year's expenditures.

c. Restricted Purchases

- Local, state, or federal agencies restrict the purchase of specific items to ensure proper use and distribution of potentially hazardous materials. <u>https://www.obfs.uillinois.edu/cms/One.aspx?portalld=77176&pageId=92158#cc</u>
 - Alcohol- UIUC Pure alcohol is obtained from Chemistry Stores, by authorized individuals, under rules established by law and controlled by the U.S. Treasury Department and the State of Illinois.
 - Computer Software and Electronic Services
 - Electronic services may be purchased with a P-Card if all the following conditions are met:
 - No data considered sensitive or highly sensitive resides on a thirdparty provider's server. This means, no personally-identifiable information about an individual is stored on the vendor's site and no confidential information is used within the site, including student information (e.g., grades, advising notes or other academic records).

- Computer Software and Electronic Services
 - No critical business function(s) is dependent upon the electronic service (e.g., a unit's core operations will not suffer if the vendor closes down suddenly without warning).
 - No vendor is granting itself a license to use University data located in its data center.
 - Software (downloaded or packaged) may be purchased with a P-Card if all of the following conditions are met:
 - No non-public University data will be shared with a third party as a result of running the software; e.g., Social Security Numbers, credit/debit card data, health/medical data, or student data will not be shared as a result of using the software.
 - The software will not be embedded into new intellectual property unless the software license grants the right to do so.
 - When using a P-Card to purchase allowable software or electronic services with contracts (including 'click-through' agreements), units must complete and retain in their files the Software Purchased by P-Card form and/or the Electronic Services Purchased by P-Card form. The forms can be accessed at https://erin.fs.illinois.edu/resources-benefits/business-tools in the Related Links section "P-Card Restricted Purchases OBFS".
- Gift Cards/Gift Certificates
 - Gift cards/gift certificates cannot be purchased using i-Buy, P-Card, or Banner. Gift cards/certificates have a cash value and are thus considered reportable income.
 - Gift Cards should be purchased via a Program Advance. For more information please see https://erin.fs.illinois.edu/resources-benefits/business-tools in the Related Links section "P-Card Prohibited Purchases OBFS".
- Restrictions for Purchases of Furniture and Fixtures
 - 30 ILCS 605/7a requires the University to check for available surplus furniture at the State of Illinois Surplus Property Warehouse before purchasing new furniture with a unit cost of \$500 or more. If suitable surplus equipment is available, the University will be required to obtain the furniture from the warehouse.

- Purchases that Require Special Approval
 - Advertising
 - Decorations
 - Modifications to Physical Space
 - Print Services
 - Equipment Loaned to the University
 - Freight
 - Gas Cylinders
 - Operating and Capital Leases of Equipment
 - Conditions for Leases
 - Expediting

d. Ethical Purchasing Practice

- Conflict of Interest The University complies with State of Illinois requirements regarding potential procurement conflicts of interest.
- Gratuities Employees must avoid accepting any kind of gratuities, tips, or gifts. This includes merchandise, cash, or services for the performance of their duties, either past or future.

1. Procurement Authority

a. Procurement Services

- Converts purchase requests to purchase orders
- Approves invoices for payment
- Oversees solicitation creation, submission, evaluation, award communication
- Submits access requests for P-Card & T-Card
- Facilitates moveable equipment management
- Primary point of contact to Campus Purchasing & University Payables

b. Department Head

- Provides solicitation request and management
- Facilitate policy compliance and address non-compliance issues
- Request system access on behalf of requestor

c. Requestor

- Submits purchase requests
- Ensures receipt of services and goods in procurement systems
- Assist with problem resolution
- Complies with all policies & procedures

2. Purchase Requests & Change Orders

- **a. Purchase request** all requests for goods or services must be submitted using the F&S Online Purchase Request Website (Portal). See "Purchase Request Submission" instructions section.
- **b. Quotes-** One quote is required for each purchase request (exception WESCO, Grainger and Officemax)and must:
 - Be valid for at least 30 days
 - Contain freight and delivery terms
 - Contain terms and conditions (if applicable)
 - Be attached to each purchase request
 - Be in PDF or Word format

Please Note: Purchase Requests will be declined if quotes are not attached or do not include the above information.

c. Purchases Below Bid Limit

- Use prime and preferred vendor contracts or standing purchase orders (SPO's) when submitting purchase requests.
- To view the prime and preferred vendor contracts go to the Erin Employee Resources Information & News website at <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>
 - Select the "University Prime & Preferred Supplier" link under the Systems Access section

- Enter login and password
- Select "UIUC + multi-campus" then click the search button to view the list of contracts to choose from.

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)rdering & Payment lethods	Find a Contract	Suggest New K	(eywords
Login to iBuy	Search Show Contracts: UIC + multi-campus UIS + multi-campus UIC + multi-campus Only multi-campus	Search Term: (e.g. commodity/service, contract number, vendor) Search	Check I Our dat as we a the new
	Browse To browse a list of all com	imodity types, leave search term field blank. 🔺	

• Go to the Reports & Problem Resolution section for directions on how to access the SPO Master file

d. New SPO Requests

- Submit all new SPO requests by email to FandS Purchasing-Procurement ProcurementPur@mx.uillinois.edu.
- Email should contain
 - Vendor ID, vendor name, vendor phone, vendor email, description of item ordered and dollar amount.

e. Purchases Above the Bid Limit

- Competitive solicitations are required for purchases above the bid limit. The dollar levels for the current fiscal year are posted on the Bid limits page located at <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u> Related Links section click on "Bid Limits - OBFS"
 - **Bid Announcements** -must be posted to the Illinois Higher Education Procurement Bulletin for a minimum of 15 days.
 - **Bid Openings** publicly opened in the presence of at least one member of the Board of Trustees or delegate.
 - Competitive Selection Process Types
 - Invitation for Sealed Bid (IFSB)
 - Request for Proposal (RFP)

- **Timeframe** varies based upon the type of commodity, competitive process type used and dollar threshold.
- To begin the competitive selection process requesters must:
 - Create a draft specification document that includes:
 - Desire for Bid or RFP
 - RFP provide Evaluation Matrix and names of Evaluation Committee members
 - Scope of Services
 - Technical
 - Pricing
 - Mandatory Pre-bid meeting: Yes/No
 - Number of days for Bid opening (i.e. 2, 4, 6 weeks)
 - Freight Terms
 - Potential vendor list of vendors who may be interested in responding to bid.
- Submit purchase request in the F&S Online Purchase Request Website (Portal). See "Purchase Request Submission" instructions section.

Purchases Above the Bid Limit

- F&S Procurement Services will...
 - Create the Banner purchase requisition and submit to Campus Purchasing.
 - Email the draft specifications document to Campus Purchasing.
 - Determine what additional documents, departmental, or campus reviews may be required by Campus Purchasing to complete purchase approval.
 - If appropriate, schedule a pre-bid planning meeting.
 - Log the progress of the bid/RFP on the Solicitation Report that is emailed weekly to requestors.
- Requester may contact Campus Purchasing buyer to finalize bid or RFP specs after Procurement Services submits the Banner requisition and specs to Campus Purchasing.
 Requestor must copy the FandS Purchasing Mgnmt at fandsdlpurchmgmt@mx.uillinois.edu
- Campus Purchasing will...
 - Post RFP/bid on Illinois Procurement Bulletin (15dys).
 - Conduct bid opening.
 - Distribute vendor responses to bid/RFP by email to Procurement Services and requestors.
- Requester will...
 - Evaluate vendor responses.
 - Complete Award Recommendation form
 - Send an email to FandS Purchasing-Procurement at ProcurementPur@mx.uillinois.edu with the Award Recommendation form attached.
 - Maintain copy of winner's response to bid/RFP.
- Campus Purchasing will...
 - Post the award on the Illinois Procurement Bulletin for PPB approval which can take up to 30 days.

- Issue purchase order to vendor awarded the bid/RFP once PPB says it's approved.
- Ensure all required documents are obtained, routed for signature, and filed appropriately per state laws and University policies.
- F&S Procurement Services will...
 - Enter purchase order, contract documents in AiM
 - Email requestor when purchase order is ready for use in AiM.

f. Emergency Purchase

- a. Illinois procurement code defines an emergency as a situation involving public health, public safety, or cases where immediate expenditure of funds in excess of competitive bid threshold is necessary for repairs to State property to protect against further loss or damage, to prevent or minimize serious disruption in State services, or to insure the integrity of State records. https://www.obfs.uillinois.edu/bfpp/section-7-purchasing/section-7-5
- b. Purchase requests must be submitted one business day after the emergency purchase through the F&S Online Purchase Request Website (Portal) with a completed "Emergency Purchase form" detailing how the purchase meets the definition of an emergency as it relates to the Illinois procurement code.
 - <u>The "Emergency Purchase Form" is located on the F&S Employee Intranet in the Forms</u> section: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>

g. Rush Orders

- a. A rush order **is** an order that requires processing quickly but does not meet the definition of an emergency purchase.
- **b.** Purchase requests **must be submitted** through the F&S Online Purchase Request Website (Portal) with a completed Rush Order Form explaining the need for the rush.
 - <u>The "Rush Order Form" is located on the F&S Employee Intranet in the Forms section:</u> <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>

h. Purchase Request / Change Orders

- a. Change order requests <u>must</u> be completed before material or service is received or completed to prevent a non-conforming order
 - Changes send an email to FandS Purchasing-Procurement at <u>ProcurementPur@mx.uillinois.edu</u> with details of the change. Format email as listed below:
 - Subject Line "Change Order: PO or Request ID# _____"
 - Change in Price "price change from _____ to ____ on _____ item"
 - Change in Quantity "quantity change from _____ to ____ on ____ item"
 - Change in Location "delivery location change from _____ to _____ location"

Attach revised quotes to validate the change. <u>Please Note:</u> Change order requests <u>must</u> be completed before material or service is received or completed to prevent a non-conforming order.

h. New Vendor Set-up

- New Vendor Setup <u>https://www.obfs.uillinois.edu/payments-vendors-students/vendor-setup-update/</u>
 - University Payables is responsible for establishing and maintaining vendor profiles in Banner. A permanent vendor setup is required before a purchase order or payment can be issued except in the following situations:
 - Refunds of any kind
 - Non-employee reimbursements
 - Payments to human subjects totaling less than \$100.00 in a calendar year
 - Submit all new vendor requests by email to ProcurementPur@mx.uillinois.edu
 - The email should contain the following:
 - Vendor name
 - Vendor contact name, phone, and email

i. 10% Markup Waiver

- A waiver request is necessary for any items delivered to the job site in order to avoid a 10% markup on the total cost of the materials purchased.
- The reduction of the 10% fee is only for items delivered directly to the job site.
- Requestor must provide written approval documentation with purchase request.
- Written approval from is needed to:
 - Confirm that the item will be delivered to the jobsite
 - Share the work order phase, dollar amount, and item description of purchase
 - Specify approval to reduce the 10% fee and apply a fee per the list below
- Department head will email to your requestor and copy to Maria, Sonya, and Mike Alsip.
- Requestor will enter " no markup fee approved for \$xxxx per email xx/xx/xxxx". This will alert ProcPur of how to process the order in the portal to prevent a 10% markup fee from being charged.
- The fee assessed will be based upon the PO Total Dollar amount per the following:
 - < \$2,499 = 10% of total of PO amount
 - \$2,500 \$100K= \$250 fee
 - \$101K \$500K = \$350 fee
 - > \$500K = \$500 fee
- The 10% markup is dependent upon the following:
 - Org Code or Division/Business Unit
 - Org Codes 876 (Utilities) and 766 (TAS) are exempt from the 10% markup because these units process their own receipts in AiM
 - All other F&S org codes/business units are assessed the 10% fee dependent on the Online Purchase Request PO Line Type.

- Online Purchase Request PO Line Type
 - When a purchase request is submitted in the Online Purchase Request Tool, the "PO Line Type" must be selected for each line entered on the request. The "PO Line Type" determines whether the 10% markup will be applied.

Online Purchase Request Tool - PO Line Type 💌	AiM Sub-Ledger to which Post	10% Markup Applied
Rental	Contract	No
Service	Contract	No
Move-Equip	Movable-Equip	No
Matl-SKU	Material	Yes
Matl-NoSKU	Material	Yes
Shipping	Material	Yes

j. Bulk Rock & Sand Purchases

• All bulk sand and rock supplies must be ordered through the F&S Transportation Department (excludes bag orders).

k. Copy Paper Purchases

- All copy paper must be purchased through iStores.
- <u>Go to the F&S Employee Intranet at <u>https://erin.fs.illinois.edu/resources-benefits/business-</u> tools
 </u>
- Click on "iStores" under the System Access section
- Authenticate using your netid and password.
- On left side of screen find the Quick Find block (there is a magnifying glass there).
 - In the search block type in the item number if known, for example 16389000 for copy paper or if the item number is not known type in a search word such as Paper (DO NOT use plural words).



- Then click on the magnifying glass and your item or list of possible items will appear for you to make your selection from.
- Once you have identified the correct item you are needing, select the **Buy Now** or the **Add to Cart** tab (either one may show).

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k Find	11990010	PAC		PAPERCLIP JUMBO 10/PK (11990010)	\$3.47	Buy Kowl		
keywords to find the product you are looking for.	14752285	EA		PEN, PAPERMATE GEL MED POINT BLACK (14752285)	\$0.71	(Buy Kowi)		
Advanced Search	14752290	EA		PEN, PAPERMATE GEL BOLD POINT BLACK (14752290)	\$0.71	Buy Nowl		
t's New? 5	16322740	EA		PAPER COMPUTER 1-PART 9-1/2"x11" PERF. (16322740)	\$24.82	(Bay Kowi)		
(51TP 15-N-1 (23376020) \$27.43	16322800	EA		PAPER COMPUTER 1-PART 9-1/2"x11" PERF. (16322800)	\$23.64	(Buy Kowi)		

- This will bring up the box for you to enter the quantity that you want. Ensure you look at the UOM (unit of measure) when ordering so that you obtain the correct quantity that you are ordering.
- Enter the correct quantity and then click on the **Update** tab to add the item to your shopping cart. Then select the **Continue Shopping** tab before repeating the process with the quick search box (magnifying glass) to add more items to your shopping cart.

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• Once you are finished shopping select the **Checkout** tab. In the middle of the screen will be three choices: Deliver, Pick-up, or Work Order Building Address. Select the one that is appropriate for your needs and then select the **Continue** tab.

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	Delivery Information Payment Information Confirmation Finished!	15704-250 (39357020) SHARPS CONTAINER 8 gal 10/CS 19001-048 (39357040)

• This next screen you will need to select the payment "AiM Workorder" .

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- Also on this screen is a comment block which you can place your comments in. Such as (Please deliver to such and such location) if that location is different from the Work Order location.
- Then select the **Continue** tab.
- This next screen is just a request confirmation screen. Select the **Continue** tab.

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• This next screen you will be either entering a **NETID** and or a **BADGE** # and **Work Order / Phase**. Then select the **Continue** tab.

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 The next screen is the payment screen which shows; who placed the order, work order, and the Address. (The address on the WO orders can be changed at this time for those orders that will be delivered to a different location than the work order if needed). Then select the Place Order tab.

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and Controls	Back	Place	Order	gal 10/CS			
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• This next screen is the final screen which gives you your F&S order ID number.

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• Select the continue button to complete the order and bring you back to the start screen of iStores

NOTE: Towards the end of the order process you will select who your approver is via a drop down screen, this is based upon whether or not you have more than one approver. All stores personnel are automatic approvers for all of F&S.

• Add, Edit or Update Approvers – complete the <u>iStores Signature Authorization Request</u> Form located at <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u> in the Forms section

I. Computers & Peripherals

• Contact IT for all Computer & Peripheral purchases.

m. Office Supplies

- Review iStores first to order the below items:
 - Paper, cleaners, disinfectants, and break room supplies.

If the office supply item is not available at iStores then submit a purchase requests through the F&S Online Purchase Request (Portal).

n. Prepayments and Deposits

• Procurement Services will advise Facilities and Services Receiving by email to enter the receipt in AiM equal to the percentage of the down payment total.

o. Ordering Services versus Materials (Service contract vs PO module)

Requestors must use below Decision Criteria - Options to Enter Banner SPO's into AiM

- Decision Criteria -Options to Enter Banner SPOs into AiM
 - <u>AiM Purchasing Module</u> which requires a 3-way match between the AiM purchase order, receipt, and invoice.
 - <u>AiM Contract Module</u> which does not require an AiM purchase order or receipt to enter an AiM invoice against the SPO. The requestor reviews the invoice and communicates approval to pay. This is used for services when:
 - Work performed by a vendor to keep an asset in its intended state of use/purpose and F&S labor is not used in the process.
 - Excludes services for projects and repairs for which cost is known in advance.
 - Possible services that meet above criteria but not an all-inclusive lists:
 - Refilling
 - Cleaning
 - Renting
 - Inspections
 - Monitoring

- Disposal or removal
- Time interval fees
- Volume usage fees
- Case by case review and approval by management
- Invoices will be sent directly to the requestor for approval

• Setup Requirements

- Business Unit identifies which SPOs to enter in the AiM Contract Module
- Procurement Services will:
 - Create Service Contracts in the AiM Contract Module for identified Banner SPOs
 - Provide a list to the Business Units of Service Contract numbers and corresponding Contractor Banner SPO's. Example: P0984567 – this is the standing purchase order in Banner. The Banner SPO is needed to edit the Phase to "connect" or attach an accounting string with the Service Contract.
- Standing work order phases
 - Financial Operations will connect the service contract to the phases.
- Non-standing work order phases
 - Business Unit will need to request the connection of the service contract to the phase by sending an email to:
 - OMA Division- contact Everett Lawrence elawren@illinois.edu
 - Non OMA Division contact Hilda Garcia <u>hgarcia@illinois.edu</u>in Financial Operations
 - Send email to FSC to request the connection of the Banner SPO to a specific work order phase. The email should consist of the following:
 - Service Contract (SPO)
 - Work order/Phase
- Please note Service Contracts <u>cannot</u> be connected to standing work orders XX-9999. These work orders are used each year for benefits and cannot be changed due to the year over year rollover issue. Contact Financial Operations to request a new work order.

p. Electronic Storage of Contracts, Bids, & Quotes

- All contract, pricing, bid and quote documentation will be stored in AiM in the Purchase Order Module for an RPO or in the Blanket Purchase Order module for an SPO.
- How to determine in which AiM module to view the PO documents:

- Go to the SPO Master file (See instruction SPO Master file in the Report Section)
- Search for the PO in the SPO Master file
- The AiM module column will list either "Purchasing or Service Contract"
- If the PO is listed on the SPO Master and it has "Purchasing" module listed, then view the related PO documents in the "Purchasing-Blanket Purchase Order" Module.
- If the PO is listed on the SPO Master and it has "Service Contract" module listed, then view the related PO documents in the "Contract Administration-Service Contract" Module.
- Otherwise you will view the PO documents in the "Purchasing- Purchase Order" Module in AiM.
- Go to <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>
 - Select the "AiM" link in the System Access section
 - Log into AiM using your Netid and Password



• Select Purchasing from the Work Desk Menu

WorkDesk	
Menu	^
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Strain Accounts Payable	
🌡 Asset Management	
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🐕 Project Management	
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- Purchasing	
Time and Attendance	
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• If you found the PO on the SPO Master file (Purchasing) select the magnifying glass next to the Blanket Purchase Order

MAIM
Menu ^
🔍 📋 Purchase Order
🔍 📋 Purchase Receive
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🔍 📋 Purchase Disbursement
🔍 📗 Blanket Purchase Order
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• Enter the SPO number in the Blanket Number field, select the magnifying glass

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• Double click on PO number

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• Select the upside down arrow from the View select window and choose 'Related Documents".

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• Double click on the image to view the document.

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• If you found the PO on the SPO Master file (Service Contract) select Contract Administration from the WorkDesk Menu



• Select magnifying glass next to Service Contract



• Enter PO number in Contract field, select magnifying glass

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• Select the upside down arrow from the View select window and choose 'Related Documents".

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• If you did not find the PO on the SPO Master file select Purchasing from the Work Desk Menu



• Select the magnifying glass next to Purchase Order



• Enter PO number in the Purchase Order field; select magnifying glass



• Double click on PO code

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q. F&S Policy Violation Letter

F&S requires a Policy Violation letter be written for all orders submitted without a valid release PO in AiM and P-Card orders submitted without receipts.

- When there is no release in AiM, complete non-conforming letter addressed to Facilities and Services describing the circumstances that led to the violation and the steps that the department will take to prevent a similar situation from reoccurring
- Submit letter with purchase request in Online Purchase Request Tool
 - All letters must be signed by Department Head.
 - "F&S Policy Violation Letter Form" is located on the F&S Employee Intranet in the Forms section: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>

r. Non-Conforming Letter

- Illinois Procurement Code (30 ILCS 500) and University procurement policies and procedures require a *fully executed contract and/or Purchase Order in advance of goods and services being provided*.
- A non-conforming order is one in which the request for the contract and/or Purchase Order is submitted to Purchasing after the receipt of goods or services by the end-user.
- To resolve non-conforming order and to pay the vendor:
 - Detailed invoice from vendor submitted as an attachment to the requisition
 - Letter from department head addressed to Campus Purchasing describing the circumstances that led to the violation of the Illinois Procurement Code and the steps that the department will take to prevent a similar situation from reoccurring.

- As a condition for payment, the vendor will be required to execute a settlement agreement releasing the University of any and all Liability associated with the services or goods provided.
- All letters must be signed by Department Head.
- "F&S Policy Violation Letter Form" is located on the F&S Employee Intranet in the Forms section: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>

Facilities & Services Procurement Services Purchase Systems Overview 11/21/14

Procurement Systems

- 1. Purchasing
 - a. iBuy
 - b. AiM
 - c. Banner
 - d. Elite
 - e. iStores
 - f. MyFS Online Purchase Request Tool
 - g. IPHE Bulletin

2. Accounts Payable

- a. Banner
- b. AiM
- c. MyFS External Charges
- d. Problem Invoice Database
- e. P-Card Solutions
- f. Approved Invoices Website
- g. Completed Invoices Website

3. P-Card/T-Card

- a. TEM Travel (T-Card) Expense Management System
- b. P-Card Solutions Purchase Card System

4. Moveable Equipment

- a. 4D Web/Client
- b. Fab Web

Facilities & Services Procurement Services Purchase Systems Overview 11/21/14



1. Acquiring Access

a. Have your Department Head submit request to IT to obtain access to the Procurement Systems

1. How to enter a New Purchase Request

- a. Go to https://erin.fs.illinois.edu/resources-benefits/business-tools
 - Select the "Online Purchase Request Tool" link in the System Access section
 - Log in using your Netid and Password
- b. Add Purchase Request Details
 - Click on Request Details to create or submit a Purchase Request
 <u>IMPORTANT NOTE: ONLY one Work Order Phase allowed per Purchase Request. See Instructions on</u> <u>"Modeling Requests" to create multiple requests to different Work Order –Phase(s).</u> <u>To have multiple Work Orders charged per Purchase Request – enter the workorder and dollar</u> <u>amount to charge in the "F&S Comment field".</u>

I ILLINOIS	Facilities & Service	TES		FESAZ	1 my FS
				MY	.FS
Request List Re	quest Details Search PR Requests	Portal Reports			
my.FS > Request Detai	ls .				Logout
PR#: 0 F&S Order	Id#: 0 Created By: mmbyrne on 201	3-03-04			
Attachments:					
PO Description:		Pending	Approvals:		
Vendor:	Desc:	All Clear Approv	red/Declined By:		
Address Code: Addre	ess1: Address2:				
		0	•	Header In	fo
Ship to Building:	Desc:	All Maclear			
Requestor: 2160	Last Name: Costantino	Ab Clear			
Michelle M NetId:mm	byrne Email:mmbyrne@illinois.edu Ph:	217-333-7219 Shop Email	: Shop Ph:		1
Workorder:	Phase: Account(s):				
Need Date: 3/18/13	Delivery Method: Delivery -				
Memo for PO:		Order Sta	atus:NEW		
F & S Comment:		Orde	r Total: 0.00		
Order Received Status	S:NONE				
Line # Qty	UOM Type	SKU	Description	Unit Price Ext Price	
1 1.00	Choose One Choose One			0.00	
Return to List	New Request Model Add Line Save	Submit			

• Complete the following fields:

• PO Description : Used in AiM for easier searching.	
a) Vendor: Type in the Banner Vendor ID	
 b) Desc: Type a portion of the vendor's name and tab out of the field o If only one match is found the system will fill in the vendor info o If nothing displays, click on the Look-Up icon and pick the correct vendor from the pop-up list 	
 c) Ship to Building: Type in building number OR Desc: Type a portion of the building name and tab out of the field If only one match is found the system will fill in the Building Name and Number If nothing displays, click on the Look-Up icon and pick the correct building from the pop-up list 	

• (Purchase Request Fields – Cont.)



NOTE: If Purchase Request is for a Solicitation Bid/RFP/Sole Source

- Enter "Best Bid" in the Desc
- Enter "FYXX Type of Solicitation RFP/Sole Source/Bid in the F&S Comment field
- Attach Bid Specifications to Purchase Request.

I ILLINOIS	Facilities &	Services				F&S A-Z myF
						MY.FS
Procurement Queu	Je Request List F	tequest Details	Request Transmit Sea	rch PR Requests SPO/PO Reports		
my.FS > Request Details	a de la companya de l En la companya de la c					Logou
PR#: 37667 F&S C	order Id#: 0 Created B	y: thompso3 on	2013-01-25			
Attachments:						
PO Description:				Pending Approvals:		
Vendor: 99999999	Desc: BEST BID		All Cle	ar Approved/Declined By:		
Address Code: FS01 Champaign IL 618	Address1:1501 S Oak 320	Address2:				
Ship to Building:	Desc:		和 🕥	Clear		
Requestor: 0984	Last Name: Thomp	ison	A Clea	r		
Maria Jones NetId:tl	hompso3 Email:thomp	so3@illinois.edu	Ph:217-333-5697 Shop	Email: Shop Ph:		
Workorder:	Phase:	Account(s):			
Need Date: 2/8/13	Delivery Method:	Delivery -				
Memo for PO:				Order Status:NEW		
F & S Comment: FY15	5 - RFP, BID or Sole Source			Order Total: 70,000.00		
Order Received Statu	s:NONE					
Line # Qty	UOM	Туре	SKU	Description	Unit Price	Ext Price
1 1.00	EACH 🗸	Service -	Service.1		70,000.00	70,000.00
Return to List New	Request Model Ad	d Line Save Su	ıbmit			26201

c. Adding Line Items on Purchase Request

i. Now enter the line item details for the purchase request

				N	AY.FS
Request List Requ	uest Details Search PR Requests P	ortal Reports			
my.FS > Request Details					Logou
PR#: 0 F&S Order Id	#: 0 Created By: mmbyrne on 2013-	03-04			
Attachments:					
PO Description:			Pending Approvals:		
Vendor:	Desc:	A Clear	Approved/Declined By:		
email: Ph: Fax:					
Address Code: Addres	s1: Address2:				
Ship to Building:	Desc:	Line I	tem Info		
Requestor: 2160	Last Name: Costantino	Line			
Michelle M NetId:mmb	yrne Email:mmbyrne@illinois.edu Ph:2	1			
Workorder:	Phase: Account(s):				
Need Date: 3/18/13	12 Delivery Method: Delivery -		\sim		
Memo for PO:					
F & S Comment:					
order keceived status:	NONE				
Line # Qty	иом Туре	SKU	Description	Unit Price Ext Pri	ce

- Qty: enter quantity
- UOM: select applicable unit of measure from drop down list (Banner Approved UOM's)
- **Type:** select the applicable type for your line item
 - Matl-SKU (requires SKU data, see below)
 - Matl-NoSKU (use when a vendor does not have an SKU for an item)
 - Mov-Equip (use when purchasing moveable equipement)
 - o Rental
 - o Service
 - o Shipping
- **SKU:** enter the vendor part number (can only be entered for "Material" type. All others will use a default description in the SKU field)
- Description: enter vendor description of item, service or rental requested
- Unit Price: enter cost per unit of item, service or rental requested
- **Ext Price:** system automatically calculates the total cost of line item by multiplying the quantity by the unit cost
- Click on Add Line button to enter more line items
 NOTE: Click on the next to a line to remove it from the request

d. Adding Attachment(s) to Purchase Request

• Click on the " button in the header of the purchase request and attach quotes, specifications and other documents that support the purchase request. The document must be in either Word or PDF format.

1 ILLINOI	S Facilities & Services	···· TEST ····	F&SAZ myFS
			MY.FS
Request List	Request Details Search PR Requests P	ortal Reports	
my.FS > Request Det	ails		Logout
PR#: 0 F&S Orde	r Id#: 0 Created By: mmbyrne on 2013	-03-04	
PO Description:		Pending Approvals:	
Vendor:	Desc:	A Clear Approved/Declined By:	
Email: Ph: Fax: Address Code: Add	iress1: Address2:		Header Info
Ship to Building:	Desc:	A Clear	
Requestor: 2160	Last Name: Costantino	A Clear	
Michelle M NetId:m	mbyrne Email:mmbyrne@illinois.edu Ph::	217-333-7219 Shop Email: Shop Ph:	
Workorder:	Phase: Account(s):		
Need Date: 3/18/13	Delivery Method: Delivery •		
Memo for PO:		Order Status:NEW	
F & S Comment:		Order Total: 0.00	
Order Received Stat	us:NONE		
Line # Qty	UOM Туре	SKU Description	Unit Price Ext Price
1 1.00	Choose One Choose One		0.00
Return to List	New Request Model Add Line Save	Submit	

e. Finishing your request

- i. You can press the Save button at any time and come back to your request later to finish
 - 1. For Modeling Several Requests use the Save button then follow the "Modeling Request" Instructions.
 - 2. ALL Saved requests will appear in your "Request List" until they are submitted

Request	List Request Deta	ils Search PR	Requests Po	ortal Repo	orts					
IV.FS > R	equest List									Log
Refresh L	ist									
41	N									
PR #	Vendor #	Created By	WO/Phase	WO Bld #	WO Bld Desc	Total	Submit Date	Request	Received	Receiver
P0#	Description	Badge #				#Lines		Status	Status	Document
		Name								Number(s)
30202	@00505642	mmbyrne	10080114/003	0054	DAVID KINLEY HALL	350.0		SAVED	NONE	
	SHERWIN-WILLIAMS	0531				2				
	COMPANY	Wilson, Eric J								
41	M									
New Red	u loct									

When you are done you can press the Submit button to send your request to Procurement Services.

f. Modeling Requests

- i. You can enter in the information that you want to repeat into a Purchase Request and save it as a Template.
 - 1. Press the Model Button
 - 2. Press the Save Button
- ii. You can save it multiple times and each request gets an unique PR#.

- iii. Go to the **Request List** Tab.
- iv. Click on the **Purchase Request Number** in the PR# column.

Reques	t List Request Deta	ils Search PR	Requests Po	ortal Repo	orts			
iy.FS > I	Request List							
Refresh	List							
	N N							
PR # P0#	Vendor # Description	Created By Badge # Name	WO/Phase	WO Bld #	WO Bld Desc	Total #Lines	Submit Date	Request Status
30202	@00505642 SHERWIN-WILLIAMS COMPANY	mmbyrne 0531 Wilson, Eric J	10080114/003	0054	DAVID KINLEY HALL	350.0 2		SAVED
30203	@00505642 SHERWIN-WILLIAMS	mmbyrne 0531 Wilson, Eric J	/			350.0 2		SAVED
30204	SH RWIN-WILLIAMS	mmbyrne 0531 Wilson, Eric J	/			350.0 2		SAVED

- Fill in the Workorder and Phase for this purchase
- Update any quantity changes, add any additional line items, delete line items.
- Press Save if you are not ready to submit this request. You will find it in your **Request List** to finish later.
- Press Submit when ready to submit to Procurement Queue.

I ILLINOIS Facilities & Services 🔹 🔹			F&S A-Z my FS
			MY.FS
Request List Request Details Search PR Requests Portal Reports			
my.FS > Request Details			Logout
PR#: 30202 F&S Order Id#: 0 Created By: mmbyrne on 2013-03-04			
PO Description Description for AM Constraint	Dending Approvals		
Vander: @00505642 Deers: SHERWIN-WILLIAMS COMPANY	Approved/Declined By:		
Email: Ph:217-367-1408@ Fax:217-367-8984@	ar approved becauce by		
Address Code: BP10 Address1:1504 N CUNNINGHAM AVE Address2:			
URBANA IL 61802-1804			
Ship to Building: 0054 Desc: DAVID KINLEY HALL Ra 🖉	Clear		
Requestor: 0531 Last Name: Wilson 🖓 🔊 Cle	ear		
Eric J NetId:ejwilson Email:ejwilson@illinois.edu Ph:217-333-2456 Shop B	Email:SHOP5@MX.UILLINOIS.EDU Shop Ph:2	17-333-2456	
Workorder: 10080114 Phase: 003 Account(s):KV710-002:100			
WE HAVE TWO OFFICE DOORS THAT ARE MISSING THE MAIL SLOTS THAT FACE TH	HE HALLWAY. 424 DKH IS MISSING THE ENTIRE	PIECE AND THE OUT	SIDE
MEASUREMENTS OF ONES OF SIMILAR SIZE ARE 2 1/2" X 6 3/4". THE SLOT FOR 31	TA DKH MEASURES 3" X 10" AND IT IS MISSING	JUST	
Need Date: 3/18/13 Delivery Method: Delivery •	Order Chatran Chillips		
Memo for PO; on PO	Order Status:SAVED		
P & S Comment: Internal Order Received Status:NONE	Order Total: 256,40		
Line # Qty UOM Type SKU	Description	Unit Price	Ext Price
¥ 1 8.00 EACH ▼ Matl - SKU ▼ 78599140810	Coupling 2" 3-piece Erickson	13.96	111.68
X 2 20.00 EACH · Matl - SKU · 78473110004	Hubs Myers 3/4" Screw	6.56	131.20
X 3 2.00 EACH • Matl - SKU • 78599142606	Connector Sealtite 1" 90degree	6.76	13.52
Return to List New Request Model Add Line Save Submit Dels	to		

1. Receiving Process for items not delivered to Stores (job site, department, etc.)

- a. Deliver paperwork (i.e. packing slip, receipt) to:
 - PPSB store room (Room #1860)
 - Zone store room 1&2 (Plant Services NE room #111)
 - Zone store room 3&4 (Madigan Lab Room #66)
- b. Email: fandsdlstorcr@mc.uillinois.edu
 - Make sure email or paperwork contains:
 - 1. PO#
 - 2. Quantity of items received unless complete PO was received

2. Receiving Process for picking items up from stores

- a. AiM sends an email to the requestor once the product has been received
- b. Stores will follow up with either an email or phone call to the requestor as a back-up means of notification the PO arrived at stores.
- c. Items may be:
 - Picked up at Stores
 - Have PO#, requestor name, and date received (if known)
 - Items must be signed out before you leave
 - Badge number required
 - Delivered
 - Delivery fee may apply for non-stock items

Facilities & Services Procurement Services Invoice Management 11/21/14

- 1. Vendor Invoices <u>https://www.obfs.uillinois.edu/bfpp/section-8-payments-reimbursements/routing-vendor-</u> invoices
 - a. Vendors should be instructed to mail all purchase order related invoices to :
 - University of Illinois Invoice Processing Center P.O. Box 820 Rantoul, IL 61866
 - b. If a purchase order related invoice is mailed to your department by the vendor, please forward to the invoice processing center at PO Box 820, Rantoul, IL 61866.
 - Ensure the Purchase order number is referenced on the invoice.
 - c. Vendors can e-mail invoices individually to upaypop@uillinois.edu in pdf or tif format. Do not combine invoices into one attachment. Each invoice must contain:
 - A current, valid University PO number
 - A unique invoice number
 - Invoice date
 - Invoice total
 - Vendor remittance address
 - d. All invoices \$20,000 and over related to regular purchase orders require receipt confirmation. These invoices will be processed by Payables, but the check will not be issued until the receiving document has been completed in Banner BY THE DEPARTMENT that received the goods.

2. Service Contract Invoices

- a. Invoice Payment Approval
 - For all SPO's entered in the AiM Service Contracts Module, the vendor will send the invoice directly to the contact person identified on the Banner standing purchase order for review and approval before it is processed by University Payables.
 - Business Unit reviews within 2 business days of receipt of invoice(making sure service was performed, PO is correct and written on the invoice, and work order/phase are connected to the PO) and notates documentation of approval to process invoice by writing:
 - "Approved to Pay", "Signature", "Date" written or typed on invoice (must be legible)
 - Work order/Phase" written or typed on invoice
 - All of the above are required on the invoice image to process payment to the vendor
 - If invoice was mailed directly to the Business Unit, the Business Unit mails or emails the vendor invoice to the University's invoice imaging company in Rantoul using the following:
 - Mail- University of Illinois Invoice Processing Center P.O. Box 820
 - Rantoul, IL 61866
 - Email-obfsupay@uillinois.edu

- If the invoice was sent to you from Procurement Services, please return invoice to Procurement Services unless otherwise directed
- University Payables "Completes" the invoice in Banner
- ProcAP
 - Posts the invoice in AiM and attaches it in AiM
 - Approves" the invoice for payment in Banner
- Please Note: Business Units are responsible for reviewing and processing invoices to ensure payment is processed per the terms of the invoice/purchase order and within the proper fiscal year. If Business Units review occurs outside of the timeframe of the terms of the invoice, payments will not be expedited.

3. Problem Invoice Emails

- a. When an invoice arrives in Procurement Services and cannot be posted in AiM, it is entered in the Problem Database.
- b. An email will be sent to the requestor for issues where Procurement Services needs assistance from the requestor.
- c. The Problem Database will auto-generate an email to be sent to the requestor every Monday until the problem is resolved.
- d. Please follow the instructions and respond within 2 business day of receiving the email.

Email Example:

From: ProcurementAP@mx.uillinois.edu [mailto:ProcurementAP@mx.uillinois.edu]

Sent: Thursday, October 16, 2014 10:48 AM

To: Doe, John

Subject: Problem Invoice: J&M INDUSTRIES/JMI INSTRUMENT COMPANY : LN3644638 : J.Rohl : @01235804

Procurement Services has received an invoice where:

- You are listed as the requestor <u>and</u>...
- The invoice cannot be approved for payment.

Below is the purchase order number listed on the invoice and the reason the invoice is not approved for payment.

PO LN3644638 for shop 55 Not Received Item Price

Please find the reason(s) listed above in the table below to determine the action needed by you to help Procurement Services approved the invoice for payment.

Facilities & Services Procurement Services Invoice Management 11/21/14

Reason Invoice Cannot Be Posted	Action Needed by Requestor
PO Cancelled in AiM	Respond invoice is okay to pay.
Duplicate Invoice	Confirm you received items on the invoice more than once.
Extra Item	Respond yes/no that you received an item over the PO quantity or not on the original PO.
Freight	Confirm freight is okay to pay.
Item Price	Price does not match PO price/quote. Is price okay to pay?
Need Approval - Service Contract	Please write on the invoice okay to pay, your signature, work order & phase, and confirm correct PO on invoice, and phase connected is to PO.
Not Received	If items are received, please forward this email to your appropriate Business Unit Receiving Contact to enter the receipt into AiM and/or Banner: - Abbott - Transportation Automotive Services - All other business units within F&S please contact F&S Stores Central Receiving at: fandsdlstorcr@mx.uillinois.edu
Paid on P-Card	Respond yes/no that item should be paid on P-Card and not on PO and invoice.
Qty or UOM does not match PO	Confirm invoice is ok to pay because unit of measure is correct.
Work Order/Phase Error	If Service contract PO – make sure work order/phase connected to PO Other PO – make sure work order/phase in postable status
Wrong SPO/RPO on Invoice	Respond with correct PO or Release # to allow posting of invoice.
Wrong /No AiM Release on Invoice	Respond with correct PO or Release # to allow posting of invoice.

Facilities & Services Procurement Services Moveable Equipment 11/21/14

- 1. Moveable equipment is any physical object with a useful life of more than one year, costs more than \$500 and not permanently attached to building or grounds.
 - a. All University owned property worth \$100 or more must display a University Of Illinois label.
 - b. All moveable equipment must have a PTag label placed on a permanent part of the equipment.

2. Each unit must conduct a physical biennial inventory.

- a. Investigate all equipment for your unit
- b. Make corrections and update condition codes
- c. Submit certification letter
- d. Resolve all "pending resolution" items by the due date given.
- e. Help to maintain accurate property records.

3. Alert Property Accounting unit (Procurement Services for F&S) :

- a. New equipment purchases
- b. Changes to equipment location, custodian, condition etc.
- c. Anticipated transfers
- d. Disposals
- 4. All this information may be found in OBFS Policies and Procedures Section 12: Property Accounting https://www.obfs.uillinois.edu/bfpp/section-12-property-accounting/

5. F&S New Assets

- a. Send purchase request for non-computers to ProcSrvcs
- b. Send all computer and computer peripherals request to F&S IT Services who will send purchase request to ProcSrvcs
- c. Do not purchase moveable assets \$500 or more on P-Card or go to vendor location and purchase
- d. In Online Purchase Request Tool notate in memo for PO "Moveable Equipment" and in line type choose "Move-Equip".
- e. Affix property control tags to "new assets", \$500 or more, when received in the unit
- f. Asset cost of \$100 or more must be tagged as "Property of the University of Illinois/State of Illinois"
- g. Use 4D Web to complete "new asset" records with required information when asset is received in the unit whether it is a Banner Fixed Asset or NBFA (Non Banner Fixed Asset). This needs to be **completed within 5 business days of receipt of item.**
- h. 4D Web Tool Instructions can be found on the F&S Procurement Services Property Accounting Website

Facilities & Services Procurement Services Moveable Equipment 11/21/14

6. F&S Existing Assets

- a. Use 4D Web to provide accurate information to request an assets transfer within & out of F&S.
- b. Forward any transfer request from Non-F&S departments to ProcSrvcs for proper processing.
- c. Secure equipment being transferred or disposed to prevent unauthorized removal.
- d. Assist UPAR property inspector when she or he evaluates whether the equipment should be scrapped or surplused.
- e. Remove all hazardous components from equipment prior to disposal and stage for appropriate hazardous disposal vendor.
- f. Coordinate pickup for all equipment for disposal by approved disposal vendors.
- g. Do not attempt to dispose of assets with hard drives without having them scrubbed by F&S IT Services.
- h. Use 4D Web to help resolve discrepancies identified on monthly discrepancy reconciliation reports by updating asset record in 4D Web.

7. F&S Biennial Inventory

- a. Perform physical inventory using barcode scanners per schedule.
- b. Use 4D Web to resolve "unfound/pending" items from physical inventory and to communicate final disposition.
- c. Sign off on inventory write-offs to reconcile physical inventory to Banner Fixed Assets inventory.
- d. Send all emails regarding equipment to "FandS Asset Track Procurement" .
- e. Complete "loan agreements" for equipment loaned to business unit employees and ensure retrieval.
- f. "Loan Agreement Form" is on the F&S Employee Intranet in the Forms section: https://erin.fs.illinois.edu/resources-benefits/business-tools.
- g. Instructions for 4D Web and Biennial Inventory can be found on the F&S Employee Intranet at <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>. Click on 4D Property Accounting Website in the Systems section or 4D Web Tool Instructions in the How to Instructions section.

Facilities & Services Procurement Services P-Card 11/21/14

The purpose of this policy is to provide information regarding the issuance and use of the Procurement Card (P-Card) within Facilities and Services. This policy supports, but does not override or replace, the policies and guidelines set forth by the OBFS Corporate Card Office. Procurement Services provides administrative support for all F&S P-Cards, including Department Card Management, Reconciliation of Transactions, Credit Card Application, Card Issuance and Usage Monitoring.

1. How to obtain a P-Card

- Employees who participate in the University P-Card program assume significant fiscal and ethical
 responsibilities. University employees must complete and submit a signed P-Card Authorization
 Agreement form for approval by their Unit Head or authorized Fiscal officer. All applicants must have
 a valid University phone number and email address in Banner HR. All applicants must complete the
 web-based training that covers P-Card policies, and must pass the certification
- Card Issuance
 - Business Unit Head will
 - Authorize issuance of individual P-Card
 - Request employee takes on-line P-Card Training. The training can be found at: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>. Click on P-Card Training – OBFS in the Related Links section.
 - Fill out P-Card Authorization and Agreement form with signature of approval and send to P-Card Manager at FandS Admin-Procurement at <u>fsprocadmin@mx.uillinois.edu</u>,
 - include default FOAP and purchasing limits based on projected purchasing activity for new cardholders.
 - Notify the F&S P-Card Manager and Cardholder for cancellation.
 - Employee will
 - Complete on-line P-Card Training prior to completing application, and every two years as required for renewal.
 - P-Card training and quiz can be found in the Related Links section labeled P-Card Training – OBFS on the F&S Employee website: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>.
 - Meet with F&S P-Card Manager to complete Procurement Card Authorization Agreement and Application
 - Meet with F&S P-Card Manager to review cardholder responsibilities and take possession of card.

- Cardholder Responsibilities
 - Review, understand and follow all rules and guidelines outlined in Section 7 Purchasing of the Business and Financial Policies and Procedures Manual. This information can be found by going to the Related Links section on the F&S Employee website and clicking on P-Card Prohibited Purchases – OBFS or Restricted Purchases – OBFS. <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>.
 - Make purchases in compliance with all rules, regulations, policies, procedures, and guidelines
 - Refrains from loaning or sharing the P-Card, even with employees in the same unit.
 - Ensures purchases are for University projects or activities and that they comply with any funding restrictions applicable to the accounting C-FOAPAL.
 - Understands and complies with the listing of prohibited and restricted purchases
 - List of prohibited and restricted P-Card Purchases can be found by going to the Related Links section on the F&S Employee website and clicking on P-Card Prohibited Purchases – OBFS or Restricted Purchases – OBFS. https://erin.fs.illinois.edu/resources-benefits/business-tools.
 - Obtain a detailed receipt from vendor, complete P-Card Purchase Form for each transaction, submits to ProcSrvcs within 1 business day of purchase.
 - Detailed receipt includes: vendor name, date, dollar amount of order, and an itemized description of the item purchased
 - Form can be found on the F&S Website, Shared Administrative Services, Procurement Services.
 - Form must be completely filled out all fields are required. Name, Badge Number, Phone, Date, Vendor, and Description of Purchase, Work Order/Phase
 - Original vendor receipt and credit-card receipt must be attached.
 - Follow up with the vendor on any problems, billing discrepancies, or damaged goods to request credit and credit receipt.
 - Submit credit receipt attached to P-Card Purchase Form to ProcSrvcs within 1 business day of purchase credit.
 - Respond to ProcSrvcs inquires within 2 business days of inquiry email to FandS Admin-Procurement at fsprocadmin@mx.uillinois.edu .
 - F&S Prohibits the purchase of equipment items that are \$500 and over.
 - F&S Prohibits the purchase of Software, except by IT personnel.
 - F&S Prohibits the purchase of chemicals on P-Card.
 - F&S Restrictions Pickup or Delivery
 - Cardholders may use their P-Cards to purchase items that will be <u>picked up</u> from the vendor

- All items purchased with a P-Card that will be delivered to F&S need to be ordered through Procurement Services Purchasing Department
- F&S Restrictions Safety shoes cannot be purchased on P-Card. Employee will need to purchase safety shoes and submit their receipt for reimbursement to the Financial Operations Office. The form may be found in the forms section at: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>

2. P-Card Disputes

- ProcSrvcs will send email to request receipt information if charges appear and no paperwork has been submitted by cardholder.
- If the cardholder believes that he/she is not responsible for a P-Card charge, the cardholder must
 notify the bank by calling the 1-800 number that appears on the back of the P-Card and notify the
 department P-Card manager or reconciler. The cardholder should also notify the vendor who
 submitted the charge in an effort to further investigate the charge details and request that a credit is
 issued.
- After the bank has completed the investigation, the cardholder will be notified of the resolution. If the dispute is not settled in the cardholder's favor, the account will be charged again for the disputed transaction amount.

3. Lost or Stolen

• Notify the bank by calling the 800 number on the back of your card and the P-Card manager by email or phone.

4. Accessing P-Card Tools

- Go to the F&S Employee Intranet at <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u> In the Forms section select "P-Card Purchase Form" for a blank copy of the form
- View policies on prohibited and restricted purchases, cardholder responsibilities, and disputed transactions under "F&S PCard Policy".

5. P-Card Violation Policy

- Policy Violation: Missing Receipt, Missing or Incomplete P-Card Purchase Form
 - ProcSrvcs will send cardholder an email to request receipt information.
 - After 2 business days, if the missing receipt, missing or incomplete paperwork is not received, it will become a Policy Violation
 - An F&S Policy Violation letter will need to be written. See F&S Policy Violation letter information above.

- Other Policy Violations
 - For the First violation:
 - A formal letter will be sent to the Cardholder with a copy to the Cardholder File, Department Head and the Corporate Card Office. This letter will include the Cardholder Name, Item, Vendor and an Explanation of the violation.
 - For the Second violation:
 - A formal letter will be sent to the Cardholder with a copy to the Cardholder File, Department Head and the Corporate Card Office.
 - The P-Card will be suspended for the remainder of the current billing cycle, through the end of the next billing cycle.
 - For the Third Violation:
 - A formal letter will be sent to the Cardholder with a copy to the Cardholder File, Department Head and the Corporate Card Office.
 - The P-Card will be suspended for one calendar year.

Facilities & Services Procurement Services T-Card 11/21/14

The University of Illinois T-Card is a charge card authorized by the Department Head that may be used by University employees to purchase qualified travel expenses, business meals and/or refreshments for specific events. It is a University-paid, University-liability which may be used to relieve the employee from significant out of pocket expenses.

1. How to Obtain a T-Card

- a. Complete a University of Illinois T-Card Authorization/Agreement and Application and Information Form
- b. The T-Card Authorization/Agreement and Application Information form must be completed as instructed on the form and signed by the applicant and the Department Head. The form must be submitted to the Department Card Manager (DCM) for processing and retention.
- c. In keeping with industry best practices and an ongoing initiative to maintain high T-Card program compliance, the University of Illinois requires T-Card training for all employees requesting a T-Card. The applicant must complete the T-Card Training and pass the certification quiz prior to the application being processed by UPAY Card Services.
 - Business unit head will...
 - Approve who should have a T-Card and ask the employee to take the on-line T-Card Training.
 - Fill out T-Card Authorization and Agreement form with signature of approval and send to T-Card Manager at FandS Admin-Procurement at fsprocadmin@mx.uillinois.edu, include default FOAP and purchasing limits based on projected purchasing activity for new cardholders.
 - A link to the T-Card Authorization and Agreement Form can be found in the Forms section at: <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>
 - Notify the T-Card manager whether the T-Card should be cancelled or transferred due to employment status changes.
 - Employee will...
 - Complete on-line T-Card Training for new T-Card or renewal T-Card.
 - T-Card training and quiz can be found in the Related Links section: https://erin.fs.illinois.edu/resources-benefits/business-tools
 - Meet with T-Card Manager to complete Procurement Card Authorization/Agreement and Application.
 - Meet with T-Card Manager to complete F&S T-Card Policy training and to pick up T-Card.

- d. Cardholder Responsibilities
 - Makes qualified University related travel and business meal purchases in compliance with all rules, regulations, policies, procedures, and guidelines that govern the University
 - Performs all required functions in TEM
 - Makes travel related purchases at the lowest available rate.
 - Makes all car rental arrangements with University contracted providers listed on the OBFS website where available.
 - Obtains an original detailed receipt for each purchase, which includes the vendor's name, date, dollar amount, and an itemized description of the purchase.
 - Scans the receipts for all T-Card purchase (e.g., exception approvals obtained for restricted or prohibited purchases) into TEM.
 - Ensures credit transactions are applied to the same T-Card account used for the original purchase.
 - Ensures all original receipts and related documents are retained in alignment with departmental policies or for one-plus-current year, whichever is greater.
 - Maintains a valid US Postal Service mailing address, University phone number and email address.
 - Refrains from loaning or sharing the T-Card, even with employees in the same department.
 - Ensures purchases comply with any funding restrictions applicable to the accounting C-FOAPAL, including restrictions outlined for grants and contracts funds and gift and endowment income funds.
 - Understands and complies with the lists of prohibited and restricted purchases.
 - T-Card Prohibited and Restricted Purchases list can be found under T-Card in the Related Links section:
 - Restricted Purchases OBFS <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>
 - Prohibited Purchases OBFS <u>https://erin.fs.illinois.edu/resources-benefits/business-tools</u>

2. Travel Arranger

- a. The Department Head designates a T-Card Cardholder as a Travel Arranger to reserve or purchase travel for University guests and department travelers.
- b. Performs all required functions in the TEM software.
- c. Performs all of the responsibilities of the cardholder role while making travel arrangements or purchases for guests or employees who have or do not have a T-Card.

Facilities & Services Procurement Services T-Card 11/21/14

3. T-Card Disputes

- a. If the cardholder believes that he/she is not responsible for a T-Card charge, the cardholder must notify the bank by calling the 1-800 number that appears on the back of the T-Card and notify the department T-Card manager or reconciler. The cardholder should also notify the vendor who submitted the charge in an effort to further investigate the charge details and request that a credit is issued.
- b. After the bank has completed the investigation, the cardholder will be notified of the resolution. If the dispute is not settled in the cardholder's favor, the account will be charged again for the disputed transaction amount.

4. Lost or Stolen

a. Notify the bank by calling the 800 number on the back of your card and notify the T-Card manager by email or phone.

5. Accessing T-Card Tools

- a. Go to the F&S ERIN website Systems Access section: https://www.obfs.uillinois.edu/https://erin.fs.illinois.edu/resources-benefits/business-tools
- b. On the OBFS webpage go to the dropdown menu and select TEM to enter transaction



6. T-Card Violation Policy

The Department Card Manager (DCM) and unit head must follow the steps below when policy violations of a particular cardholder are identified during the approval and/or the DCM review process. The DCM or unit head may forego these steps and request that the T-Card be canceled immediately, if the initial violation warrants such action:

Facilities & Services Procurement Services T-Card 11/21/14

T-card Violation Policy

- a. First incidence of noncompliant activity
 - The DCM issues a written warning to the cardholder.
 - They retain a copy in the cardholder's unit file and electronically send a copy to the UPAY Card Services.
 - The warning must include details of the offense(s) along with the Document ID number(s) for the offending transaction(s).
- b. Second incidence of noncompliant activity
 - The DCM issues a written notice to the cardholder.
 - They retain a copy in the cardholder's unit file and electronically send a copy to UPAY Card Services.
 - They suspend the cardholder's T-Card for the remainder of the current billing cycle through the next full billing cycle.
- c. Continued noncompliance
 - If noncompliant activity continues after reinstatement of the T-Card, suspend the card for up to one year or cancel the T-Card account.
 - The individual Cardholder is responsible for compliance with University policies and the Illinois Procurement Code.

Description	T-Card	P-
Description		Card
Airfare	Yes	No
Alcoholic Beverages	Yes	No
Baggage Fees	Yes	No
Bus or Rail tickets	Yes	No
Business Meals	Yes	No
Catering	Yes	No
Charter Bus	No	No
Coat Check	No	No
CDW, LDW insurance	No	No
Conference Registration	No	Yes
Food and Beverage	No	Voc
Supplies	NO	Tes
Foreign National Guests	Yes	No
Fuel for Personal Car	No	No
Fuel for Rental Car	Yes	No

P-Card/T-Card Comparison

Description	T-	P-
Description	Card	Card
GPS Rental	Yes	No
Lodging	Yes	No
Late Check Out	No	No
Laundry and Dry-cleaning	Yes	No
Parking	Yes	No
Parking Tickets	No	No
Per Diem	No	No
Taxi	Yes	No
Tolls	Yes	No
Travel Insurance	Yes	No
Travel Packages	No	No
Travel Visas	Yes	No
University Guests travel	Yes	No
Vehicle Rental	Yes	No

Facilities & Services Procurement Services Reports and Problem Resolution 11/21/14

1. Open PO Report

- a. The Open PO Report is an Excel spreadsheet of all open obligations in AiM.
- b. When a PO is created it creates an open obligation in AiM.
- c. An obligation is closed when payment has been posted to the PO in AiM or it is cancelled.
- d. The Excel file is emailed weekly to requestors for a response to cancel or receive the obligation.
- e. Below is an example of the email instruction of how to respond to this request.

Hello All,

1.

Attached is the Open PO Report Extracted from Aim on 11/3/14. There are three worksheets included in this file:

- "Summary" is the summary of Actual Obligations POs issued for all fiscal years by Division and Shop.
- "Obligations PO's Issued To BU" is the detail listing of items ordered and not received by Shop.
- "Instructions" explains how to use and complete the file.

Although the entire file is write protected, you may use the sort and filter functions, as well as make edits in the "Obligations POs Issued" worksheet "Column S" & "Column AW".

The completed Excel file is due Wednesday, 11/5/14. Please submit all changes in the Excel file and not in the body of the reply email.

Please follow the steps below to provide direction on how to process the open obligation lines:

- In the "Obligations PO's Issued" worksheet, filter the file by your shop description (Column Z).
- Select "Upside Down Arrow" on (Column Z)
 - Type your respective Shop name in the "Search" Field
 - Select "OK"

 Review each line where the field in "Column S" is blank to determine if the line should be "Canceled" or "Received" then select one of the following options in the "Action Column" (Column S). Do Not respond to the fields that have "Waiting for invoice" and "Receipts > order Qty".

- Cancel
- Receive
- If you wish not to cancel or receive the line, please leave blank.
- 3. Add any comments in the "Additional Comments" (Column AZ).
- 4. Save the file with changes to your desktop.
- 5. Reply to the original email message and attach the revised file from your desktop to the email.
- 6. If you have entered "Receive" in the "Action Column", copy "FandS Stores Receiving" fandsdlstorecr@mx.uillinois.edu to the reply email. FandS Stores receiving will then enter the receipt for the service or material into AiM.

Thank You!

Facilities & Services Procurement Services Reports and Problem Resolution 11/21/14

2. SPO Expenditure Report

- a. The SPO Expenditure Report provides obligated and invoiced expenditure on current and previous fiscal year SPOs.
 - To access the report go to https://erin.fs.illinois.edu/resources-benefits/business-tools
 - Under the Reports section select "SPO Expenditure Report –AiM" link
 - Enter your NetID and Password
 - Select "SPO Expenditure Report" tab

SPO Expenditure Report	
SPO Master List	

- Type the SPO number in the "Enter the SPO Number" field
- Select the "Fiscal Period"
- Select OK or
- Select your BU in the "Business Unit" field to view SPO's by BU
- Select the "Fiscal Period"
- Select OK

() Enter the SPO Number::	e required.	
ALL		
() Business Unit:: *		
ALL	· •	
> Fiscal Period: *		
All Active	•	

- The next screen displays:
 - AiM Mod (P) = Purchasing, (S) = Service Contract this is where the SPO exists in AiM.
 - SPO number is hyperlinked to view a copy of the SPO
 - "Approved" status = status in AiM
 - Vendor = vendor name
 - Fiscal Year = Fiscal year the SPO was created in AiM
 - Limit = dollar limit of the SPO.
 - Expended = dollar amount obligated and invoiced
 - Percent = percent of amount expended on SPO
 - Caution = N is No below 75% or 80% spend limit; Y is Yes at or above 75% or 80% spend limit
 - Projection = straight line projection of spend rate
 - Projected Caution = straight line projection of caution rate
 - Caution threshold = 75% or 80% spend on SPO
 - Business Unit = Department assigned to SPO

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- To export the file into Excel:
 - Select the export tab
 - Click the double arrow to select all columns
 - Select OK

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Showing page 1 of 1												41	4 2	Go to pag	e:
AIM SPO Number	Vendor	Fiscal	Limit	Expended	Percent	Caution	Projection	Projected	Projected	Caution	Business				
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Facilities & Services Procurement Services Reports and Problem Resolution 11/21/14

3. Solicitation Report

- a. The solicitation report is an Excel file that provides summary and detailed information of current solicitations in progress.
- b. The Excel file is emailed weekly to requestors that have submitted purchase requests for solicitations.
- c. Requestors should review the file and respond to any actions that require their response.

4. SPO Master File

- a. The SPO Master file is an Excel file that provides the current fiscal year list of SPO's
- b. To access the report go to https://erin.fs.illinois.edu/resources-benefits/business-tools
 - Under the Reports section, select the "SPO Master –AiM" link
 - Enter your NetID and Password
 - Select SPO Master

SPO Expenditure Report	
SPO Master List	

• Select ok then the Excel Pivot file will download

ening data.xlsx		X
You have chosen to	open:	
🕙 data.xlsx		
which is: Mici	osoft Excel Worksheet	
from: https://	my.fs.illinois.edu	
What should Firefo	x do with this file?	
Open with	Microsoft Excel (default)	•
Save File		
Do this auto	matically for files like this from	now on.
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• Sort and filter by Vendor Name

ium of FY15 PO Dolla iotal Y14 Div	r FY14 BU	FY14 PO Number	Vendor Name	FY15 PO Number	AiM Module Entry (Enter Purchasing/Service	
*	π,	-1		1	Contract)	 Total
cs	FIR	P0811837	Dean's Graphics Incorporated	P0981665	Purchasing	\$25,000
	ML	FL14048397	Tim Mininger DBA TRM Enterprises	FL15048397	Purchasing	\$20,000
		New for FY15	Pitney Bowes Incorporated	Wating for Sole Source Completion	Service Contract	50
				If needed based upon outcome of sole source issue	Service Contract	\$0
		P0772998	Pitney Bowes Incorporated	P0985409	Purchasing	\$10,000
		P0782064	Pitney Bowes Global Financial Services LLC	If needed based upon outcome of sole source issue	Service Contract	\$49,500
		P0920529	American International Mailing	P0986822	Service Contract	\$30,000
	TAS	New for FY15	Petroluem Traders Corporation	P0967020	Service Contract	\$915,690
			New for FY15	P0983578	Service Contract	\$24,500
				D0047724	Casina Content	E40.000

5. Problem Invoice Report

- a. Problem Database Report is an Excel spreadsheet of all the open problem invoices.
- b. When an invoice arrives in Procurement Services and it cannot be posted in AiM for whatever reason (i.e. Not Received, No PO in AiM, etc.), that invoice is entered into the Problem Invoice Database.
- c. This database generates a weekly email to the requestor until that problem is resolved.
- d. From that Database a report is created and distributed to the business units on a monthly basis, during our monthly meetings.
- e. Business Unit heads are asked to help us resolve the open invoice problems in a timely manner.