BearBUY | UC Berkeley

Supply Chain Management

Frequently Asked Questions: New Shopping Experience

For more information and training resources, please see the BearBUY website.

1. **Why is the new BearBUY shopping experience changing?**
    a. Jaggaer, the eProcurement software company behind BearBUY, has decided to update the current eProcurement user experience (UX) to make it more modern, streamlined, and simplified. Users will be able to easily locate information and processes have become more intuitive.

2. **How does this new shopping experience affect BearBUY?**
    a. Only the eProcurement and Invoicing modules will be affected.
    b. You will see new UX if you currently use features such as shopping, assigning carts, editing pending documents or approving.

3. **What do users need to do now that this new UX is mandatory?**
    a. As a general practice, all BearBUY users should:
        i. Educate themselves on the new UX by:
            1. **Reviewing the 21.2 New Features document:** https://supplychain.berkeley.edu/sites/default/files/bb21.2newfeatures.pdf
            2. **Viewing the introduction video created by Jaggaer:** https://youtu.be/JuRDrwD-j8M
        ii. Submit a ticket to the BearBUY help desk if they are having any problems with the new UX.

4. **What should I do if I'm having an issue with the new UX?**
    a. Submit a ticket to the BearBUY help desk (contact information in the **Support** section)

5. **I don't like the new UX/something's gone wrong - Can we roll back?**
    a. The new UX cannot be rolled back.
    b. Jaggaer continues to make improvements to the User Experience (UX) and EProcurement solution. You should expect to see incremental changes with three major releases per year in April, July, and November.
6. **Will pre-configured custom fields show in the new UX?**
    a. Yes!

Support

- **First Line of Support:** BearBUY Help Desk
    - Available Mon. – Fri. from 8AM to 5PM, **Phone:** 510-664-9000 Option 1, Option 2
    - **Email:** BearBUYhelp@berkeley.edu
- **Regional Group Purchasing Inquiries:** https://portal.berkeley.edu/regions
- **Invoice Inquiries:** https://controller.berkeley.edu/financial-operations/accounts-payable/helpful-hints-our-vendors
- **Inquiries for High Value Goods and Services over $10,000:** https://supplychain.berkeley.edu/procurement/contact-your-buyer