

# Bears That Buy July Town Hall FAQs

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## *Business Process & Policy*

**(Q) Campus Shared Services is returning carts when we enter the wrong account codes. Isn't the Requisition Creators supposed to enter in the correct account codes at time of review?**

(A) Yes, CSS Requisition Creators should not be returning carts. They should correct the account code. If you are experiencing this issue, please contact the CSS Supervisor that supports your department.

## *Catalogs*

**(Q) How can we minimize the size of the Catalog stickers? Currently navigating to the forms takes a little longer due to the catalog sticker quantity and size.**

(A) The 14.2 SciQuest release (available on July 20<sup>th</sup>) will allow users to collapse the Catalog category headers. This will allow users to quickly navigate to the bottom of the page without sacrificing the Catalog sticker sizes. For more information on this new feature please visit <http://procurement.berkeley.edu/bearbuy/132-recent-product-releases>.

**(Q) Is it possible to make the One Workplace/Steelcase PunchOut catalog more user friendly?**

(A) The PunchOut catalog is owned and maintained by One Workplace. Our Strategic Sourcing group will work with One Workplace and recommend these changes to increase usage.

**(Q) Catalog amounts in BearBuy differ from the actual amounts on the invoice. In some cases it's more or less. Is there a better way to keep the catalog more up to date so the amounts match?**

(A) Amounts vouchered less than the PO amount leaves a residual balances which in turn results in a small encumbrance behind on the PO. These residual amounts are directly related to discounts we're able to obtain with Catalog Suppliers. Amounts vouchered more than the PO amounts result in match exceptions. Catalogs are updated quarterly and based on the UCOP contract agreements.

## *Central Responsibilities*

**(Q) Employee and Student vendor should be set up with a payment term of Net 0; however, we have employee's and student's getting paid Net 30. How can we fix this?**

(A) All students and employees should have payment terms of net 0. We will be escalating this issue to Accounts Payable to resolve. If you do experience this issue please submit a help desk ticket immediately.

**(Q) Why is Accounts Payable using the invoice date as the voucher date?**

(A) This is not part of normal vouchering business process. If experiencing this issue please submit a help desk ticket immediately.

**(Q) Accounts Payable takes a long time to process invoices and payments. Is there any way to improve on the turn time?**

(A) We will be working with the Accounts Payable Manager to look into this issue.

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## *Communication*

**(Q) How do I sign up for the BearBuy Newsletter?**

(A) Navigate to <http://procurement.berkeley.edu/bearbuy/communication> and [select the sign up for newsletter](#) link and fill out the short form.

**(Q) Can the link to sign up for the BearBuy newsletter be included in the Welcome message on the BearBuy Home/Shop page?**

(A) Yes. We have added the link to this page.

**(Q) Will the Procurement Services website name/url be changing to reflect Supply Chain Management?**

(A) Yes, eventually the name change will take place and anything searched by using “procurement” will reroute to the newly named pages. We will be announcing the changes via the BearBuy Newsletter and the BearBuy Home/Shop page.

## *Forms*

**(Q) Can the instructions on the After The Fact form be updated to include a list of required attachment’s based on transaction type?**

(A) It is highly discouraged to use the After the Fact form for Independent Contractor and Consultant services. We are currently looking at all the forms in BearBuy and looking to consolidate the number of forms. During this process we will also look at the form instructions and required attachments.

**(Q) Which form can be used for purchase lab equipment when not using a catalog? Where should the invoice be sent and how is the payment made?**

(A) The correct form to use for lab equipment is the non-catalog form when the product is not available in a catalog. The invoice should be forwarded to Accounts Payable at [disburse@berkeley.edu](mailto:disburse@berkeley.edu) for payment and once the payment has been processed, the check will be cut and sent to the vendor.

**(Q) I find it easier to fill out a form I have never used by looking at a sample, can you provide forms that have been pre-filled out?**

(A) This is something we are definitely going to be looking into. With the new forms consolidation project, we hope to reduce the number of forms in BearBuy. We will recommend that pre-filled out sample forms be available for all users.

## *Functionality*

**(Q) Business justifications are required to purchase almost everything. Can we add a field name to all requisitions for the business justification?**

(A) We will be looking into possible making this an enhancement feature. Again, the enhancement process takes about 3+ months to confirm. In the meantime, please add your business justification directly within the comments tab.

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## *Shopping*

**(Q) When items come in at a lower price than what is listed on the PO, who clears the remaining encumbrance?**

(A) If the remaining encumbrance is <\$1 and the PO is fully invoiced/fully matched with no activity for at least 60 days, our closure process captures the PO and automatically closes it. If the PO remaining balance is >\$1, your Change Order Preparer can close the PO.

## *System Enhancements*

**(Q) After submitting an enhancement ticket and waiting the 3 month turnaround time, tickets are responded to but the history is omitted. This makes connecting the original request to the new email very difficult. Is there some way the history can be included.**

(A) Yes. IT is transitioning to the new ticking system (ServiceNow) and the ability to continue conversations with previous comments and notes is available.

## *Training & Help Desk*

**(Q) Is it possible to add a forms or how to purchase guide that contains “this is what I want to do, this is what I need to do”?**

(A) We currently have the How to Purchase Tool listed both on our instructional resources page and on the BearBuy Home/Shop page. We will be working on consolidating the number of forms we have and hope that in the near future this will no longer be an issue.

**(Q) Is it possible to make one of the 20/30 session about using CalAnswers to pull up BearBuy transactions?**

(A) Yes. We will add this topic in our upcoming 20/30 sessions. We will send out communication of when it will be held and where to sign up via our BearBuy newsletter.

**(Q) Is there somewhere I can go to view the frequently asked help desk questions?**

(A) Yes. The knowledge base is currently being reviewed and updated due to the transition to ServiceNow . We will communicate when the knowledge base has been updated via the BearBuy newsletter.

## *Other*

**(Q) Will mail services and distribution at Berkeley change or continue as is now that Procurement has changed its name to Supply Chain Management?**

(A) No. As of today nothing will change at Berkeley. Distribution will continue to stay at Rigatta. Changes or new processes possibly to come in the future.

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**(Q) Excess and Salvage surplus is not convenient for campus, website items are always never available. Is it possible to set up a UCB Craigslist for trading and purchasing those items?**

(A) The opportunity to develop such website exists. We will be reaching out to Property Management to discuss this possible new tool. If changes are made communication will be sent via the BearBuy newsletter.

**(Q) Does Cal Answer have a Cycle Timed report?**

(A) We are looking into this request. We will be communicating to campus via our BearBuy newsletter if such report exists at this time.

**(Q) Will reports on IOCs and Campus recharges be available in CalAnswers?**

(A) CalAnswers is working on developing vast reports on financial information, which includes recharges and IOCs. At this time such report does not exist but once added to CalAnswers communication will be sent out to campus. Please visit the CalAnswers website for more information. <http://calanswers.berkeley.edu/>