

Question Asked**Answer Given**

When we stage a req, does it still run to a PO at 17 and 47 after the hour? Here lately, it seems liek they are not been picking up every 30 mintues; its more like every hour. It seems to take an hour to stage a req to a PO.	The process runs at :15 and :45 after the hour. If the process is running when a requisition is selected for sourcing, then it will not pick up for a half hour. If you are contuing to see lengthy sourcing times, please open a ticket with the Procurement Help Desk 404.657.6000
Will a requisition source over to a PO after hours?	The Process starts every morning at 7:15am and stops processing at 6:45pm.
Is Amazon Business available as a vendor. If so, how do we order from them?	Amazon Business is not a vendor. However, you can place an order with Amazon by going to the Virtual Catalog and clicking on the Amazon tile in the punchout Showcase.
After vendor has been inputted. can you change after the purchase order has been cut	Not on orders from the Virtual Catalog. POs for Special Request Items can be changed.
What is the address to add a learning path to my LMS profile?	Contact the SPD Training Team.
What is the link to go to to find out if a company is on statewide contract (OMP, Mandatory, Convienence etc.)	Here is a link to the StateWide Contract Index. https://solutions.sciquest.com/apps/Router/Login?OrgName=Georgia The user id is tgmguest and the password is tgmguest .
Is the Budget Check time change also affecting the Budget Check process in the purchase orders	Yes, it affects both the req and PO
The virtual catalog many times has an NIGP code that ends in zeros. These are usually invalid or inappropriate codes.	You can change the NIGP code to a 5-digit more appropriate code. If you are seeing incorrect codes on a regular basis, please open a ticket with Procurement Help and it will be escalated to the Contract Admin who will work with Jaggaer to get it corrected 404.657.6000.
To do a mass NIGP code change, requisition settings, but only changes one line. Does it have to be done individually ?	On the Review and Submit page, check the box next to each line you wish to change. Click on Mass Change. Put in the desired NIGP code in the Category field. Click OK. This will change the NIGP code on each line that was checked.

<p>When we send emails to DBHDD accounts payable with receipted invoices,, how soon should a vendor receive payment? Are we supposed to pay for late fees when invoices are not paid in a timely manner?</p>	<p>This question should be directed to your Accounts Payable group or to SAO.</p>
<p>Can you show requester where to change the ship to locations on line when using a master code/special purpose code So that it will show up in the correct warehouse.</p>	<p>The Ship-To can be changed on the Requisition Settings page, under Mass Change for multiple lines, or by each individual line.</p>
<p>How can I remove an approver from a copied requisition?</p>	<p>An Approver cannot be removed from the configured workflow. We recommend that you do not copy requisitions.</p>
<p>What is the "Authorized DPA" and who does this go to?</p>	<p>Every State Entity has a DPA - Designated Purchasing Authority. This is the purchasing limit for your entity before SPD approval is needed. Your APO can request a one time purchase increase in the DPA. If a request has been submitted and approved, when the requisition is created the Authorized DPA box will be checked and the requisition will not route to SPD for approval. Do not check this box without authorization from your APO/CUPO.</p>
<p>Who should i contact to update my epro default? I have to update my program code everytime i create a req</p>	<p>Your agency security admin. If you do not know who that is, please contact SAO Security , 404.657.3956</p>
<p>Is it possible to have the budget check step removed from the Requisition since our entity does not encumber funds on the Requisition?</p>	<p>At the Requisition level, the Budget Check process does not encumber funds. The Requisition Budget Check is checking the validity of the chartfields.</p>
<p>How do I add a shipping line in a requisition from a SWCC?</p>	<p>Shipping lines are not added on SWCC requisitions or POs.</p>
<p>Also, can you add a shipping line to the PO before you check Open Status for approval?</p>	<p>Yes, on a PO created from the Special Request requisition.</p>
<p>How do you get the NIGP codes corrected in the virtual catalog, if you can't change them on the Req?</p>	<p>If there is an NIGP discrepancy, the buyer should call Procurement Help who will notify the SPD Contract Administrator who will reach out to JAEGER and manage the discrepancy. 404.657.6000</p>

Where is the NIGP list found again?	http://doas.ga.gov/state-purchasing/purchasing-tools/nigp-codes
What is the easiest way to look up a possible contract to ensure there is a contract in place?	On the requisition line, you can click on the magnifying glass to look up contracts that are available for a vendor. The vendor has to already be selected on the line. For statewide contracts, you can see them in the virtual catalog.
Where's the best place to get codes, class, account numbers?	This info is at an agency level so your AP team should be able to provide.
Is there a way to pull up a previous PO and print?	
Is there a item search for products that are on statewide contract? Example First Aid kits	Yes. Use the search feature when you go to the Virtual Catalog.
Can you pull up a Requisition another requester has submitted and create a new Requisition from there? If you need to buy the same exact product.	You can pull up a requisition from another Requester on the Manage Requisitions page. Remember, do not copy requisitions from the Virtual Catalog.
Is there drop box that shows who your ad hoc approver is?	Any PeopleSoft user can be an Ad Hoc Approver. This is an approver that is added to the approval workflow on a one-time basis. If someone is going to be a regular approver, they need to have a Security Request completed requesting the Approver role and they must have taken the required training.
I have no sound	
Where do I access the buyer's digest again?	To subscribe to the Buyer's Digest, send an email to Procurement Help, procurementhelp@doas.ga.gov
Items on Amazon that show Company Restricted are still allowed to process. Company restricted tells us this item is offered through a statewide contract. Why does Amazon allow the requisition to process if the item is company restricted?	That means it is an item for the State of Georgia.
Once the po has been created, where can the approver go to see the nigp code he/used during the creation of the req process?	When the Approver goes to the Requisition to approve it, the requisition lines including NIGP codes are displayed on the screen.

What does the Budget check do exactly? Once the Requisition/PO is generated is the total immediately encumbered on the Project Balance?	When a Requisition is Budget Checked, the system is checking to make sure that the chartfields are valid. When a PO is Budget Checked, the system is checking to make sure funds are available and encumbering those funds.
Who is the Group Administrator for Amazon please?	Jaggaer is the Administrator for Amazon
Is there a way to decrease a quantity on a catalogue order once it has been sent to the requisition without deleting it?	No. Once a virtual catalog cart is brought over into PeopleSoft, no changes to quantities can be made.
Is the requester notified when a PO is created?	No.
I often order Item from vendors that are not on the vendors list. How do I complete a requisition for the items	A vendor has to be in the system before an order can be placed.
Can notifications be set up to send out an email as the Requisition moves through the approvals so we can know the immediate status?	We currently do not have that ability. If you want to see the Life Cycle of a requisition, go to the Manage Requisitions page and click on the chevron next to the Requisition to expand the line and display the Life Cycle.
Are POs automatically dispatched for Special Request Reqs?	They are done for EDX orders.....some maybe a special request.. depends on the contract
Why can we not edit a req while it is budget checking?	If the Budget Check process is running, you may get an error message when trying to edit a requisition. The Budget Check process is using the requisition the same time you are trying to make an edit.
Can the approvers be put in the order in which they are to be approved?	No. The Approval Workflow is configured by Business Unit by Division. Ad Hoc approvers can be added at the beginning, middle, or end of the configured workflow.
Due to the changes to the budget check, If a budget is over spent will the requisition still go through.	The Requisition Budget Check process does not check funds. The Requisition Budget Check process is checking the validity of the chartfields only.
If the requester puts the requisition manually in EDX status, does the PO dispatch to the supplier?	No. The EDX process is for SWC contract vendors who are set up to send their POs to the supplier electronically. This is not set up for all suppliers.
May we change the priority of the requisition and will this make it go for approval any quicker?	Changing the priority on a Requisition will not affect the speed at which it flows through the system.
Will a requisition need to be completed in order to add the shipping charge to a PO already dispatched.	No. Do a change order on the PO and add the shipping line.

Are you only talking about requisitions when it comes to budget checking? ... when I budget check on the PO side it never goes through until third or fourth time. Is that suppose to be more effiecient or am I doing something wrong?	The Budget Check change is also for POs. Do not click the Check Budget option more than once. This will just slow you down because you are actually submitting the job each time you click the option.
Why did the budget check change?	The processing time was changed to improve system performance
Sometimes I have to split distributions for Federal & State funds and the system doesn't accept the changes, so I have to split the chartfields after the P.O. is generated. should I put a ticket in to the help desk?	Yes.
Is it ok to change the NIGP Code on a Virtual Catalog line?	Yes. But if you find yourself doing this on a regular basis, please open a ticket with Procurement Help, 404.657.6000
Who did you say can change/update my default settings?	Your Security Administrator will need to complete a Security Request.
If we receive an email regarding a discontinued item on an EDX PO and the supplier wants us to update the PO, what is the best way to do this?	Create a Change Order on the PO and cancel the line.
When I print a requisition with distribution details, the Department ID is sometimes different from what I have entered in the requisition. When I go back to edit the requisition it is the correct department Id but different department Id from print distribution details. This happens only on some of the reqs I create. I think this is error in the system.. Could this be fixed?	Please open a ticket and submit to the procurement helpdesk (procurementhelp@doas.ga.gov) so that we can address.
Who adds the contract ID? I never seen that before.	The contract id is automatically populated for items coming from the virtual catalogs. If you are entering a special item, you have to put it on the line. There is a quick reference guide that shows how this is done. There is also a previous webinar that goes over that information. We will send in the follow-up email.
Also, I have not been able to attach approvals or Quotes without being kicked out of people soft repeatedly.	Please call Procurement Help to open a ticket, 404.657.6000

Once a requisition is saved, I noticed I can't add an approver to the first position.	That's correct. Edit the requisition and click on Preview Approvals. This is the only page where an Ad Hoc Approver can be inserted in the first approver position.
If an order is not approved within a certain timeframe does it become inactive or have to be reentered?	No.
If there is more than one requester in a department can both requestors see all orders submitted? Or can you only see the orders you submit?	You can view the requisitions for you Agency on the Manage Requisitions page. Remove the Requester ID from the search criteria.
Hi All! I've recently noticed the Staples' prices in Team Works differ from some Staples' invoices. This has been an ongoing issue with our agency. How do we resolve this issue? It delays processing invoices to correct the pricing?	will give to contract admin for further reievew... will get back to you
Do EDX PO's dispatch automatically or does Buyer have to manually dispatch?	They dispatch automatically at :15 and :45 after the hour
If one of the original defaults is blank on create requisiton can you override with a value in the previously blank default field?	Yes.
How do I removed a template from my templates list?	When you create a requisition, click on Templates then click on Manage Personal Templates. Click on the - sign on the template you wish to delete then click Apply.
How can you save a requisition when it is not complete?	Use the Save for Later option on the Review and Submit page.
Where do I attend DOAS training for Requesors?	You an register for the Requester training on the LMS.
When I go to the Virtual Catalog to order office supplies, I only see Staples, which I think is still a convience contract. Where are the mandatory contract for supplies is listed?	We do not have a mandatory contract for office supplies.
Once you submitted a PO is there a way to edit the Requisition	No.
Why is it required that a comment be added to each line in a requisition (in the Comments field? Is this a DOAS requirement, or agency?	Comments are not required. This may be part of your Agency's policy.
How do we make the "Attention to" appear on the packages so that my name does not show up when ordering for facilities?	It can be changed on the Requisition Settings before adding any lines, using the Mass Change Functionality, or by individual line.

What is the best way to ensure we are using contracts according to the tier? Mandatory, Intergovernmental, Convenience, Open Market.	
Are Fisher and VWR put back on the homepage. Currently, we have to go into their catalog the back way.	No, they are no longer punchout catalogs. They are hosted catalogs. so you will have to continue to search for them the way that you do now.
Attachments (ie Approved purchase requests/quotes) should be at Line, Header or Requisitions Comments/Attachments level?	Depends on what the attachment is related to. but you can put them on the Requisition Line or Header.
Is there a limit to the # of favorites you can save?	No
You don't have to budget check first?	Budget checking can be done anytime after the req has been saved. If you continue to make changes to the req and the price changes, then you may have to run the budget check again.
For special request reqs., when would you use favorites vs. templates? In other words, what is the major difference?	templates is when you want to put together a list of items.... favorites can be used as individual items
How do I get information changed in the Ship To Location Address? Also, how can I get a Ship To Location Address for a new location?	You will need to open a ticket with SAO. SAO TeamWorks Financials Customer Service Center 404-657-3956 888-896-7771 FSCM@sao.ga.gov
after placing the requisition and PO created, how do you check if the order is being filled or shipped?	The buyer should receive a notification that the vendor has received the order
if you have favorites and add to cart...you dont have to go back to the punch out?	Favorites/templates are for non catalog items.
After placing the requisition and PO created, how do you check if the order is being filled or shipped?	The buyer will receive notification from the vendor for EDX orders.

If you are using the virtual catalog can you add those items to favorites?	no, you should not use the favorites in PeopleSoft
Agency Contract: Our Purchasing Agent when creating the Agency Contract loaded in all the individual products in that contract. Is there a way to select from a list of those products when creating a requisition?	Unfortunately there is not.
Does the use of favorites retain pricing info?	Yes
How do we request an itemized invoice from a market place vendor after the order has been processed?	Reach out to the vendor directly to request it.
Can you please demonstrate the proper way to receive items (partial and whole)?	<p>Unfortunately that falls under the SAO team. If you open a ticket with the CSC they will be able to help. SAO TeamWorks Financials</p> <p>Customer Service Center</p> <p>404-657-3956</p> <p>888-896-7771</p> <p>FSCM@sao.ga.gov</p>
Can you mass change the department codes on the chartfields	Yes
Does the reset session button for timer work?	Yes, it does