3a. Place a One-time Order (Requisition under bid limit) Process Report
August 29, 2016
APPROPRIATE USE AND SECURITY OF CONFIDENTIAL AND SENSITIVE INFORMATION

Due to the integrated nature of the various Human Resources, Finance and Student modules in Banner and the reporting information in the Enterprise Data Warehouse (EDW), you may have access to information beyond what you need to perform your assigned duties. Your access to Banner and the EDW has been granted based on business need, and it is your responsibility to ensure the information you access is used appropriately.

Here are some reminders of good data stewardship to help you carry out your responsibility:

- Do not share your passwords or store them in an unsecured manner. Do not leave your workstation unattended while logged on to administrative information systems. You are responsible for any activity that occurs using your logon ID.
- Do not share confidential and sensitive information with anyone, including colleagues, unless there is a business reason.
- Retrieve printed reports quickly, and do not leave the reports lying around in plain view.
- Secure reports containing confidential and sensitive information (e.g., FERPA, EEO, or HIPAA protected data).
- When disposing of reports containing confidential or sensitive information, shred the documents in a timely manner.

Your responsibilities regarding the protection and security of administrative information are outlined in the University of Illinois Information Security Policy for Administrative Information and Guidelines posted at https://www.aits.uillinois.edu/reference_library/i_t_policies. Any violation could subject you to disciplinary action, which could include dismissal or, in those cases where laws have been broken, legal action. You should have signed a compliance form that indicates you have read, understand and agree to comply with the University's Information Security Policy for Administrative Information. If you have not already signed the compliance form, please see your Unit Security Contact, who is responsible for maintaining these forms.
# Table of Contents

Overview ........................................................................................................................................ 1

Chapter 1: SIPOC Diagram ............................................................................................................. 2

Chapter 2: Suppliers ...................................................................................................................... 3
  2.1: Campus Unit ......................................................................................................................... 3
  2.2: Vendors ............................................................................................................................. 3
  2.3: Grants & Contracts ............................................................................................................. 3
  2.4: UI Risk Management .......................................................................................................... 3
  Business Rules .......................................................................................................................... 3

Chapter 3: Inputs ............................................................................................................................ 4
  3.1: Quotes ................................................................................................................................ 4
  3.2: Order Details ...................................................................................................................... 4
  Business Rules .......................................................................................................................... 4

Chapter 4: Process .......................................................................................................................... 5
  Business Rules .......................................................................................................................... 5

Chapter 5: Outputs ......................................................................................................................... 7
  5.1: Completed Requisition ....................................................................................................... 7
  Business Rules .......................................................................................................................... 7

Chapter 6: Customers ..................................................................................................................... 8
  6.1: Purchasing ......................................................................................................................... 8
  6.2 Vendor .................................................................................................................................. 8
  Business Rules .......................................................................................................................... 8

Chapter 7: Customer - Oversight Roles ......................................................................................... 9
  6.1: Grants & Contracts office .................................................................................................. 9
  6.2: State Procurement Officer ................................................................................................. 9
  6.3: Auditors .............................................................................................................................. 9
  6.4: Department Heads/Deans of College ................................................................................. 9
  Business Rules .......................................................................................................................... 9

Chapter 8: Questionnaire for Current State Analysis ................................................................. 10

Chapter 9: Questionnaire for Potential Process Improvement Candidates ............................. 13

Chapter 10: Opportunities for Improvements ............................................................................. 14

Chapter 11: Suggested Improvements ......................................................................................... 18

Chapter 12: Feedback from Customer Focus Groups ................................................................. 20

Chapter 13: Recommendations for Improvements ..................................................................... 21

Chapter 13: Solutions Prioritization Matrix .................................................................................. 27

Appendix A: Business Glossary .................................................................................................... 29
3a. Place a One-time Order (Requisition under bid limit)

Overview

When a need is identified in a Campus Unit for a good or service that is needed only one time, a requisition is created to communicate that need to the Purchasing office.

Currently there are two different ways for a Campus Unit to create a requisition 1) through the iBuy Procurement System or 2) through Banner Requisition forms.

Illinois Mandate Symbol - 🎓

University Policy Symbol - 📚
## Chapter 1: SIPOC Diagram

Brief description of chapter content.

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.4.3 – Place a One-time-order - Current State Process</td>
<td>July 13, 2016</td>
</tr>
</tbody>
</table>

### SUPPLIERS

<table>
<thead>
<tr>
<th>Who provides input to the process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Units</td>
</tr>
<tr>
<td>Vendors (for insurance information, when needed)</td>
</tr>
<tr>
<td>Grants &amp; Contracts (approvals)</td>
</tr>
<tr>
<td>UI Risk Management (for insurance information, when needed)</td>
</tr>
</tbody>
</table>

### INPUTS

<table>
<thead>
<tr>
<th>What goes into the process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quotes</td>
</tr>
<tr>
<td>Order Details (price/quantity/C-FOAPAL, other details)</td>
</tr>
</tbody>
</table>

### PROCESS

<table>
<thead>
<tr>
<th>How the inputs are transformed to outputs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify/Define need</td>
</tr>
<tr>
<td>Obtain Quotes/create attachments</td>
</tr>
<tr>
<td>Create Requisition</td>
</tr>
<tr>
<td>Obtain Approvals</td>
</tr>
<tr>
<td>Transmit to Purchasing</td>
</tr>
</tbody>
</table>

### OUTPUTS

<table>
<thead>
<tr>
<th>What comes out of the process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition</td>
</tr>
<tr>
<td>Quotes as attachments</td>
</tr>
</tbody>
</table>

### CUSTOMERS

<table>
<thead>
<tr>
<th>Who received the outputs of the process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing</td>
</tr>
<tr>
<td>Vendor (for some iBuy items)</td>
</tr>
</tbody>
</table>
Chapter 2: Suppliers

Suppliers include the requestor, the providers of those goods and services, as well as those that provide oversight for the expenditures

2.1: Campus Unit

What they care about: Obtaining goods and services in a timely, cost-effective manner
When they care: Whenever the need arises within a Campus Unit

2.2: Vendors

What they care about: Providing goods and/or services, and any required insurance documentation to the University,
When they care: When the good/service is requested, and or when insurance documentation is requested

2.3: Grants & Contracts

What they care about: Ensuring monies are spent only towards items allowed per the grant contract that provided the funds.
When they care: Anytime grants funds are used for the purchase of goods or service

2.4: UI Risk Management

What they care about: Managing risk for expenditures
When they care: Anytime insurance is needed for an expenditure and it is determined that Vendor is not supplying the insurance certification

Business Rules

Insurance certification is sometimes required for certain purchases. This can be provided by the Vendor or UI Risk Management, depending on the type of purchase.

Purchase through a vendor certified in the Business Enterprise Program is preferred when all else is equal.
3a. Place a One-time Order (Requisition under bid limit)

Chapter 3: Inputs

3.1: Quotes

Vendors that may be able to provide the goods or service are contacted by the Campus Unit and specifications and pricing are requested.

3.2: Order Details

Once the Vendor is selected, the Campus Unit creates a request for that item, and includes the following specifications:

- Accounting data (C-FOAPAL)
- Delivery date
- Delivery terms
- Document comments
- Item comments
- Item description
- Number of units
- Payment terms
- Pricing per unit
- Ship to address
- Vendor address
- Vendor name

Business Rules

State Procurement policy 7.2 for purchases > $10k
Chapter 4: Process

• 4.1: Campus Unit has a need for a good or service
  o Campus Unit identifies potential Vendors for the needed good or service
  o Campus Unit requests quote from Vendor(s)
  o Campus Unit receives quotes
  o Campus Unit negotiates prices with Vendor(s)
  o Campus Unit makes selection of Vendor to be used
  o Campus Unit collects insurance info from Vendor, if needed

• 4.2: Enter the Requisition into system
  o System is determined by campus and by Payment Terms
    ▪ UIC
      • If Payment Terms= “Net 30” then iBuy must be used
      • If Payment Terms are not “Net 30” then Banner must be used
    ▪ UIUC or UIS, Campus Unit can decide to use either Banner or iBuy
  o Both processes have many similarities
    ▪ Each requires the Campus Unit to enter order details as seen in section 3.2
    ▪ Each requires the Campus Unit to provide the quotes obtained, if any
      ▪ iBuy-attached directly to requisition
      ▪ Banner-Faxed/emailed to Purchasing to be attached to purchase order
    ▪ Each offers approval queues through which each Requisition is evaluated and automatically routed through necessary approvers
      ▪ Approvals can be driven by different criteria:
        o Dollar thresholds
        o Use of grant funds
        o Type of item purchased
  o Key differences
    ▪ iBuy offers Catalogs for purchasing items from an awarded Vendor

• 4.3 Transmit the Requisition
  o Once all approvals are obtained, the system forwards the Requisition to Purchasing, or the purchase order to the Vendor in certain instances where iBuy was used.

Business Rules

• On UIC Campus, all purchases that have terms equal to “Net 30” must go through the iBuy system.

• Approval processes
  o Approvals can be based on the following criteria:
    ▪ Type of monies spent (grant funds, state funds, etc)
    ▪ Type of goods or service being acquired (i.e. controlled substances, furniture, etc)
    ▪ Dollars spent
      ▪ Each Campus Unit can specify different levels of approval required
3a. Place a One-time Order (Requisition under bid limit)

- These levels are not necessarily consistent between Campus Units
  - i.e. Campus Unit “A” may require director-level approval at $5,000+, while Campus Unit “B” may not require director-level approval until $25,000+

- Quotes
  - Any quotes obtained are to be saved and attached to the requisition (iBuy) or to the purchase order (Banner).
  - State Procurement policy 7.2 for purchases > $10k

- Campus Units should purchase goods and services from Vendors based on the Vendor’s relationship with the University.
  - This does not take into account other considerations such as purchases from BEP vendors, pricing, availability, etc.
  - The order to select a vendor from most preferred to least-preferred is the following:
    - Awarded Vendor that has a catalog in iBuy
    - Awarded Vendor that does not have a catalog in iBuy
    - Non-awarded Vendor that is already configured in Banner
    - Non-awarded Vendor that is not already configured in Banner

- Insurance certifications are required for certain types of goods or services to ensure risk management

- All information on the Requisition needs to be accurate prior to finalization.
Chapter 5: Outputs

5.1: Completed Requisition
All approvals have been obtained, and the requisition is ready to be transmitted

Business Rules
None noted
Chapter 6: Customers

6.1: Purchasing
What they want: Completed requisition that includes all necessary details and approvals

6.2 Vendor
What they want: Completed and approved purchase order that includes all necessary details

Business Rules
None noted
Chapter 7: Customer - Oversight Roles

6.1: Grants & Contracts office
What they want: Ability to ensure funds are being spent only on approved items per the contract

6.2: State Procurement Officer
What they want: Compliance with Illinois Procurement Code

6.3: Auditors
What they want: Compliance with State mandates and University policy

6.4: Department Heads/Deans of College
What they want: Monitoring of large dollar expenditures

Business Rules
None noted
Chapter 8: Questionnaire for Current State Analysis

1. Why does the process exist?
   This is the first step in the process for a Campus Unit within the University to begin the process to obtain goods and services that are needed only one time from external vendors.

2. What is the purpose of the process?
   To procure needed goods and services at cost-efficient prices while meeting all statutory regulations and University policies.

3. What are the process boundaries (i.e., when does it start and end?)
   Process starts when a Campus Unit has a one-time need for a good or service
   Process ends when the requisition is transmitted to Purchasing or purchase order is transmitted to the Vendor

4. What are the major activities/steps in the process?
   See Chapter 4: Process (click to review)

5. What is the expected outcome or output of the process?
   See Chapter 5: Outputs (click to review)

6. Who uses the output of the process, and why?
   See Chapter 6: Customers (click to review)

7. Who benefits from the process, and how?
   • Campus Units benefit by successfully obtaining their needed good or service
   • Purchasing benefits when complete/accurate information is submitted in a requisition
   • Payables benefits from accurate payment information

8. What information is necessary for the process?
   See Chapter 3: Inputs (click to review)

9. Where does that information come from?
   See Chapter 2: Suppliers (click to review)

10. What effect does that information have on the process and output?
    It provides the information needed to create a purchase order for a good or service

11. Who is primarily responsible for the process?
    Requisitions are generated by authorized staff within Campus Units

12. What other units/organizations participate in or support the process?
    • Purchasing
    • University Grants & Contracts
    • University Risk Management
    • External Vendors

13. What Information Technology system(s) support the process?
    • Banner
    • Banner Document Management
    • iBuy
3a. Place a One-time Order (Requisition under bid limit)

- Exchange
- Microsoft Outlook
- RightFax

14. What policies guide or constrain the process?
- Grants/contracts that govern how funds are spent
- Illinois Procurement Code
- University policies related to restricted/prohibited purchases

15. How often does the process get executed?
Multiple times per day

16. What are potential defects with respect to the process?
- Inaccurate/incorrect information can lead to the creation of a purchase order that does not accurately reflect the University's need or is unable to be paid without a change order.
- Non-uniform way of placing requisitions at all campuses.
- Insufficient controls to monitor for compliance with regulatory requirements
  a. How often do they occur?
     Frequently

17. What types of challenges have employees who participate in the process raised?
- Campus Users have a hard time knowing what Vendors have pre-approved contracts for certain items
- Lack of complete/accurate information on requisitions
- Purchasing website does not encompass all up to date rules regarding purchasing
  a. "Types of purchases" section does not encompass every single purchase and or illustrate every scenario
- Multiple systems result in confusion of Campus Units as to where to start.
  a. iBuy -vs- Banner
- Where a requisition is in the workflow (who it is with, what step in the process, etc.) varies by system
- Changes in requisition are not always communicated back to the originator

18. What types of challenges or concerns have customers raised?
- Purchasing-Campus Users are offered training but don't always attend prior to being granted authority to create a requisition
- Purchasing-Need to support/maintain multiple systems
- Purchasing- Multiple points of entry with work flowing in
- Campus Units – Challenge of utilizing multiple systems
- Users have no way to know when something changes regarding their requisition
- Determining where a requisition is in the workflow (who it is with, what step in the process, etc)
- Depending on the requisitioning system, updates about requisitions are not always communicated back to the originator
19. Will the process be changed by another initiative in the near future?

- Federal and State mandates can impact the process
- University policy changes can impact the process.
- System applications used to perform the process
  - Banner XE upgrade
  - Upgrades to the current iBuy system
  - Potential new ERP system will have a signifyicate impact to the entire process.
Chapter 9: Questionnaire for Potential Process Improvement Candidates

1. How would the process operate differently in the “Perfect Situation?”
   - Single system that encompasses all facets of the process
     - Streamlined reporting functionality
   - Everyone has a shared understanding of the systems and business rules
   - Easier ability to find items and services offered by awarded vendors
   - Centralized source to learn of awarded Vendors

2. What does the team hope to achieve through this improvement?
   - Consolidations of multiple systems
   - Leveraged spend/synergies in purchasing
   - Increased customer satisfaction through easier requisition processes
   - Increase in shared understanding with Customers
   - Simplified process
   - Alleviate anxiety
   - Increased BEP vendors spend
   - Perfect the requisition process to eliminate issues downstream in Purchasing and Payables
   - Fewer manual workarounds

3. Who would benefit from the desired improvement to the process?
   - Procurement services
   - Campus Units/business managers
   - Faculty
   - University through cost-savings
   - Awarded Vendors
     a. How would we know?
        - Reduction in inquiries on Requisition status
        - Fewer service desk tickets
        - Increased usage of awarded Vendors

4. What data can be provided with respect to the process performance (e.g. service rating, cycle time, customer survey responses, etc.)?
   - Total spend on awarded vendors
     - Leverage reports
   - Looking for trends of purchases
   - Feedback from BMG/AFO meetings
   - Fewer rejected/returned requisitions for rework
   - Shorter cycle time between creation of a requisition and the submission of the requisition
   - Value comparison in the number of rejected items to the number of approved processed items, daily, weekly, monthly

5. Who should be included in any improvement discussions for the process?
   - F&S/discussions for AIM system
   - Department of Intercollegiate Athletics
   - UIC Medical
   - Housing
   - High-volume Campus Unit employees that create Requisitions
   - University Payable
   - University Purchasing
   - Procurement Diversity
### Chapter 10: Opportunities for Improvements

Issues were categorized into seven groups, covering communication and training regarding the process, policy related to the process, issues related to the process, to each specific system, to having two systems, and areas outside of the process.

#### Communication – issues related to lack of communication regarding creating a requisition

<table>
<thead>
<tr>
<th>C1.1</th>
<th>Campus Users not always thoroughly trained prior to being granted access to create a requisition</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1.2</td>
<td>Unknown when changes to State Laws are made, internal and external</td>
</tr>
<tr>
<td>C1.3</td>
<td>How do people know about the training</td>
</tr>
<tr>
<td>C1.4</td>
<td>Faculty has perceived a huge burden specifically around getting quote</td>
</tr>
<tr>
<td>C1.5</td>
<td>Faculty has perceived a huge burden specifically around understanding procurement procedures</td>
</tr>
<tr>
<td>C1.6</td>
<td>No policy to obtain quote from BEP Vendor</td>
</tr>
</tbody>
</table>

#### Training – issues related to using a system without training on creating a requisition

<table>
<thead>
<tr>
<th>C2.1</th>
<th>Banner interface challenging</th>
</tr>
</thead>
<tbody>
<tr>
<td>C2.2</td>
<td>Campus Users have a hard time knowing what Vendors are approved for a given item</td>
</tr>
<tr>
<td>C2.3</td>
<td>Campus Users not always thoroughly trained prior to being granted access to create a requisition</td>
</tr>
<tr>
<td>C2.4</td>
<td>Lack of attendance at training sessions, should be mandatory prior to granting access to create Requisition</td>
</tr>
<tr>
<td>C2.5</td>
<td>Lack of understanding of Campus Unit as to which Vendors are an awarded vendor with the University</td>
</tr>
<tr>
<td>C2.6</td>
<td>Old price lists sometimes used</td>
</tr>
<tr>
<td>C2.7</td>
<td>How do people know about the training</td>
</tr>
<tr>
<td>C2.8</td>
<td>People doing things they don't know how to do without training</td>
</tr>
<tr>
<td>C2.9</td>
<td>People leave the University and don't pass along the current knowledge</td>
</tr>
<tr>
<td>C2.10</td>
<td>Lack of detail on requisition</td>
</tr>
<tr>
<td>C2.11</td>
<td>Hard to identify which vendors handle which products</td>
</tr>
<tr>
<td>C2.12</td>
<td>Unable to add attachments directly to Banner Requisitions</td>
</tr>
<tr>
<td>C2.13</td>
<td>&quot;Type of Purchase&quot; section does not encompass every single purchase</td>
</tr>
<tr>
<td>C2.14</td>
<td>Faculty has perceived a huge burden specifically around getting quote</td>
</tr>
<tr>
<td>C2.15</td>
<td>Difference between quotes line item and invoice line item causes payables to decline payment</td>
</tr>
<tr>
<td>C2.16</td>
<td>No policy to obtain quote from BEP Vendor</td>
</tr>
</tbody>
</table>
### Training – issues related to using a system without training on creating a requisition

<table>
<thead>
<tr>
<th>C2.17</th>
<th>Not using Awarded Vendors for purchases</th>
</tr>
</thead>
<tbody>
<tr>
<td>C2.18</td>
<td>How to identify BEP Vendors</td>
</tr>
<tr>
<td>C2.19</td>
<td>No easy way to identify &quot;green&quot; products</td>
</tr>
</tbody>
</table>

### Policy – issues related to regulations or policy for buying goods or services at the University

<table>
<thead>
<tr>
<th>C3.1</th>
<th>Campus Users not always thoroughly trained prior to being granted access to create a requisition</th>
</tr>
</thead>
<tbody>
<tr>
<td>C3.2</td>
<td>Unknown when changes to State Laws are made, internal and external</td>
</tr>
<tr>
<td>C3.3</td>
<td>People doing things they don't know how to do without training</td>
</tr>
<tr>
<td>C3.4</td>
<td>Websites do not encompass all up-to-date rules regarding purchasing</td>
</tr>
<tr>
<td>C3.5</td>
<td>&quot;Type of Purchase&quot; section does not encompass every single purchase</td>
</tr>
<tr>
<td>C3.6</td>
<td>Faculty has perceived a huge burden specifically around getting quote</td>
</tr>
<tr>
<td>C3.7</td>
<td>Faculty has perceived a huge burden specifically around understanding procurement procedures</td>
</tr>
<tr>
<td>C3.8</td>
<td>Why are quotes less than $5,000 needed</td>
</tr>
<tr>
<td>C3.9</td>
<td>No policy to obtain quote from BEP Vendor</td>
</tr>
<tr>
<td>C3.10</td>
<td>Not using Awarded Vendors for purchases</td>
</tr>
</tbody>
</table>

### Process – issues related to the process of creating a requisition

<table>
<thead>
<tr>
<th>C4.1</th>
<th>Quotes requested outside of system must be manually attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>C4.2</td>
<td>Request of Quotes is very manual</td>
</tr>
<tr>
<td>C4.3</td>
<td>Why are quotes less than $5,000 needed</td>
</tr>
<tr>
<td>C4.4</td>
<td>No policy to obtain quote from BEP Vendor</td>
</tr>
<tr>
<td>C4.5</td>
<td>How to encourage BEP vendors</td>
</tr>
</tbody>
</table>

### System – issues related with or on both requisition systems

<table>
<thead>
<tr>
<th>C5.1</th>
<th>Banner cannot return a Requisition for additional info once submitted, has to be started from scratch</th>
</tr>
</thead>
<tbody>
<tr>
<td>C5.2</td>
<td>Banner does not provide email notification to Approvers when something is in their Approval queue</td>
</tr>
<tr>
<td>C5.3</td>
<td>Banner interface challenging</td>
</tr>
<tr>
<td>C5.4</td>
<td>Campus Units have no easy way to check status of an existing Requisition</td>
</tr>
<tr>
<td>C5.5</td>
<td>iBuy requires User to manually select form to create a requisition on non-awarded vendors</td>
</tr>
<tr>
<td>C5.6</td>
<td>Lack of understanding of Campus Unit as to which Vendors are an awarded vendor with the University</td>
</tr>
</tbody>
</table>
### System – issues related with or on both requisition systems

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C5.7</strong></td>
<td>No email to originator when Requisition has been approved (Banner)</td>
</tr>
<tr>
<td><strong>C5.8</strong></td>
<td>No way to reference prior purchases on a requisition</td>
</tr>
<tr>
<td><strong>C5.9</strong></td>
<td>Quotes requested outside of system must be manually attached</td>
</tr>
<tr>
<td><strong>C5.10</strong></td>
<td>Requestor cannot track status of a Requisition once submitted (Banner)</td>
</tr>
<tr>
<td><strong>C5.11</strong></td>
<td>Lack of detail on requisition</td>
</tr>
<tr>
<td><strong>C5.12</strong></td>
<td>Request of Quotes is very manual</td>
</tr>
<tr>
<td><strong>C5.13</strong></td>
<td>Hard to identify BEP vendors</td>
</tr>
<tr>
<td><strong>C5.14</strong></td>
<td>Unable to add attachments directly to Banner Requisitions</td>
</tr>
<tr>
<td><strong>C5.15</strong></td>
<td>&quot;Type of Purchase&quot; section does not encompass every single purchase</td>
</tr>
<tr>
<td><strong>C5.16</strong></td>
<td>Difference between quotes line item and invoice line item causes payables to decline payment</td>
</tr>
<tr>
<td><strong>C5.17</strong></td>
<td>Departments do not have the ability to convey to the purchasing department a standing order and one-time order in Banner on a requisition. They must document in item text or within email.</td>
</tr>
<tr>
<td><strong>C5.18</strong></td>
<td>Having to manually link requisition information back into department’s shadow system</td>
</tr>
<tr>
<td><strong>C5.19</strong></td>
<td>Unable to know when a requisition is approved</td>
</tr>
<tr>
<td><strong>C5.20</strong></td>
<td>Banner doesn't have the ability to search notes easily</td>
</tr>
<tr>
<td><strong>C5.21</strong></td>
<td>iBuy doesn't contain all information/items for vendor. Must go to the vendor's website to get item information</td>
</tr>
<tr>
<td><strong>C5.22</strong></td>
<td>Inability to update a CFOAPAL in Banner without sending the requisition back to the originator</td>
</tr>
<tr>
<td><strong>C5.23</strong></td>
<td>Unable to view attachments in Banner, sent to Purchasing and doesn't know when the attachments has been linked in Banner</td>
</tr>
<tr>
<td><strong>C5.24</strong></td>
<td>Not using Awarded Vendors for purchases</td>
</tr>
<tr>
<td><strong>C5.25</strong></td>
<td>No way to verify whether Vendor is BEP certified with the State</td>
</tr>
<tr>
<td><strong>C5.26</strong></td>
<td>A Non e-Quote wont flow into non-catalog iBuy form</td>
</tr>
</tbody>
</table>

### Two-System – Issues related to the University utilizing two requisition systems

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C6.1</strong></td>
<td>Campus Unit has difficulty understanding where to start to create a requisition due to two systems can be used</td>
</tr>
<tr>
<td><strong>C6.2</strong></td>
<td>Procurement has to maintain/support two systems</td>
</tr>
<tr>
<td><strong>C6.3</strong></td>
<td>Too many systems to initiate a requisition</td>
</tr>
<tr>
<td><strong>C6.4</strong></td>
<td>Support two system for requisitions - email</td>
</tr>
<tr>
<td><strong>C6.5</strong></td>
<td>Support two system for requisitions - knowledge base</td>
</tr>
<tr>
<td><strong>C6.6</strong></td>
<td>Support two system for requisitions - multi points of entry within workflow</td>
</tr>
</tbody>
</table>
3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Two-System – Issues related to the University utilizing two requisition systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>C6.7  iBuy attachments do not flow into Banner</td>
</tr>
<tr>
<td>C6.8  iBuy, inability to change payment terms</td>
</tr>
<tr>
<td>C6.9  shipping information entered in iBuy doesn't always make it onto the purchase order</td>
</tr>
<tr>
<td>C6.10 Banner and iBuy are not fully integrated</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outside the Process – Issues related to process outside of this process</th>
</tr>
</thead>
<tbody>
<tr>
<td>C7.1  Difference between quotes line item and invoice line item causes payables to decline payment (Training, System)</td>
</tr>
<tr>
<td>C7.2  Length of time to get purchasing to approve a requisition</td>
</tr>
<tr>
<td>C7.3  Having to manually link requisition information back into department’s shadow system (System)</td>
</tr>
<tr>
<td>C7.4  Small dollar line items have only a 10% tolerance on prices</td>
</tr>
</tbody>
</table>
Chapter 11: Suggested Improvements

The following recommendations were suggested by the either the process team members, and/or the focus groups. Not all improvements were selected by the process team. The selected improvements were present to the focus groups for feedback.

<table>
<thead>
<tr>
<th>Number</th>
<th>Change Category</th>
<th>Suggested Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Communication</td>
<td>One location for communication</td>
</tr>
<tr>
<td>2</td>
<td>Communication</td>
<td>Ask communication preference for user</td>
</tr>
<tr>
<td>3</td>
<td>Communication</td>
<td>Email communication to active user</td>
</tr>
<tr>
<td>4</td>
<td>Communication</td>
<td>Message board in system of usage</td>
</tr>
<tr>
<td>5</td>
<td>Communication</td>
<td>New Hire/New Role – with specific role provide information</td>
</tr>
<tr>
<td>6</td>
<td>Communication</td>
<td>Web Page – what’s new use with email</td>
</tr>
<tr>
<td>7</td>
<td>Outside of Process</td>
<td>Reporting systems that would track spending for better strategic</td>
</tr>
<tr>
<td>8</td>
<td>Policy</td>
<td>Approve a campus wide policy that encourages use of BEP vendors</td>
</tr>
<tr>
<td>9</td>
<td>Policy</td>
<td>Mandate use of awarded vendors/contracts</td>
</tr>
<tr>
<td>10</td>
<td>Policy</td>
<td>Mandatory training prior to accessing system or access is granted</td>
</tr>
<tr>
<td>11</td>
<td>Policy</td>
<td>Raise threshold of required quote limit</td>
</tr>
<tr>
<td>12</td>
<td>Process</td>
<td>Campus unit obtain at least one quote from BEP Vendor</td>
</tr>
<tr>
<td>13</td>
<td>Process</td>
<td>Do not transfer to a new system all current vendor setups</td>
</tr>
<tr>
<td>14</td>
<td>Process</td>
<td>Load more awarded vendors into iBuy as catalogs</td>
</tr>
<tr>
<td>15</td>
<td>System</td>
<td>Ability for vendor quotes to be “Auto-attach” to requisition, and easy mechanism for including attachments through the entire workflow</td>
</tr>
<tr>
<td>16</td>
<td>System</td>
<td>Link systems with BEP certification system to ID and verify certification</td>
</tr>
<tr>
<td>17</td>
<td>System</td>
<td>Type in an item the list of item from awarded vendors appears, all vendors to be linked to a specific good/service, preload with main type of purchases, list of awarded, vendor, BEP to be displayed</td>
</tr>
<tr>
<td>18</td>
<td>System</td>
<td>Improve Banner workflow information regarding status</td>
</tr>
<tr>
<td>19</td>
<td>System</td>
<td>Work with existing system vendors to enhance capabilities until a new system can be implemented</td>
</tr>
<tr>
<td>20</td>
<td>System</td>
<td>Manually ID Certified BEP vendors in Banner</td>
</tr>
<tr>
<td>21</td>
<td>System</td>
<td>Improve access/visibility to awarded vendors/BEP vendors</td>
</tr>
<tr>
<td>22</td>
<td>System</td>
<td>Need an e-quote to flow into a non-catalog flow</td>
</tr>
</tbody>
</table>
### 3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Number</th>
<th>Change Category</th>
<th>Suggested Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
<td>System</td>
<td>Better way of handling quotes rather than one-line item saying “Quote” on Req to PO</td>
</tr>
<tr>
<td>24</td>
<td>System</td>
<td>Make Green products more visible</td>
</tr>
<tr>
<td>25</td>
<td>System</td>
<td>Ability to return requisitions in Banner</td>
</tr>
<tr>
<td>26</td>
<td>System</td>
<td>Required fields for required information for non-category order</td>
</tr>
<tr>
<td>27</td>
<td>System</td>
<td>Make system more intuitive “Point and Click”</td>
</tr>
<tr>
<td>28</td>
<td>System</td>
<td>Email notifications – approvals, when something is disapproved/rejected in Banner</td>
</tr>
<tr>
<td>29</td>
<td>System</td>
<td>Means to indicate if the requisition is a replacement Requisition or Purchase Order due to Vendor ID change, etc. Ability to reference old requisition/Purchase order</td>
</tr>
<tr>
<td>30</td>
<td>2-Systems</td>
<td>Single system (Requisition to invoice)</td>
</tr>
<tr>
<td>31</td>
<td>Training</td>
<td>Require continued training periodically</td>
</tr>
<tr>
<td>32</td>
<td>Training</td>
<td>Training refer to communication information and include link to training</td>
</tr>
</tbody>
</table>
Chapter 12: Feedback from Customer Focus Groups

The future recommendations were presented to the campus customer focus group, August 11 – 12, 2016. A total of nine people attended, UIC – 3 attendees, UIS – 3 attendees, UIUC – 12 attendees. Common themes in the feedback include:

- General agreement with solutions proposed by the team, feeling that the solutions should help issues that the campuses are having.

- Campus Units would like to receive consistent communication when:
  - Policy change are implemented and the communication is sent out
  - Providing information to the campus units when questions are presented

- Campus units agree on the mandates, but would need to consider differences between the campus and department units.
  - An example is when F & S or Housing have emergencies for something that needs a repair.

- When issuing a mandate, be able to manage to the exception instead of the rule.
Chapter 13: Recommendations for Improvements

Within the process Place a One-time Order, 14 recommendations have been identified for improvement. Six different categories were identified for the improvements, and each improvement received an implementation level. The categories include communications, policy, process, system, 2-systems, and training. There are two levels of implementation, ‘Short Term’ notes improvements on the current system and processes prior to the RFP for a new system, and ‘Long Term’ notes improvement to the process with a RFP for a new system. The recommendations are in order to make the ‘Place a One-time Order’ process better, help the users understand the process, and make sure the process works.

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Develop a process to help units identify BEP Vendors when researching to purchase an item for the University.</strong></td>
<td>Process/Training</td>
<td>Short</td>
<td>C2.18, C4.4, C4.5,</td>
</tr>
</tbody>
</table>
|        | As a State entity, by the University conducting business with a BEP vendor, the University will display compliance with supporting and doing business with state certified vendors. We are recommending providing units with the ability to identify BEP vendors. Currently, BEP vendors are noted in the iBuy application, by manually importing the data into the system each month. Continue to perform the process, and provide the information to the units on where in iBuy to view the BEP vendors  
**Director council:**  
*Include Diversity vendors along with BEP vendors. If including Diversity vendors, need to define what is meant by Diversity vendor.*  
*Include the ability to identify in Banner as well.* |             |                     |                    |
| 2      | **Work with existing system vendors to enhance capabilities until a new system can be implemented.**               | System      | Short               | C5.17, C6.8, C6.9  |
### 3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <em>Standing orders</em> – Enhance the standing order process in iBuy to interface into Banner.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <em>Change Orders</em> – Enhance the iBuy system to pass the PO terms and shipping information to updates changes into Banner.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <em>Allow iBuy to have the ability to accept e-Quotes that flow into the non-catalog order process.</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <em>Address the iBuy to Banner Change order.</em> See Appendix B for details of document Change_Order_Testing_Summary20140519.docx</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Director Council**

Provided feedback – put concerns in the prioritization matrix.

| 3     | **Analyze the Banner workflow functionality and determine the feasibility for implementation.** Currently the Banner workflow functionality is not being utilized to monitor the status of a requisition through the entire process. When Banner was originally installed the workflow didn’t meet the needs of the University. Over the years, the workflow functionality has been improved, and will be further enhanced once Banner XE is implemented. Upon the upgrade to Banner XE, the workflow functionality needs to be analyzed to confirm it meets the needs of the University. If the needs are satisfied, then implement. | System | Short | C5.1, C5.2, C5.3, C5.4, C5.7, C5.10, C5.17, C5.19 |

**Director Council**

Include in the Long term requirements to have a workflow process.

| 4     | **A new Source to Pay application should have ability to support the functionality of requisition to invoice.** The benefits include:  
• Departments will have one system in which to work  
• Maintain and support one system  
• One system in which to train  
• One system from which to report  
• Improve processing time  
<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
</table>
| 5      | **A new Source to Pay application should provide the ability to easily search for a vendor(s) and item(s):**  
The functionality should include the ability to:  
- Search on an item and the results display a list of awarded vendors who provide the item  
- Search for a vendor and link to the goods/services provided  
- Search for a main type of purchase (Commodity Code) and display the awarded vendors(s) and BEP vendor(s) who provided the type of good or service | System | Long | C3.10, C5.6, C5.13, C5.15, C5.24 |
| 6      | **A new Source to Pay application should provide ability to easily place quotes and attachments to a requisition:**  
An attachment placed to a requisition, should remain attached/linked together throughout the workflow | System | Long | C4.2, C4.9, C5.9, C5.12, C5.14, C5.23, C6.7 |
| 7      | **A new Source to Pay application should provide the ability to accept e-quote(s) attached to a requisition:**  
An e-quote should be accepted, attached to a requisition and remain attached/linked together throughout the workflow. | System | Long | C4.1, C4.2, C5.9, C5.12, C5.16, C5.26 |
| 8      | **A new Source to Pay application should provide the ability to identify and verify BEP certification.**  
This would include the functionality to link into the BEP certification system to identify and verify certification on BEP vendor(s). | System | Long | C5.13 |
| 9      | **A new Source to Pay application should provide the ability to communicate information to the User of the application.**  
The functionality would include a set data area, as a system dashboard, to display information to the User. Information should be easy to maintain by the University. The dashboard should be able to include links to websites, | Communication | Long | C1.1, C1.2, C1.3, C1.5 |
3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
</table>
| 10     | **Refine the existing training program on ‘Create a requisition’ to ensure the attendees have a shared knowledge of the requisition process.** We are recommending a working group be created, with representation from OBFS – Business Solutions and Support, OBFS Procurements Services and departments from all three campus. The working group will be charged to:  
  - Define the types of role(s) required to obtain training, e.g. staff submitting a requisition, approvers of a requisition.  
  - Develop an Online training program with certification  
  - Develop an Instructor led training program with certification  
  - Define the continuous training with certification on a set interval. Once an attendee is certified, recommend renewing certification bi-annually.  
As a result of the training, the attendees will have shared knowledge of  
  - How to submit a requisition in the system and the system’s features  
  - Awarded vendors  
  - BEP Vendors  
  - Policies on buying goods and services for the University  
  - How to obtain current information about creating a requisition for the University | Training    | Short                  | C2.1, C2.2, C2.3, C2.4, C2.5, C2.6, C2.7, C2.8, C2.9, C2.10, C2.11, C2.12, C2.13, C2.14, C2.15, C2.16, C2.17, C2.18, C2.19, C2.20 |}
| 11     | **Create a single location to communicate information regarding ‘Creating a requisition’.** The communication will provide authorized users with information needed to prepare and complete a requisition. A working group should be formed to formalize what will be communicated, including:  
  - Availability of Awarded vendors  
  - Training time and location  
  - Regulations/Rules/Policies/What has changed in State and University policies  
  - What is required for creating a requisition  
  - Known system outages  
  - Matrix regarding what type of options are available to use to make a purchase and when to make a purchase.  
The recommended working group should include members from:  
  - OBFS – Business Solutions and Support  
  - OBFS – Procurement Services departments | Communication | Short                  | C1.1, C1.2, C1.3, C1.4, C1.5, C5.6 |
### 3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td><strong>Develop a policy to encourage quotes from BEP vendors.</strong> As a State entity, the University will display compliance by supporting and doing business with State certified vendors, by obtaining quotes from BEP vendors. One recommendation in the policy would be to reference the defined process and training on how to identify a BEP vendor.</td>
<td>Policy</td>
<td>Short</td>
<td>C1.6, C3.9</td>
</tr>
</tbody>
</table>
| 13     | **Require Users of the requisition system to attend training prior to access being granted to create a requisition.** Utilize the refined training project, recommendation number 10, for the User to obtain the knowledge on how to create a requisition and related policies prior to access being granted to the requisition system. We requesting OBFS leadership support this recommendation, and create a committee to formalize the policy and include:  
- Guidance on how to handle Users who currently have access to the system  
- How to address continued training once the access has been granted  
- What intervals the training will need to be renewed. | Policy   | Short               | C3.1, C3.2, C3.3, C3.4, C3.5, C3.6, C3.7, C3.8, C5.6 |
| 14     | **Develop a mandate for the University to use Awarded Vendors and contracts.** We recommend University Leadership and OBFS Leadership support this recommendation, and create a committee to formalize the policy. The committee would make recommendations to address the non-compliance to the policy, as well as potential exception criteria that would allow for use of a non-awarded vendor. It is recommended the policy start with simple commodity types, such as travel, janitorial and office supplies. By using existing Awarded Vendors and contracts in a greater capacity, the University will experience  
- A decrease in cycle time due to the contracts already exists (e.g. no need to complete one-off RFP processes) | Policy   | Short               | C3.10, C5.24     |

*Director Council:*  
*Question regarding the detail, and the working group would define the details. Wanting to know the issue, trying to make it easy for the customer/campus units to find the information in one area.*

*Director Council:*  
*Educate/train and then policy. Policy will help current state and future state.*
### 3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
</tr>
</thead>
</table>
|        | • Procurement staff will have additional time to become proactive in monitoring of vendor performance, negotiations for additional contracting with vendors.  
|        | • May remove the need to obtain multiple quotes in some situations.                           |

**Director Council:**  

*This needs to be easy.*
Chapter 13: Solutions Prioritization Matrix

The recommendation for improvements were reviewed and the potential solutions were prioritized by the Director Council. The below matrix contains the potential solutions and each ranked score.

The scored columns represents the average of each attribute entered by each participant. The total score is the average of the total calculation of each participant. The ‘Ranking’ column represent the priority ranking.

<table>
<thead>
<tr>
<th>Describe Potential Solutions</th>
<th>Ease of Implementation</th>
<th>Permanence of the Solution</th>
<th>Impact of the Solution</th>
<th>Cost of the Solution</th>
<th>Total Score (Average of The total product from each participant)</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.4.3 Place One-time Order</td>
<td>1 (very difficult) - 5 (very easy)</td>
<td>1 (temporary) - 5 (permanent)</td>
<td>1 (low) - 5 (high)</td>
<td>1 (high) - 5 (low)</td>
<td>84.17</td>
<td>6</td>
</tr>
<tr>
<td>Develop a process to help units identify BEP Vendors when researching to purchase an item for the University.</td>
<td>2.571428571</td>
<td>3.428571429</td>
<td>4.142857143</td>
<td>2.857142857</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work with existing system vendors to enhance capabilities until a new system can be implemented.</td>
<td>2</td>
<td>2.142857143</td>
<td>3.428571429</td>
<td>2.285714286</td>
<td>56.00</td>
<td>8</td>
</tr>
</tbody>
</table>
### 3a. Place a One-time Order (Requisition under bid limit)

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Score</th>
<th>Priority</th>
<th>Duration</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyze the Banner workflow functionality and determine the feasibility for implementation.</td>
<td>2.428571429</td>
<td>2.142857143</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Refine the existing training program on 'Create a requisition' to ensure the attendees have a shared knowledge of the requisition process.</td>
<td>3.714285714</td>
<td>3.857142857</td>
<td>4.428571429</td>
<td>3.285714286</td>
</tr>
<tr>
<td>Create a single location to communicate information regarding 'Creating a requisition'.</td>
<td>4.166666667</td>
<td>4.333333333</td>
<td>3.833333333</td>
<td>3.5</td>
</tr>
<tr>
<td>Develop a policy to encourage quotes from BEP vendors.</td>
<td>3.428571429</td>
<td>4.285714286</td>
<td>4.142857143</td>
<td>3.714285714</td>
</tr>
<tr>
<td>Require Users of the requisition system to attend training prior to access being granted to create a requisition.</td>
<td>3.142857143</td>
<td>4.571428571</td>
<td>4.285714286</td>
<td>3.428571429</td>
</tr>
<tr>
<td>Develop a mandate for the University to use Awarded Vendors and contracts.</td>
<td>2.285714286</td>
<td>4.285714286</td>
<td>4</td>
<td>3.857142857</td>
</tr>
</tbody>
</table>
Appendix A: Business Glossary

Attachments
Supporting documentation that is pertinent to the requisition. Typically email/fax correspondence to/from a Vendor during price negotiations

Awarded Vendor
Vendor that has won a bid or RFP to conduct business with the University

Business Enterprise Program (BEP)
The state’s minority, woman, and person with disability owned vendor program. Firms have to apply to the program, and receive certification.

Campus Unit
Unit within the University (can be within a College or within University Administration)

Catalog Vendor
Awarded Vendor that is configured in the iBuy system using an integrated process that streamlines the purchasing and payment processes.

Certificate of Insurance (COI)
Documentation that is required for certain goods and services that are being obtained from an external Vendor

e-quote
Quote generated and received electronically

Principal Investigator (PI)
Person responsible for the management of a grant

Receiving
Reconciliation of a Purchase order to the invoice received from the Vendor

Requisition
Documentation of all information necessary for the creation of a Purchase Order to acquire goods or services.

Standard payment terms
Net 30

Vendor
A person or organization external to the University of Illinois that provides goods or services to the University for the purposes of payment
Appendix B: Recommendation #2 – Document for Change Order for the iBuy application

The following is the content from the document file Change_Order_Testing_Summary20140519.docx. The document was created by members of the iBuy Improvements enhancement team. The document describes the changes needed between the iBuy application and the Banner application. The changes include functionality that will improved the process to ‘Place a One-time order.’

iBuy-Banner Change Orders

We have completed extensive testing of the process of creating change orders in iBuy and transmitting them to Banner. There are several items that may be changed on a PO and the results vary dependent upon the item being changed. Below is a list of each of these items and the expectation.

The following types of change orders done in iBuy function correctly and feed to the Banner system with no errors. These items were tested extensively by iBuy Production Support and by testers at UIC. No information has been provided by UIS or UIUC as to results of any testing they may have done.

- CFOAPAL
- Quantity
- Price
- Ship to
- Commodity Code
- Transaction Accounting date

The following types of change orders feed and update Banner, but Banner does not provide the “all clear” back to iBuy to finish the workflow. A change order for one of these items causes the iBuy workflow to stall and requires intervention from iBuy support staff to complete the process. These items were tested by iBuy Production Support. No scripts were provided to the various campus Purchasing departments for these scenarios as we do not recommend allowing change orders for these items.

- Unit of measure
- Item description
- Catalog number
- Delivery options
- FOB
- Clauses
You can update the following fields with an iBuy change order but they have no equivalent in Banner or are not in the interface. These will create a change order within the purchasing table in Banner, but will not upgrade any corresponding data. This also causes the iBuy workflow to stall and requires intervention from the BIS staff to complete the process. These items were tested by iBuy Production Support. No scripts were provided to the various campus Purchasing departments for these scenarios as we do not recommend allowing change orders for these items.

- Catalog Number
- Delivery Option – Ship Via
- Delivery Option – Hospital Delivery Location
- Billing Option – Terms
- Billing Option – Accounting Date
- Billing Option – FOB
- Billing Option – PO Clause

We are currently in discussions with SciQuest and Ellucian to determine if there is a way to rewrite the interface between iBuy and Banner so that the second set of changes above will successfully complete iBuy workflow without any intervention by iBuy support staff.

UIUC Purchasing identified two further requirements for a successful implementation of iBuy-Banner change orders. These are:

- The ability for purchasing staff other than Buyers to be able to make the changes to POs. They would have the ability to change the POs but would not have approval authority for the changes. In order to satisfy this requirement, we have given permission to the role of Assign Approver in iBuy to make changes to POs. It would be necessary to give Purchasing staff who will be making PO changes this role but this is easily accomplished. The persons given the Assign Approver role for the purpose of editing change orders also have assign/approver rights for Requisition. Purchasing departments would need to take care not to place these people in any approval queues unless it was desired for them to also be able to act as an Assign Approver.
- It is necessary to have the ability to add line items to POs in the form of a change order. We have developed a process for doing this that works for all POs except those that were created for a punch-out supplier. Due to the nature of Punch-out technology and the fact that those POs are transmitted electronically via CXML, punch-out suppliers will not accept changes to punch-out orders in this way. These items were tested by iBuy Production Support. This scenario should be further tested by the various campus Purchasing departments to develop a level of familiarity with the process.
The process for adding a line item to a PO is demonstrated below.

1) Determine the PO number for which the change is to be made
2) Create a new cart to order the new line item. In this case, open a new non-catalog form to add to an existing non-catalog PO

3) Open the dropdown and choose Add to PO Revision, then click GO.

4) A PO search screen will pop up. Enter the PO number to add the item to and click GO.
3a. Place a One-time Order (Requisition under bid limit)

5) Search results will be displayed. Click the Action button next to the correct PO number then click Add to PO.

6) You will be told that the item was successfully added to the PO. Click Close on this window, then click Close on the form window.
3a. Place a One-time Order (Requisition under bid limit)

7) Access the PO via Document Search or whatever method you prefer. You will see that the PO now has the second line item added to it.

8) Choose Finalize Revision and Click GO

9) Enter a reason for the revision. Depending on the arrangements with the supplier either check the Distribute PO button to resend the PO to
the supplier or leave it unchecked to manually notify the supplier of the change. Click Save.

10) You will be notified that the PO has been placed in workflow. Click Close.

11) Clicking the PO Approvals tab on the PO will show that the PO is now in Change Order workflow (optional).
3a. Place a One-time Order (Requisition under bid limit)

12) Click on approvers in the Change Order Approval box to view who the approvers are for this PO (optional).

13) The approvers will be notified of a PO requiring their approval – similar to requisition approvals – and they can proceed to their approvals and approve the change.