Frequently Asked Questions

Business Warehouse

Q - Daily Consumption Report - GR Report (Non-Inventory) includes the Plant field in the input parameter box. Is there a way to drill down further to view a specific bureau instead of the entire department in the report?

A – No – it only goes by the Plant. Cost Center, etc., is not an option on the GR reports

Q – Shopping Cart Overview Report – When a "Shopping Cart Approval Status" characteristic is drilled down as a column in the results area a "RELP" appears in this column. What does "RELP" status mean?

A – **Rel**ease **P**ending (This is more commonly known as Awaiting Approval). Another status that may be questioned is "RELR" which means **Rel**ease **R**ejected.

Q – Overview of Shopping Cart Approvals Report – How do you search for an Approver and generate the report if you do not know the Approver's number?

A – The Approver number is actually your Business Partner number. Everyone has a Business Partner number that can be found in SRM. To locate your Business Partner number in SRM, go into Display SRM Documents – Search All Shopping Carts. In the Requester field, select the match code to perform a search. Type your Last Name and First Name in the appropriate fields. Remove the checkmark from the "Maximum number of Results" and select the SEARCH button. Below you will see your Name, Org Unit, and Business Partner number displayed. The Business Partner number is what you will need to use to generate the Business Warehouse report listed above. For example: my Business Partner is 703389.

Q – Goods Receipt Folder – Movements Detail Report – If you only want to see Receipts and no Issues (key figures) on your report…how do you filter the Issues Qty and Issues Value columns so that they do not appear?

A – To filter out key figures from your report, just select the Key Figures in the top half of the report, right click and choose "Select Filter Value." From there, you can add or remove any key figures you want to see. It works just like selecting a filter value for a Vendor or a Material once you are in the report.

Q – What report in BW/SRM can an agency run to view a Goods Receipt that <u>has not</u> been posted?

A – There is <u>no</u> report available in BW/SRM to capture a Goods Receipt that has not been posted. BW/SRM only captures those Goods Receipts that have been entered. The system has no way of knowing those that have not been entered. As a Receiver you can do a check status of the system (a reference) to see what Goods Receipts have been entered by going into ME23N – Display Purchase Order in SAP and look up the Purchase Order and open Purchase Order Quantity. Another way is through Business Warehouse, open Purchase Order folder, run "PO Summary by Business Area" report and a "GoTo for PO detail with GR and IR." Both ways will tell you what Goods Receipts have been entered. From there if you have an Invoice and no Goods Receipt, then you need to go back and check paper trails to see if you have received anything and then enter a Goods Receipt.

Q – When running the PO-CY Comparison report – Why is it bringing in Stock Transport Orders (STOs) if the description states only POs, if STO is an inventory item?

A – The PO-CY Comparison report displays all types of POs including STOs. The end-user can use document type to filter out STOs if needed.

Q – Daily Receipts and Issues Inventory Report – What does Non-Inventory and Inventory Reports mean?

A – Inventory Reports would include receipts and issues for Inventoried Materials only. Non-Inventory would be goods purchased and immediately consumed, not placed into inventory.

Purchase Orders

Q – Does delivery text in the item show on the Auto-PO & XML PO's?

A – No, when PO's transmit electronically, the only thing the supplier is able to see as far as text fields is the short description.

Q – Why does the Department of State get an email showing the Sole Source Purchase Order/Supplier information?

A - Because the supplier will be responsible for reporting any political contributions to the Secretary of the Commonwealth on or before February 15th of each year as per Section 1641 of the Pennsylvania Election Code.

Q – Is the PO Validity Date Field Mandatory?

A – It will only be mandatory for Service Purchases or Service/Material Purchases. If your order is only for Materials, you will not be required to utilize this field.

Q – How do you enter your Terms & Conditions?

A – Terms and Conditions are entered using Document Builder. An End-User Procedure is available on the DGS Training Website to assist with this process.

Q – How can you search for a Business Partner number if Requisition is not known?

A – You can locate the Requisition in the Related Documents tab of the document or the Tracking tab.

Q – What happened to my DELETE button in the Header portion of my Purchase Order?

A – You may have cancelled the Purchase Order, and by doing this the DELETE button will not be displayed. Be careful not to use the CANCEL button and then you will have full functionality of the Purchase Order

Q – Why is my DELETE button grayed out when I select a line item(s) and try to delete the line item(s)?

A – If you have had activity or a history on the line item such as a goods receipt or invoice, then you cannot delete the line item. In this case, your DELETE button will be grayed out and you will then have to liquidate the line item.

Records Management

Q - Password protecting attachments in SRM and RM…is it required for the agencies to use employee ID # for the password?

A - This is only a suggestion that we recommend to the agencies. It is up to the agencies as to what they would like to use.

Q - If a bid invitation is placed on **Hold** in SRM does it create a **"snapshot" (copy)** in SAP Records Management?

A - Procurement documents placed on **Hold** in SRM <u>will not</u> be seen in SAP RM. However, procurement documents that are **Published** in SRM <u>are seen</u> in SAP RM. A **"snapshot" (copy)** of a procurement document is seen in SAP RM when a change to the document is done in SRM.

Q - For example with a bid invitation – when going from display to change mode, why does a circle with an X appear beside the word bid document?

A - The circle with the X beside the word **Bid Document** or **Bid Snapshot** as seen below means that the system is allowing for the next element to come through in the display mode. You cannot do anything with the documents that have a circle with an X however; you will still be able to open the **Bid Invitation** and **Snapshots** that fall underneath like normal.

<u>Requisitioning and Receiving</u>

Q - Can a Shopping Cart be edited once it has been rejected?

A – Yes, as long as the area that is requiring editing is not grayed out. If it is grayed out, copy the cart and correct it in the copied cart.

Q - Can a Shopping Cart be edited even if the first approver on workflow process has approved the cart?

A – Yes, carts can be edited as long as it is not fully approved.

Q - What would you do if you realize before you ordered a cart that an incorrect Source of Supply was selected?

A – Go back to the Source of Supply tab and select Remove Selected Source, and select the correct Source of Supply. If an incorrect Product Category was entered, go to the Item Data tab and correct the Product Category. Select the Check button. Select the Source of Supply tab, and then select the correct Source of Supply. Select Assign Source of Supply and continue with the order process.

Q – Do shopping carts that are invoiced display in the POWL?

A – Shopping carts that are invoiced and paid are not displayed within the POWL. To view historical data of a Shopping Cart, select Display SRM Documents in the left navigation.

Q – If an item is not on the UniqueSource Carve Out List, must an agency use them?

A – No, the agency can then purchase it from another source or they can still purchase from UniqueSource if they choose to.

Q – Is an agency required to use UniqueSource for catering?

A – UniqueSource has the first right of refusal for all boxed lunch and cold buffet.

Q – How do I ship to multiple Ship-to addresses?

A – Enter your primary address in Change Attributes, and then in the cart you can change the ship-to address if required.

Q – Can a Team Shopping Substitute approve my cart if I am an approver also?

A – No, this process only allows for substitutes in the requisitioning process.

Q – How would you handle shipping one product to two different locations?

A – Create two shopping carts with the different shipping locations.

Q – What makes the Source of Supply come up so you can automatically source it in a line item?

A – Product Category is what causes the Source of Supply to generate, if it is incorrect, and then it will not source. If you know you have the correct Source of Supply, then contact the DGS Commodity Specialist to make sure the contract is set up correctly as a Product Category contract.

Q – If you assign a supplier and before you order realize it's the incorrect supplier, how can you change it?

A – In the Source of Supply, delete the Source of Supply. The Refresh, and select the correct Source of Supply. If the Product Category is incorrect, then you need to correct that on the Item Details sub-tab, select Refresh and then go to Source of Supply and select the correct Source of Supply.

Q – Do we need to enter information in the vendor text for all line items?

A – Yes, each line item needs to have detailed item description as to what is being purchased. i.e. detailed specifications, as per attached quote, etc.

Q – What if you have a bunch of shopping carts named the same thing, how do you find them?

A – Put the date at the end of the DGS Naming Convention.

Q – P-Card Accepted, P-Card Enabled or Both, when would it be both? Some contracts show both, but don't have any minimum orders, when would you use both?

A – They show both because the P-Card can be used in SRM with the catalog contracts (Enabled) when creating a requisition; or if the items aren't available through the catalog, then you can purchase it outside of SRM using the P-Card (Accepted). However, they would not be used at the same time. Two different procurement documents would need to be created. Think of "both" as an "either/or" choice, because you would use one or the other within a single procurement.

Q – Do you have to purchase catering from UniqueSource if there are other suppliers on contract?

A – You are required to solicit UniqueSource if they offer the item, however if they are not available on that date/time, then you can utilize another supplier.

Q – What if the quality of the material from another company is better than UniqueSource and the price is lower, are you still required to purchase from UniqueSource?

A – Unless there is a flaw in the material, you are still required to use UniqueSource. However, you can bring to their attention any quality issues so they can address them. You can also bring any pricing issue to the attention of the Program Manager so they can address them with UniqueSource.

Q – Why does the Cost Center default back to that assigned to the P-Card and will not stay in field after entering the correct Cost Center for item?

A – Each account is assigned a cost accounting code by management and purchases will be automatically charged to that code. The code can only be changed by management approval. If changed, a new accounting code does not affect past charges, only future charges.

Q – Why is a Goods Receipt not needed when purchasing with a P-Card?

A – Payments for P-Card purchases occur immediately – as opposed to invoices being paid against Purchase Orders. (With Purchase Orders, a 3-way match is needed between the Purchase Order, Goods Receipt, and Invoice in order for the system-generated payment to occur.) Therefore, **data entry** of Goods Receipt is not needed with P-Card purchases. However, Comptroller's does require that a physical receipt **be kept on file** for reconciliation and auditing purposes.

Q – Why does "no vendor" show in the source of supply? When typing in a description that is tied to a statewide contract, shouldn't the "vendor" source of supply display?

A – If the contract is set a "Normal" category without a Product ID – it will not automatically source. This is an ongoing issue that DGS is aware of and they are in the process of correcting those "Normal" w/out Product ID contracts with the Commodity Specialists.

Q – Is there a list of Product Category Codes available to use when trying to find the "magic" word for a Service?

A – No, there is not a specific list for Services. However, if the service is on contract the product category can be located on the appropriate contract. If it is not on contract, it may be easier to locate the Product Category through the United Nations Standard Products and Services Codes website (www.unspsc.org). Keep in mind that not all Product Category Codes listed on this website are used in SRM, so you may have to locate several similar codes to use to search in SRM.

Q – Is there a limit as to how many items you can have in one Shopping Cart?

A – There is no limit on how many items you can add to a Shopping Cart. If the items are on contract, each cart should be from one supplier/one contract. Do not mix non-contract with contract items. Do not mix standard cart items with "Special Category" items. Examples of "Special Category" items and approvers would be: Communication Equipment – Agency Telecommunication Director; Communication Equip/2-Way Radio – Agency Radio Communications Officer; IT Related purchases – Agency IT Director; Photographic Equip/Studio Quality Equip – CWMedia; Filing Cabinets ONLY defined as material group "furniture/cabinets – lockers" (Pursuant to Management Directive 210.6) – Agency Director of Administrative Services or Equivalent; Microfilm Machinery/Services – PHMC; Professional Services/ Exec Office Media & Advertising – Agency Press Officer; Training Services & Materials – Agency Training Officer; Professional Services/Memberships – Agency Head/Designee. Special category items require additional workflow.

Q – Does an Approver receive an email that they have an item to approve or should the Requisitioner email the Approver that a purchase has been generated to approve?

A – The Approver does not receive any automatic notification that there is a work item needing approval, and therefore should access their Approval role regularly to review and approve/reject any items listed.

Q – Do all level 1, 2, and 3 approvers receive a Shopping Cart at the same time to approve?

A – All level 1 approvers will receive the Shopping Cart at the same time in their Universal Worklist. Whoever goes into the Universal Worklist and displays the Shopping Cart first will approve the cart and the remaining approvers will disappear. The same process is repeated when the Shopping Cart flows to level 2 and level 3 approvers, when available.

Q – Can a cart be deleted after it is approved?

A – Yes, as long as a follow on document has not been created.

Q – If you delete a Shopping Cart that has a PO attached to it…do both have to be deleted?

A – Yes, if the follow-on document (PO) is created from a Shopping Cart, both will need to be deleted. The Requisitioner will need to work with the Purchasing Agent. Purchasing Agent will delete PO first and then the Requisitioner will delete the Shopping Cart.

Note: If partial GR has been done on the PO, then a partial liquidation of the PO and completion of the Shopping Cart has to be done. End-User Procedures for this process are available on the DGS Training Website.

Also Note: Guidelines for Cancelling or Changing an XML PO prior to the order being shipped. Also work with the Purchasing Agent to find out if you the Requisitioner or the Purchasing Agent is to contact the supplier to cancel the order in their system. (Each agency differs as to who is to contact the supplier).

Q – Is there an area in SRM to view received Invoices and Goods Receipts that have been processed/posted?

A – Yes, you can view them in either the Related Documents tab of the follow-on document at the line item level.

Q – How do you know which G/L to select when there are two numbers alike?

A – Select the one that fits what you are purchasing, if two are identical, then just select one. Most purchases are done using Operational Expenses (63) G/L's or Fixed Assets (64).

Q – Is it possible to view more than the 3-4 lines that show in a Goods Receipt in MIGO?

A – If you enter the quantity, select the Item OK on line 1and select the CHECK button, then collapse the Item Detail section you will see more lines and be able to enter your quantities and be able to select the Item OK checkbox, in the Item Overview section.

Q – How do you know the Purchase Order number if you do not create a PO when doing a Goods Receipt? I'm a Requisitioner and don't create PO's.

A – You can find Purchase Orders, Contracts, Bids (RFx) or any other kind of "Follow-on" document that is created from a Shopping Cart. Open your shopping cart by going to Display SRM Documents and searching for the Shopping Cart number. Once located, select the number to open and view it. Within the Shopping Cart, go to the Related Documents tab. All documents related to the purchase, from the Shopping to the Invoice will be listed on this tab as the process happens. If it is not listed, it hasn't made it that far in the process yet. Keep checking back, make note that the documents will update.

Q – Why is a Goods Return done in MIGO? Why can't an agency just get an RMA from the supplier and send the item back?

A – A Goods Return must be done in the system to remove the Goods Receipt that was originally done. When an RMA is done by the supplier, the supplier will send a Credit Memo to cancel out an invoice that was sent at the time of the original shipment. When the supplier sends the replacement goods, a new invoice will be sent and in turn, a new Goods Receipt will need to be done. The Goods Return is a means of cancelling out the goods from the system so that when the new Goods Receipt is done we will have a three-way match so that the new invoice will pay.

Q – Do you have to change Document Dates or Posting Dates when doing a Movement 102?

A – No, you do not change any of the dates. You can enter notes such as Delivery Note, Bill of Lading info for invoices #, or Header Text.

Q – Goods Reversal (movement 102) Example: Rec'd 100 widgets, should have been 50 widgets. Should they reverse out 100 and re-enter as 50? Or, should they just reverse out 50?

A – Proper was would be to reverse out the full amount that was originally entered, and then enter the correct amount. That allows for anyone who looks at it to understand what has happened. But either way is correct.

Solicitations and Contracts

Q – Does the system send notice to suppliers of the RFx on an RFQ?

A – No, even though it shows the Output Medium as Mail and there is and Output Medium button. This process has never worked. You will have to notify your suppliers via email to let them know that an RFx has been posted to the portal.

Q – After release of a Document Builder document, can you go back into Document Builder to fix an error before publishing the solicitation?

A – No, you will have to publish the solicitation. Then contact the first approver and have them reject the solicitation so that you can go into document builder and make the necessary corrections.

Q – How do the shipping terms (FOB/Destinations) get applied to the contract in the Payment sub-tab in the Items tab? The field is grayed out and won't allow for entry.

A – The shipping terms are entered by the supplier when the bid response is entered through the supplier portal.

Q – Is there a standard timeframe when you publish IFB for deadline submission?

A – No, Unless the Agency establishes a standard.

Q – What is the Sole Source Board?

A – Board of Commissioners of Public Grounds and Buildings

Q – Does the system send notice of RFx to suppliers?

A – RFx is published on Supplier Portal, it is the supplier's responsibility to check the portal and eMarketplace for upcoming/active solicitations. One way they can do this is by signing up for eAlerts.

Q – What is the annual cut-off of using one supplier through the year? What is the threshold?

A – There is no established yearly dollar limitation for small, no-bid procurements from the same supplier. Small procurements should not, however, reflect a pattern of repeated procurements from the same contractor. "If DGS finds a pattern of repeated use of the same contractor(s) without adequate justification, DGS may revoke delegations to the particular Agency." See Part 1, Chapter 6, Paragraph D.8. of the Procurement Handbook. Decisions should be based on the then, known needs of the Agency.

Q – Why does the Department of State receive an email when the Sole Source Purchase Order or Contract is generated? Who is responsible for sending this email?

A –When the Purchase Order or Contract is issued to the supplier, the Agency shall send the Political Contributions letter to the supplier reminding the supplier of its responsibility to file a report, by February 15 of each year, with the Secretary of the Commonwealth (Secretary of the Department of State) of all political contributions made by: (Per the Procurement Handbook Part 1 Chapter6)

- Any officer, directory, associate partner, limited partner or individual owner or member of their immediate family whose political contribution exceeded one thousand dollars ($1,000) by any individual during the preceding year; or
- Any employee of the supplier or members of his immediate family whose political contribution exceeded one thousand dollars ($1,000) during the preceding year.

Q – What if the IFB is still out for approval and it takes longer than the Start Date, can the Dates/Times be changed?

A – The Start Date can be changed at any time prior to approval. If the Start Date passes before the approver has had a chance to review the IFB, the approval option will be removed and they will be forced to reject it. At that point, you may adjust the dates/times.

Q – Best and Final Offers (BAFO) – Would the "Create Follow-on RFx" create another RFx number?

A – Yes, it creates an RFQ document type

Q – Will the BAFO RFx be posted on the Portal? If yes, how do you prevent new suppliers from seeing the RFx and thinking it is a new public solicitations?

A – Within the BAFO you should be adding bidders (suppliers) and restricting the bid to only those you intend to participate. If you do not restrict your bid, it will be visible.

Q – How would we know if a supplier is new and that the agency has to replicate the supplier in R/3?

A – Purchasing Agent/Commodity Specialist receives an error message if trying to award, that they are not replicated. At this point, the replication process must be done.

Q – Release Value for Contracts – How do the agencies tell what the individual plants are purchasing (dollar amount)?

A – Must run a Business Warehouse report for purchase analytics by plant/contract.

Q – When displaying a contract, why are 6 different agencies listed under the Purchasing Org. for an "All Using" agency contract?

A – That is standard system functionality. There are 6 Purchasing Organizations; COPA, DOT, DHS, DMVA, LCB, DOC. If all 6 agencies are listed, then the contract allows for all agencies to use the contract to procure from it. If you display a contract for example that only lists DOT, then only DOT staff may procure from that contract.