University Services Survey Feedback

As part of our commitment to offering high-quality services, University Services conducted a survey of NU faculty and staff this past fall. More than 1,500 of you responded, providing invaluable quantitative and qualitative feedback. Thank you! We read every comment (more than 1,000 in total) and will use your responses to assist us with service, process, and communication improvements in 2015.

Because you took the time to share your opinion, we want to reciprocate by addressing many of the issues raised and answer some frequently asked questions. Given the volume we cannot respond to every comment in our newsletter, so we encourage you to contact the appropriate University Services Manager if you would like to discuss a particular issue. Our department directory appears on p. 10 of this newsletter, and we always welcome your feedback.

LAB SERVICES & SUPPLIES

“Timely and accurate lab gas billing of chart strings should be improved.”

The most common chart string correction that occurs within Lab Services is cylinder rental. Please note that we bill chart strings for cylinder rentals based on the chart string that was originally used to place the gas order. If a grant is closing, or if there have been budget changes, a department administrator will need to notify Lab Services of the change. We will also review our billing process and improve on billing efficiencies.

“Our lab has a lot of empty tanks laying around.”

Lab Services needs your assistance in reporting empty tanks that need to be picked up. To request a pick-up of an empty cylinder, please complete the pick-up form found on website or email us at labservices@northwestern.edu. It would also benefit departments to do so in a timely manner to avoid cylinder rental charges against a laboratory budget. Thanks for your help!

“More accurate descriptions about the size of gas tanks would be helpful.”

Lab Services will work on our website content to help minimize any confusion about our products and services. If you have a specific question, please don’t hesitate to contact us at labservices@northwestern.edu.

SURVEY RESPONDENT SNAPSHOT

On which campus are you primarily based?

- Evanston: 60%
- Chicago: 40%

What is your position at Northwestern?

- Staff: 80%
- Faculty: 20%

INCREASED INTERCAMPUS SHUTTLE SERVICE REMINDER

If you need to travel between campuses during rush hour, don’t forget that we added two additional roundtrips to our Intercampus evening service! This supplementary service began January 5 and will continue until March 20, when spring break begins.

Please note:

- The additional Evanston to Chicago runs will depart Ryan Field at 4:55 pm and 5:40 pm.
- The additional Chicago to Evanston runs will depart the Ward Building at 4:40 pm and 6:05 pm.
- See our online brochure for the complete schedule.

As Intercampus riders know, the evening runs are the most crowded and rider-ship increases during the winter. These supplemental runs will help alleviate crowding during the busiest time and worst weather.

For questions or comments, please contact 312-503-8129 or shuttle@northwestern.edu.

IN THIS ISSUE

<table>
<thead>
<tr>
<th>Survey Feedback</th>
<th>1-9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calibration Week &amp; Vendor Expo</td>
<td>2</td>
</tr>
<tr>
<td>United Way Campaign Results</td>
<td>3</td>
</tr>
<tr>
<td>Wildcard Advantage</td>
<td>5</td>
</tr>
<tr>
<td>ZipCar Move &amp; Vehicles for Sale</td>
<td>6</td>
</tr>
<tr>
<td>New Campus Frostbite Schedule</td>
<td>6</td>
</tr>
<tr>
<td>Staff Additions &amp; Other News</td>
<td>10</td>
</tr>
<tr>
<td>University Services Directory</td>
<td>10</td>
</tr>
</tbody>
</table>
Survey Feedback, Ctd.

VWR STOCKROOM

“We need more on-site inventory like tubing, basic chemical supplies, and enzymes, including smaller containers for chemicals.”

VWR continually adds new products to the stockrooms and they are very receptive to specific requests. We contacted our VWR Sales Manager regarding the survey feedback and would like to share her response:

- Tubing: “We currently stock black and red tubing in the Evanston stockroom. We used to stock clear tubing, but it was pulled from inventory early last year due to lack of sales. We can certainly revisit this product though. We used to sell it by the foot but could consider selling it by the case.”

- Basic chemical supplies and enzymes: “We currently stock many of the most commonly purchased chemicals/solvents, especially in Evanston where the demand is higher. We would just need more details from the researchers as to which specific chemicals/enzymes they would like to see on the shelves.”

- Smaller volume chemicals: “We would also need more specifics as to which items they would like to see smaller volumes available. In many cases, we may already be selling the smallest size available from the supplier. But if some are available in a smaller size we could consider replacing the current larger size or stocking it as an addition so that customers have the choice. We would just want to ensure that both sizes sell on a consistent basis.”

We want to accommodate all NU researchers’ product needs and highly encourage them to reach out to the VWR Sales/Stockroom crew with specific requests:

Chicago Campus Stockroom  Evanston Campus Stockroom
Searle Medical Research Building  Technological Institute
Room B-652  Room KG-48
Contact: Earl Dorty, 3-7520  Contact: Michael Fizer, 1-8621

COMPUTER/ELECTRONIC RECYCLING

“Open the service to include battery pick-up and personal computer equipment.”

We do pick up Lithium ion batteries that are commonly used in laptops and phones, but our electronics recycling company does not accept household batteries.

The Office for Research Safety (ORS) offers free battery pick-up to both lab and non-lab staff, and they will collect all forms of batteries (including AA, AAA, C, and D batteries). The preferred method to request a battery pick-up is via ISIS Chemical Waste Pickup request system. All Northwestern lab workers should have access to this system. If you are a non-lab staff or faculty member, please schedule an individual pick-up for your department by contacting Hemang Rana, InSite Program Manager - Northwestern University Clean Harbors Environmental Services, at rana.hemang@cleanharbors.com.

We’re unable to offer pick-up of personal computer equipment because of the cost and space restrictions associated with this service. Many communities organize electronics drop-off days for residents, and we offer suggestions on our website.

SAVE TIME AND MONEY WITH CALIBRATION WEEK

Mettler-Toledo’s quarterly Calibration Week will take place February 16-20, 2015. Preventative maintenance includes balance/scale/pH meter calibration, cleaning, adjustments, and minor repairs. Mettler-Toledo can service a variety of models: please visit Lab Services News to see the complete list.

Taking advantage of Calibration Week saves you time and money! Service is $75 per unit and is conveniently billed to your department/school chart string.

In contrast, any work that is completed outside of the scheduled quarterly events is billed at $146/hr (plus $140/hr for travel time) and is invoiced directly to your department.

Register by February 12 by completing the online Calibration Request Form.

Upon receipt of the registration form, a technician will contact you to schedule an appointment. For questions about these services or scheduling, contact Ellen Barnes at e-barnes@northwestern.edu or 847-491-3274.

VENDOR EXPO ON HIATUS FOR 2015

Purchasing Resource Services’ Vendor Expo, typically held each March, will be on hiatus for 2015. PRS will instead focus on a special event related to supplier diversity, as well as smaller scale events that connect the University community with NU’s Preferred Vendors.
Survey Feedback, Ctd.

**MOTOR POOL**
“Saturday pickup and drop-off would save our department a lot of money.”

Currently weekend reservations that are picked up by the end of the business day on Friday are billed for only two rental days. Direct Saturday return to an outside vendor can be arranged at the point of reserving a vehicle; please call the Motor Pool at x1-5075 to discuss your options. The Motor Pool currently does not have enough weekend business volume to staff our office on Saturday.

**CHICAGO PARKING**
“It would be great if there was a parking validation machine for The Graduate School (TGS) students, possibly in Galter Library.”

The Chicago Parking Office and Galter Health Sciences Library will be installing an evening discount validator within the next few days. Details will be updated on the Chicago campus parking webpage once the validator is in place.

**NU United Way Campaign Raises More Than $300,000**

The Northwestern University community exceeded our $300,000 goal, with donations from 952 donors! Thank you for your support of the United Way of Metropolitan Chicago or the charity of your choice.

Campaign highlights:
- 42 campaign areas increased their total contribution amount compared to 2013
- 37 campaign areas increased their team participation rate compared to 2013
- 75% of all donations were submitted online via eWay

Switching to eWay, our new online donation tool, allowed us to shorten the campaign timeline (from five months to less than three) while still meeting our goal and improving our overall participation rate. Our participation rate also benefited from the enthusiasm of our campaign area managers.

**CAMPAIGN PARTICIPATION RATE PRIZES**

Congratulations to our top four campaign areas for having the largest percentages of participating employees!

<table>
<thead>
<tr>
<th>Standings</th>
<th>Campaign Area</th>
<th>Campaign Area Manager(s)</th>
<th>Participation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Place</td>
<td>Controller 1 - Student Accounts &amp; Loans</td>
<td>Sabrina Flowers</td>
<td>89.74%</td>
</tr>
<tr>
<td>2nd Place</td>
<td>Human Resources</td>
<td>Sarah Shepherd, Steven Adams</td>
<td>80.00%</td>
</tr>
<tr>
<td>3rd Place</td>
<td>Alumni Relations &amp; Development</td>
<td>Sarah Yost, Erini Kikilis</td>
<td>70.70%</td>
</tr>
<tr>
<td>4th Place</td>
<td>FM - D&amp;C/Planning</td>
<td>Steve Kindrick, Jennifer Sloane</td>
<td>54.20%</td>
</tr>
<tr>
<td>Most Improved</td>
<td>FM - D&amp;C/Planning</td>
<td>Steve Kindrick, Jennifer Sloane</td>
<td>+21.94%</td>
</tr>
</tbody>
</table>

**GAME DAY TICKETS**

All donors have the option to receive a coupon for two free tickets to the February 21, 2015, Northwestern vs. Penn State men’s basketball game. If you have not yet requested your coupon, there’s still time! You can make the request by forwarding your donation confirmation to Rachel Sova, University Services’ Interim Marketing Manager, at rachel.sova@northwestern.edu. (Please note: The total face value of two tickets is $56, and the receipt of the coupon will reduce the charitable tax deduction associated with your donation by that amount.) Thanks again to NU’s Department of Athletics and Recreation for its generosity.

**DONATION RECEIPTS FOR TAX PURPOSES**

United Way mails donation receipts for any single contribution of $250+ to the donor’s home address that they have on file. If they do not have a home address for the donor, they can then issue the receipt to a work address if requested. If you have any questions about donation receipts, please visit our NU United Way website for more information or contact United eWay Help at 312-906-2204 or unitedewayhelp@uw-mc.org.
WILDCARD ADVANTAGE

Wow, you had a lot to say about the WildCARD Advantage program! After shuttles, it was our second most responded-to section. The comments revealed that there is confusion about what the program is and isn’t, so we’d like to address a number of questions raised.

“How are businesses added? Why isn’t my favorite restaurant a member?”

New merchants choose to join primarily based on word of mouth: they see the WildCARD Advantage stickers in other shop windows, business owners recommend it to other business owners, students inquire if they offer a Northwestern discount, etc. We do reach out to new businesses occasionally (and will do so more this year), but the majority of new applications are a result of referrals.

Interested merchants apply for participation using the approved WildCARD Advantage application form. Once submitted, the application is reviewed by Northwestern to determine eligibility and compliance with provisions of program policy. If the application is approved, Northwestern will authorize the merchant’s discount information to be displayed on the WildCARD Advantage website.

“What businesses are eligible? It’d be great if there were more participating businesses near my house.”

Any new applicants must have a physical location near Northwestern’s Evanston or Chicago campus. We are not currently accepting online businesses unless they have a store in close proximity to either the Evanston or Chicago campus or a previously established relationship with Northwestern. Without requiring some geographic limitations, the program would grow too unwieldy to manage, and it would lose its Northwestern University focus.

“What are some discounts only offered to students? Why aren’t the discounts greater?”

Merchants decide themselves what discount they would like to offer and to whom. Participation in the WildCARD Advantage program is entirely voluntary, and though there are many benefits to participating, they have to consider what makes good business sense for them.

“How do I know if a business participates in the program?”

• Once accepted, merchants are given complimentary window stickers with the WildCARD Advantage logo that they are asked to display so members of the Northwestern community know they participate in the program. Keep an eye out for those when you visit a local shop.
• The comprehensive and most up-to-date list of WildCARD Advantage merchants is on our website. All merchants are listed with their address, telephone number, and website (if applicable).
• Follow our Twitter announcements (@NU_WildCARD) to keep up-to-date on new merchants and discounts.
• All discounts are available on the official Northwestern University mobile app. Look for the piggy bank icon.

“Does the University subsidize the discounts?”

No. Northwestern does not subsidize any discounts offered by any participating WildCARD Advantage merchant.

“Does the University charge businesses to participate? Is there a contract?”

There is no binding legal agreement or participation fee. Merchants fill out our application form and decide themselves what discount they would like to offer and to whom. Participation in the program is separate and distinct from a Preferred Vendor contract with NU Purchasing Resource Services, and merchants can opt out of the program at any time. Accordingly, Northwestern University neither makes any endorsements or recommendations regarding these vendors, nor warrants any of the goods or services these vendors may provide.

“How often is the program updated?”

Merchants provide all information for their individual listings and are responsible for informing Northwestern of any listing changes. Additionally, in August of every year we conduct a full audit of the merchant list. Each merchant is contacted to confirm that they still wish to remain in the program and that their information is accurate.

If a business informs you that its WildCARD Advantage discount is no longer valid, please notify us at wildcardadv@northwestern.edu so that we can follow up with them.
**WildCARD Advantage Spotlight**

New WildCARD Advantage merchants for Winter 2015:

<table>
<thead>
<tr>
<th>Business</th>
<th>Location</th>
<th>Website</th>
<th>Offer</th>
</tr>
</thead>
<tbody>
<tr>
<td>BucketFeet</td>
<td>Chicago</td>
<td>[bit.ly/advbucketfeet]</td>
<td>15% off footwear</td>
</tr>
<tr>
<td>Chicago-Main Newsstand</td>
<td>Evanston</td>
<td>[bit.ly/adynewsstand]</td>
<td>10% off publications (students only)</td>
</tr>
<tr>
<td>Chitown Trainer</td>
<td>Chicago</td>
<td>[bit.ly/advchitowntrainer]</td>
<td>60-minute personal training session for $55</td>
</tr>
<tr>
<td>CPRCertified.com</td>
<td>All</td>
<td>[bit.ly/advcprcertified]</td>
<td>50% off online courses</td>
</tr>
<tr>
<td>Doc Able’s Auto Clinic</td>
<td>Evanston</td>
<td>[bit.ly/advdocablesauto]</td>
<td>10% off all repairs and tires, $19.95 oil changes</td>
</tr>
<tr>
<td>Eleventh Hour Salon</td>
<td>Chicago</td>
<td>[bit.ly/adv11hoursalon]</td>
<td>50% off services</td>
</tr>
<tr>
<td>Fawn Studio</td>
<td>Evanston</td>
<td>[bit.ly/fawnstudio]</td>
<td>10% off salon services</td>
</tr>
<tr>
<td>Found Kitchen &amp; Social House</td>
<td>Evanston</td>
<td>[bit.ly/advfound]</td>
<td>10% off (students only)</td>
</tr>
<tr>
<td>Grub Chicago</td>
<td>All</td>
<td>[bit.ly/advgrub]</td>
<td>10% off food delivery (students only)</td>
</tr>
<tr>
<td>Howard Auto Service</td>
<td>Evanston</td>
<td>[bit.ly/advhowardauto]</td>
<td>20% off first repair order; 10% off subsequent orders</td>
</tr>
<tr>
<td>iCanvas.com</td>
<td>All</td>
<td>[bit.ly/advicanvas]</td>
<td>60% off wall art (students only)</td>
</tr>
<tr>
<td>SpotHero Chicago</td>
<td>All</td>
<td>[bit.ly/advspothero]</td>
<td>10% off for first-time customers (students only)</td>
</tr>
<tr>
<td>TB Asian Cuisine</td>
<td>Evanston</td>
<td>[bit.ly/tbasian]</td>
<td>10% off</td>
</tr>
<tr>
<td>The Scheye Group Ltd.</td>
<td>Chicago</td>
<td>[bit.ly/advscheeyegroup]</td>
<td>10% off editorial services</td>
</tr>
<tr>
<td>The Wardrobe</td>
<td>Evanston</td>
<td>[bit.ly/advwardrobe]</td>
<td>10% off</td>
</tr>
<tr>
<td>Thee Fish Bowl</td>
<td>Evanston</td>
<td>[bit.ly/advtheefishbowl]</td>
<td>10% off pet supplies</td>
</tr>
<tr>
<td>uBreakiFix</td>
<td>Evanston</td>
<td>[bit.ly/advubreakifix]</td>
<td>15% off repairs</td>
</tr>
</tbody>
</table>

Visit our website for the full list of participating businesses: [wildcardadv.northwestern.edu](http://wildcardadv.northwestern.edu)

Follow us on Twitter for the latest updates: @NU_WildCARD

---

**Survey Feedback, Ctd.**

**WILDCARD**

"*The new feature to upload your own photo for the ID card sounds great, but we have to wait until our ID card expires to use it. Can we upload a new picture for use with Lync without having to wait until our WildCARD expires?*

We are working on it and will notify the community when the programming is ready to make this possible.

*I’m both a student and a staff, but my card only says staff. Can I have my dual role displayed?*

Yes, a problem that prevented dual status from printing on the card has been resolved, so now a person’s primary role will appear first followed by their secondary role.

"*The WildCARD design is outdated. Could you please update it?*

We agree! We initiated this project in 2014 and are now waiting for the Office of Global Marketing to issue new University branding guidelines before we finalize a design. Those guidelines are expected in March, so we plan to issue a redesigned ID card beginning late this summer. Stay tuned for future announcements!\"
MAIL & SHIPPING SERVICES

“It would be great to have an end-of-day pickup for FedEx shipments. It would also be nice to get a price quote for FedEx when dropping off a shipment at Mail Services.”

Our cutoff for calling for a pickup is 4:15 p.m. Our drivers are picking up packages until close to 5:00 p.m. and we are able to accommodate most last-minute requests (though advanced notice is always appreciated!).

The preferred way to ship a package with FedEx is to use Ship Manager. This online shipping tool gives users access to Northwestern's negotiated rates and provides quotes. The site also allows users to store addresses, track shipments, and keep a 45-day history of shipments. If you are not a registered user and would like to be, email James Harrell, Evanston Campus Mail Supervisor, at j-harrell@northwestern.edu with the name and street address of your department, phone number, and chart string.

“We agree! Mail Services offers pickup of large mailings. Please provide advance notice so we can bring proper material handling equipment. We do not require sealing for bulk letters (over 100) that we mail.”

Survey Feedback, Ctd.

NEW SCHEDULE AND ROUTE FOR CAMPUS FROSTBITE SHUTTLE

In order to better coordinate with class schedules, the Campus Frostbite shuttle will now run from 7:40 am to 5:38 pm on the Campus Loop route, excluding the Chicago/Sheridan, Chicago/Grove, and Orrington/Clark stops, effective immediately.

CARS FOR SALE ON THE SURPLUS PROPERTY EXCHANGE

2010 Ford Crown Victoria Police Interceptor: 59,700 miles - $5,600

2009 Ford Crown Victoria Police Interceptor: 61,380 miles - $5,400

To find more information on the cars above and all items listed, please visit the Surplus Property Exchange.

Evanston Campus Zipcar Moved

Due to the closing of the Reservoir Parking Lot, the north campus Zipcar parking spot has been relocated to the Patten Gym Lot at Sheridan Road & Colfax Street.

MAIL & SHIPPING SERVICES

“It would be great to have an end-of-day pickup for FedEx shipments. It would also be nice to get a price quote for FedEx when dropping off a shipment at Mail Services.”

Sorting mail is a manual task. We deliver to an address but try to keep up with department and individual moves. These moves can happen quickly and sometimes it takes a while for updated information to reach us. We do our best to reconcile name and address inconsistencies, matching information with the most current address we have on file.

“Could you please add more intercampus delivery stations on the Chicago campus?”

Please contact Tania Taylor, Chicago Campus Mail Supervisor, at cbps-nwuniversity@cbps.canon.com or x3-9162 with a request to start mail delivery service for your location. Please provide the following information:

- Requester name and contact information
- Department name
- Building, floor and suite number
- A full list of the individuals located in your department, if possible.

We will then schedule a time to visit your location to go over our process and your expectations. You would also need to add an inbox and outbox to a designated area.

Please note: We do not provide mail service for the hospital. We are sometimes confused with their areas of operations. Please contact x6-2165 for assistance with mail delivery at the Chicago campus hospital buildings.

“Large mailings should not be a problem for someone from Mail Services to come and pick up. And we should not have to seal our own envelopes for bulk letters (over 100) that we mail.”
SHUTTLES

We received hundreds of comments about the NU Shuttles system. It was by far the most responded-to section. We understand how essential this service is for Northwestern faculty, staff, and students: we appreciate all of the grateful comments, and we apologize for the times the shuttles haven't performed as promised.

There are many changes currently underway that will result in improved shuttle service for the University community:

• Our existing contract with Free Enterprise Systems (FES) is nearing its expiration date. We are now in the Invitation to Bid (ITB) process to establish a new shuttle vendor contract. We recently completed a tour of campus with several bus companies and we expect to receive proposals from four companies, including FES. We expect to reach a decision by April. The implementation date of the new contract, be it with FES or a new vendor, will be determined in the ITB process.

• In the meantime, we are working closely with FES and their GPS technology company to improve tracking services. FES is improving their process at the dispatch-level, and they have also installed tablets on the buses so that drivers can assist in making sure the buses are tracked and assigned to the proper route.

• University Services hired a new Transportation Services Manager. Paul Merkey will work closely with FES and will report to Marge Grzeszczuk, who will remain the Senior Manager of Support Services on the Chicago campus. Having a manager dedicated full-time to Transportation Services will help us continue to improve our ability to identify and address issues.

• University Relations’ Web Communications team, which oversees NU Maps and the official Northwestern University app, is initiating an in-depth survey of riders to gather additional feedback regarding shuttle tools. They will use this information to plan and develop desktop and mobile solutions that meet the needs of NU’s faculty, staff, and students.

“Can departments buy a shuttle pass for official business visitors to campus?”

Transportation Services does currently offer shuttle wristbands for this purpose, for travel during non-peak times. For additional information, please refer to the Shuttle Wristband Section on our Intercampus Shuttle webpage.

TRAVEL

“As financial administrators, can we pull out travel confirmations in the system using a search function? This is important when we reconcile our accounts and audit transactions posted to grants.”

It may be possible, but more information is needed from you. If interested, please contact Travel Services Manager Jeff Levin at jhlevin@northwestern.edu.

“Why do you ask for a chart string when tickets are being charged to a personal credit card?”

Orbitz for Business requires a number to be entered. If you are concerned that your account will be charged, you may enter all 1s instead of a valid chart string.

“Can we split the cost of travel/charge more than one chart string?”

Only one of our travel agencies is currently able to provide this: Intra World Travel. Unfortunately, the Orbitz and T100 systems preclude them from doing so.

“Why were routes changed? Why was my shuttle stop relocated?”

The process of determining shuttle routes and stop locations is a challenging one. Serving Northwestern faculty, staff, and students is our highest priority, but we must also respond to and accommodate feedback from many different (and sometime conflicting) parties, including local residents and business owners, the City of Evanston, the City of Chicago, and more.

“Explain hotel direct bill options & how to obtain conference rates.”

Orbitz can charge reservations directly to your chart string for many hotels in the system: look for the hotels that have the Preferred Vendor or Business Advantage Rate logos next to their listings. Select the “charge this booking to my chart string” option and be sure to follow the instructions. For your reference, a Direct Bill Hotel Reservations guide is available on our website. Conference rates need to be booked directly with the hotel because Orbitz does not have the means to pass the discount code directly to the hotel. For hotels that do not offer billing to chart strings or when conference rates need to be booked, the preferred method is to charge the reservation to a personal credit card directly with the hotel and submit an expense report after the conference.

To pay a hotel directly if you do not want to use a personal credit card, contact the hotel to see if they will send you a mocked-up invoice that you would use to initiate a requisition so a PO can be issued to the hotel. After the stay is over you would lift the receiver and send the final invoice to Accounts Payable. It is up to the hotel is they wish to be paid this way.
PURCHASING RESOURCE SERVICES

“We improve iBuyNU, if possible: it’s difficult to search and browse. Why can’t it be more like Amazon.com?”

Our goal was to create an online marketplace consisting of several vendors that is integrated with NUFinancials to make the entire procure-to-pay process more efficient. This is much more complex than enabling the use of a site like Amazon.com. With 55% of the university’s total orders being submitted through iBuyNU – almost 7,000 orders per month – we’ve made considerable progress. iBuyNU includes catalogs from 40 Preferred Vendors representing millions of items that are needed on a day-to-day basis by the Northwestern community, all of which reflect competitive discounted pricing, often delivered the next business day at no additional cost. Using iBuyNU ensures purchases are appropriately approved and budget-checked; orders are electronically sent to a vendor every two hours; the university receives electronic invoices; and vendors are paid electronically. Plus, no paperwork to do after the fact.

Having iBuyNU as an integration point allows us to more easily ensure purchasing details are reflected in NUFinancials, our system of record. When creating an iBuyNU order, all product information, categories, and pricing come over from iBuyNU’s shopping cart. This eliminates manual entry and greatly reduces the amount of time it takes for users to create a requisition.

Many improvements in iBuyNU have been implemented and we continuously look for ways to further improve the usability of it, especially search functionality. Three times a year we partner with SciQuest, our eProcurement system provider, to identify new functionality. Some of this impacts end users and some is just an upgrade improving the efficiency of the system. Changes made over the years – including enhanced keyword search, non-PO invoicing, single sign-on, Level II punchout, and electronic credit memos – have greatly improved iBuyNU.

We also continuously work with the vendors in iBuyNU to make improvements to their catalogs, and will continue to work on further improving the search capabilities. We can only get better if we hear from the university community. If you have a suggestion or want to know if functionality can be changed, please send your inquiry to purchasing@northwestern.edu.

“Can buyers access copies of POs through iBuyNU after they’ve been issued? This would help us check on orders (expected shipment dates) without having to request the PO information from others.”

All users with Shopper and Requester access have the ability to search for POs and invoices in iBuyNU. If you are a Requester, you can search for your POs by clicking History > Search Documents > Purchase Orders. In the Prepared By field, click the search icon and search for your name. You can either search for all POs you’ve submitted or define a timeframe. If you are a Shopper, you can search for the PO number of your cart by clicking History > Search Documents > Purchase Orders and type in your cart number or cart name in the fields under Cart Identification.

“It would be helpful for research staff/faculty to see their small business activity before the small business report is sent out.”

PRS and Office of Accounting Services for Research and Sponsored Programs (ASRSP) recently implemented a new process that addresses this concern. All reports will be submitted to ASRSP to share with the staff/faculty for review before submission.

“It would be helpful if PRS had a list of where shipments should be sent depending on which building you’re in to ensure deliveries are sent to the correct dock.”

The current list of ship-to codes is available on the PRS website and is accessible through NUFinancials. The delivery addresses for docks that should be used for each building on the Evanston and Chicago campuses are also available. There is a form that can be filled out to request a new ship-to code. We will discuss with Finance Facilities and Research Administration if there is an improved way in which the ship-to code information can be presented in order to better identify which buildings are delivered through which docks.

HOW DECISIONS ARE MADE ON PREFERRED VENDORS AND WHICH TO INCLUDE IN IBUYNU

Selecting Preferred Vendors by PRS is not vendor-driven. PRS identifies products and services Northwestern needs on a regular basis by analyzing spend (dollar amount, number of transactions) and soliciting feedback from departments and schools. A thorough bid process/negotiation is conducted, proposals are solicited from numerous vendors (including those that are currently doing business with Northwestern), and bidders determined to represent the best value to NU by an evaluation committee consisting of department/school representatives become Preferred Vendors. Vendors not awarded contracts will not be Preferred Vendors and are therefore not eligible for inclusion in iBuyNU.

One of the goals of strategic sourcing and the establishment of Preferred Vendor contracts is to leverage total spend at the university with fewer vendors to save time and money. It is the process of establishing contracts as one university as opposed to every department/school selecting a vendor. This consolidation of spend is what provides incentive for bidders to offer the best possible pricing to Northwestern. Service levels also tend to be higher because these vendors have more of a commitment and can be held accountable by PRS.

It is our goal to eventually have catalogs in iBuyNU that meet most of the day-to-day needs of departments/schools. There will be some natural overlap (for example, toner cartridges may be available on contracts for office supplies and computer peripherals). Sometimes more than one contract will be awarded because it was decided that variety and choice was important (such as computers and office furniture). However, for most products, e.g. general office supplies, there is no plan to enable more than one vendor at a time.
VENDING SERVICES

“Could we get better coffee selection and more reliable machines?”

Canteen/Compass has installed four new coffee machines located at Jacobs Center, 2020 Ridge, the Main Library, and Tech. These units are being tested to see how people like using this style of equipment and the 36 drink selections. Stop by and give them a try! If they’re well-received, they will be installed at other locations on campus.

“Can you add healthier snack options to the vending machines?”

Our product selection is determined by sales: Canteen stocks what people buy. This helps ensure that snacks don’t become stale. Canteen’s sales records show that when presented with healthy options and less healthy options, people are far more likely to choose the latter. We do have some machines, such as in the Henry Crown Sports Pavilion, that offer a wider range of healthy options because the demand is greater. That said, we’re happy to stock new products on a trial basis: please contact Ellen Barnes, Vending Services Manager, at e-barnes@northwestern.edu with the location of your preferred vending machine so we can try to add some of your suggestions.

“How do I get my money back when I lose it in a vending machine?”

Please visit the Vending website for the list of vending refund banks. Alternatively, you can call the service number on the machine to request a refund.

When paying with a credit or debit card, the vending machine initially charges more than the price of the product. Why?

All swipes are treated like a credit transaction, so the machine will place a slightly higher credit hold until the system properly charges your account. This is only a temporary authorization: items are the same price regardless of payment method, and your card will be charged the correct amount.

Why don’t all the machines have credit card readers? Machines at the gym and in the 633 Clark basement are of particular interest.

Unfortunately, some of the vending machines can’t obtain a strong enough cell signal in order for the reader to work properly.

TRADEMARK LICENSING

“Could you add logos from additional NU schools, centers, and offices to the logo document?”

We are in the process of updating the Northwestern University logo sheet that is available on our website. If you have a department brand that you would like to see listed, contact Ellen Barnes, Trademark Licensing Manager, at e-barnes@northwestern.edu.

“Can you add additional logos from additional NU schools, centers, and offices to the logo document?”

We are in the process of updating the Northwestern University logo sheet that is available on our website. If you have a department brand that you would like to see listed, contact Ellen Barnes, Trademark Licensing Manager, at e-barnes@northwestern.edu.

CHICAGO FITNESS

“The quality and cleanliness of LA Fitness has been declining. Repairs take too long, equipment is getting older and more programs/courses should be offered.”

We were disappointed to learn that many Chicago Fitness program members are unsatisfied with the state of LA Fitness. Thanks for bringing these issues to our attention. We are now in conversation with LA Fitness regarding the maintenance of the club’s facilities and equipment and program offerings.

COPYING & PRINTING

“After a print job is submitted, can you send a confirmation email confirming receipt and estimate when the job will be finished? Also, allow us to submit orders online because submitting large file sizes as an attachment to an email is a problem.”

We contacted our Quartet Digital Printing representative regarding the survey feedback and would like to share his response:

“In the next few weeks our new website will be operational. We have purchased a website from Digital Storefront, by EFI, with features specifically designed for the print industry. Customers will log in to the site, place their order, and upload their file directly to the system without having to use email – file size will not be a problem. Their file will be pre-flighted and converted to .PDF and sent to us along with the native file – all attached to the customer’s order. At that point, the order will be in our new workflow system. The customer will receive a confirmation email with a link on how to track the progress of their order. All turn-around time requests will be approved or adjusted at this first stage of the process. Customers will receive email updates as to ongoing status.

Customers will be able to select which location they want for pick up and request delivery or shipping when they place the order.

On our end, the new workflow system will streamline our production management and should enable us to function at our highest level, even during peak order flow.”
Congratulations

Jim Konrad and Dave Zohfeld have been awarded the prestigious Kellogg Executive Educational Partner Award for Winter 2015. Well done Jim and Dave!

Staff Changes

Ramon Montes has joined Mail Services as an Office Services Clerk. Ramon is already familiar with the University, having served as a temporary Vehicular Delivery Driver. Prior to joining Northwestern, Ramon held driver and technician positions with The Breakers Edgewater, Rios Transport, Hannah Cylinders, and O2 Respiratory. He also served as the Dispatch Supervisor for Bill Doran Wholesale Florist.

Paul Merkey has joined University Services as Transportation Services Manager. He brings to NU many years of university transportation experience. Most recently, Paul served as the Assistant Director and Interim Director for Transportation & Parking Services at the University of Chicago. He also served as the Residential Administration Manager for Shuttle & Emergency Procedures at the University of Wisconsin-Milwaukee. Paul will work closely with NU’s shuttle operator as well as on charter services and alternative transportation.

It is with regret that University Services announces the departure of Marti Palermo, Marketing & Communications Manager. She has been with the University since August 2013 and has been a valued part of our University Services team. Marti has accepted a Marketing & Communications Manager position with Brainlab, a medical technology company. We wish her every success in her new endeavors.

Rachel Sova, University Services’ Marketing Assistant since March 2014, will take on the department’s marketing and communications responsibilities and serve as Interim Marketing Manager.