

# Dollars & Sense



Summer 2014

Purchasing Resource Services

## New Moving Services Vendors Announced

### Internal Moving Services

Following a formal, competitive RFP, PRS established a new contract for Internal Moving Services: Reebie Storage & Moving Co. is now our Preferred Vendor for on-campus moves. It was an extensive process and a difficult decision. An evaluation committee consisting of the primary users of on-campus moving services determined that Reebie represents the best overall value to the University. Reebie will provide better management of *all* moving requests by implementing new processes that will improve communication, create efficiencies, and allow for more robust scheduling that will drive cost savings to the University.



### New Moving Service Request Process

All internal moves will now be managed by Reebie. We have developed an online form to streamline the moving request and scheduling process. Effective immediately, departments and schools on the Evanston and Chicago campuses can submit requests directly to Reebie using the [Moving Service Request Form](#). It is important that you submit your requests with as much advanced notice as possible. Departments and schools will be charged via the central bill process by University Services. Please note that Facilities Management will no longer handle moves that are not related to a repair, renovation, or new construction project.

Bob LoBianco, NU's Reebie representative, can be reached at 708-307-2107 or [rlobianco@reebieallied.com](mailto:rlobianco@reebieallied.com).

## Household Relocation Moving Services

PRS has also awarded new contracts for Relocation Moving Services. Reebie Storage & Moving Co., Stevens Worldwide Van Lines, and Wheaton Van Lines were selected as new Preferred Vendors based on the results of a competitive RFP.

All three Preferred Vendors include multiple relocation transportation services (interstate, intrastate, and international). Services also include storage, packing/unpacking services, supplies, equipment and trucks. These vendors offer a discount off the bottom-line transportation costs and guarantee that final pricing will be based on actual costs and will not exceed the initial estimate. When planning new faculty or staff moves, we recommend requesting quotes from these contractors.

- Reebie: Krystle Czersinski at 847-994-8020 or [numove@reebieallied.com](mailto:numove@reebieallied.com)
- Stevens: Debbie Baird at 866-955-5991 or [dbaird@stevensworldwide.com](mailto:dbaird@stevensworldwide.com)
- Wheaton: Vicki Sharrett at 800-932-3356 or [vicki@bellmoving.com](mailto:vicki@bellmoving.com)

Please review [Best Practices When Moving Household Goods](#) (PDF) before beginning the household relocation process.

For questions regarding the Internal Moving Services or the Relocation Moving Services contracts, contact Sheila Watkins, Procurement Administrator, at 847-491-8125 or [s-watkins@northwestern.edu](mailto:s-watkins@northwestern.edu).

## FISCAL YEAR END KEY DATES

**August 29, 2014**, is the last day for FY14 Requisitions to be approved and sourced into POs. Any Requisitions that have not been approved and sourced by 6 p.m. will be cancelled and closed. All iBuyNU orders that were created in FY13, rolled to FY14 last year, and are not completed will be closed. All other iBuyNU POs will be rolled to FY15.

**September 1, 2014**: FY15 opens at 7 a.m. for the creation of Requisitions for goods and services to be received in the new fiscal year. Any Requisition created on or after this date will default to FY15. This is the first day to submit new blanket Requisitions.

## ESTABLISH BLANKET PURCHASE ORDERS FOR NEW FISCAL YEAR

Don't forget to set up new Blanket Purchase Orders for services your department uses regularly such as Ice Mountain for water services, Cintas Document Management for shredding services, and other contracted services.

**For more Fiscal Year End information, please see p. 5.**

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# Preferred Vendor Updates

## TEMPORARY STAFFING AGENCY UPDATE

As announced in the [Spring 2014 Dollars & Sense](#), PRS and the NU Temporary Staffing Center established Preferred Vendor contracts with eight staffing agencies. Each approved agency's profile is now available in the [Preferred Vendor Matrix](#).

- Advanced Resources
- Apex Systems Inc.
- City Staffing
- Insight Global
- LaSalle Network
- Northbridge Staffing Group
- Populus Group
- Swoon Technology Resources

These Preferred Vendors enable you to request and hire temporary staff from a broad pool of experienced workers who have been pre-screened to meet the particular needs of your school or department. As an added benefit, discounted mark-ups on temp pay rates, percentage fees for temp-to-hire conversions, and direct-hire fees are pre-determined to ensure University-wide consistency.

### Proper Processing of Temporary Staff Hiring Requests

Whenever a temp is hired from an outside staffing agency, documentation about that hire must be submitted to Ann Watson at the Temporary Staffing Center. HR must have personnel records of anyone who is hired to work at the University. If you have any questions, contact Ann at 847-467-3271 or [a-watson@northwestern.edu](mailto:a-watson@northwestern.edu).

### Staffing Agency Payment

Once a candidate has been approved for hire, an official Northwestern Purchase Order must be created that will be sent to the staffing agency. For short-term services (i.e., less than one month), invoices from the staffing agency can be paid via an Online Voucher or Receive by Dollar Amount Purchase Order.

For more information about the ordering process, refer to the staffing agency profiles in the [Preferred Vendor Matrix](#).

## NEW COMPUTER HARDWARE CONTRACTS OFFER IMPROVED PRICING

PRS awarded two new University-wide contracts for PC hardware, which includes desktops, laptops, tablets, workstations, and servers. This extensive RFP process was aided by an evaluation committee comprised of technology leaders from several departments and schools across the Chicago and Evanston campuses. The Preferred Vendors will remain Dell and Lenovo (through CDWG). The new contracts, however, feature better overall pricing and a tiered pricing structure. Both vendors offer improved discounts over the current contracts and even greater discounts for certain configurations of Northwestern's choosing. Dell's and Lenovo's iBuyNU catalogs have been updated to reflect the new contracts and pricing.

Please remember that these contracts are for business-grade PCs, which are the best value for all departments and schools. Despite similar appearance and basic functionality to consumer-grade PCs (those commonly found at electronics stores such as Best Buy), business-grade PCs are built for the priorities of the workplace. Any savings gained by purchasing a consumer-grade PC from a retail establishment are easily outweighed by both the short- and long-term benefits of purchasing a business-grade PC. These computers offer:

- Lower ongoing operating costs and sustainable return-on-investment
- Greater functionality related to manageability, reliability, productivity, and security
- Better consistency of parts for an extended period of time, which is important when you are managing multiple PCs within a department
- Significantly better warranty coverage, including three-year warranties, accidental damage coverage for laptops, and next day on-site replacement or loaner equipment

If you have any questions regarding computer hardware contracts, contact Dave Zohfeld, Procurement Administrator, at 847-491-8122 or [d-zohfeld@northwestern.edu](mailto:d-zohfeld@northwestern.edu).

## ERGOTRON SIT-STAND WORKSTATIONS AVAILABLE FROM HENRICKSEN

Standing desks are increasingly popular on campus. Henricksen, one of NU's Preferred Vendors for Office Furniture, offers Ergotron Workfit Sit-Stand Workstations at a discounted price (starting around \$600). These workstations transform any surface into a personalized height-adjustable desk, allowing you to move your keyboard and display in one simple motion. For more information, visit [Ergotron](#) or contact our [Henricksen](#) representatives.



# Preferred Vendor Updates

## B&H Photo Video

As announced in the [Spring 2014 Dollars & Sense](#), PRS leveraged a competitively-bid contract with B&H Photo Video established by E&I and adopted it as a Preferred Vendor. Departments and schools receive 10-12% off regular prices plus free delivery. The B&H catalog is now available in iBuyNU to streamline the process for ordering, invoicing, and payment.



If you have any questions regarding the contract or catalog, contact Dave Zohfeld, Procurement Administrator, at 847-491-8122 or [d-zohfeld@northwestern.edu](mailto:d-zohfeld@northwestern.edu).

## PGi

PGi is NU's Preferred Vendor for conference call services. PRS and NUIT recently collaborated to negotiate lower rates for a savings to the University. Aggressive pre-negotiated calling rates for all departments now start at \$.01 per person/minute for toll calls and \$.012 per person/minute for toll-free calls. Features and benefits of the PGi GlobalMeet® service include:



- No monthly minimum charge for service
- No reservations required
- Private phone number for secure conference calls
- Up to 125 participants per call
- Easy to integrate with Adobe Connect Web conferencing
- 24/7 tech online support including tutorial videos and Live Chat

Set up your GlobalMeet® account today so that it is ready to go. Questions? Visit the PGi profile in the [Preferred Vendor Matrix](#), or contact Laura Norton, Procurement Administrator, at 847-467-3345 or [laura.norton@northwestern.edu](mailto:laura.norton@northwestern.edu).

## Cintas

Cintas, NU's Preferred Vendor for document shredding services, recently merged with ShredIt. Service levels and pricing have not changed and the University contacts remain the same, so please continue scheduling pick-ups as usual. The vendor name change to "ShredIt" will officially take place in January 2015. Please note that if you issue a blanket order in September to Cintas, you will need to cancel and re-issue a new blanket order to ShredIt in January. Customers may also choose to receive monthly invoices and pay them using the online voucher process.

## New Preferred Vendor Reps

### Sigma Aldrich

Ian Silber  
708-689-7452  
[ian.silber@sial.com](mailto:ian.silber@sial.com)

### Qiagen

Lisa Compton Richards  
331-222-2567  
[lisa.richards@qiagen.com](mailto:lisa.richards@qiagen.com)

### The Peninsula Chicago

Lucia Trevino  
312-573-6703  
[luciatrevino@peninsula.com](mailto:luciatrevino@peninsula.com)

### Warwick Allerton Hotel Chicago

Sharon Smith  
312-274-6474  
[ssmith@warwickhotels.com](mailto:ssmith@warwickhotels.com)

### Santa Cruz Biotechnology

Mallory Hurst  
800-457-3801 ext. 662  
[hurstm@scbt.com](mailto:hurstm@scbt.com)

### Doubletree Hotel

Pamela Dorneden  
312-477-0162  
[pamela.dorneden@kokuahospitality.com](mailto:pamela.dorneden@kokuahospitality.com)

## Canteen

Canteen is NU's Preferred Vendor for Coffee and Refreshment Services. PRS has now added a catalog in iBuyNU to improve the process of ordering supplies: you will no longer need to issue a blanket order, and the invoicing and payment process will also be streamlined.



If you have any questions regarding the contract or catalog, contact Laura Norton, Procurement Administrator, at 847-467-3345 or [laura.norton@northwestern.edu](mailto:laura.norton@northwestern.edu).

## Lab Shipping Rates

PRS negotiated improved shipping rates with the following lab supply vendors:

### Lonza

Orders less than \$1,000: \$37.50 (plus \$12.00 Refrigeration as necessary)

Orders exceeding \$1,000: Free shipping (plus \$12.00 Refrigeration as necessary)

### Qiagen

Beginning September 1, 2014, orders \$500 or greater will ship for free.

### Promega

30% off all shipping charges and free shipping on orders exceeding \$1,000. This includes 2nd Day shipping, plus all ice/hazardous/handling fees.

To learn more about our Preferred Vendors, and to find the Procurement Administrator who handles each Preferred Vendor contract, please visit our [Preferred Vendor Matrix](#).

# Training & Information Resources

## NEW PURCHASING AND PAYMENTS TRAINING NOW AVAILABLE

### Calling All Requesters, Shoppers, and Approvers!

University staff now have access to a new online training module focusing on Northwestern's Purchasing and Payment procurement process. The 16-minute [Purchasing and Payments: Introduction and Overview](#) module is designed to assist employees responsible for any aspect of purchasing and/or paying for goods and services here at the University, including Requesters, Shoppers, and Approvers. HR Learning & Organization Development produced the module in partnership with Purchasing Resource Services, Financial Operations, and Accounts Payable.



The overview module is about the *process* of making purchases and payments, not step-by-step transactional details (but it will show you where to go for those). Specifically, you'll learn how to:

- Find appropriate vendors
- Explore the best ordering and payment methods
- Maintain compliance, fiscal responsibility, and stewardship of NU resources

This module is self-paced and accessible anytime - no sign up required! Visit [HRD 715 - Purchasing and Payments](#) to view the module.

Please look for additional modules to be posted in the coming months. Have feedback on the online module? Let HR Learning & Organization Development know at [www.surveymonkey.com/s/purchasing-at-nu](http://www.surveymonkey.com/s/purchasing-at-nu).

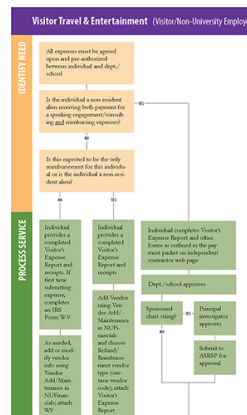
### Process Maps for On-the-Job Assistance

Downloadable [Purchasing and Payment Process Maps](#) complement the online training module and are also a great resource for on-the-job day-to-day assistance with the following topics:

- Online vouchers
- Procurement cards
- NU Preferred Vendors and non-preferred vendors
- Visitor travel and entertainment

Have feedback on the Process Maps? Let HR Learning & Organization Development know at [www.surveymonkey.com/s/process-map](http://www.surveymonkey.com/s/process-map).

Thank you to Mary Guski and Leigha Kinnear for creating these new resources!



## BEWARE OF TONER PIRATES Arrr...

Several departments have recently been contacted by "toner pirates." Toner pirates are companies that call and give the impression that they represent the company from which you leased or purchased your printer or copier in an attempt to sell exorbitantly priced toner.

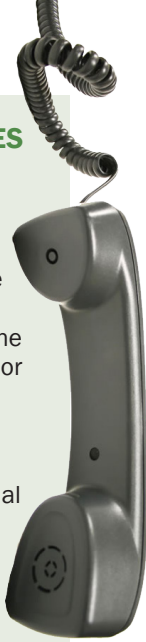
The caller might promote a special deal on toner, ask to confirm your printer model number, or seek your signature on a pricing sheet. Another tactic is to appear as if they are confirming an order that has already been placed. If you order or confirm an order from them, you may receive the toner, but you will also receive an invoice that reflects much higher pricing than you expected.

Please note:

- If you have a copier from one of our Preferred Vendors in the Copier Management Program (Ricoh, Regal Business Machines, or Gordon Flesch), your toner is included in your monthly cost so there will never be a need for you to order toner and pay extra for it.
- You should never receive a call from these companies or from the manufacturers they represent (Ricoh, Konica, Canon, and Kyocera) asking if you need toner.
- Toner for desktop printers can be ordered in iBuyNU from OfficeMax, our office supplies vendor, and from TIG, our computer supplies vendor. You will need to pay for this toner, but *you* initiate the order. The vendor should never contact you.

If you receive a call from a person who would like to confirm your printer information, ship you toner, or collect your signature, just say no — more than likely, it's a scam.

For questions, contact Tom Luczkowiak at 847-491-8411 or [t-luczkowiak@northwestern.edu](mailto:t-luczkowiak@northwestern.edu).



# Process & Procedures

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## OPEN ENCUMBRANCE AND MATCH EXCEPTION REPORTS HIGHLIGHT FISCAL YEAR END CLEANUP NEEDS

It's time to prepare for Fiscal Year End. Departments and schools should run their Open Encumbrance Report and Match Exception Report to confirm whether there are any active orders. These reports should be run regularly throughout the year to help manage orders submitted through NUFinancials.

**Open Encumbrance Report:** This report, entitled SC016–Open Encumbrance Report in Cognos, lists all active Purchase Orders or all active lines from a PO and provides the details of each order. Following are some reasons why a Purchase Order or line(s) from a PO will appear on your Open Encumbrance Report:

**No Invoice:** If a PO has been issued and you have received the product or service but have yet to be invoiced by the vendor, reach out to the supplier to request the invoice and forward it to Accounts Payable once it is received. If you have any questions about open POs for iBuyNU Suppliers, contact Keith Paddy, eProcurement Manager, at 847-467-6963 or [k-paddy@northwestern.edu](mailto:k-paddy@northwestern.edu).

**Items Unavailable:** If you received notice from a supplier that an item on a particular order (either iBuyNU or non-catalog) is unavailable and will not ship and it is still showing on your Open Encumbrance Report, you must submit a Change Order Request to have the PO closed.

**Match Exception Report:** This report is titled SC027–Match Exception Report by Department in Cognos. Following are a couple of reasons why a Purchase Order or line(s) from a PO will appear on your Match Exception Report:

**Invoice Not Within Tolerances:** If an invoice has been entered that does not fall within tolerance, a payment will not be processed. Tolerance issues can be caused when the price listed on the invoice is 25% or more than the price listed on the Purchase Order. Discrepancies in quantity and unit of measure can also cause orders to appear on your Match Exception Report.

- If the price listed on the invoice is incorrect, contact the vendor to request a corrected invoice.
- If the invoice price is correct but does not match the price on the PO, submit a change order request to PRS to have the price adjusted.

**Open Receipts** (for non-catalog orders only): It is important that you enter receipts once your order has been received. If you have any open Purchase Orders on your Match Exception Report, confirm whether a receipt needs to be entered. If so, enter the receipt, and if there are no other issues with the PO, it will automatically be removed from your Open Encumbrance Report within 15 days.

For more information on match exceptions, review the [Match Exception Report](#). For assistance locating or running the Open Encumbrance Report or Match Exception Report, contact the NUIT Support Center by dialing 847-491-HELP (4357), option 2, or access a [Reporting Resources guide](#). If you have questions regarding the necessary steps to remove a PO on your department's Open Encumbrance Report or Match Exception Report, contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

## PURCHASE ORDER CHANGE (POC) REQUEST WITHDRAWAL

For fiscal year end, all pending POC requests that have not been approved will be withdrawn and removed from workflow:

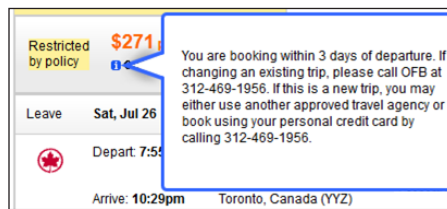
- POC requests for iBuyNU purchase orders that have not been approved by 6 p.m. on August 29, will be withdrawn.
- POC request for non-catalog purchase orders that have not been approved by 6 p.m. on September 12 will be withdrawn.

This process is being implemented to ensure no errors are caused by pending POC requests. Purchase orders could be in a status that will not accommodate the change being requested.

In an effort to keep the POC portal clear of pending transactions, a process is being created to withdraw POCs with a status of Initial Ready if there has been no activity within 30 days. If a POC has a status of Initial Ready, this means the POC has been saved but not submitted for PRS Review. Also, if a POC is in workflow pending approval and if the status of the purchase order for that POC is complete, the POC will be withdrawn. A purchase order in complete status is no longer active and any pending change request could cause errors. Please note when a POC is withdrawn, the submitter of the POC will receive notification.

## Orbitz for Business Updated International Process

In order to prevent fraudulent purchases, Orbitz for Business now restricts international bookings made within three days of departure. This policy applies only to international flights billed directly to the University. Orbitz will prevent users from purchasing new airfare or modifying existing reservations if the scheduled flight time is in less than 72 hours.



*NU's Orbitz website reflects this policy update.*

- If you need to change an existing international reservation within three days of departure, please call Orbitz at 312-469-1956.
- If you need to book a new international trip within three days of departure, you may either use another approved travel agency or book using your personal credit card by calling Orbitz at 312-469-1956.

This process update helps ensure a secure purchasing environment for all users while affecting very few travelers. If you have any questions, contact Jeff Levin, Travel Manager, at 847-491-5993 or [jhlevin@northwestern.edu](mailto:jhlevin@northwestern.edu).

## Use of Membership Clubs for Departmental Purchases

PRS periodically receives inquiries from University staff regarding making departmental purchases at stores such as Sam's Club and Costco. The University strongly discourages use of membership clubs for the following reasons:

**Potential for abuse:** Often the membership is held in the individual's name. When vendors allow someone to make a purchase on behalf of the University using our tax exempt certificate, it exposes the University to considerable risk because of the possibility for individuals to make tax exempt *personal* purchases. This type of abuse could affect our tax exempt status in Illinois, which is worth millions of dollars annually to the University. Retailers are instructed to only accept our tax exempt certificate if a PO is issued or a Procurement Card is used.

**Taxes:** If the membership card is registered to Northwestern University, sometimes these entities allow purchases to be made tax-free and other times they do not. When the store does not allow the purchase to be tax exempt, the individual often expects to be reimbursed for the taxes, which is against University policy. As a tax exempt organization, appropriate University purchases need to be made tax free.

**Risk:** The University is exposed to a considerable amount of risk when an employee travels by car to a store for business purposes during their workday.

**Perceived savings:** Departments and schools cite cost savings as their reason for buying from membership clubs. There are, however, other real costs that should be taken into account: going to a store to shop and filing for reimbursement, for example, take time and effort for the individual and for other University staff who must process resulting requests.

Using established NU Preferred Vendors minimizes all of the above risks. Many of our contracts in iBuyNU include next-day delivery. For true emergency purchases, we recommend that you utilize a department Procurement Card.

## Surplus Property Exchange

In the market for a used vehicle? The University Services Motor Pool frequently offers used cars, vans, and trucks on the Surplus Property Exchange. Check out the current listings on the [For Sale page](#).



## PRS BIDS AND CONTRACTS IN THE WORKS

Purchasing Resource Services is always working to establish Preferred Vendor contracts that best serve the needs of NU departments and schools. These are a combination of new contracts and timely rebids of current contracts. PRS is currently working on the following:

- Office Furniture
- Event Rentals (tents, chairs, tables, etc.)
- Prime Vendor Contract for General Lab Supplies
- Carpet and Flooring
- Window Treatments and Blinds
- Pre-Qualified Vendors for Facilities Management Services
- Commencement (regalia and diplomas)
- Outside Catering Services
- Promotional Items
- Hotels
- Lamp Recycling
- Janitorial Supplies
- Paint and Paint Supplies
- Retirement Plan Advisory Services for HR
- ORS Laser Survey/Audit
- Animal Racks and Cages for CCM
- Massage Therapists for NUFitRec
- Medical Supplies
- School of Continuing Studies Customer Relationship Management Software
- Computer Peripherals, Supplies, and Desktop Printers
- NUIT Next Generation Voice Solution

For questions about these or other bids or vendors, contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

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## iBuyNU Under Single Sign-On!

We are pleased to announce that Shoppers will now be able to access iBuyNU using their Net ID and password. Beginning Monday, July 14, Shoppers will no longer need to use special login information to access iBuyNU. End users that cannot currently access iBuyNU can be assigned the Shopper role by filling out the appropriate security access form. Visit the "Procurement (Purchasing)" section of [Getting Started](#) for more information. If you have bookmarked iBuyNU in your internet browser, please create a new bookmark/favorite after July 14. Using iBuyNU provides end users with the most streamlined way to place orders with Preferred Vendors at contract prices, while also streamlining the invoice and payment process.

If you have any questions, contact NUIT at [consultant@northwestern.edu](mailto:consultant@northwestern.edu) or Keith Paddy, eProcurement Manager, at 847-467-6963 or [k-paddy@northwestern.edu](mailto:k-paddy@northwestern.edu).



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## View Vendor Invoices in NUFinancials

When Accounts Payable receives a vendor invoice, they scan and save an image of the invoice. NUFinancial users are now able to view the scanned invoice images via the Regular Voucher or Voucher Document Status pages. For more details and instructions about this process, visit [NUIT - View Vendor Invoices in NUFinancials](#).

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## PRS Supplier Diversity Program

The Chicago Minority Supplier Diversity Council (ChicagoMSDC) hosted its 47th Annual Chicago Business Opportunity Fair (CBOF) on April 11, 2014, at Navy Pier. ChicagoMSDC has been a thought leader in minority business since 1968, and CBOF is the premier event for minority business enterprises to build relationships with major buying organizations and government entities.

This year ChicagoMSDC expanded the area of networking opportunities to include a Higher Education Row. This Higher Education Row showcased several private and public universities and colleges. Purchasing Resources Services represented Northwestern University at the event and promoted ways for attendees to become involved with NU, including upcoming bid opportunities.

PRS will continue to participate in such events in an effort to provide contracting opportunities to eligible MBE, WBE, and LBE firms.



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## PRS Staffing Changes

### Alexis Karas Procurement Administrator

It is with regret that PRS announces the departure of Alexis Karas, Procurement Administrator, to pursue a new opportunity. She has been with the University since October 2012 and has been a valued part of our Purchasing team. We wish her every success in her new endeavors.

PRS is in the process of filling the open position created by Alexis's departure.

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## PRS Directory

**General Purchasing**  
847-491-8120  
[purchasing@northwestern.edu](mailto:purchasing@northwestern.edu)

**Jim Konrad**  
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1-8121, [j-konrad@northwestern.edu](mailto:j-konrad@northwestern.edu)

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7-4572, [holly.golcher@northwestern.edu](mailto:holly.golcher@northwestern.edu)

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[purchasing.northwestern.edu](http://purchasing.northwestern.edu)