

# Dollars & Sense

Spring 2012 Volume 6, Issue 3

Purchasing Resource Services

## Save Time and Money With Preferred Vendors

Purchasing Resource Services (PRS) spends a considerable amount of effort to identify products and services the University needs on a regular basis, conduct a formal competitive bid, and select Preferred Vendors for use by departments and schools at Northwestern. The use of Preferred Vendors has many advantages:



- Saves departments and schools time and money when ordering products and services
- Saves central administration time and money related to the processing of invoices and paying vendors
- Provides PRS with the additional leverage we need to keep improving contracts

Now that we have established the appropriate structure in selecting Preferred Vendors and the University has implemented a streamlined ordering process (through the implementation of NUFInancials and iBuyNU), there is a higher expectation from Senior Administration and the Office of Budget Planning that departments and schools use Preferred Vendors. In light of President Schapiro's January 11, 2012 email to the NU community regarding the continued strain on budgets, there is no better way to "get more bang for the buck" and "do more with less" than by using Preferred Vendors and iBuyNU.

We have a solid Procurement-to-Payment strategy at Northwestern. Please make sure you are supporting it by using Preferred Vendors and iBuyNU and letting us help you manage the process of selecting strategic partners that your department/school may need. For questions or comments, contact [Jim Konrad](#) at 1-8121.

## Transition to Embassy Coffee for Coffee Service

PRS recently established a new Preferred Vendor contract for coffee service with Embassy Coffee. It was awarded as a result of a formal competitive bid process in which an evaluation committee selected Embassy Coffee as the best value to the University. If you are currently receiving coffee from another vendor, we encourage you to transition to Embassy. In addition, Embassy Coffee recently updated their product offering. For more information, visit the [PRS Embassy Coffee Vendor Profile](#).

For those departments and schools who were using our previous Preferred Vendor, Filterfresh, you may have recently received a misleading and confusing email from Aramark. Aramark recently acquired Filterfresh, and some NU users have received Aramark emails that may have mistakenly implied that Aramark is our Preferred Vendor for coffee service. If you have received such an email, please ignore it. For questions, contact the Procurement Administrator, [Laura Norton](#) at 7-3345.



## PRS Info Sessions

Join us for a Purchasing Resource Services Info Session focused on Sustainability. In honor of Earth Day, we will discuss how PRS assesses sustainability when making best value decisions regarding the selection of Preferred Vendors. Learn how you can make purchasing decisions with sustainability in mind.

**APRIL 24**  
**Evanston Campus**  
**Tuesday, April 24**  
**2:30 – 4:00 pm**  
**Hardin Hall, Crown Center**

Pre-register for the Evanston Info Session at: <http://svy.mk/I9YaAy>

**APRIL 30**  
**Chicago Campus**  
**Monday, April 30**  
**2:00 – 3:30 pm**  
**Baldwin Auditorium,**  
**Lurie Center**

Pre-register for the Chicago Info Session at: <http://svy.mk/I7hWPf>

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# Preferred Vendor Updates

## OfficeMax

After an extensive competitive bid process, PRS recently awarded a new Preferred Vendor contract for office supplies to OfficeMax. The contract provides end users with access to a wide range of products, extremely aggressive pricing (including a weekly retail promotional price match), local customer service, and next-day delivery provided by OfficeMax drivers on OfficeMax trucks.

As with any new contract, there were a few initial technical 'glitches' related to OfficeMax's punch-out catalog in iBuyNU, most of which have been resolved. Please remember the search field is a 'keyword' search. Now that we have settled into this new contract, there are a few things that we would like to highlight about the new contract:

**Copy Paper Pricing:** The most aggressive paper pricing in the contract is the Boise X-9 line. Differing from a house brand, the Boise X-9 line is a mill-grade paper which competes with the likes of Hammermill. This is a change from our contract with Staples, which featured the Staples house brand as the most aggressively priced paper. The OfficeMax house brand is actually priced higher than the Boise paper in the contract, which is why we strongly encourage departments and schools to utilize the high quality Boise line of paper. You can easily access the list of Boise paper items by reviewing the Copy Paper shopping list in the OfficeMax catalog in iBuyNU. The list includes virgin paper, as well as 30%, 50%, and 100% recycled paper, in several different sizes. In one example of the pricing, the Boise X-9 in 8½" x 11" is only \$27.55 per case.



**Toner Cartridge Pricing:** Toner is also very competitively priced in the new contract. We have tried to ensure there are many options to choose from:

- Hewlett Packard (HP): If your preference is OEM (new and not re-manufactured) toner, the contract pricing for HP cartridges is very aggressive. However, we have also negotiated a special 'Big Deal' directly with HP, that includes additional discounts on many of their high volume items. This special Big Deal pricing can only be accessed through OfficeMax.
- Remanufactured: Another featured product line of Northwestern's contract with OfficeMax is Guy Brown re-manufactured toner. Guy Brown makes high quality, re-manufactured toner cartridges that can provide significant savings over OEM cartridges. We encourage departments and schools to consider the Guy Brown line or re-manufactured toner cartridges.



**Retail Connect Program:** Another feature of the new contract with OfficeMax is the Retail Connect program. This program allows NU faculty and staff who need to make an emergency office supply purchase to visit the Evanston OfficeMax location and receive the negotiated contract pricing that we receive in iBuyNU. The Evanston location also has the University's tax-exempt certificate on file so there's no need to bring in our one-time use letter. This program is not for personal purchases, and the only form of payment that can be used is the official Northwestern Procurement Card. (This is necessary to protect the tax-exempt status of the University). While we generally do not

encourage users to travel anywhere to buy the products they need for their office due to the additional time and risk associated with travel during work hours, we felt this was a good option to have in case of an emergency situation. The Evanston OfficeMax is located at:

OfficeMax  
Evanston Center  
2255 Howard Street  
Evanston, IL 60202

**Toner Recycling:** Your department's empty toner and ink cartridges can be recycled through OfficeMax as well. Once your department has collected 3-4 empty toner cartridges, package them in a larger box and the next time your OfficeMax driver comes in for a delivery simply send the empty cartridges with him or her.

## NON-PREFERRED OFFICE SUPPLY VENDORS

While OfficeMax is Northwestern University's Preferred Vendor for office supplies, we still have a small number of non-catalog orders that are being issued to other office supply vendors. It has recently come to our attention that at least one of those non-preferred office supply vendors is no longer filling those orders for Northwestern. In some cases, the vendor will contact the user informing them that they will not be filling NU orders; however, in other cases they simply don't contact the user at all and never fill the order.

We would like to stress that nearly any office supply product that another vendor carries can be found through OfficeMax. If they do not carry the exact same product that you used to buy from another vendor, a comparable product is usually available that is virtually the same product but produced by a different manufacturer, often at a lower price.

If you are having trouble locating a specific item in the OfficeMax iBuyNU catalog, contact NU's OfficeMax customer service representative, [Evan Webb](mailto:Evan.Webb@northwestern.edu) at 224-279-7588 or PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

## OfficeMax *continued*

**Imprinted Items Coming Soon:** OfficeMax and PRS are currently working to finalize the custom NU imprinted items that will be available in iBuyNU. Your patience has been appreciated during this process and we hope to have these items available in early May. For updated information, visit the OfficeMax Preferred Vendor profile or contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

### Environmentally-Friendly Shipping

**Totes:** When your department receives an order from OfficeMax, your shipment will be delivered in a reusable OfficeMax tote instead of traditional cardboard boxes. Since the start of the contract, we have received an overwhelmingly positive response to this initiative. Of course, we have also received a few complaints. We are asking faculty and staff to recognize the way in which this has a positive impact on the environment by emphasizing reusable packaging rather than single-use packaging. (Note: For OfficeMax and other deliveries that do arrive in cardboard, please recycle in the paper/cardboard bins provided by [NU Recycling](#).) The use of these totes should not be a hassle to deal with. Once you have unpacked your office supply order, you can do one of the following:

- Unpack the tote immediately and return it to the driver.
- After unpacking the tote, simply collapse it and set it aside. Upon delivery of your department's next office supply order, your OfficeMax delivery driver will pick up the tote from your previous order.

It is very important that the totes be returned. Not only is this program environmentally friendly, re-using the totes is also a key component to helping keep our prices low.

If you wish to provide feedback to PRS, contact us at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).



OfficeMax encourages your questions, concerns or feedback. As part of their commitment to the University, OfficeMax has provided Northwestern with an on-site customer service representative, Evan Webb. If you have any questions regarding product offerings, the Retail Connect program or any other general questions, contact [Evan](#) at 224-279-7588.

## VWR

Neptune Plastics are a VWR exclusive product that offers quality and performance at a very competitive price. Neptune has more than 22 years of liquid handling experience. They were the first in the industry to create a tip reload system. Their patented environmentally sustainable pack (ESP) reduces plastic waste by up to 90%. In addition, Neptune was the first in the industry to design an aerosol barrier tip specifically engineered to reduce cross-contamination and the first to develop a low-retention polymer which virtually eliminates sample hold-up.

These products are offered at an aggressive price in order to compete with 'generic house' providers of lab supply products. Products include, but are not limited to:

- Barrier Tips
- Non-Barrier Tips
- Tip Reloads
- PCR Tubes
- Microcentrifuge Tubes
- PCR Plates
- Screw Cap Microtubes
- Cryovials
- Basins



Check out the pricing for these items in the VWR punch-out catalog in iBuyNU. If you have any questions or wish to request a sample, contact our VWR Sales Representative, [Amy Van Arsdale](#) at 847-274-9152 or the PRS Procurement Administrator, [Matt Marzillo](#) at 7-0837.

## Fisher Scientific

VWR continues to be the University's prime Preferred Vendor for general lab supplies. This contract was awarded as a result of a formal competitive bid process. It is expected that most general lab supplies will continue to be purchased from VWR.

However, PRS recognizes that there are items departments can only purchase from Fisher Scientific. Therefore, we have recently completed negotiations and finalized a pricing agreement with Fisher Scientific for exclusive items that cannot be purchased from any other source. A catalog has been created that includes the Fisher-exclusive items and reflects the recently negotiated pricing. Effective April 23, their catalog will be available in iBuyNU.

If you have any questions regarding Northwestern's newly-established agreement with Fisher Scientific, contact the PRS Procurement Administrator, [Matt Marzillo](#) at 7-0837.

## Life Technologies

PRS has had an extensive pricing agreement in place with Invitrogen for three years, and their web-based catalog has always been in iBuyNU. However, we did not previously have an agreement with Applied Biosystems.

Invitrogen recently merged with Applied Biosystems and has become Life Technologies. We are pleased to announce that PRS negotiated a new agreement with Life Technologies, which now includes the Applied Biosystems line of products and additional cost savings to the University. You will now see a Life Technologies icon in iBuyNU, which will take you to their complete punch-out catalog that reflects the University's pricing agreement.

For more information on products and pricing, visit the [Life Technologies Preferred Vendor Profile](#) or the new Life Technologies catalog in iBuyNU.

If you have any questions, contact our Life Technologies rep, [Kris Zuraitis](#) at 312-513-9108, or the PRS Procurement Administrator, [Matt Marzillo](#) at 7-0837.

## U.S. Cellular

Northwestern University's Preferred Vendor contract with U.S. Cellular was recently updated with an added discount now applicable to data packages. Previously, U.S. Cellular's discount was only applicable to voice and text plans.

According to the updated agreement, U.S. Cellular will now provide a 15% Service Discount to both Northwestern corporate accounts and to staff individual accounts. The 15% Service



Discount is applicable for monthly voice, text and data service. Individual plans must be \$69.95 or higher and Family plans must be

\$99.95 or higher. Unlimited packages are excluded from the discount.

For Individual accounts, go to [www.uscellular.com/partner](http://www.uscellular.com/partner). Enter your NU email address. You will receive a reply email confirming your eligibility.

For corporate accounts, contact the U.S. Cellular representative, [Martin Heffron](#) at 847-293-000.

If you'd like more information on U.S. Cellular, visit the [PRS U.S. Cellular Preferred Vendor Profile](#). For questions contact NU's U.S. Cellular rep, [Martin Heffron](#) at 847-293-0002 or Procurement Administrator, [Betsy Costello](#) at 7-0590.

## SHI

Northwestern University has a new representative at SHI. [Joey Avraham](#) can be reached at 224-279-3918.

## Crothall Laundry Services

HLS (Healthcare Laundry Services), Northwestern University's lab laundry service provider, recently changed their name to Crothall Laundry Services.

The ordering procedure for lab laundry services through Crothall has not changed. Once enrolled in the program, you can charge the service to your NU chart string. Each department is billed by University Services at the end of each month.

To enroll in the new laundry program:

- Complete the online [Laundry Enrollment Form](#) (pdf) to enroll in the program. Print a copy of the form, and then submit the form to Crothall via email.
- The FIRST time that you send a soiled garment for processing, place the printed copy of the enrollment form in the pocket of the coat. If you have multiple garments, place them all in one bag with the printed copy of the enrollment form.
- Place your soiled garments at one of the drop points in your area or in the VWR stockroom on your campus.
- Crothall will process the form and send a confirmation email. Crothall will attach a unique bar code to the inside collar of customer-owned lab coats.

Pick-up of dirty linens and drop-off of clean linens will be on a weekly schedule:

- Chicago campus:  
Wednesdays 9:00 am–5:00 pm
- Evanston campus:  
Mondays 9:00 am–10:00 am

For rates, procedures, and online enrollment, visit the [Lab Services web page](#).

Service/Procedure Questions: [Steve Bodziak](#), Crothall Account Manager, 847-941-7027.

Billing Questions: [Theresa McClain](#), University Services, 3-0510 or the PRS Procurement Administrator, [Matt Marzillo](#) at 7-0837.

## Shred-X

Just a reminder, Shred-X by Rentacrate is Northwestern University's Preferred Vendor for shredding and document destruction services. This contract offers considerable flexibility and savings to departments and schools. For ordering information and pricing, visit the [PRS Shred-X Preferred Vendor profile](#).

For questions or concerns regarding document destruction services through Shred-X, contact NU's Shred-X reps, Susan Soto or Frank Piche, at [northwestern@rentacrate.com](mailto:northwestern@rentacrate.com) or 800-427-2832 or the PRS Procurement Administrator, [Shari Janoff](#) at 1-5321.



## Peninsula Chicago Hotel

Northwestern University has a new representative at the Peninsula Chicago Hotel. [Meg Solimine](#) can be reached at 312-573-6703.

## Santa Cruz

Santa Cruz has a new Northwestern Representative. [Andrew Tocum](#) can be reached at 800-457-3800 ext. 218.

## BD Biosciences

BD Biosciences has a new NU Representative. [Thomas Lendrihas](#) can be reached at 800-325-9637.

## Apple

Apple has a new NU representative, Meegan Beckmann. If you have any questions or concerns regarding Apple, contact [Meegan](#) at 312-961-6479.

# Process & Procedures

## Open Encumbrance Report

To help manage orders submitted through NUFinancials, you should run the Open Encumbrance Report for your department regularly. The Open Encumbrance Report is located in Cognos and is titled SC016–Open Encumbrance Report. The Open Encumbrance Report will list all active purchase orders and provide the details for why the purchase order remains in an active status. Following are a few reasons why a purchase order will appear on your Open Encumbrance Report:

- No Invoice
- No Receipt
- Items Unavailable

For assistance locating or running the Open Encumbrance Report, contact the University Help Desk by dialing 847-491-HELP (4357), Option 2, or access a Reporting training guide PDF on the [Project Cafe website](#).

If you need assistance or have questions regarding the necessary steps to close a purchase order appearing on your department's Open Encumbrance Report, contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

## Receivers

For Purchase Orders that have been rolled per the fiscal year-end process, all receipts must be applied in Add/Update Receipts. Receipts cannot be applied via Manager Requisitions. The navigation to find Add/Update Receipts in NUFinancials is: Purchasing > Receipts > Add/Update Receipts. The job aid PDF can be found on the [Project Cafe website](#).

## Hold PO From Further Processing

The “Hold PO From Further Processing” option should not to be used to pay an invoice after the fact when a Purchase Order should have been issued and sent to the vendor at the beginning of the transaction. Departments/schools need to make every effort to order goods and services using NUFinancials, which results in an official Purchase Order being sent to the vendor. This needs to occur at the time the product or service is ordered, not when it is time to pay for the product or service. In addition, it is not necessary to check the “Hold PO from Further Processing” box when a purchase order should be sent to the vendor. Selecting this box in error will cause delays in the vendor's receipt of your purchase order which will result in delays in receiving orders.

Important note: When checking the “Hold PO from Further Processing” box, it is required that comments be added at either the header or the line level indicating the reason why you are putting the PO on hold, what action you want taken with the PO, and why you need to prevent the system from automatically sending the PO to the vendor. If notes are not included, an analyst from PRS will contact the user via email or phone to verify why the purchase order was placed on hold. If PRS doesn't receive a response within 24 hours, the purchase order will be released to the vendor which could result in a duplicate shipment.

If you have any questions about this process, contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu). To get detailed instruction and to find out more information on the appropriate uses of the Hold PO from Further Processing Function, access the Holds training guide PDF on the [Project Cafe website](#).



## PRS BIDS AND CONTRACTS IN THE WORKS

Purchasing Resource Services is always working to ensure that Preferred Vendor contracts are established that best serve the needs of NU departments and schools. Some of our work is on new contracts while others were due for re-bid. PRS is currently working on the following:

- Temporary Staffing
- Copy & Mail Center
- Appliances and Electronics
- Janitorial Service
- Imaging/Scanning Services
- Chicago Food Service
- Maintenance, Repair, Operations (MRO) items – i.e. tools and hardware)
- Drinking water service
- Travel services
- Computers
- Computer supplies
- Computer recycling
- Books, movies, music



If you have any questions regarding upcoming bids or would like to recommend that a Preferred Vendor be established for a particular product or service area, contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

*Would you like to recommend that a Preferred Vendor be established for a particular product or service area? Contact us at [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu)!*

## PRS Website Update

Purchasing Resource Services continues to make improvements to the PRS website. Most recently, the [PRS Preferred Vendor Matrix](#) was updated to be more manageable, user-friendly, and informative.

All of NU's Preferred Vendors are listed within the matrix. The matrix can still be sorted based on a several different criteria and can now also be filtered based on product or service category. Click on a Preferred Vendor name in the Matrix to view the vendor/contract profile that includes the most commonly needed information.

It is our goal that when departments and schools need to purchase something, they will initially visit the PRS website and Preferred Vendor Matrix to see what contracts might already exist for the product or service they need. If you have any feedback or suggestions in ways our website can be further improved, please contact PRS at 1-8120 or [purchasing@northwestern.edu](mailto:purchasing@northwestern.edu).

Preferred Vendors		Preferred Vendors		
Product/Service	View by category:	Primary Ordering Method	Supplier Diversity	Sustainability Information
Audio Conferencing	All	Blanket		
Calibration Services	All	Blanket		
Catering	All	Non-Catalog		
Catering	All	Non-Catalog	WBE	
Catering	All	Non-Catalog		
Catering	All	Non-Catalog	LBE	
Catering	All	Internal Billing		

## Beware of Toner Pirates

Several departments have recently been contacted by "toner pirates". Toner pirates are companies that will call departments and give the impression that they represent the company from which you leased or purchased your printer or copier. Sometimes they will be promoting a special deal on toner. 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 will receive the toner, but you will also get an invoice that most likely reflects much higher pricing than you expected. Below are a few things to remember about toner purchases at Northwestern:



- If you have a copier from one of our Preferred Vendors in the Copier Management Program (Ricoh, Regal Business Machines, or Gordon Fleisch), 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.
- You should never pay for toner for your copier from these Preferred Vendors, normal delivery is included (you will only be charged for delivery if you specifically request next-day delivery).
- 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 that would like to ship you toner, just say no – more than likely, it's a scam. For questions, contact [Tom Luczkowiak](#) at 1-8411.

## PRS Directory

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