Helpful Information for Avoiding Common Problems Related to DEP Orders

Did you know that participating departments are solely responsible for the administration of DEP orders? These responsibilities include, but are not limited to:

- Ordering, receiving, and inspecting all merchandise
- Resolution of all invoicing discrepancies
- Accurate entry of purchase order information in the PeopleSoft ePro System including, but not limited to:
  - correct price
  - description
  - shipping information, including estimated freight charges

For more details, the current DEP Procedures are available at http://www.utmb.edu/logistics/purchasing/forms/policy/6.10-%20Department%20Generated%20DEP%20Orders.doc

The most common problems that prevent or slow down the payment of a purchase order include:

- Outdated/incorrect pricing entered on the original DEP Special Request requisition
- Selection of the incorrect vendor and/or vendor location on the original requisition
- Duplication of merchandise being shipped by the vendor
- Missing PeopleSoft receipts once an item has been received from the vendor

The easiest and best way to proactively prevent payment problems is for the end-user to:

- Contact the vendor for an accurate up-to-date price quote for all non-punchout Special Request DEP requisitions and confirm the vendor’s address.
- Ensure the appropriate vendor and vendor location is selected when creating a non-punchout Special Request DEP requisition. The selected vendor must match the vendor location that provided the quote.
  - To validate the correct vendor and location is being selected; compare the address given and/or the phone number used when obtaining the quote with the address/phone number listed on the vendor location in PS.
  - Note: For eCatalog punchout requisitions, do not select a vendor - the system will automatically populate the correct vendor and vendor location.
- Detailed instructions on How to Select the Appropriate Vendor and Location are available on-line in the eProcurement Quick Reference User Guide: http://www.utmb.edu/logistics/purchasing/forms/epro/How%20to%20Select%20Vendor.pdf
- Do not call in the order to the vendor. Remember, DEP purchase orders are automatically sent electronically to the vendor as soon as the PO is created. Calling the vendor to place the order often results in duplicate shipments and multiple invoices.
- If the service is performed or the merchandise is received directly in the department (i.e., received at an off-site clinic; service/repair performed within the department; hours worked by temporary employee, etc), create a receipt in PeopleSoft eProcurement as soon as the service/merchandise is received.

Detailed instructions regarding many eProcurement functions are available from the eProcurement Quick Reference Users Guide available from the PeopleSoft landing page: http://www.utmb.edu/logistics/purchasing/eproguide.asp

Questions regarding eProcurement, DEP Procedures, and Purchase Orders should be directed to the Purchasing Help Desk at extension 7-8000 or via e-mail at purchasing.helpdesk@utmb.edu