



NEWS from UCSF's eCommerce Department!

This issue covers

February 11, 2008

- Promotions
- Discontinued Items
- PO testing

Promotions

Our world today: When UCSF calls your company to order products you inform them of promotions, discounts, 2-for-1 deals, free samples, etc. Your sales reps visit the UCSF campus and offer lab personnel special deals and promotions. You advertise. To take advantage of these offers, end users place orders over the phone, or a sales rep places the order for them.

Our world tomorrow: You will still offer your promotions the same way, but end users will place orders differently. UCSF will be trained on the below process.

Pilot period and Phase I

EDI Vendors – As we are not sending PO comments via EDI, all promotions must be ordered the same way they are today (outside the system).

Non-EDI Vendors - The comments field on the PO can contain special instructions for promotions. Please train your customer service teams to read the comments on the PO for these special instructions. Do not include a line item on the invoice for any “free” products you provide.

Promotions that will be ordered via the P2P system

- Catalog items with the following types of deals
 - 2-for-1
 - buy 2 get one free
 - buy one get one free, etc.

Promotions that will NOT be ordered via the P2P system
(End users will place these orders as they do today so that the invoice will always match the PO price)

- Promotions for non-catalog items
- Percent discount off catalog price

Phase II

Phase II of our project will enable "Special Requests." End users will be able to reference quotes, percent discounts off list price and other special deals. Special Requests can be sent to all vendors. More information will come your way as the enablement of this feature approaches (late 2008).

Discontinued Items

Our world today: UCSF end users place orders in person or via phone or internet, so they are immediately aware when a product is no longer available. Your contracts state that if a product is being discontinued, you must notify the UCSF Strategic Sourcing department with 60 days prior written notice.

Our world tomorrow: Due to the fact that our catalogs are static, and we want to get updated information to end users as soon as possible, we ask that you now notify our eCommerce department when an item has been discontinued. Why is the 60 days so important? Researchers designing and planning experiments need to know how much to order at what time and what products to use. Your information is critical to UCSF research.

Perfect Commerce Vendors

- * Ensure your quarterly updates remove all discontinued items and add new items (if available)

Agreement Vendors

- * Ensure our eCommerce team has updated product information
 - Unit of measure
 - Volume offered
 - Price (price changes must be approved by CPBC)
- * Ensure our eCommerce team is aware of discontinued items
- * We will update our catalogs to reflect changes on the effective date you specify

If catalogs are not up to date and you receive an order for a discontinued or unavailable item, we ask that you call the buyer on the PO within 24 hours and let them know their order cannot be filled. At that point the buyer cancels the PO line through a change order and issues a new PO for the substitute product, if offered and accepted.

PO Testing

Our world today: You receive orders via phone, internet, etc. PO numbers contain 10 alpha-numeric characters or what we refer to as speedcharts.

Our world tomorrow: On Feb 25th you will begin receiving standard POs from the UCSF pilot departments via the fax or email address you provided. All change orders will come via fax or email as well (even if you are an EDI PO vendor). We are asking that end users precede the change order with a phone call to your company.

This week you will each receive from me a sample order for your catalog products and a change order.

Items to look for on the PO

- Purchase order number (10 digits)
- Ship to address
- Requestor name (Attn: The person receiving the goods)
- Buyer name and number (You need to call this number when an issue arises with the order)
- Comments field (may contain shipping, delivery or promotion information)

Items to look for on the change order

- Be able to identify that it is a change order (info in header)
- Original PO number (in header)
- Items that have changed are in **BOLD** text

Please contact me if you do not receive a sample order or if you have questions.

Links

<http://cpbc.ucsf.edu/>

Contacts

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