



NEWS from UCSF's eCommerce Department!

This issue covers

January 14th, 2008

- Purchase Orders
- Shipping and Packing Slips

Purchase Orders

Our world today: Orders are placed over the phone, over the internet, via fax and email. Customers give you their account numbers, a speed chart (10 or 5 digit number) and the address they want the product shipped to.

Our world tomorrow: You will still receive orders as you do today, but in addition . . . you will receive purchase orders from your hosted UCSF catalog or Perfect Commerce catalog via the fax or email address you provided to UCSF. These orders will go out 3 times a day. Great news – standardized information, fewer manual orders! In a later issue I will discuss pilot users so that you know what volume to expect via which medium from which users. If you have a UCSF call center for orders today, please ensure we have a dedicated customer service team for the volume of fax/email orders that will be coming in.

New information you can expect -

- UCSF purchase order number (10 digits)
- Buyer name and phone number
- Ship to information
- Bill-to information
- Product ID and price based on your UCSF catalog
- Line numbers
- Special shipping requests and instructions via the comments field (for non-EDI orders only)

These orders will not include

- Individual account numbers
- Speed chart numbers

If you wish to receive account numbers, please contact your UCSF account owners and ask them to provide this information in the “comments” field of the purchase order. Comments will not be included for EDI orders, instead we ask users to call the number you have provided and refer to their PO number for special shipping requests.

**Make any changes to your customer service processes to accommodate this before our go-live date of Feb 25th.

New expectations UCSF has of you -

- If you receive an order and are unable to ship the product in a timely manner (backorders, etc), call the buyer on the PO to let them know within 24 hours. ‘Timely’ is derived from your individual contract terms with UCSF.
- If you receive an order for a discontinued product, call the buyer on the PO to let them know within 24 hours. If available, offer a substitution and they will decide if they want to accept the substitution and provide you with a change order or cancel the order. Do not send substitutions without first contacting the buyer, they are likely to return it at your cost.
- If you receive a PO and the price is incorrect, contact the buyer to discuss changes upfront.
- We appreciate your support and will share the feedback we get from users on your ability to meet these expectations.

Shipping and Packing Slips

Our world today: You receive different levels of information from UCSF customers each time you get an order. You include on the packing slip a variety of information.

Our world tomorrow: Catalog purchase orders will always contain the same standardized information. POs will contain a ship-to address that you must ship the product to. You should not use old account ship-to information. If you have a special process in place to ship product to Oyster Point or EH&S, please continue that process for those special items only.

New information you can expect –

- Standard ship-to address
- Line number

New expectations UCSF has of you –

- Ship product to the address on the PO with the exception of large items (over 200lbs)
- For non-EDI orders, review the comments field for any special shipping requests. Call the buyer on the purchase order if you cannot meet their shipping requests to discuss alternate options.
- Packing slips must be included.
- Packing slips must provide the following information:
 - **PO number** (10 digits) **Required!**
 - Ship-to (full delivery address)
 - **Attention to** (requester name) **This is critical!**
 - UCSF PO Line number
 - Product ID/part number
 - Product description
 - Quantity shipped
 - UoM

Why? Users will be entering a receipt into the system based on the PO referenced in your packing slip and the product shipped. This receipt is matched to the PO and invoice before payment is issued. If receiving cannot be entered properly, this will create an exception in our system and delay your payment.

Links

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

Contacts

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