



NEWS from UCSF's eCommerce Department!

This issue covers

January 22nd, 2008

- Invoices
- Catalogs
- Pilot roll out

Invoices

Our world today: You send invoices to the person who placed the order. Instead of a purchase order you reference a 5-10 digit alphanumeric character. As orders are placed over the phone, over the internet, via fax and email, you don't always have a standard ship-to or bill-to to include on the invoice.

Our world tomorrow: You will still receive orders as you do today, but in addition . . . you will receive purchase orders with standard 10 digit PO numbers. When invoicing, send **all** invoices to UCSF's central AP department (see below). For catalog orders, payment is triggered by a matching process. Our system matches the PO, invoice and receipt based on PO number, line number, quantity and price. It is essential you invoice correctly in order to avoid delayed payment. If we receive an incorrect invoice, the buyer of record will call your company and ask you to resend a corrected invoice to our AP department.

EDI Vendors – Credit and zero line items should not be included on the EDI invoices, those must all be sent via paper. When issuing a corrected invoice, always call Accounts Payable first so they can delete the old invoice and expect the new one.

- If you send a corrected invoice with the original invoice number, send it via paper.
- If you cancel the original invoice and issue a new invoice number, you may send that via EDI.

Non-EDI Vendors - If you would like to invoice UCSF via EDI, contact me and I will add you to our testing queue. Our next available testing time is April, 2008.

New information you can expect to receive -

- UCSF purchase order numbers (10 digits)
- Ship to information and recipient name
- Bill-to information:
 - University of California SF
 - Accounting Office, UCSF Box 0812
 - San Francisco, CA 94143-0812
- Line numbers

*New expectations UCSF has of you** -*

- For **catalog** order invoices you MUST include
 - PO number (**10 digits only, do not include the 'UCSF-'**)
 - Line description
 - Line number
 - Ship-to name and address
 - Qty and price to match the PO
- For **non-catalog** order invoices, business as usual
- Send **all** invoices to
 - University of California SF
 - Accounting Office, UCSF Box 0812
 - San Francisco, CA 94143-0812
- If you receive a PO and the price is incorrect, contact the buyer to discuss changes upfront.

For past due payment inquiries, please contact the AP service desk at apservicedesk@ucsf.edu.

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

Catalogs

Our world today: UCSF end users shop your websites or paper catalogs for products. Users request buyers place the orders for them.

Our world tomorrow: Our goal is to create a smooth and fast process for UCSF persons to receive the goods they need at a price they like. By limiting the manual processes and the amount of paper shuffling back and forth, we both (UCSF and you the vendor) can create this experience. The more user-friendly your catalog information is, the more the paperless system will be used, and the more orders you will

receive. End users can shop your catalogs in our system and create orders on their own. Users will count on your product offerings to be current and for your prices to be stable. Users can create templates and favorites using your catalog offerings for their common or frequent orders.

New expectations UCSF has of you –

- If you have a discontinued product, call the buyer on the PO to discuss changes to the order.
- Honor your contracted shipping agreement for catalog POs
- Perfect Commerce catalog vendors
 - Update prices no more than once a year
 - Honor all prices on the POs generated from your hosted catalogs
 - Update catalog content 1-4 times per year to reflect new product offerings and to delete discontinued products.
 - Continuously enhance your catalog to increase your market share at UCSF (populate the keywords field, expand descriptions, add pictures, etc). We want you to be successful!!!
- Agreement vendors
 - Honor all prices on the POs referencing our agreement items in the UCSF catalog
 - Hold prices stable for the term of your UCSF contract
 - Notify Campus Procurement if you discontinue a product or if your contract is close to expiring and you have not been contacted.

Pilot Departments

Our world today: No one is currently shopping in the catalog system.

Our world tomorrow: On Feb 25th we are enabling a small portion of the campus with access to the system, so don't expect a huge rush of catalog orders right away. We are doing this to ensure the system works as we'd like, and to allow us to fix any bugs that show themselves. This also gives us time to collect feedback on catalog content and vendor performance. The below departments are those that offered to 'test' the system for the rest of campus. This 3 month pilot period is a great time for vendors to give feedback on their experience as well! I'm all ears! The rest of campus will have access to the system after 90 days.

Pilot Departments (some are only piloting with small labs, not the entire department)

Dentistry
Dept of Medicine: Pulmonary and Critical Care
Dept of Medicine: Nephrology
Dept of Medicine: Administration
Cancer Center: Genome and Array Core
Cardiovascular Research Institute (CVRI)
Biochemistry
Microbiology
Radiology
Pathology
Cell Culture
Capitol Projects and Facilities Management (CPFM)
OAAIS
Controller's Office
Program Management Office (PMO)

Links

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

Contacts

eCommerce Manager –
Sarah Sullivan (415) 502-3175 sarah.sullivan@ucsf.edu

AP Service Desk –
(415) 476-2126 apservicedesk@ucsf.edu

Campus Procurement and Business Contracts Service Desk –
(415) 476-5761