

- Catalogs
- Discontinued Items

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.

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.