

- Purchase Orders
- PO Testing

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.

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.