iProcurement FAQ's :

Q: **Is there a minimum amount requirement to create a Purchase Order ("PO")?**

 A: **There is a new Finance Policy for "PO Exempt Purchases".   This is outlined in the FAI MRO Purchasing Policies and Procedures which are downloadable online through the Navigator Home page under Corporate Functions via the Procurement SharePoint page, or alternately via the Share Point Portal.**

Q: **How do I get access to create a requisition in iProcurement?**

A: **Seek assistance from the FAI ISS Helpdesk at FAI_ServiceDesk@us.fujitsu.com or call them at 1-877-817-HELP(4357)**

Q: **My login doesn't work or I don't know my login into iProcurement...**

A: **Seek assistance from the FAI ISS Helpdesk at FAI_ServiceDesk@us.fujitsu.com or call them at 1-877-817-HELP(4357)**

Q: **Where can the users find their PCC? (sometimes they only know their old PCC)**

A: **Contact your Finance department**

Q: **My PCC code is not correct on iProcurement. How do I correct that?**

A: **Contact your Finance department to request a correction in PeopleSoft.**

Q: **My PCC code should not be used as the "charge to" PCC.   How can I generate a requisition using a different PCC code ?**

A: You cannot change the PCC code.   Instead what you need to do is to change the default requestor (which is you) to a requestor name with the PCC code you want the requisition charged to, during checkout process. When a requisition is created, iProcurement automatically considers you as the requestor and charges your PCC for the requisition by default. In order to ensure that the correct PCC is charged for the requisition, it is imperative that the 'Requester' field contains the name of the person who's PCC will pay for the order. Once the requestor's name is changed, the ship-to location will also be automatically updated to the default location of the requestor in PeopleSoft.

Note: As a result of this tip and based upon the Broadcast Announcement sent out on September 8, 2009, Procurement will no longer accept a requestor putting a Note-To-Buyer on their iProcurement PRs requesting the PCC be changed.

Q: **How do I proceed on iProcurement when the supplier is not on the list?**

A: **Click "New Supplier" and enter supplier name, contact name, phone and their email address is a must.**

Q: Do I need to provide the supplier's info (W9, etc....) if it's a new supplier?

A: You can attach it if the new supplier already provided it to you. Otherwise, Purchasing will secure the W-9.

Q: How do I select a "Ship To Address" which is not in the list of options?

A: You would need to create a Note To Buyer on your requisition, with special ship-to instructions.

Q: I can't find a "Category" that matches what I'm trying to purchase, what do I select?

A: Check with FAI Finance or your accounting dept. for assistance. However, there has been a recent clean-up of the Category choices on iProcurement, therefore you may find your selection. In the end, do your best guesswork.

Q: Why didn't my requisition go through the correct managers for approval?

A: iProcurement requisition approvers are determined by the requestors' manager hierarchy chain in PeopleSoft. Depending upon the dollar amount, a requisition will go through different levels of approval in accordance to FAI Signature authority Policy. If you don't feel your requisition is going through the right managers for approval, please call the helpdesk to request a ticket.

Q: How do I change a requisition?

A: There is a change order option on iProcurement where you use the original requisition to generate the change order.

Q: How can I change the supplier name when the requisition is approved partially (request from an approver)?

A: Withdraw the requisition, make changes and re-submit it. The requisition will need to go through approval cycle again.

Q: Who is (or will be) the Buyer for my requisition?

A: Requisitions are assigned by Purchasing management to a staff of multiple Buyers. Assignment depends on Buyer workload, and to some degree, by commodity.

Q: What does it mean when I receive the following e-message: "Returned to Trish Uden to complete"?

A: This message means that the Requestor has selected FAI ISS internal products on iProcurement requisitions which are to be inter-company fulfilled by Trish Uden of FAI ISS.

Q: How do I order desktops versus laptops?

A: Contact Trish Uden (ISS) about your specific work requirement and she will advise of the best course of action.

Q: **What do we do for services like coffee supplies, milk,... Should we create a request and PO once per year? How do we do the receipt?**

A: **This type of service lends itself to a 12 month (annual) Blanket Purchase Order. Requestors would generate a requisition with one year funding for coffee and coffee supplies -- specifying a supplier of choice;   No receipts are required on services or on blanket purchase orders**.

Q: **Do we create PO for office supplies?**

A: **For requirements of $500 or less, you may go to the online ordering tool called Stapleslink found at http://www.stapleslink.com or alternately the above Share Point Portal.**

Q: **How do I order business cards?   Can I get a logo or multiple logos on my business cards?**

A: **You may go to the Navigator Home Page, under "I Want To" and you may order online directly with FAI's chosen suppliers by selecting "The Company Store" or http://www.faistore.com or alternately the above Share Point Portal. Only one logo is allowed on each set of business cards.**

For Sunnyvale campus catering, you may contact cafe catering services for an online form. For

Q: **If we have a quote for one year preventative maintenance agreement, invoiced quarterly, how would we fill out the requisition?**

A: **This would be a requisition for an annual Blanket PO for one year preventative maintenance billed quarterly. As a service, the dollar amount would be one lump sum.   In the requisition description, it can be stated "billed quarterly at $ amount per quarter".**

Q: **What is considered backoffice and non-backoffice?**

A: **In the context of iProcurement Phase 1 implementation, backoffice refers to general administration, marketing and sales. All backoffice employees of former FTXS and FC in the US which became part of FAI Oracle on 4/1/09. The non-backoffice employees are scheduled to be moved to FAI Oracle in varied later phases.**