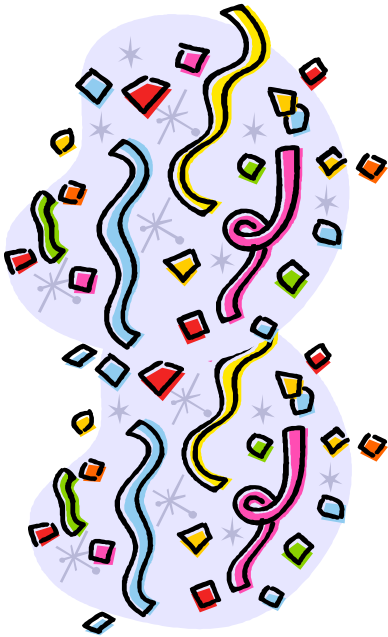


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Business Services Newsletter

Business Services is composed of Purchasing Services, Telecommunications, Central Receiving & Shipping/Inventory Control, Mail Services, and UAH Copy Center

Happy New Year



As we enter a new calendar year, the staff of Business Services hopes that the letters in “New Year” will be a reminder of our purpose and mission:

co**N**venience
s**E**rvice
kno**W**ledge

You
d**E**ducation
Assistance
Relationship

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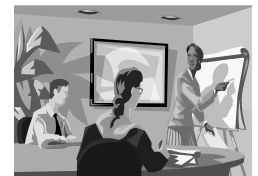
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Workshop Set for March 2 & 30

The Office of Counsel and Business Services will co-sponsor an upcoming workshop on **March 2 and 30, 2005**. Key topics will include: (1) What You Should Know about Contracting and (2) What You Should Know about UAH Vehicles, Safety, and Insurance.



Departmental Ethics and Vendor Quotes/Visits

When talking with vendors, departments must exemplify professional business ethics. Obtaining quotes from a vendor or talking with a vendor that stops by your office is acceptable and legal **as long as you do not make any commitments**. When you obtain quotes, ask for the name of the person providing you the pricing information. To be fair to the vendors, be sure to provide each vendor with the same information; however, do not release competing vendors' pricing information when obtaining quotes.

Purchasing Services strives to obtain the maximum value for each dollar of expenditure in conformance with state laws and University policy. In an effort to foster productive business relations with vendors, it is our policy to extend what we expect to receive: fair, ethical, and legal business practices.

When submitting a Requisition to Purchasing Services, be sure to enter the name of the person providing the quote on the Requisition in the "Quote Ref" field. Forward a copy of the quote to Purchasing Services and reference the Requisition number on it.

Purchasing Under UAH Representation

The University has been and is receiving catalogs through Mail Services for LTD Commodities, LLC and ABC Distributing, LLC addressed to a number of UAH employees. Orders have been placed from these catalogs. As a reminder, these purchases must not and cannot make any commitment against the University. Orders must not be placed naming "The University of Alabama in Huntsville" as the debtor. The University will not be responsible for any invoices received for these purchases. Any invoice received through Accounts Payable will be returned to the vendor or forwarded to the employee's supervisor for corrective action.

Electronic Requisitions and Purchase Orders

For the procurement of goods or services, Purchasing Services uses an electronic requisitioning module that allows access from the comfort of your office computer for entry, approval, and tracking of Requisitions. To access the electronic requisition module, complete the form "On-line Requisitioning and Screen Access/Account Request Form," available at our website, and forward it to Purchasing Services. After establishing your system access, we will contact you to participate in a hands-on training class that will guide you through the appropriate screens. You will also receive a training book for future reference.

For current users we offer these helpful hints:

Voiding Requisitions: When voiding an electronic Requisition, go to screen 251. Make yourself a note and indicate the date in the Requisition Text field, bottom left, as to why you are voiding it. Then go to screen 253. Put a "Y" in the delete lines field and press enter. After you trailer (screen 256) the Requisition, the system will back out any remaining encumbrances. If you have not opened a Financial Accounting Session, go to screen 030 to open one.

Item Descriptions: Providing a complete description will help ensure that you receive the correct item(s). Include the product, manufacturer, model, size, color, etc.

Requisition Approvals: If your Requisition has not been processed into a Purchase Order after a few days, check the signature screen (252) before calling Purchasing Services. Many times it is delayed because the approvals (manager, Accounting, Office of Sponsored Programs) have not been received. Purchasing Services cannot process your Requisition until all approvals have been received.

continued

Reminder:

Always extend fair, ethical, and legal business practices



Electronic Requisitions

All electronic Requisitions must have the appropriate electronic approvals. If you have signature authority on the account number used, remember to approve the Requisition on screen 252. If you do not have signature authority, remind the person who does have it to approve the Requisition. Contracts & Grants Accounting or Office of Sponsored Programs cannot approve a Requisition until the department has electronically approved it.

BBA Approvals: When you are unable to trailer your Requisition due to insufficient funds, remember to contact Accounting or Contracts & Grants Accounting to obtain a BBA override. Check to see if the BBA override has been processed prior to calling Purchasing Services.

Emails: purch@email.uah.edu is used only for vendor and walk-thru requests; all other requests should be emailed to the appropriate Buyer.

Foundation Vendors: When searching or selecting a vendor for your Requisition, any vendor number that begins with "F" cannot be used because these vendors are established only for use by Accounting & Finance for Foundation purposes.

Wrong Vendor: If you have selected the wrong vendor when entering an electronic Requisition, you may either 1) enter a note on screen 251 at "Requisition Text" and indicate the correct vendor to use; or 2) if the Requisition has not been trailed on screen 256, you may drop the Requisition on screen 253 and reenter the Requisition, using the same Requisition number, with the correct vendor.

Wrong Subcode: If you are asked to change a subcode on an electronic Requisition, go to screen 25U and enter the corrected subcode. Re-trailer the document by going to screen 256. The Requisition must then be reapproved on screen 252.

Walk-thrus: Walk-thrus are for emergency orders that are needed immediately. When you receive a call that your walk-thru is ready, it is your department's responsibility to pick up the Purchase Order from Purchasing and place the order with the vendor. Purchase Orders should be picked up within 24 hours after notification.

Issue Checks: For a check to be issued with a Purchase Order, a proforma invoice, registration form, or order form is needed. This document from the vendor informs us who to pay, how much, what is being purchased, and where to mail the check. Remember: an attachment is required for Issue Check Requisitions.

Outstanding Purchase Order Balances: All departments are encouraged to review their budget statements very closely for any discrepancies regarding outstanding balances on Purchase Orders or Requisitions. Balances may be left because the vendor invoiced less than the amount of the Purchase Order or never billed at all. If you notice any outstanding balances that should be cleared, submit a paper Requisition to Purchasing. The Requisition should have a statement under "Description" to cancel the balance and a reference to the Purchase Order number.

Reminders:

Be sure to visit our website www.uah.edu/admin/purchasing for up-to-date information.

Central Receiving & Shipping:

Who We Are

Located in the Central Receiving Building (CRB) on John Wright Drive, our mission at Central Receiving & Shipping is to receive, distribute, and ship material for the UAH community. We strive to provide the most efficient and expedient receiving and shipping services possible. We proudly serve the University and welcome any feedback.

What We Do

Delivery: Every day we provide morning delivery of all priority packages and afternoon delivery of standard shipments.

Receiving: We rely heavily on the information provided on LPOs, POs, packing lists, and shipping labels. Inbound PO and LPO shipments are verified against packing lists and all PO items are verified.

CRB personnel enter receiving records for the PO into the SCT-IA Plus system. Copies of packing lists are filed with PO and LPO information for later reference.

Tracking: Each inbound package is entered into our Smart Track database for ease of tracking packages on campus. It provides receipt times, carrier, recipient, and proof-of-delivery signature. We can assist you in tracing packages delivered to the University through Central Receiving. We also trace incoming packages using carrier-tracking numbers.

Shipping: Central Receiving & Shipping offers outbound shipping services for university business related packages and freight. We do not handle the shipping of personal items; however, personal items can be sent through Mail Services. We can arrange shipment of almost any item, and we have a wide range of carriers from which to choose. We will provide pick-up service from your department for most outbound packages. Just call us at 824-6315 to arrange pick-up or obtain a shipping estimate.

How Can You Help Us?

Requisitions: Information entered during the on-line requisitioning process should be as detailed and complete as possible. Include vendor part numbers and a thorough description of the item requested. Informative descriptions help us identify line items and quickly catch any shipping errors from vendors. If you are placing an order with a vendor, request the vendor to print the PO or LPO number and department on the shipping label (or packing list outside the package).

Receipt of merchandise: If you receive a PO delivery directly from the carrier or vendor, open and inspect the shipment promptly. Forward a Memorandum Receiving Report (MRR) for this PO to Accounts Payable to document receipt of the merchandise and authorize payment to the vendor.

Returns: We serve as the pick-up point for return items, and again, we need as much information as possible to ensure prompt shipment. If it is necessary to return an item ordered on an LPO, the **department** should contact the vendor to obtain a return authorization and arrange for a **call tag** (if shipping through a carrier) or vendor pick-up request. PO returns must be coordinated through Purchasing. Notify Purchasing as quickly as possible when items must be returned. Purchasing will contact the vendor to coordinate the return. Repair items usually require an RMA number, which should be clearly indicated on the outside of the package.

Shipping: When shipping outbound items, provide specific information:

- Sender's name, department, and UAH account number for shipping charges (except for call tag items where vendor pays shipping)
- Recipient's name, company name, RMA number, street address, city/state/zip code
- Shipping method preferred (next day, 2nd day, ground, etc.)
- Any special insurance requirements for items being shipped

How You Can Help Us

Finally, we would like to ask your assistance in notifying us when you will be out of the office. If you are expecting a package, there are some things you can do to aid us when you are out of the office:

- Arrange for another department or UAH employee to sign for the package. Leave a note on your door and/or notify us at extension 824-6315.
- Post your office hours outside your door. If you keep irregular hours, try arranging for another UAH employee to sign for the expected packages.
- If you **change departments or office location**, update your information with Human Resources and Central Receiving.

Central Receiving & Shipping personnel will make every effort to deliver each package, and if no one is available to sign for the package, we will leave a note with the date and time of each attempted delivery.

Surplus Property

Central Receiving also serves as a clearinghouse for **surplus property**. We provide temporary storage of durable surplus equipment and furniture. Current surplus items are available to University employees for their departmental use. Surplus property may be viewed at the Central Receiving Building from 9:00 a.m. to 4:00 p.m. Monday through Friday.

Need Containerized Gas?

Central Receiving & Shipping maintains a contract for the purchase of containerized gasses and the rental of cylinders for the University. If your department needs containerized gas for laboratory use, submit the Gas / Alcohol Request Form (CRB FORM 1-001). This form can be found on the Business Services website, or you may request to have a copy emailed by contacting Robert Perry at 824-6315 or by email (perryr@email.uah.edu).

As of October 1, 2004 the new supplier of containerized gasses is Nexair Gas. There

are quite a few cylinders on campus that belong to our former vendors, Airgas (including BOC) and Holox. Because we are no longer under any contractual agreement with these vendors, they may revert to their standard customer rental charge, which could mean an increase to \$12 to \$14 per cylinder per month, depending on the vendor. We therefore respectfully request that your department consider replacing any old cylinders with the same gas from our new vendor.

To avoid paying any rental fee, we recommend that if you plan to use the same gas on a continuous basis of at least 18 months, your department should consider purchasing the cylinder(s). Most standard cylinders cost between \$175.00 and \$225.00 to purchase, depending on the type of gas.

A new University policy requires the vendor to deliver your gas directly to the requested site. Most gasses ordered will be delivered to your site the next working day. Central Receiving employees will escort the driver to make sure the cylinder is correctly delivered and empty cylinders are picked up. This policy was instituted to eliminate potential safety hazards in the handling of pressurized containers. There is a minimal service charge for this on-site direct delivery that will be included in the monthly account charge back.

To ensure that all empty cylinders are returned we ask that you disconnect all attachments and make sure the cylinder is properly capped. Mark all cylinders you wish to return as "empty."

If you have any questions about the ordering procedure, the cost of gas, or the method of delivery, call 824-6315.



Need More Rings?

Can't quite make it to the phone before voice mail picks up? We can help! Voice mail has an option to extend the number of rings before it picks up.

First, a brief explanation: Phones in this country generally have a two second ring and a four second pause. So, our standard voice mail pick-up time of four rings is about twenty seconds. Ring, pause, ring, pause, ring, pause, ring—and then go to voice mail. We can extend this time on the UAH telephone system by additional one or two rings for a total of four, five, or six rings before voice mail picks up, increasing the time to answer (and the caller's wait time) to as many as thirty-two seconds.

For the next 90 days Telecommunications will install the extended ringing cycle option on any faculty or staff phone free of charge. There is no additional monthly cost or fee to have this option on your phone.

Email Mary Jane at blackwem@email.uah.edu with the 4-digit extension number to be upgraded. Make sure to note how many rings you need. Having your phone ring 4, 5, or 6 times is the only option available, no more or no less.

No More Passwords!

Tired of inputting your mailbox and password every time you retrieve a message? Send in your request for the auto-logon feature. With this feature you do not have to enter your voice mail box number and password every time you access voice mail from your office phone. There is no installation or additional monthly fee for the auto-logon feature.

If you would like this feature, email Mary Jane at blackwem@email.uah.edu. Don't forget we **MUST** have the 4-digit extension that requires updating.

Basic Voice Mail Instructions

To Access Voice Mail	On campus: Dial 2000. Off campus: Dial 824-2000.
Mailbox Number	Same as your extension: For example, if your phone number is 824-7551, then your mailbox number is 7551.
To Change Password	Press 8* and follow prompts.
Message Indicator	A broken dial tone (on single line phones) or a flashing LED on digital phones.
To Play Messages	Press 2.
To Repeat Messages	Press 2 again.
To Delete a Message	Press 76. To help preserve system integrity and storage capability, delete your messages immediately after listening to them.
To Log off the System	Press 83. Do not just hang up. (However, if you are unable to use 83, then it will be necessary to just hang up the receiver.)
To Record Greetings	Press 8*. After the prompt, press 2. Press 1 for external greeting or 2 for internal greeting. Press 5 to start recording your message. Press # to end the recording. A suggested greeting is: "Hello, this is John Smith. I'm either away from my desk or on the phone right now. At the tone, please leave a message." If you are on the phone and receive another call, the call will "hunt" to your voice mail. (You do not have call waiting.)
Read Message Retention	Set to 5 days. After you have listened to a message, if you do not delete it yourself, after 5 days the system will delete it for you.

Note: If you delete a message and log off the voice mail system, the message cannot be "regenerated."

UAH Copy Center and Xerox: Dedicated to Serving You

The UAH Copy Center would like to thank the faculty and staff for all their support in the past year. The Copy Center is dedicated to providing all your printing needs. Our staff is well trained, and we have the right equipment for the job. Feel free to call or come by, and we will be glad to show you around. We are on campus for your convenience and are determined to provide the best service.

Service: Xerox and UAH have been teammates for years, and together we will go the extra mile to get the job done. We support all programs and look to the future to build better relationships and services in this ever changing technological environment. If you need a service that we don't already provide, please let us know; we will make every effort to provide it for you.

Copiers: Xerox is dedicated to providing the UAH community with the best copy machines possible. We hope that the copiers on campus are doing their job. We also offer training on the machines. If you have any concerns or questions, call Mike Taylor or Jackie Hankins at 824-6383. We

will be glad to assist you and go over any concerns you have.

Paper: The UAH Copy Center carries a full line of paper from regular white paper for your printers and faxes to color paper for those special projects. Not only do we carry paper but are willing to offer it at the lowest price. If you find a better price elsewhere on paper, just bring that price to the Copy Center and we will match it.

Again, we want to thank you for your past business and look forward to serving you in the future.

The UAH Copy Center Staff

Jackie Hankins	Account Manager	824-6383
Margie Balch	Docutech Specialist	824-6214
Patricia Tanner	Customer Service	824-6383
Mike Taylor	Copier Service	824-6383 or 990-3326
Lee Brannan	Press And Support	824-6383
Audley Crayton	Finishing & Delivery	824-6383

This newsletter is distributed by Business Services as an informational guide to the University community. This issue provides information from Purchasing Services, Telecommunications, Central Receiving & Shipping/Inventory Control, Mail Services, and the UAH Copy Center. Our goal is to provide helpful information for doing business with the various units of Business Services. Take a moment to review this issue. If we can assist you, please don't hesitate to contact us.

You can read the current *Business Services Newsletter* as well as previous issues online at www.uah.edu/admin/purchasing. Scroll down and click on the graphic of the man holding the key and then click on "Newsletter."

If you have any comments or suggestions for future articles please contact Candy Townley at townleyc@email.uah.edu.





Business Services Newsletter is a newsletter to the UAH Community.
We welcome your comments and suggestions for improvement and for future articles.
An Affirmative Action/Equal Opportunity Institution