



The Source NC E-Procurement Newsletter

April 2014 Edition

iHub Upgrade Status The NC E-Procurement team continues to make progress toward completing the [iHub upgrade](#). The iHub upgrade will reduce user effort involved in troubleshooting Entity Client, eRequisition, and purchase order issues, increase the visibility of errors to the NC E-Procurement team, and enhance reliable data delivery. Here are some updates regarding the iHub upgrade that might be of interest to you:

- The NC E-Procurement Team began deploying the upgraded Entity Client software to pilot entities as of March 28, 2014. The NC E-Procurement team is working directly with each entity's NC E-Procurement contacts to deploy the upgrade, and most end users will not need to take any action.
- As of April 25th, the upgraded Entity Client software has been deployed to 50 entities.

Resending Purchase Orders to Vendors If a vendor states that they have not received a purchase order sent to them via NC E-Procurement, please contact the NC E-Procurement Help Desk for assistance. The NC E-Procurement Help Desk is staffed with resources who are able to reach out to vendors to confirm order receipt, troubleshoot communication failures, and help vendors update how they receive purchase orders from NC E-Procurement (including fax numbers and email addresses). If you wish to contact the vendor directly, please utilize the contact information found via the [Public Vendor Search Tool](#). The NC E-Procurement Help Desk may be contacted at 888-211-7440, option 1, or by sending an email to ephelpdesk@its.nc.gov.

New Statewide Term Contracts 615A & 645A At the end of March, the Division of Purchase and Contract announced the new Statewide Term Contracts 615A and 645A. [Statewide Term Contract 615A – Office Supplies](#) was awarded to Forms & Supply and is projected to offer **31 percent savings** on general office supplies. With over 4,000 office supplies available for purchase, the contract is available in NC E-Procurement as a punchout catalog in which users can access a view of the vendor's web site containing State term contract pricing. Additionally, the new [Statewide Term Contract 645A – Office Paper](#) for Office Paper is expected to generate a **9 percent savings** on office paper over historical purchases. Tiered pricing adds further discount opportunities for larger volume orders.

Tips & Tricks: State Term Contract Catalog Items When creating an eRequisition for State Term Contract items, users should use the pre-loaded term contract catalogs available in NC E-Procurement. Adding items from the state term contract catalogs reduces potential errors of non-catalog entry as well as saves the user data entry time. Users have the option to search by keyword or to select more specific search criteria from the **'Options'** list on the catalog page. Once the contract item is located, click **'Add to Cart'** to add it to the shopping cart.

For instructions on adding catalog items to an eRequisition please view the [eRequisition Catalog Item](#) job aid on the [User Training](#) page of this web site. Here are a few general tips to get you started:

- When searching by keyword, the catalog uses “fuzzy logic” to find items that may be similar to the search terms entered or to correct for slightly misspelled words. For example, searches for the words “scissor” and “scisor” (misspelled) will return the same search results. However, the catalog cannot suggest alternate search terms or phrases, so try different spellings, synonyms, or word combinations to find the item.
- Not enough detail in your search results? Switch to **'Details'** view to see more information. Too much detail? Click **'Thumbnails'** to show less information for each item in the search results.
- Click the **'Scroll'** icon on a catalog item to view a PDF version of the full Statewide Term Contract for that item.
- Too many results? Try using the **'Navigation Panel'** to narrow the search. Searches can be narrowed by keyword, supplier, price, etc.

The screenshot shows the eProcurement catalog interface with several annotations:

- Navigation Panel:** A yellow box on the left side of the search results area points to the 'Refine your results' sidebar, which includes filters for Keyword, Category, Supplier, Language, Manufacturer, and Price.
- Search and Options:** A yellow box at the top right points to the search bar and 'Options' button, with the text: "Use the 'Navigation Panel' to narrow the search by keyword, supplier, price, etc."
- View Switching:** A yellow box on the right side points to the 'View Details | Thumbnails' link, with the text: "Switch views to display more or less details for each item in the search results".
- Scroll Icon:** A yellow box at the bottom left points to a document icon labeled 'DIST' on a product listing, with the text: "Clicking the 'Scroll' icon will open a PDF version of the full Statewide Term Contract".

The interface includes a search bar with 'paper' entered, a 'Create Non-Catalog Item' button, and a list of search results. The first result is a '42 PPM B&W LASER PRINTER W/ DUPLEX NTWK WIRELESS ...' priced at \$373.74 USD, with a 'DIST' icon and an 'Add to Cart' button. The second result is a 'Multi Paper Feed Cassette (50 Sheets, A4-A2) for ...' priced at \$758.99 USD.

Follow-Up

This newsletter was sent to all Community College and School System users.

Questions about information covered in this Newsletter? Send an e-mail to: ephelpdesk@its.nc.gov