

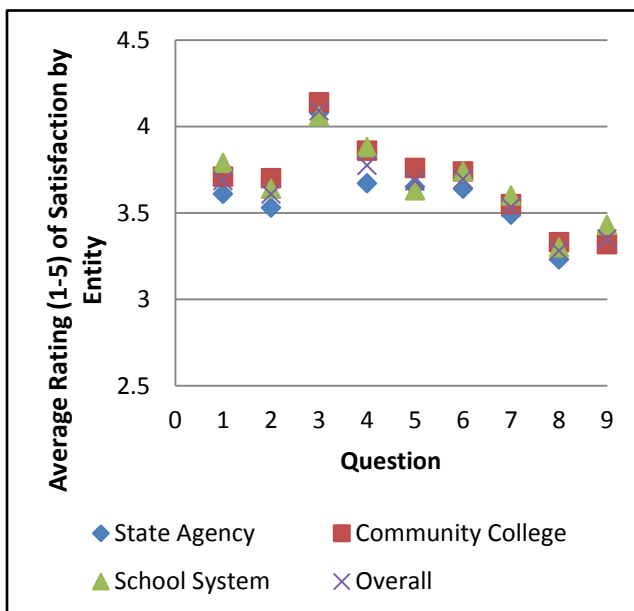


## The Source NC E-Procurement Newsletter

November/December 2012 Edition

**NC E-Procurement User Satisfaction Survey** During the month of November, the NC E-Procurement team distributed the *User Satisfaction Survey* to all NC E-Procurement users, and we received 1,360 responses. If you participated in the survey, thank you for your contribution! The NC E-Procurement team values your input and will use it to guide our efforts going forward. If you were not able to complete the survey in time or wish to offer more input, please email your comments or suggestions to [ephelpdesk@its.nc.gov](mailto:ephelpdesk@its.nc.gov). **Here are some results from the survey that might be of interest to you:**

- Overall, **91% of survey respondents were satisfied** with the upgraded NC E-Procurement system
- 92% of respondents feel the new system is the same or better than the old system
- When asked if the timing of the upgrade fit well with typical fiscal year-end activities, 91% of respondents were satisfied with the timing of the upgrade
- Survey responses were similar for State Agencies, Community Colleges, and K-12 School Systems, as shown in the below graph:



### Question Topics –

- 1: Overall Satisfaction
- 2: Improvement Over Old System
- 3: Communications
- 4: Timing of Upgrade
- 5: Quality of Training
- 6: Dashboard Ease of Use
- 7: Catalog Improvements
- 8: Requisition Creation
- 9: System Search

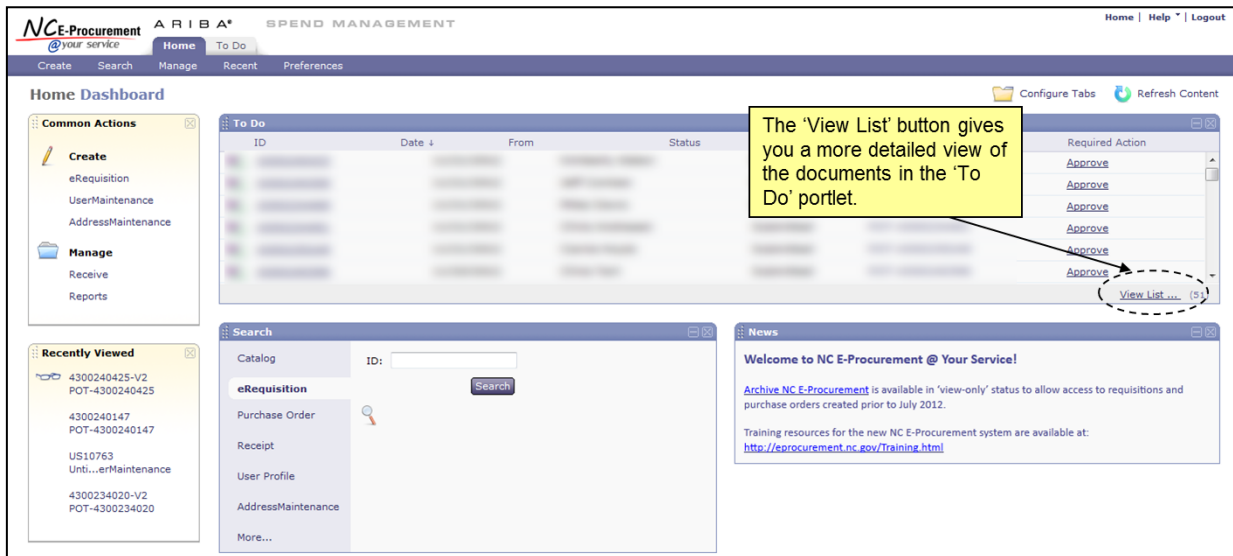
**New Releases** The NC E-Procurement team made more updates to NC E-Procurement in the last month. **Here are some updates from recent releases that might be of interest to you:**

- Editing a requisition as an approver no longer causes 'Ariba System' to appear in the approval flow

- FOB Code error messages no longer appear on purchase orders
- Purchase orders sent to NC E-Procurement without a tax rate specified now default to a tax amount of zero
- Extended amount and total amount on purchase orders now update to include tax amounts even if the percentage sign (%) has been deleted
- Mass edited line items that have the tax rates changed to 'Other' now display the correct tax amounts on the 'Summary' page
- The 'Total Amount' on requisitions awaiting approval now appears correctly when accessed from the 'To Do' portlet
- Agency specific contract IDs are sent to the backend financial system on requisitions
- Users cannot add blank approvers to the approval flow

**Tips and Tricks: Seeing the Dollar Amount** When viewing the 'To Do' or 'My Documents' portlets on the Dashboard, you are looking at a summary view. If you click 'View List' or 'View More' in the lower right-hand corner, it will take you to a new page with much more information about each of the documents – including the total dollar amount!

Notice the 'View List' button in the lower right-hand corner of the 'To Do' portlet:



## Follow-Up

This newsletter was sent to all Community College, School System and Non-Integrated users, Purchasing Directors, and Finance Officers.

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