Questions asked during the EPLite Requester Webinar
June 17, 2020

Note: Duplicate questions have been combined

CATEGORY	QUESTION	RESPONSE
Getting Started	What is the advantage of using Guided Buying when Expert View seems to provide the same service but with so many more details?	It really comes down to a personal preference. Guided Buying is intended to help basic users with routine purchases. If you end up feeling more comfortable with the familiar feel of Expert View and it provides more options that help you do your job more effectively, you should use that more. We just encourage you to explore both versions and see what works best for you.
	Can an account number be saved as a default	Yes this can be defaulted by configuring your user profile.
Adding Manual Approvers	Adding an approver after the fact means the order is placed without that required approval? It means the required approval is not given prior to order placement	All orders will have at least one automatic approver in NCEP going forward so that no PRs will go directly from NCEP to the financial system anymore. Most entities currently have at least one automated approval flow, so this shouldn't cause any changes, but some are not set up this way which is where this may be causing some confusion. If you currently do not have an automatic approval rule enabled, one is being set up for you and the specifics will be communicated shortly. So if a user wants to then add a manual approver, they should create the PR, submit it, and then add the approver AFTER it is submitted. All users will be able to do because this on July 1 because it won't be going directly to the financial system anymore. Adding these approvers AFTER PRs are submitted will prevent that approver from having to approve the order again when it comes back to NCEP as a PO, which is a quirk of the new system.
Taxes	At what point will we see the PR total including taxes?	Taxes will be visible in the financial system once the PR is fully approved in NCEP. After it is approved in the financial system, it will return to NCEP as a PO, and the user will then be able to see it reflected on the PO.
	Will the tax line item relate to the county tax automatically or will we have to keep up with tax changes	Taxes are defaulted to your county's rate and will automatically populate. If you have to change that for some reason, it can always be edited manually. Additionally, after July 1, if a user wants to change their default tax rate (for example, they work at a satellite campus in another county that has a different tax rate than the main campus), they can alter their user profile to default to the tax rate they buy from most frequently.
Other Costs	I see you mentioned entering Shipping as 'Other Cost". Previously, the Other Cost fill does not assess sales tax. Has that changed?	Other cost is tricky, we realize. There are very limited situations in which you'd want to use this for shipping (generally, shipping is included in a catalog item, or you add an additional service line item in a non catalog), but we showed it in the demo just to let you know it's there. Taxes are not automatically attached to Other Costs, which can be an issue, but we cannot remove this field from the system. To reiterate, in the vast majority of situations, users still want to add shipping costs on a non-catalog item by adding an additional service line item.
Commodity Codes	On our current NC E-Procurement page, where is the link for UNSPSC info that was referenced?	You can find our guidance on UNSPSC Commodity codes here: **https://eprocurement.nc.gov/training/selecting-commodity-codes**
Attachments	What is the size limit for attachments?	A combined total of 10MB per order.
Order Confirmation/Ship Notice	I feel like I remember hearing about an added feature where the vendor confirms the receipt of the PO/BO in some way?	Yes, if suppliers have signed up for an Ariba Network account, they will have the ability to send status updates to the end users/requesters.
What's Next?	Is there an online training environment available? Will there be written instructions/training/guides available?	There will be a training environment available once the new system goes live (it cannot be implemented before for technical reasons). Also we are developing additional online training content such as job aids and videos that will be shared with end-users at Go-Live.
	Will orders from the old system be archived and available anywhere?	You can still view orders in the old system through August 31, just not create any new ones. They will then be migrated to a Procurement solution hosted by the GDAC at some point between August 31 and the end of the year. https://it.nc.gov/services/nc-gdac
	Purchasing has a lot of work to do to make this GO Live successful for the end-users who are not as computer savvy as we would all like.	This is very true, and we want to do whatever we can to support you and your users. We'll have supplemental online training materials available by go-live and our Help Desk will be here to assist you as always.
	If we have questions after this, who should we ask?	Our help desk can answer questions non-stop Monday to Friday. Call **888-211-7440**, or email to **ephelpdesk@its.nc.gov**