# **HOW TO Order Supplies, Equipment, Services**

https://mse.engin.umich.edu/internal/howto/
https://sites.google.com/umich.edu/opstoolbox/ops-2-0

[(updates periodically) updated May 2025]

**Getting started** > Let's determine WHO the supplier will be, before logging into the Online Purchasing System (OPS) to submit a purchase request.

## 1) SUPPLIERS

## a) Internal Service Providers

Internal Service Providers from UM campus business units provide goods & services to other university units & departments. Using internal service providers can save time & money & since the transaction is between two university units, UM Procurement Services (Procurement) review & approval is unnecessary. Orders can be placed online or by phone using a shortcode.

REQUIREMENT - When using campus suppliers, purchasing onsite or by phone, or paying with a shortcode, always obtain a receipt for the purchase. Email the receipt, shortcode and the name of the advisor/faculty to the Financial Specialist (Lourdes Jorgensen, jorgenl@umich.edu).

Website > http://procurement.umich.edu/buying/buying-methods/internal-service-providers

**Computer Showcase** on UM campus locations have great academic discounts. Browse the product catalog to see a wide selection of products & prices. We can offer amazing deals on products such as Microsoft software. Buy from Showcase with a shortcode & ordering form that requires a hardcopy signature; using the new digital authorization system & receive a receipt.

Website > https://computershowcase.umich.edu/

## b) Contracted / Strategic Suppliers

The UM holds purchasing contracts with many suppliers for thousands of items, including lab supplies, chemicals, office supplies, food/beverages, small package/freight shipments, & more. Procurement encourages all purchases for contracted items to be placed using **M-Marketsite** (suppliers with a catalog) or **Strategic Suppliers**, which utilizes our negotiated pricing and, in many cases, free shipping:

#### i) M-Marketsite+

- An OPS request is required (instructions below)
- Suppliers with a Catalog Website > <a href="https://wolverineaccess.umich.edu/page/all/m-marketsite-browse-only">https://wolverineaccess.umich.edu/page/all/m-marketsite-browse-only</a>
  - Amazon Business Go to M-Marketsite+ (https://wolverineaccess.umich.edu/). This Amazon site will let you know whether an item is UM restricted. Items labeled as "RESTRICTED" in YELLOW are not hard stops. This messaging is intended to bring awareness to those items that can be purchased through Marketsite+ catalogs or are subject to the restrictions and approvals list. If your Advisor and the department feel comfortable with a restricted item, they can proceed with the purchase without the approval needed from Procurement."

(<u>Account Guidelines and Features</u>) You cannot purchase items on the <u>Restricted Purchases and Special Approvals</u> list, items not considered an <u>allowable business expense</u> (unless specifically indicated), and goods available through a university contract or an internal service provider.

If Amazon is the only supplier that sells the (non-yellow) restricted product, we can ask Procurement for approval to make the purchase.

## ii) Strategic Suppliers

- Procurement Website > <a href="https://procurement.umich.edu/u-m-employees/purchasing/advanced-supplier-search/">https://procurement.umich.edu/u-m-employees/purchasing/advanced-supplier-search/</a>
- **Find Products and Services** that include lab supplies, computers and office supplies, transportation services, and catering services—search suppliers by commodity and type of business, including Michigan-based, green products.
- When using strategic suppliers for Hosting, go to the above-mentioned website and choose Event Services. Then, the Requester needs to reconcile/upload the restaurant receipt at the Shared Services Center (SSC). Business meals are those taken with guests of the University during which focused business discussions occur. Business meal expenses, including non-alcoholic beverages and tips, should not exceed the maximum per-person allowances of \$30/breakfast, \$30/lunch, and \$70/dinner. Alcoholic drinks are limited to \$20 per person, per event, served at dinner only. Alcohol is not permitted for recruiting activities. Alcohol must be charged to non-General, discretionary funds or may be claimed as a personal expense.
  - Reconcilations Website > <a href="https://ssc.umich.edu/accounting-services/reconciliations/">https://ssc.umich.edu/accounting-services/reconciliations/</a>
  - Hosting policy Website > <a href="https://procurement.umich.edu/u-m-employees/travel-expense-reporting/">https://procurement.umich.edu/u-m-employees/travel-expense-reporting/</a>

### c) External Suppliers

- External Suppliers require payment using UM's
  - Credit card (MasterCard (**PCard**)) Used when the item to purchase is not in Marketsite and the external supplier does not accept POs.
  - Purchase Orders (PO) <u>POs offer the university the best legal and financial protections; they</u> are the preferred method for ordering goods and services.
- OPS required (instructions below) when purchasing from an external supplier
- Ask the supplier(s) for a Quote before creating an OPS request (the Quote must match OPS)
- A PO must pay the supplier for their services if lab equipment needs to be repaired in-house or shipped out for repair.

## 2) ONLINE PURCHASING SYSTEM (OPS)

OPS is required for ALL service/maintenance, orders (Marketsite orders, when paying with POs or PCard), request(s), or, in some instances, invoices to be paid. OPS is used to obtain approvals before orders are placed.

All who have a UM uniquame & kerberos password can use OPS. Research teams can create "groups" where each member can view all lab group orders.

The OPS system has built-in shortcuts to reduce redundant data entry, so the Requester can enter default information (i.e., shipping, contact) and modify notifications. Ability to create **Group Orders** where each member can view all lab group orders searching the Advisor's uniquame

Use this link to submit requests.

Website > https://deptapps.engin.umich.edu/ops/purchaser/orders?dept=221800

- Create/update OPS Profile Website > <a href="https://me-web2.engin.umich.edu/order/index/profile?dept=221800">https://me-web2.engin.umich.edu/order/index/profile?dept=221800</a>.
  - Modify My Profile, adding your contact information, shipping location, etc., to reduce redundant data entry of relevant information for all future orders.
- Training Video Website > <a href="https://sites.google.com/umich.edu/opstoolbox/ops-2-0/training-materials">https://sites.google.com/umich.edu/opstoolbox/ops-2-0/training-materials</a>
- CoE Toolbox (for Purchasing, Travel and Expense) Website > https://sites.google.com/umich.edu/opstoolbox/home-page
- a) Past orders can be found by clicking **My Orders**, and the ability to reorder previous orders reduces redundant data entry.
- **b)** When creating a **New Order**, include as much detailed information as possible, product information, weblink, discount codes, etc.
  - Contact suppliers for minimum order requirements and obtain quotes to ensure current/correct
    pricing and item availability before submitting an OPS order, as it is impossible to revise a PO once
    it has been created. If the PO is incorrect, it must be cancelled and re-entered, and this will delay
    processing of the OPS order.
  - Only one (1) supplier in Supplier Information per OPS order. And the same supplier for all of the following:
    - Supplier Information
    - Order Items
    - o URL
    - o Quote
  - Combine orders into one OPS request if the OPS items are requested on the same day, using the same shortcode for the supplier.
  - Splitting up orders to avoid a \$50K+ total is not allowed.
  - Employees are not authorized to sign purchasing contracts and agreements on behalf of U-M. Procurement must review and sign all contracts and agreements between a supplier and UM.
  - Orders between \$10K \$50k (Procurement Agent/Buyer Sue Knight (scknight))
     Procurement reviews orders that are submitted between \$10K-\$50K to see whether departments have conducted some degree of due diligence by reviewing supporting documents provided.
     Acceptable forms of supporting documentation include, but are not limited to, the following:
    - Quotes from other suppliers
    - Screenshots of web searches
    - Invoices/similar purchase history
    - Comparable pricing for other institutions
    - Relevant pages out of an awarded grant (could be a combination of the grant application and Notice of Award)
    - URL or Link to product
    - Relevant materials displaying the sponsor requirements for a specific supplier

Procurement will need a short statement for the bulleted items below, so they have something in writing for Audits or FOIA requests. U-M is a public institution funded largely by taxpayer money,

and Procurement is tasked with ensuring units are compliant (and has to keep documentation on all purchases).

- o If you researched other suppliers, provide the supplier's name(s)
- o Some justification of why you chose the supplier of your choice
- o If this is the only supplier you considered, give the reason (i.e., did the unit work with them before, did someone recommend them, are they the only vendor providing specialized services, etc.)
- Orders > \$50k (see How To order > \$50k and Sole Source)

Website > https://procurement.umich.edu/u-m-employees/purchasing/sourcing/

- For bids or purchases:
  - 1. Obtain approval from Lead Dept. Administrator (Todd Richardson)
    - Bids: Send responses to the <u>Purchasing Pre-Approval Request</u> form to Purchaser (Lourdes Jorgensen)
    - Purchases: Attach the <u>Sole Source Justification</u> form (signed by Advisor) to the OPS.
  - Once the Lead Dept. The administrator approves the bid or purchase, the unit requester (Todd Richardson) completes the <u>Purchasing Pre-Approval Request</u> form and submits it to Executive Leadership. (Please refer to this <u>Knowledge Base</u> <u>Article</u> before submitting a request form for more information, including exemption categories.)
  - 3. Once the Executive Leadership approves the request, the approval ticket number will be entered in the comments section of the Requisition.
- Suppose the supplier is the only supplier that can provide the goods or service. In that case, a Sole Source Justification form must be completed and <u>signed by the advisor/faculty</u>, then signed by the MSE Lead Department Administrator.
  - Sole Source Justification (SSJ) form Website > <a href="https://procurement.umich.edu/wp-content/uploads/2024/01/Fillable-Sole-Source-Justification.pdf">https://procurement.umich.edu/wp-content/uploads/2024/01/Fillable-Sole-Source-Justification.pdf</a>
  - Completing the Sole Source Justification Form Website > https://teamdynamix.umich.edu/TDClient/68/Portal/KB/ArticleDet?ID=11393
- Sole source purchases are allowed only when one or more of the following circumstances apply:
  - The item is available only from a single source
  - The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation
  - The federal awarding agency or pass-through entity expressly authorizes noncompetitive proposals in response to a written request from the non-federal entity.
  - Competition is determined to be inadequate after several sources are solicited.
- Requisitions are processed by <u>Procurement</u> in the order they are received. Procurement does not see requisitions until workflow has been completed - Procurement is the last stop. Procurement approves the requisition, and a PO is automatically generated.
  - Over \$100,000 requisitions are routed to the department fiscal approver (e.g., Jeffrey Raidl of <u>Sponsored Programs</u>).

- If using Fund Code 20000, 25000 or 10000 plus cost share, requisitions will be routed to the department fiscal approver.
- If no Buyer/Procurement Agent is assigned to the requisition, it goes to triage.
  - 1. \$10,000 \$100,000: Susan Knight (scknight)
  - 2. \$100,001+: Sandra Romanchuk (sandraLR) or Megan Truong (mvtruong)
- Once the Buyer/Procurement Agent receives the requisition for equipment purchases, the Buyer will send a formal Request for Quotation (RFQ) to the supplier.
- RFQ vs Quote
  - RFQ: The supplier must complete this form and submit a bid response.
     This generally takes a week or so for the supplier to respond. The online RFQ process is how suppliers submit their bid response/information to UM.
     The RFQ document contains the UM terms and conditions for product, installation, indemnity, insurance, etc.
  - Quote: The supplier budget quote sent to the department is <u>not</u> used to issue a PO. This document settles the business issues related to the transaction between the University and the supplier.

## Basic Information

• Business Purpose: Provide a clear and specific business purpose (e.g., not "For research."). A necessary expense is one for which there exists a clear business purpose and is within University expense policy limitations. The business purpose must support or advance the goals, objectives and mission of the university, and adequately describe the expense as a necessary, reasonable and appropriate business expense for the University. The specific business purpose of each transaction should be clearly stated on expense submissions, explaining why the University has incurred the expense. The "why" should include the primary reason for the expense.

#### **Account Codes**, for example:

- 614440 **Office Supplies**: cannot use shortcodes with Project Grant number that start with "F", "M", or "R"
- 616450 **Services** ("Serv Of Others (Non-Consultant)") To record costs for payments made to agencies or individuals for non-consulting services.
- 614000 **Equipment greater than \$5,000**: To record capital equipment with an original cost of \$5k or more and a useful life of one year or more. Most items \$5k & greater are marked as 'equipment' and all equipment must be tracked; room & building where equipment will be housed is required.
- 614060 Equip Fabrication (Used for Sponsored Funds Only): To record the non-labor cost of fabrications that is estimated to exceed \$5k (at the end of the project). A set of separate chartfield is established to accumulate all non-labor costs for eventual capitalization to the one item on the equipment inventory.
- 623812 Hosting (TROHS): To record costs of hosting where food and/or beverage
  is provided to an identifiable list of attendees. Per Audit, use this for meeting
  snacks and beverage or to record hosting Refreshments/Snacks, and add a
  comment that the expense is "for multiple or future meetings with unknown
  attendees".

## Shipping

• **Shipping Address**: choose building name, room # and name of lab person who will pick-up the goods when shipped to UM.

o Once OPS request is submitted, proof the address for a **Location ID** number. Location ID is required for POs (items not purchased with a PCard). Mark as "Expedited Shipping" if the order is urgent, if the Quote is about to expire, the shortcode is about to expire (see Shortcode, Grant End Date), etc. This will highlight your ticket in yellow. Anything ordered with U-M funds is university property and should be shipped to a valid U-M address whenever possible. When shipping to a non-university location, Requester must make every effort to ship to a university address. If it is not possible to do so, provide the reason in OPS why a non-university address was selected. Users are not allowed to ship orders to their homes through ePro Requisitions or M-Marketsite transactions -- For PCard purchases shipped to a non-UM location, Procurement approval is required. For imports or shipping to a foreign entity for repairs, see ICC's new 2020 INCO (International Commercial) terms for CIP (Carriage and Insurance Paid To (insert place of destination)) to see supplier's other additional charges that may not be included in the Quote. You can find information online for INCO Chart 2020. This describes supplier and customer responsibility for each international shipping term. Shortcode If the shortcode is about to expire (see **Grant End Date**), ensure the package is received one week before the Grant End Date by contacting the supplier. If it is not possible, choose a different supplier or let the Purchaser know. The sponsor may deem the expense 'unallowable' if the package is received at least one week before the End Date. Ensure package is received at least two weeks if supplier is unlisted in OPS, three weeks if supplier is a foreign entity and unlisted. Supplier Enter an email address for unlisted suppliers so that a Supplier ID may be Information requested from SSC, Supplier Maintenance team. Supplier Maintenance will reach out to the supplier for supplier information and documentation. After submitting the OPS, read the Supplier Information for **Notes** about the supplier. If we have a Supplier ID number, the purchase will be made by submitting a PO to the supplier (i.e., not purchased via their website using a <u>PCard</u>) Items to • This section must match the supplier's Quote or the attached Marketsite 'Cart -Order Draft Requisition'. Shop in Marketsite first, then external suppliers if you cannot find the item you need. May 2025 – Marketsite supplier catalogs are now organized by category — Office & Computer Supplies, Lab & Research Supplies, Facilities & MRO Supplies, and Furniture. Office supplies must now be purchased via Staples, not Amazon. For non-Marketsite orders (with the exception of Amazon), enter each line item (not "see Quote") in this section. For Amazon orders, the Amazon (website) description of the item you need and the URL is needed. For overseas suppliers, add a line for estimated tariff, import duties, so your Advisor is aware of the (estimated) total cost of the purchase and avoid back and forth emails. When you create a separate line, the OPS total (less the tariff, import duties) will match your Marketsite Cart total. Price: If one item is free

1. enter "0.01" (one cent) under Price/Unit 2. then subtract that amount from Shipping "-0.01" **Discount**: If a discount is offered, add "-" to the amount (e.g., "-45.00"). Order lab coats from Fisher Scientific. When the package or an item is received, mark the line "Received". UM Accounts Payable & MSE Dept need to know about the delivery so log into OPS order# & click 'packages picked up'. Requester needs to upload packing slip into OPS order#. Department scanners available in Dow & Gerstacker buildings to scan packing slips. Comments Comments can be used to send messages to any relevant person listed on this order, so Do NOT create a new OPS request to make changes to an existing OPS request; use the **Comments** in your OPS request to communicate any changes needed. Please DO NOT email messages outside of the OPS system. Communications should stay within OPS, not in emails outside of OPS to contain all order information as backup / auditor review. When email is used, copy and paste the email in Comments, or refer reader to the PDF version of the email thread Requester will attach to OPS. Any information (including phone conversations with supplier, copy of emails from supplier or other UM departments) pertaining to the OPS order will be added in the Comments box to let everyone know the background and status of the order. This is helpful especially if the Requester cannot be reached for questions. In very rare instances when the item was already ordered (not in compliance with procedures), enter the information in the Comments box to avoid duplicate shipment, attach the invoice, and state that the invoice needs to be submitted to Accounts Payable. Placing an order with a supplier before obtaining approval, is not recommended since all orders should first be entered in OPS, approved, and (if applicable) a PO created. When sending a comment to a specific individual, be sure to enter the recipient or multiple recipients' uniquame. Other Attach quotes, Marketsite carts, required documents for over \$10K purchases, **Attachments** emails, etc. Attachments will be stored indefinitely for future reference

#### c) Request Status

The requester will receive messages from OPS regarding the progress made. **My Profile** can be set to receive notifications, or Requester can check their OPS request at any time.

- i) Pending Approval: OPS orders will route for approvals automatically, based on the shortcode entered; the system is in place to collect/document approvals for purchases easier than sending emails back and forth.
  - Once the OPS is submitted for approvals, the Advisor/Faculty will receive a system notification that an order has been requested. The email will include details of the order. The Advisor/Faculty will choose one of the following three options:
    - (a) Approve only
    - (b) Modify/approve order (e.g., modify shortcode)
    - (c) Deny the order

- The financial staff member (usually the Research Administrator) will receive an email to review/approve the OPS order based on who manages Advisor/Faculty shortcodes. The Financial Staff is reviewing budgetary compliance orders to ensure that funds are available, and items are allowed for your project.
- **ii) Ready to Process:** OPS request will route to purchasing staff (Marketsite requests to Shelley, computer-related requests to Kevin Worth, all other requests to Lourdes Jorgensen to process.
  - Requester may still make changes to the request
  - Purchases using POs,
    - (a) The Purchaser will copy information from "Items to Order" and create a Requisition.
    - (b) Procurement will review and approve requisitions for purchase requests over \$10k
    - (c) Once Procurement approves the requisition, a PO will be generated, and the system will automatically send the PO to the supplier (via email, fax, postage mail, depending on what the supplier has set up as their dispatch method; the default dispatch method is print/postage mail).
    - (d) Once the supplier receives the PO, the supplier will add the PO number to the invoice and submit the invoice to Accounts.Payable@umich.edu.
  - Purchases using PCard The purchaser will use the link/URL from "Items to Order" to make an online purchase.

## iii) Processing

- The requester can no longer modify the OPS request. The requester may contact the purchaser (see "Purchase Staff Assigned") via Comments for necessary changes to the order.
- Expect delays if

The supplier is unlisted in OPS <u>and</u> is not in UM's supplier database, as a supplier ID will need to be requested from SSC (not providing the supplier email address will further delay the process)

- The supplier is a foreign entity, as at least four more UM approvals are required before wire payment is made
- The supplier requires the shipment to be 'FOB Origin', as a request for Procurement to review and approve the request, needs to be submitted
- Your order is over \$10K
- o the information and/or document(s) provided in OPS is inaccurate or incomplete

## iv) Ordered

- See Lab Responsibility below
- Changing the following after a PO has been generated will require canceling the PO and generating a new one:
  - Shortcode
  - Payment terms
  - Supplier address
- d) OPS orders are stored indefinitely on the server for future reference & ability to reorder from previous orders placed quickly; do not create a new OPS order to make changes to an existing approved OPS order, use the email/comments to communicate changes to the order.

## e) Lab Responsibility:

i) Contact the Supplier Representative or customer service to obtain the status of the order and/or tracking information. If you need a copy of our PO (the PO number is in OPS), please contact your

Purchaser know or send a request to the SSC <u>eForm</u> (<a href="https://teamdynamix.umich.edu/TDClient/40/Portal/Requests/ServiceDet?ID=2763">https://teamdynamix.umich.edu/TDClient/40/Portal/Requests/ServiceDet?ID=2763</a>)

- ii) Pick up the order (e.g., if shipping address is for the Dow building, go to Room 3062, supply room, across from Shelley Fellers's desk, then check out the package from the log sheet on Shelley's counter).
- iii) Return incorrect or defective products per the supplier's instructions
  - If a package needs to be returned, contact the supplier and ask for instructions and a return label. Obtain the tracking number for the package that is being returned. If the supplier does not receive the returned package and does not have the tracking number, the supplier will likely not refund the University.
- iv) When items are received, mark each item "Received" or click the green button 'Order Received" after your package has arrived in your lab or office. This informs everyone that your order was received and assists in reconciling PI's shortcode.

You can use the below button to mark all items as received or use the received checkbox in the items table to mark individual items as received.

ORDER RECEIVED

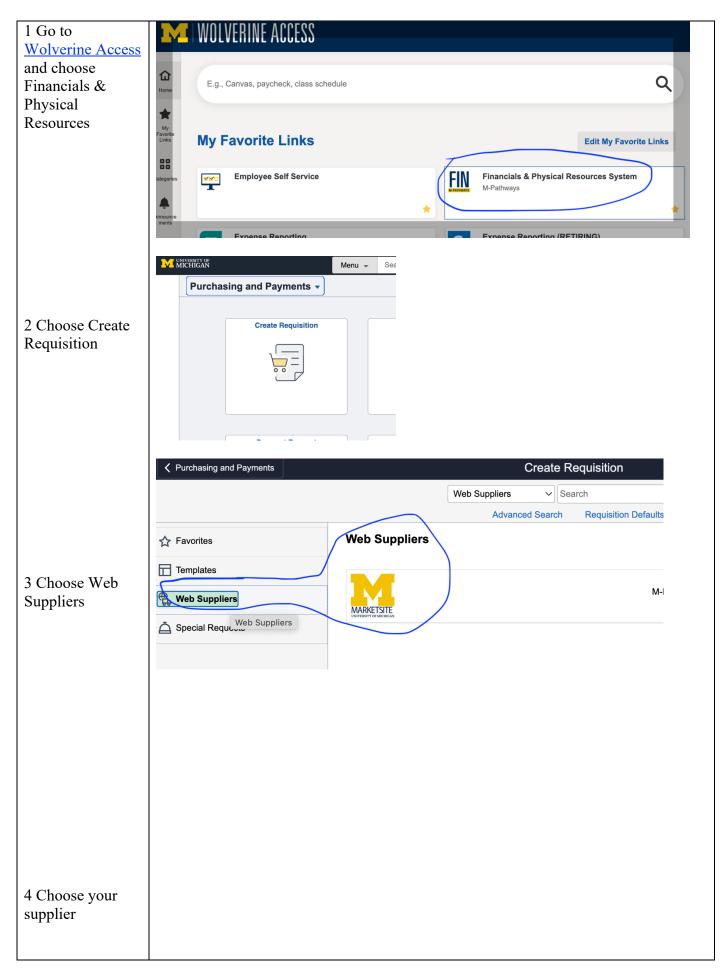
Packing Slips:
None.

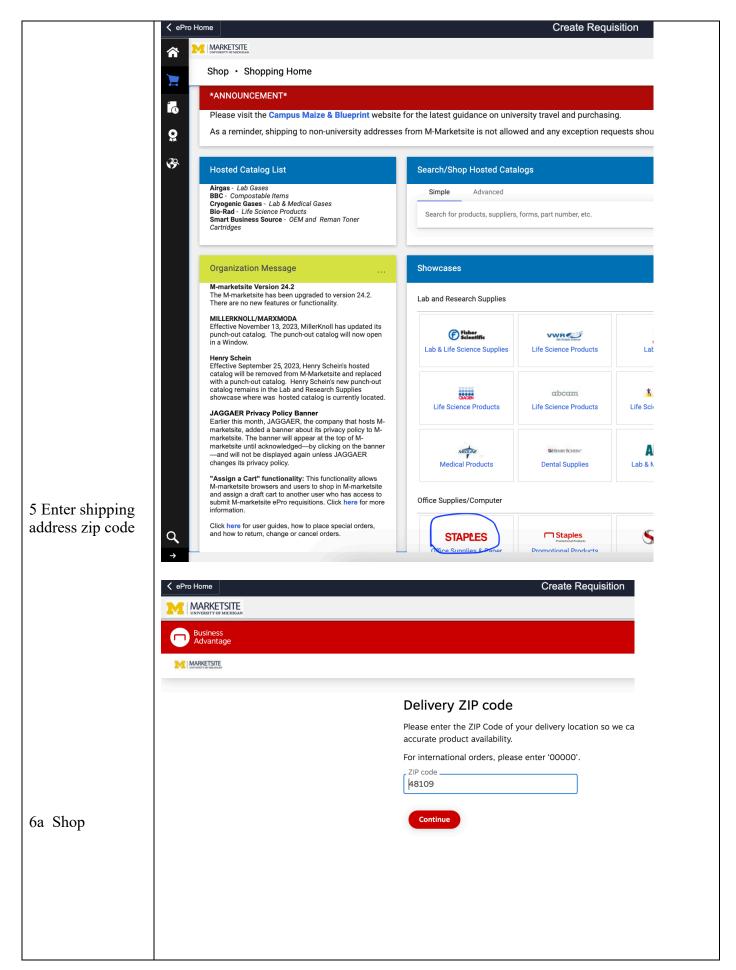
MANAGE PACKING SLIPS

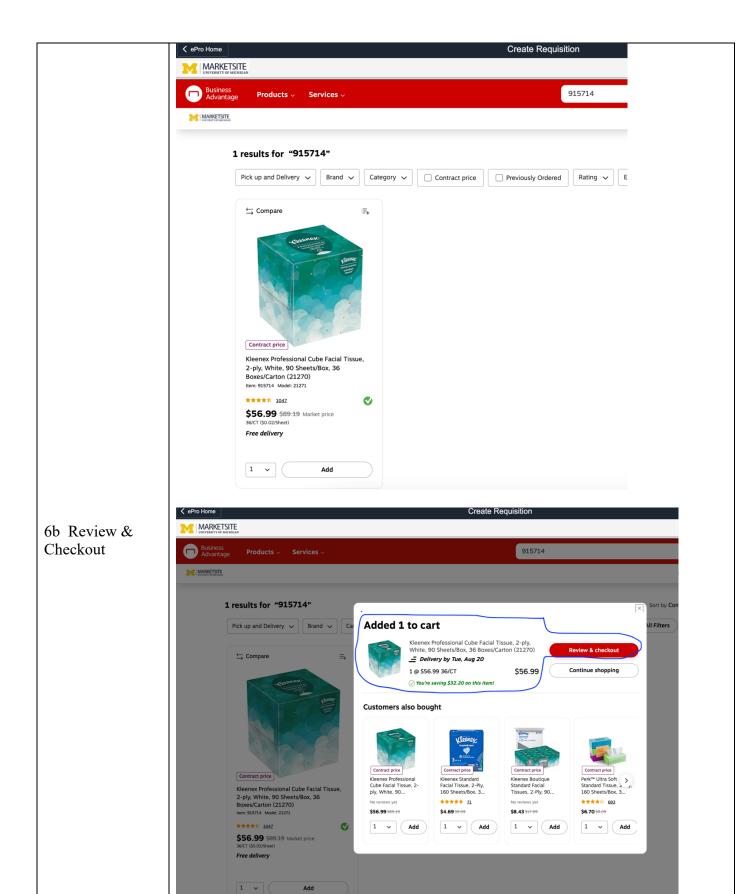
## 3) MARKETSITE (Entering Order in Marketsite then OPS)

https://sites.google.com/umich.edu/opstoolbox/ops-2-0/marketsite-purchase-process

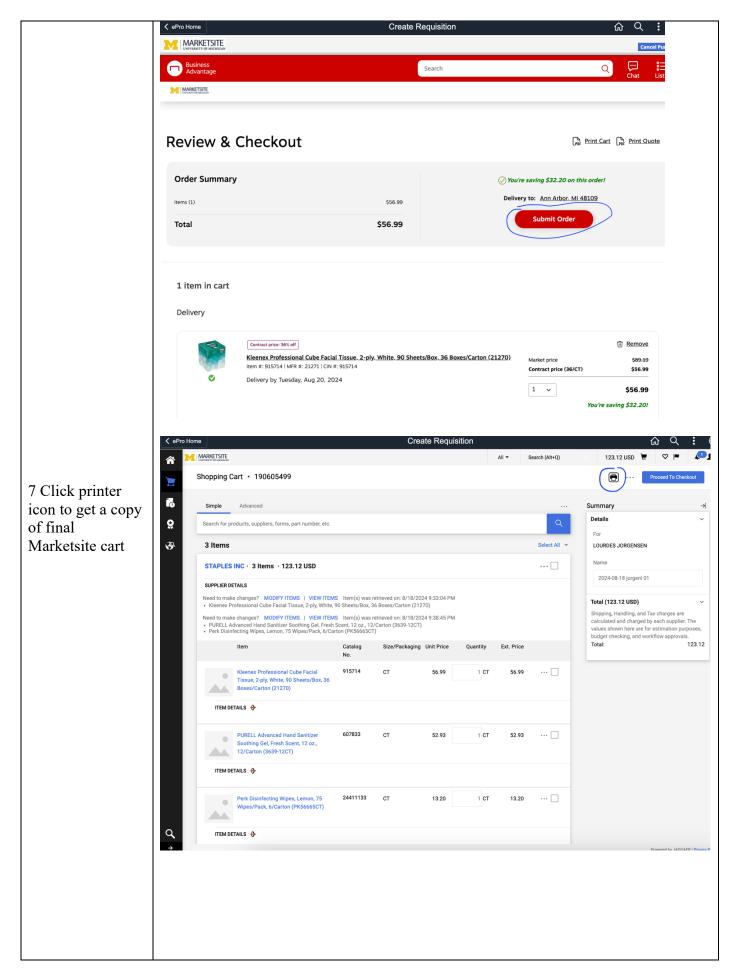
- Procurement training video and resources Website > <a href="https://procurement.umich.edu/u-m-">https://procurement.umich.edu/u-m-</a>
   employees/purchasing/ordering/mMarketsite/)
- Marketsite Resources (for quick screenshots, see below)
   https://mylinccontent.dsc.umich.edu/mais/html/PR MS Resources.html
  - Set Up Your M-Marketsite User Profile
  - Overview & Features
  - o Enter a M-marketsite Order
  - Assign a Cart Order in M-marketsite (select Shelley Fellers, <u>sfellers@umich.edu</u> as default assignee, for all Marketsite orders)
- a) Go to Marketsite and shop in supplier catalogs (see screenshots below).
  - i) Take a screenshot of the final Marketsite cart (or get a copy of the "Cart Draft Requisition") for submission to OPS.
    - When Fisher Scientific item shows 'encompassed', that means the item is coming from a 3<sup>rd</sup> party supplier.
  - ii) Assign the cart



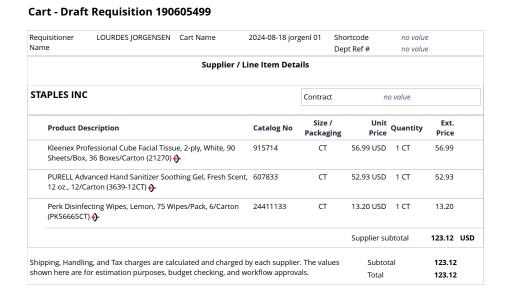




6c Submit Order

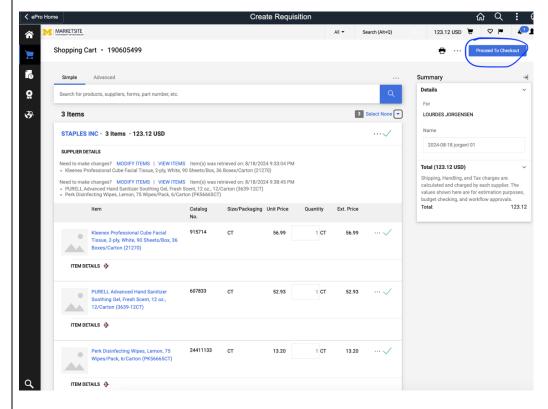


8 Save copy of "Cart - Draft Requisition" and later upload to OPS 8/18/24, 9:38 PM

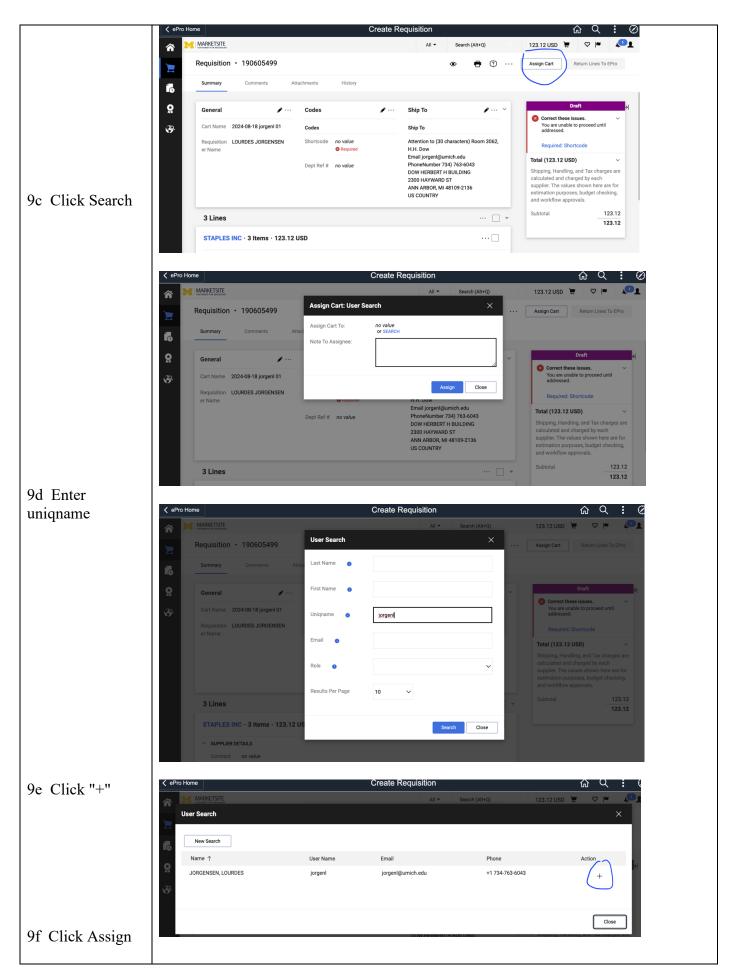


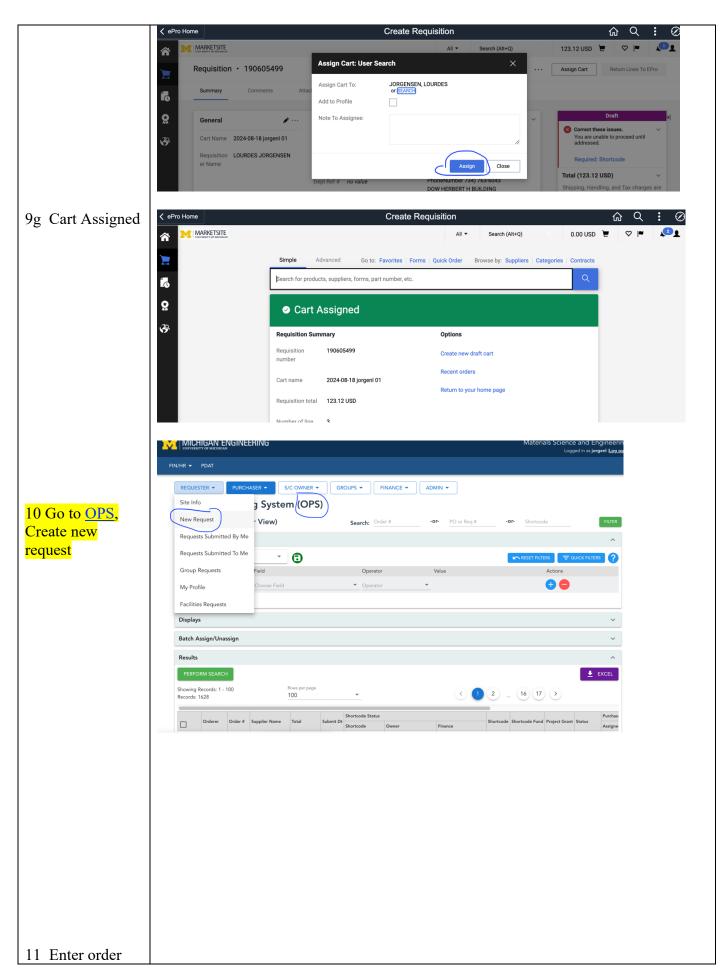
Cart - Draft Requisition 190605499

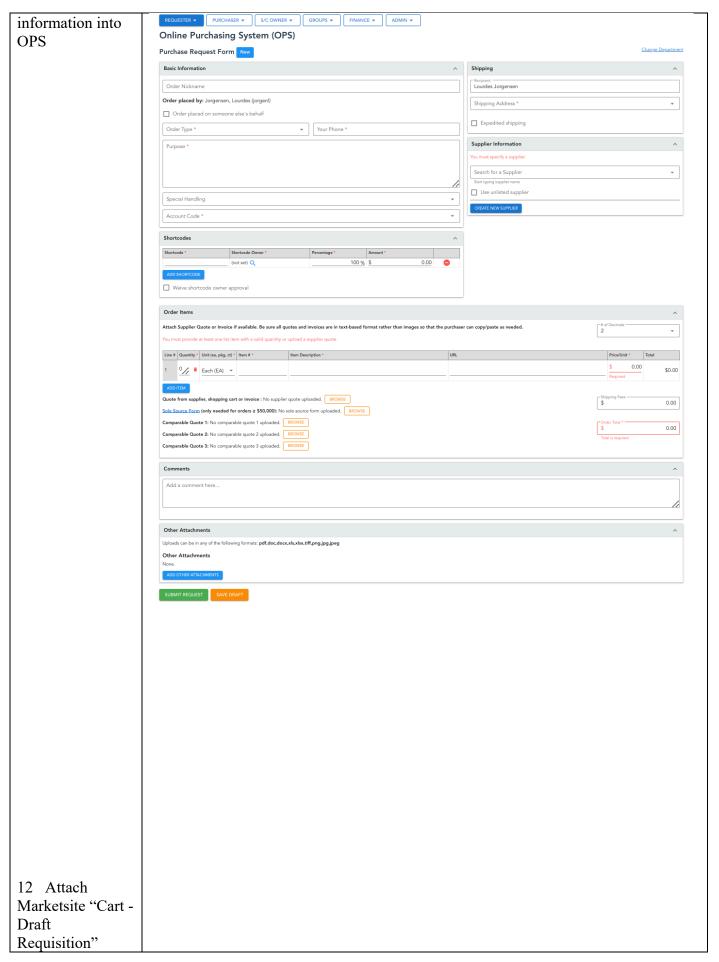
9a To assign cart or Re-assign to a different person, click "Proceed to Checkout"

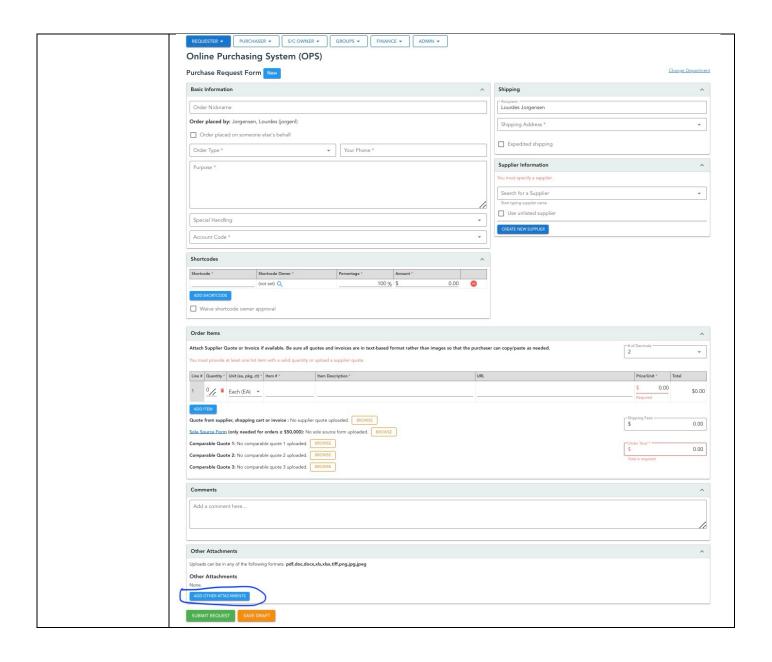


9b Assign Cart









- **b)** Go to OPS and create a New Order:
  - i) Enter order information into OPS.
  - ii) Attach the (PDF format) final Marketsite 'Cart Draft Requisition'
  - iii) Enter "see cart" (for Marketsite orders only) in the OPS line description.
  - iv) Submit the OPS request for approvals.
  - v) Once approved, the OPS order will route to:
    - Shelley Fellers for Marketsite suppliers
    - Kevin Worth for computer-related items

#### For assistance, contact:

- **OPS**: Lourdes Jorgensen (jorgenl@umich.edu, 734-763-6043, H.H. Dow Bldg., Room 2142).
- Marketsite Orders: Shelley Fellers (sfellers@umich.edu, 734-764-2383, H.H. Dow Bldg., Room 3074)
- Procurement Services: procurement.services@umich.edu, 734-764-8212, prompt 2, 8:00 am to 5:00 pm