

## FAQ'S

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1) Can I still use my Procard? ([back to index](#))

Procards will not be phased out. Please keep in mind, there are currently 11\* vendors that have catalogs in BuyWays. It is the expectation that users will not use Procard (but use BuyWays) with these 11 vendors. You should continue to use Procard for any other vendor that you historically use Procard for. In Fiscal 2012, there were over 124,000 Procard transactions with 5,471 vendors – we estimate 80% of those transactions will continue to be processed with a Procard

BuyWays Catalog vendors

- WB Mason
- Agilent
- Dupli (business cards/ stationery)
- Fastenal
- Fisher Scientific (on-site stockroom not available – Yet)
- GovConnection
- Home Depot
- Sigma-Aldrich
- Perkin Elmer
- Westnet (Minority company selling Lab Supplies)
- Whalley

2) I need to cancel my PO or PO Line. ([back to index](#))

It is important to close or cancel PO lines that won't be filled by the vendor so that the funds are returned to your budget. To cancel a line or an entire PO, please email the [purchasing@umassmed.edu](mailto:purchasing@umassmed.edu) with:

Vendor Name

PO Number

Dollar Amount of PO if entire PO is to be canceled

Line number, description and amount if a single line is to be canceled

Reason for cancellation

3) I forgot to check the Blanket Order checkbox, what happens now? ([back to index](#))

Unfortunately you must check the blanket order checkbox when creating the requisition or your PO will close after the first payment. You will need to enter a new requisition for future invoices.

4) The item price is higher than expected; do I need to update my PO? ([back to index](#))

If the invoice price is within 10% of the price on the PO, AP will ask you to authorize the price increase. If the price is over 10% of the price on the PO, you will need to complete a PO Change request form and submit it to [purchasing@umassmed.edu](mailto:purchasing@umassmed.edu). The PO Change request form can be found at url <http://inside.umassmed.edu/purch/contracts/index.aspx>

5) How do I know if my order needs to be received in BuyWays? ([back to index](#))

Items with the Commodity Code of computers or equipment will require receiving. BuyWays will send an email to your department receiver(s) if an invoice is received for an item that requires receiving if a receipt is not found.

6) How do I know if my order has been invoiced? ([back to index](#))

You can find your Purchase order using the Document Search function, then go to the 'Invoices' tab to see any vouchers that have been processed. Users have the ability to link to the voucher to see specific invoice information if needed. A job aid for document search can be found at url

<http://inside.umassmed.edu/uploadedFiles/purch/BuyWays/Search%20for%20your%20PO.doc>

7) Who will need to approve my requisition ([back to index](#))

From within the requisition, visit the "PR Approvals" tab to see the approval steps for your order. The level that shows 'Active' is the current approval step needed. To see the list of approvers for that level, click on the 'view approvers' link.

8) How can I add frequently used Speed Types and Account Codes to make creating requisitions easier? ([back to index](#))

Code favorites are added and maintained in your user Profile. A job aid to assist in setting up your profile can be found at url

<http://inside.umassmed.edu/uploadedFiles/purch/BuyWays/User%20Profile%20Setup.doc>

9) I assigned my Cart to a Requisitioner, but they aren't in – how can I assign it to someone else? ([back to index](#))

You will need to withdraw your requisition to assign it to another Requisitioner. A job aid can be found at url

<http://inside.umassmed.edu/uploadedFiles/purch/BuyWays/Withdraw%20a%20requisition.doc>

10) I ordered the same thing 2 weeks ago, can I copy that order to save time? ([back to index](#))

You can copy a non catalog requisition by following the job aid found at url

<http://inside.umassmed.edu/uploadedFiles/purch/BuyWays/Copy%20a%20Cart.doc>.

Catalog order items must be selected from the vendor site and cannot be copied from past carts.

11) My vendor is not in the 'Showcased' vendors, can I still use my Procard? ([back to index](#))

Yes, Procard is still the recommended payment method for supply orders when the vendor does not have a catalog available in BuyWays.

12) I can't find the vendor I need for my requisition, how can I have them added? ([back to index](#))

Vendor add requests have not changed. Vendors need to complete the W-9 form, which is then submitted to Accounts Payable for processing. Questions about adding vendors should be directed to [acctspayable@umassmed.edu](mailto:acctspayable@umassmed.edu)

13) What is my login name and password? ([back to index](#))

Your login name and password are the same one you use to login to your UMMS email account.

14) I can't login to BuyWays, who do I contact? ([back to index](#))

If you have an equipment problem and can't access the BuyWays login page, please contact the [UMWHelpdesk@umassmed.edu](mailto:UMWHelpdesk@umassmed.edu) for assistance.

If you can reach the login page but can't login with your user name and password, please contact [worcestercinancesecurity@umassmed.edu](mailto:worcesterfinancesecurity@umassmed.edu) for assistance.

15) Are classes still available? ([back to index](#))

Classroom training is available for Requisitioners. Please visit the Learning & Development at url [http://i.umassmed.edu/events/hrworkplace\\_events.aspx](http://i.umassmed.edu/events/hrworkplace_events.aspx) for their training schedule

System simulation (UPKs), training system access and job aids can be found at url <http://www.umassmed.edu/Content.aspx?id=171232>

16) Can I approve requisitions by email from my smartphone or tablet? ([back to index](#))

Yes, please see the instructions for adding an approval code to your user Profile that will allow email approvals.

17) I'm getting a WARNING: Your approval code is not set up in your profile, so you are not allowed to take action on this requisition via email. Action must be taken in your organization's site. You may log into the application to set the approval code in your user profile ([back to index](#))

BuyWays allows users to approve requisitions through email if they have a security code set up in their Profile. This message is telling you that you can't approve via email as this code is not set up, and that you need to log in to BuyWays to approve.

**18) Why is my Peoplesoft PO closed?**

**Peoplesoft PO's were closed, and \*most remaining balances were transferred to BuyWays as part of the conversion. To find your Peoplesoft PO in BuyWays, use the 'Document Search' function, and put in your PO Number WITHOUT the 000 at the beginning. The 000 was replaced on your BuyWays PO with WAZ (eg: 0006150333 is now WAZ6150333)**

**\*In limited cases, it was not possible to convert a PO from Peoplesoft to BuyWays. If you have further purchases to be made, you will need to enter a new requisition.**