Procurement and Contract Services Update

Service continuity during a period of limited buyer coverage

Welcome

Stephanie recently joined P&CS. We are glad to have her on board and are supporting her onboarding.

Current focus

The team is maintaining service and prioritizing urgent needs while we stabilize buyer coverage and workloads.

Thank you for your patience and continued partnership.

Supplier onboarding depends on timely supplier action

What campus partners can do to help suppliers move through registration

26 days

Average supplier registration cycle time reported at RUG

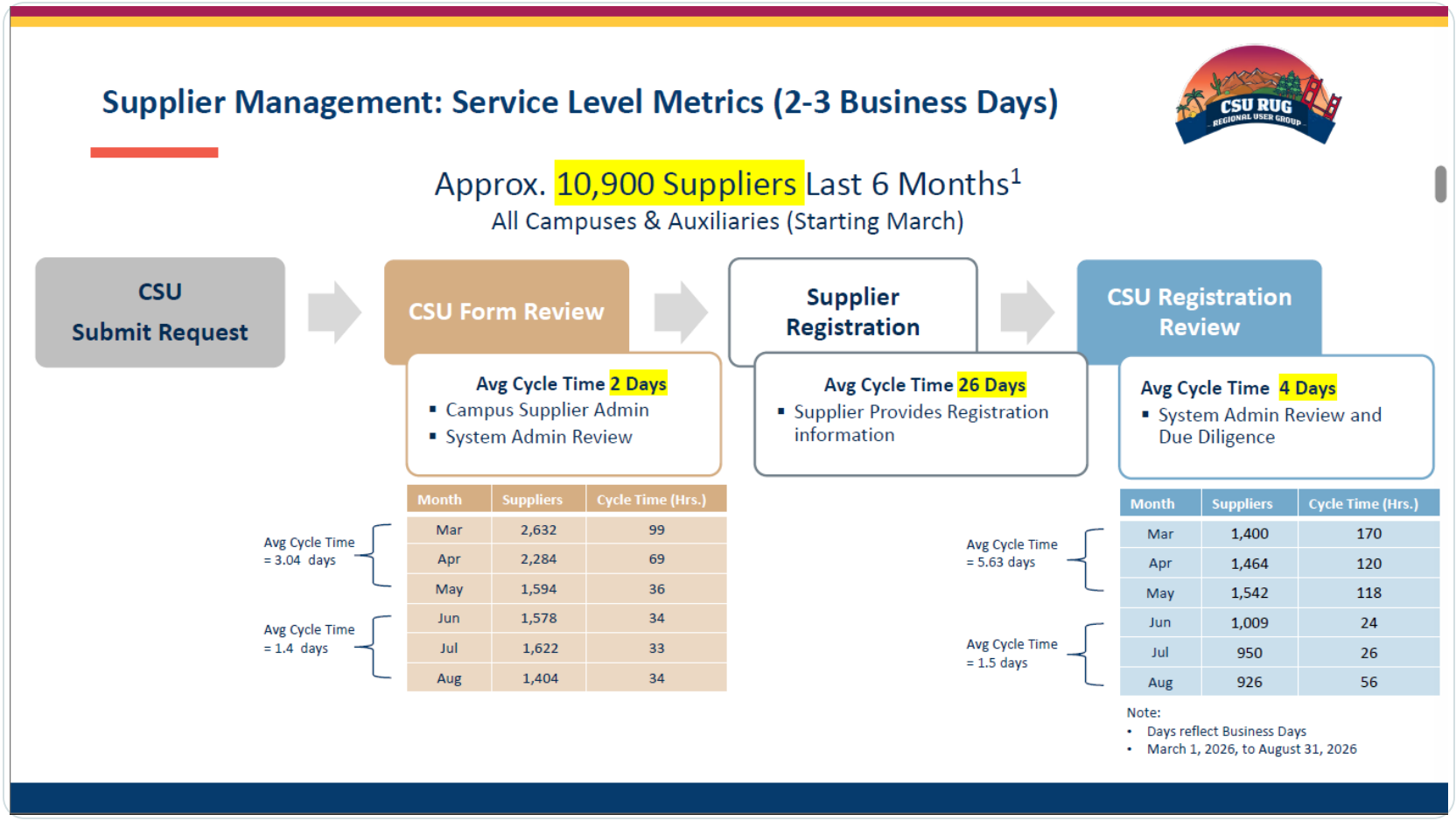
Choose the right registration contact

The contact should be able to complete the registration, verify the legal name and physical address, provide the TIN, and answer legal-structure questions.

Timely supplier responses materially affect the overall timeline.

Supplier Management Metrics

Supplier registration stages and reported service-level metrics



Reminder: Supplier Profile Status

Registration, procurement, contracts, and network status definitions

Supplier Management: Supplier Profile Status

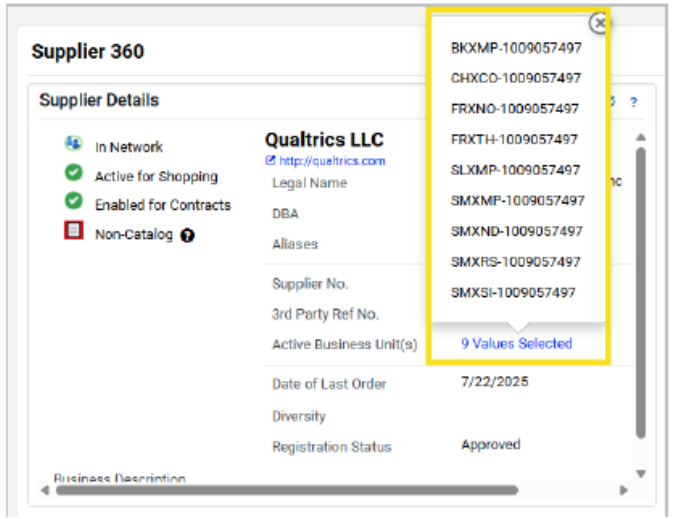
Registration Status:	Definition
None	Loaded, not invited
Invited	Registration invitation sent to supplier
In Progress	Supplier has started registration
Registration Complete	Supplier has completed a registration
Approved	Supplier profile has been approved through registration workflow
Status:	**Definition**
Enabled for Procurement	Active for Shopping
Not Enabled for Procurement	Inactive for Shopping
Enabled for Contracts	Active for Contract Creation
Not Enabled for Contracts	Inactive for Contract Creation
CSUBUY Network Relationship	
In Network	Search results should be limited to “In Network”

Reminder: Campus Request Forms

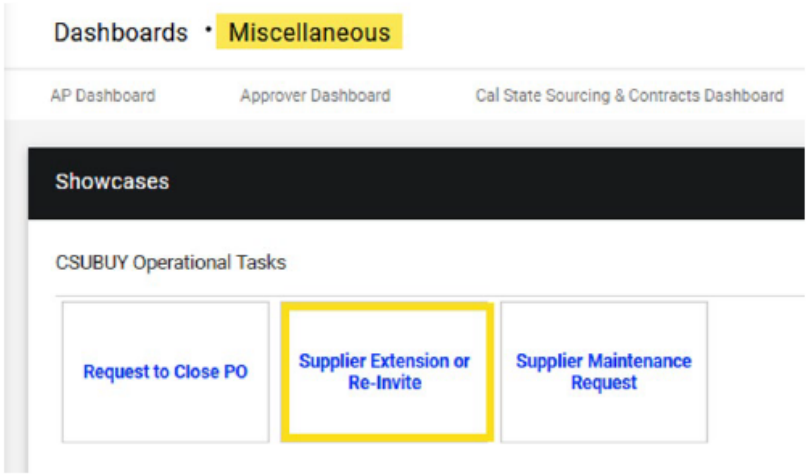
Extension and re-invitation options

Campus Request Forms

- **Extension**
  - Review supplier active Business Units (BU), if the campus BU needed is not present, submit extension request.



- **Re-send invite to same email address**
  - If supplier has reached and communicated they cannot locate their registration email, this option can be used to send it again.



Supplier Assistance Resources

Use the public support options below when a supplier needs registration help



Refer the supplier to CSU Supplier Resource website https://www.calstate.edu/csu-system/doing-business-with-the-csu/contract-services-and-procurement/supplier-resources for help guides and other resources.

- Recommend the *supplier* contact CSUBUY Supplier Support at csubuy-suppliersupport@calstate.edu. A team member will assist via email or schedule a call or Zoom meeting. The first step is the supplier reaching out.



- Please do not provide suppliers the direct contact information for *members* of the Systemwide Supplier Maintenance team or names noted in workflow steps.
- Please do not CC suppliers on communications about internal issues
- It is not recommended to share screenshots of internal screens with suppliers. Your system view differs from theirs; this is a point of confusion for suppliers.

Supplier resources CSU Supplier Resources CSU Buy Supplier Support

CSU Buy reminders that prevent avoidable delays

A few actions that help P&CS, AP, Receiving, and departmental requesters

Approver coverage

Set substitutes before leave or turnover. Submit CARS requests for DOA changes. Notify P&CS or AP of compliance approver changes so the formal workflow update can begin.

Accurate requisitions

Use the most accurate commodity code available. For change requests, make the requested edits in the document itself, not only in comments.

Amount-only and drawdown POs

Use Quantity 1 and UOM LOT. Other UOMs may cause P2P to treat the line as quantity-based even when Amount Only or Blanket PO is selected. The CO has raised this system behavior with Jaggaer.