

Phone: 475-2107 E-mail: rtkpur@rit.edu
Becky Kiely - Staff Assistant
Phone: 475-7834 E-mail: lqjppa@rit.edu
Lee Jennejohn - Purchasing Assistant
Phone: 475-2109 E-mail: elspur@rit.edu
Elliotte Simpson - Buyer
Phone: 475-6925 E-mail: mab6420@rit.edu
Marlene A. Harris, C.P.M. - Senior Purchasing Agent

The RIT purchasing staff is uniquely qualified to assist you:
Additional Staff...

her at rtkpur@rit.edu for information related to any purchasing needs.
services and/or equipment, and provides professional staff training. Please contact
administration of these services. She applies negotiates complex contracts for
process of vendor evaluation and selection, contract negotiations, and the
maximizing the efficiency of operations at the Institute. Tina also coordinates the
In addition, she directs the procurement of equipment, materials, and services,

cost-saving procurement methods.
experienced at analyzing budgets and developing
procedures that will enhance RIT's mission. She is
formulating appropriate purchasing policies and
skilled at evaluating the needs of the campus and
business community, as well as campus-wide. Tina is
ing functions for RIT and represents the Institute to the
worked for RIT for six years. She directs all purchas-
Tina Karol is a certified purchasing manager and has
Tina R. Karol, C.P.M. - Director of Purchasing



Meet the Director

Note: Special regulations may apply to
disposed of equipment acquired with Federal funds
(e.g. grants and contracts). Please contact Sponsored
Programs Financial Management Services for specific
contracts. ■
sponsor regulations that may apply to grants or

If you have additional questions, contact the
RIT Environmental Health Specialist -
Campus Safety, or visit the New York State
Department of Environmental Conservation
web site at www.dec.state.ny.us for more
detailed information.

your electronic waste pick up.
the FAST Team at x5FAST or fast@rit.edu for
dispose of electronic waste. Please contact
will remove, refurbish, re-use, recycle, and
Systems and Technology (FAST) Team. They
handled by the Finance & Administration's
The disposal of electronic waste is being
an environmentally conscientious manner.

electronic waste for scrap metal recovery in
RIT has chosen to dismantle and recycle
Rules and Regulations (6 NYCRR 371.1).
Environmental Conservation (NYSDEC)
with New York State Department of
trash and must be managed in accordance
waste. They cannot be disposed of in the
and keyboards are considered hazardous
(CRTs), Computer Processing Units (CPUs),
All monitors, televisions, cathode ray tubes

Electronic Waste Recycling

Purchasing BUY LINES

WINTER QUARTER - MARCH 2005

Boise\Office Max Survey

This survey was sent to 300 users of the
Boise/Office Max on-line ordering system.
81 (27%) people responded.

Survey Highlights :

- 93%** said product was delivered next business day.
- 96%** said correct item was delivered.
- 96%** said price was same/lower than Staples.
- 96%** said calls were promptly returned.
- 97%** said if they had any problems they were resolved.

(continued inside Boise/Office Max)

And the Survey Says...

This quarter's purchasing newsletter will be devoted to customer service. In the last few weeks we surveyed our customers to gain insight as to how well accepted the transition has been from Staples to Boise/Office Max. We also wanted to know how we are doing as a department. The first survey was targeted at all office supply users and questions were relative to the RIT Boise/Office Max relationship. The second survey was directed to customers of the RIT Purchasing Department.

Our thanks to everyone who took the time to answer our surveys! You've probably received a survey (or two) in the mail with a crisp one dollar bill attached, a little incentive to fill out the survey. We are grateful that you participated, even without the cash incentive! Your responses are appreciated, and the purchasing staff will use this information to make our department even stronger.

We're very pleased that the responses were overwhelmingly positive on both surveys. The changeover to Boise/Office Max was exceedingly smooth with a 91% overall approval rating. The survey of our department's customer service was rated overall at 97%, a mark that we are very happy with, but will continue to strive to improve! The highlights of both surveys are included, as are the responses to actual comments from our customers.

Please remember that comments are welcome at anytime. Especially appreciated are ideas for improvement and increased efficiency. Again, thanks for your input and for being part of a continuous improvement process. ■ —Tina Karol

(Boise/Office Max continued)

- 96%** said product met/exceeded their needs.
- 66%** were happy with the Boise/Office Max web site.
- 91%** said they were satisfied with the performance of Boise/Office Max.

Comments and responses:

C: When I order something and it is out of stock, I have to re-order it. It should automatically go on "back order" and be delivered when it is in stock.

R: If a product is showing as "out of stock", you may submit the order and it will automatically go on "back order" and ship when it is in stock.

C: Sometimes the Boise Discount Card rings up at a higher price than the shelf tag at the retail store.

R: Office Max has installed "Best Price Logic" and now you will automatically get the best deal.

C: The web site is not user friendly.

R: The web site has been overhauled and is now more user friendly. Please review the site and send us an e-mail with any additional suggestions. If you would like one-on-one website training, please contact the Office Max account representative for RIT, Stephanie Nurse at 281-4973.

C: A couple of times when I order paper it has been on "back order".

R: Paper that is part of the RIT contract should never be on back order and we have confirmed this with our Office Max representative. If this situation occurs in the future, please contact Purchasing immediately so that we may address this situation.

C: I have found items that are priced higher than I use to pay.

R: If you find an item that is priced higher than what you used to pay, call Stephanie Nurse at 281-4973. The item is most likely not a contract item, but can be added as requested.

C: I never know if I'm going to get my back order or not.

R: The end user is notified by e-mail when an item goes on back order. We do believe however, that some e-mails are being blocked by the RIT fire wall and are working with ITS to identify a solution. Some customers have deleted the e-mails before reading them as they may have thought they were unsolicited marketing e-mails.

C: Customer Service does not respond to my requests.

R: Office Max has assured us that they respond to customer requests promptly. If you continue to experience this problem in the future, please call Purchasing.

C: I can't put items in the cart when browsing the on-line store.

R: To be able to browse the catalog and put items in the cart, make sure you are in "Create a new order" mode.

Boise\Office Max appreciates our business. Please call Stephanie Nurse at 585-281-4973 or StephanieNurse@Office Max.com, with any concerns. ■

RIT Purchasing Department Survey

This survey was sent to approximately 500 RIT requisitioners and approvers. 105 (21%) users responded. Below are some of the highlights of the survey.

Processing Approved Requisitions

- 96% said their Purchase Orders were placed in a timely manner.
- 98% said their rush/emergency orders were accommodated.
- 90% said policies and procedures were clear.

There were many good comments and suggestions about Oracle and as a result we have developed a FAQ and "Steps to Place a Requisition". Both can be viewed at our website: <http://finweb.rit.edu/purchasing>. Click on "Oracle".

Bid and Proposal Processing

- 88% said bids and proposals were processed timely.
- 70% said the bidding process was valuable to me.
- 82% said policies and procedures were clear.

C: I would like to see more pre-qualified vendors.

R: The purchasing web site has "Sources of Supply". Scan the commodities to see if we have pre-negotiated contracts and pricing. To recommend additional suppliers to pre-qualify, contact Tina Karol at 475-6803.

C: Have bid templates with "Terms & Conditions" available for use.

R: The purchasing website has "Terms & Conditions" listed. It also has a contract checklist to help you through the different aspects of a contract. Under "Forms" you may download a "Request for Proposal" template.

Procurement Cards

- 100% said P-cards were easy to use.
- 91% said paper work was easy to manage.
- 89% said policies and procedures were clear.

C: Would like to have a combined travel card and P-card.

R: We are looking into a combined card, but are not ready to introduce it yet.

C: Provide an annual summary of procurement card spending for my department.

R: Both the Purchasing and the Controller's Office can run these reports as needed. Just call Purchasing at 475-6803 and we will provide the reports.

Purchasing Web Site

- 97% said it was informative.
- 93% said it contained enough information.
- 95% said it was easy to navigate and use.

C: Web site needs to be updated.

R: The website is now being reviewed weekly for accuracy and changes. We will also be adding more information and functionality to the site regularly. If you have suggestions for changes or additions, please contact us.

Oracle Purchasing System

- 93% said Oracle training is sufficient and helpful.
- 80% said it was easy to enter requisitions.
- 92% said it was easy to approve requisitions.
- 78% said it was easy to retrieve information.

C: System is not user friendly, it's slow, etc.

R: Many of the comments on the Oracle system were constraints of the system that cannot be changed. Other comments were from lack of knowledge of how the system works. We have added a FAQ for Oracle on the site. We have also added a summary of the requisition process to the site, which will help the infrequent user.

Purchasing Staff Members

- 94% said staff were helpful and knowledgeable.
- 98% said staff answer the phone in a courteous/professional manner.
- 98% said staff return voice mail and e-mail in a timely manner.
- 99% said staff have knowledge of policies and procedures.
- 96% said staff have a positive problem solving attitude.
- 98% said staff follow through on commitments.

Almost all the comments on the purchasing staff were positive. We strive to provide excellent customer service and thank you for your support. We will continue to work hard in order to meet everyone's needs.

Honors

2002 Corporate Development Partner of the Year - Black Business Association
2002 Most Valuable Customer - Wegmans

Memberships

National Association of Educational Buyers
Institute for Supply Management
Upstate New York Regional Minority Purchasing Council