CSU IT Procurement FAQ’s

eProcurement Standard Operating Procedure

FAQs

● Who do I call for NIGP codes?
  ○ Francine Rizzo located in the Business & Finance Office
  ○ IT NIGP code needs to be used for IT purchases
    ■ Common NIGP codes can be found using this link:
      ● Commonly Used IT - NIGP Codes
    ■ A site that might be helpful when looking for NIGP Codes that are not commonly or Non-IT NIGP used is:
      ● Georgia State NIGP Codes

● What if I do not want something on the quote given to me?
  ○ When entering into ePro, all requisitions must match the quote. However, you may request an adjustment to a quote from UITS.

● When do quotes expire?
  ○ Some quotes expire within 30 days or at the end of the month
  ○ Most quotes expire after 30 days unless specifically noted on the quote.
  ○ A purchase from a quote needs to be entered into ePro at least 5 days before the quote expires or it will be pushed back to the department to get a new quote. The 5 days are needed for ePro processing time.

● When can I get UITS to set up new equipment?
  ○ Once UITS ‘receives’ the items in ePro, UITS will collaborate with the respective department to create an eQuest for installation with the following information:
    ■ Location for install
    ■ Who is the user
    ■ PO Number
    ■ What device is being installed
    ■ Any special instructions

● What if the new equipment is replacing something else?
  ○ UITS will pick up the older equipment. If that equipment needs to be installed into another location, an eQuest needs to be submitted for that install.

● What determines a project?
  ○ Purchasing more than five (5) computers will be made into a ‘project’. UITS will receive all equipment from the warehouse
  ○ UITS will collaborate with the respective department for installation after the equipment is ‘received’ in ePro by UITS
● Why do I have to purchase a warranty?
  ○ So the technology equipment can be replaced if it fails or breaks within the warranty period
● Who completes a RMA for a return to the vendor?
  ○ UITS will take responsibility
● How much do I expect to pay for technology products?
  ○ Estimated prices for the following products are listed on the UITS website:
    ○ Technology Cost Estimates
      ■ HP desktop
      ■ HP laptop
      ■ Tablet
      ■ Apple laptop
      ■ iPad
      ■ Peripherals
      ■ Software: Adobe Tiers, other