

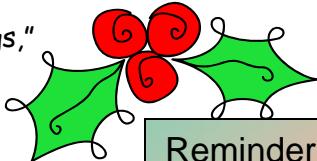
Business Services Newsletter

Volume 14
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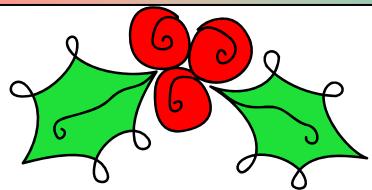
Business Services is composed of Procurement Services, Telecommunication Services, Central Receiving & Shipping / Inventory Control, Mail Services, and UAH Copy Center

Holiday Greetings from Business Services

There is a place at UAH where customers are "queens & kings,"
And you'll find expert helpers to assist with many things.
For all your different printing needs, you only need to enter
Or call the folks in the **UAH Copy Center**.
To keep track of your property, a University goal,
Rely on help from those who work in **Inventory Control**.
They are also the ones who do the lifting and the heaving
Of stuff that comes to you by way of **Central Receiving**.
Your mail, of course, will not be found in hidden nooks or crevices;
It's brought through sleet or blazing heat by **UAH Mail Services**.
When your fingers "do the walking" across town or other nations,
Count on tips to ease your "trip" from **Telecommunications**.
The group you knew as "Purchasing" (where Requisitions are sent),
Has changed its name but not its aim; they are now **Procurement**.
Our little groups have super *troops* who help in many ways.
Combined, we're **Business Services** wishing you **HAPPY HOLIDAYS!**



Reminder: There will be no campus mail deliveries or pick-ups from **December 24 – January 1**. All other services will be available at Central Receiving & Shipping / Mail Services during limited hours of operation. See page 4 for further details.



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From Penn's Pen

How Does a Procurement Officer Evaluate a New Supplier?

A Procurement Officer considers several key points:

- What products do they offer? Can they provide a substitute product at an agreed-on price? Can the supplier provide what you want?
- Can they deliver to a university setting? Do they have their own trucks?
- How big is the organization? What other accounts does the supplier have?
- Does the supplier have sufficient start-up resources for a new account?
- Are they financially strong and technically capable? What is their technical expertise?
- What key elements must be in place without which you cannot do business? What are your expectations? What do you need to do to conduct business?
- Is the supplier "as good as their word"? Is the relationship based on trust?

In addition, the Procurement Officer will check references and conduct site visits if applicable.

Lease versus Buy?

Before entering into a lease agreement, the economic soundness of buying versus leasing should be analyzed. Points to consider in deciding to lease or buy are:

- (1) Funds may be insufficient for outright purchase. A department may have operating funds but no capital funds for the purchase of equipment.

(2) The useful life of a piece of equipment may be determined by its Application Life, Technological Life, and Physical Life.

Application Life: How long will the equipment be used? If the duration of use is relatively short, leasing may be preferred over purchasing.

Technological Life: When will the equipment become obsolete? Leasing may be advisable when obsolescence is a factor.

Physical Life: When will the equipment be worn out?

Leasing may be advantageous if the total cost of a lease over the application life or the technological life is less than the purchase price.

(3) The total cost of the lease must be compared with the total cost of purchase taking into consideration such factors as equipment costs, maintenance costs, interest, taxes and insurance.

Assuring Price Reasonableness

As good stewards of University resources, Procurement Services is expected to obtain a reasonable price for purchases.

Departments are encouraged to obtain quotes on small dollar orders to ensure that prices are reasonable.

Professional integrity is important to the University's purchasing function. Persons who make or oversee decisions regarding supplier selection need to avoid conflict of interest situations. Furthermore, they should interact with suppliers who seek our business in a fair and equitable manner.





News & Notes

Procurement Training

In a few weeks, Procurement Services will re-start its training program for Banner Requisition Entry and Approval.

Banner Requisition Entry will cover the process to enter and approve a Requisition.

Banner Requisition Approval will only cover the process to approve a Requisition.

Orientation of Procurement at UAH will be a new class added to the roster for 2008. This class will cover purchasing procedures (not limited to Banner), as well as address any questions concerning the complete procurement process at UAH. Our plan is to have representatives from Procurement Services, Inventory Control and the Office of Sponsored Programs to address your questions and concerns.

Welcoming New Faces

We would like to introduce two new faces in Procurement Services. **Vickie Dillon**, our new Procurement Officer II, is primarily responsible for chemicals, research equipment and supplies.

For the first time ever, we have a Procurement Officer I, **Judy Curtis**, located in the Physical Plant Building. Judy is a former Facilities & Operations employee, and she will handle all their purchasing needs.

Purchasing University Computers

Computers for UAH departmental use are not to be purchased through the University Bookstore. Requests for computer equipment must be submitted to Procurement Services via electronic Requisition. This procedure will enable the University to comply with the Alabama Competitive Bid Law and maintain proper tracking and asset accountability for inventory control purposes.

While the University Bookstore's offer of special educational pricing for certain models of Dell computers is a valuable

service to UAH faculty, staff and students, the computers available through the Bookstore are for **personal purchases only**.

Contact Keshia Askew at extension 6491 if you have any questions.

Penn's Pen, Continued

What Do You Know About Warranties?

A warranty is a promise related to a product made by either a manufacturer or a seller to a buyer. Two kinds of warranties are expressed and implied.

Express Warranty: An expressed warranty is a statement or promise that the seller makes to you, or the buyer, regarding the goods purchased and their quality or performance. The expressed warranty usually comes from the manufacturer with the purchase of new equipment.

Implied Warranty: An implied warranty is an assurance imposed by law in a sale. Even though the seller may not make an explicit promise, the buyer still gets some protection guaranteed by law. Although not expressly made, this type of warranty is implied by law by the fact of the purchase. This warranty is what the law, not the seller, renders to the purchaser. These warranties do not come from the manufacturer.

Warranty Claims

During the warranty period, make sure you do everything reasonably possible to abide by the requirements of any expressed warranty. Give prompt notice to the supplier in writing of any defects that you discover and request the warranty service.

Just prior to the end of the warranty period, make sure that everything is working properly and that you have no claims to make.

Holiday Reminder

Just a reminder:

We will be closed Dec. 25 and Jan. 1.

We will be open 9:00 – 1:00 on Dec. 24 & Dec. 26 – 28.

We will reopen with normal operating hours on Jan. 2.

During the Christmas Holidays (December 24, 2007 — January 1, 2008) the Central Receiving & Shipping Building (CRB), including Mail Services, will be open for your convenience from 9:00 a.m. to 1:00 p.m. each weekday. These offices will be closed December 25th and January 1st.

Off-campus, incoming mail will be received and processed; however, no packages or mail will be delivered or collected. All University personnel are welcome to come by Central Receiving and pick up packages and mail and leave out-going mail (which will be taken to the Post Office the next working day). To allow time for each day's mail to be processed, plan to come by after 11:00 a.m. to pick up your mail and packages.

In addition, no industrial gases or laboratory alcohol will be delivered during the holidays. Orders for industrial gases or laboratory alcohol received after Wednesday, December 19th will not be processed until after the holidays. The surplus property area will be closed.

We will return to normal business operations on Wednesday January 2, 2008. If you have any questions, call 824-6315 for Central Receiving or 824-6116 for Mail Services.

What To Do With Old Toner Cartridges?

Every toner cartridge you order includes a prepaid return label. This label is usually found attached to the instruction paperwork inside the box. Please save this label and use it to return the old cartridge to the vendor. For shipping purposes the label must include your department name and the UAH address (301 Sparkman Drive, Huntsville, AL 35899). You may leave the cartridge, with label attached, in your mail drop area or contact Central Receiving (824-6315) for pick-up.

What Is A Call Tag?

A Call Tag is a pre-paid UPS or FedEx shipping label provided by the vendor that allows you to return a package at no cost to your department.

When Do I Need a Call Tag?

If you receive a package in which: the contents are damaged; item(s) are not the correct item(s); it is a double shipment; or it is a shipment of items you never ordered, and you need the vendor to pay for the return of the package, then you use a vendor call tag.

How Do I Get A Call Tag?

If the item(s) were received with a Purchase Order number you must report the discrepancy to the Procurement Officer in Procurement Services. The Procurement Officer will contact the vendor and report the problem and the item(s) to be sent back.

If the item(s) were received on an LPO or purchased with personal funds, then you must contact the vendor directly to report the discrepancy and request a call tag.

How Will The Call Tag Arrive?

Since the Call Tag is issued by the vendor through UPS or FedEx, it most likely will arrive with their delivery driver. Occasionally, the vendor will mail the Call Tag to your department.

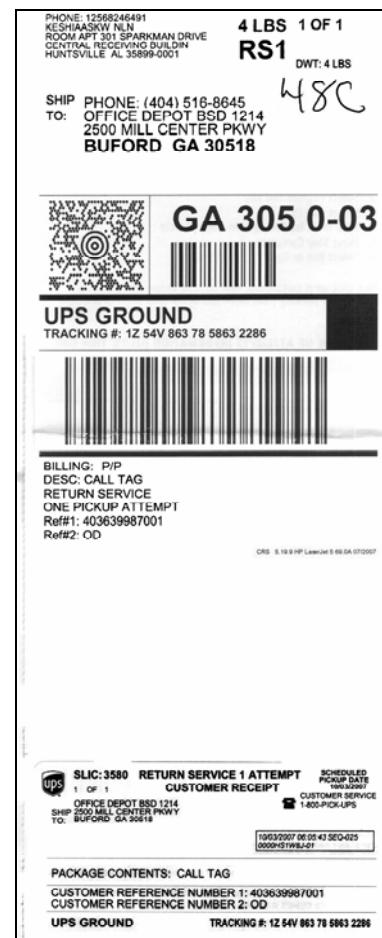
After the Procurement Officer receives confirmation from the vendor that a Call Tag will be issued, he or she will inform Central Receiving & Shipping. When the Call Tag arrives, your department will be contacted and arrangements will be made for Central Receiving & Shipping personnel to pick up the item(s) and have them available in Central Receiving for the next pick-up.

If the Call Tag is mailed to your department call Central Receiving (824-6315) so the item and Call Tag can be picked up for return.

If the item(s) are on a Purchase Order, do not call Central Receiving to have the item(s) picked up. The Procurement Officer will call when the vendor approves the Call Tag request.

What Does A Call Tag Look Like?

Below is a sample UPS Call Tag.



Note: If the item(s) on a Purchase Order you wish to return came directly from a local vendor, or if you wish to have the item(s) returned through a carrier other than UPS or FedEx, let the Procurement Office know so they can make the proper arrangements.

INVENTORY CONTROL FIXED ASSET FAQS

What equipment is tagged and tracked in the property system?

- All Capital Equipment \$5,000 and more
- All Government-titled Property
- Computer Equipment with cost between \$500 and \$4,999
- Audio Visual Equipment with cost between \$500 and \$4,999
- Laboratory Equipment with cost between \$2,000 and \$4,999

I have just received a new piece of tagged property. What should I do?

If you have not already been contacted by Inventory Control (IC) requesting the information, please forward them the intended *location, custodian and responsible organization*.

Please reference the items by the property tag numbers and serial number and include the Purchase Order number if it is available.

I have government-titled property. What are my responsibilities?

The federal government requires UAH to have strict controls over government property.

We are required to maintain records of:

- All movement
- Changes in custodianship
- Changes in condition
- Contract the equipment is being used to support
- Procurement information
- Asset information (make, model, serial, manufacturer, condition, etc.)

Any changes to government property must be requested through and approved by the Office of Sponsored Programs (OSP).

The responsible department must also notify Inventory Control of any changes to government property once OSP approval has been obtained. Contact OSP if you have questions regarding property related to government contracts or property on loan from the federal government.

How do I report changes in location or custodian?

Complete the *Property Transfer / Relocation Form* available on the Business Services website. Submit the form to Inventory Control in the Central Receiving Building (CRB). Obtain a chair, dean, director or higher level authorization signature (required).

How do I surplus inventoried equipment?

Contact OSP prior to declaring any government-titled property as surplus. For state-titled property, complete the *Facilities Move Form* and check the "Surplus Property" box.

Be sure to include inventory tag numbers when completing the form. Obtain a chair, dean, director or higher level authorization signature (required). Send the form to Procurement Services in the Business Services Building (BSB). Please do not remove property tags from equipment.

How do I dispose of inventoried equipment?

Excess property should be declared surplus. (See "How do I surplus inventoried equipment?") Complete a *Facilities Move Form*.

If you wish to cannibalize obsolete or non-functional equipment, you must contact Inventory Control and request a representative to witness the cannibalization. University policy requires IC personnel to witness the cannibalization of inventoried equipment.

IC personnel will remove property tags when appropriate. Departmental personnel should never remove property tags.

How do I report missing property?

Report missing property immediately to Inventory Control by phone, letter or email.

Property believed stolen should be reported immediately to the UAH Police Department. Police reports should list the property tag number(s). A copy of the Police reports should be forwarded to IC. Police reports should be accompanied by a UAH *Property Disposition Form*.

Inventory Control

Can I sell state-owned equipment?

If you believe excess property has a high resale value, contact Procurement Services to discuss the possibility of a surplus bid.

Property must be declared surplus first and made available to the campus community. (See "How do I surplus inventoried equipment?" on p.6.) If no department wishes to make use of the equipment after a short waiting period, the special bid may proceed if approved by Procurement Services.

This process should be reserved for high-value items with resale potential. The department will receive proceeds from the sale after selling expenses are deducted. Government property may NOT be sold under any circumstances.

Who do I contact regarding questions about inventoried property?

Contact any of the Inventory Control staff members: (1) by phone at Extension 6315 or (2) in person at the Central Receiving Building, Room 100.

How do I know what property is assigned to me or my department?

Inventory Control personnel can provide property reports on request. We are able to quickly provide lists sorted by:

- Department
- Custodian
- Grant
- Purchase Order
- Title-to

Additional custom reports are available on request.

When will my department's inventoried assets be audited?

Inventory Control conducts a rolling two-year physical inventory audit of the entire campus. Anticipate your assets being fully audited every 18 to 24 months. IC personnel will contact you in advance to schedule a convenient time to perform the audit. You will receive a complete departmental inventory listing prior to the audit.

External, State, and Federal auditors from time to time may request to see specific property as part of their audit process. IC will contact you as we are notified of auditor requests.

Government property is inventoried **annually** between June and September. A representative

from OSP will contact you to schedule the annual government property audit at a convenient time.

I have an item that may be an inventoried asset, but I cannot locate a property tag.

If you have an asset that may have a missing property tag, Inventory Control personnel can assist you in researching the item. Be prepared to provide:

- Description (make, model, manufacturer)
- Serial Number
- Purchase Order (if known)
- Location

An outside agency wishes to donate a piece of equipment to my department. What do I need to do?

Donations to the University must be approved by the office of University Development. Contact University Development and complete the required documentation. Do NOT take delivery or possession of any donations until approval is granted.

Once donated assets have been approved and received, contact Inventory Control to verify the asset and affix a property tag. Be prepared to provide IC with copies of documentation supporting the donation. IC will coordinate with Accounting and Finance to determine the specified value of the donated equipment and set up property records.

I wish to donate equipment to another agency. What should I do?

UAH Policy and Alabama Law does not allow for the donation of state property to commercial or non-profit organizations. In some cases, state property may be transferred to another state institution if no department on campus has any need for the property. First it must be declared surplus property. (See "How do I surplus inventoried equipment?" on p.6.) Transfer to another state institution requires a transfer agreement between the two state institutions (contact Inventory Control for details).

In justifiable instances, state property may be loaned to external entities. A loan agreement is required (contact IC for details). Loan agreements must specify the length / duration of the loan and state that property is to be returned to UAH at the end of the loan term.

Continued on next page

Inventory Control

I am returning a piece of property to the vendor for repair. Do I need to report this?
Any inventoried property returned for repair or replacement must be reported to Inventory Control (IC) prior to shipment.

If an asset is being replaced:

- IC will remove property tag.
- The department must complete a *Property Disposition Form*.
- The original property record will be inactivated and a new record and tag number assigned when a replacement is received.

If an asset is being sent for repair:

- The department must complete a *Property Disposition Form* when the item is shipped for repair.
- An amended *Property Disposition Form*, showing date of return, must be submitted when the item is returned from the repair vendor.



I am requisitioning a system that has multiple components. How should I prepare the Requisition?

Requisitions for items composed of multiple components forming an interdependent system should be requisitioned as one line item on the Requisition, with total system cost reflected for that line item. Use Item Text to specify the individual components and to show component cost (if required). Reference any relevant bid number(s) in the Requisition Document Text. Do not include warranty or service agreement costs in the primary line item — these costs should be listed separately.

Please note: Shipping and installation costs MAY be included in the primary line item. Do not include supplies (such as paper, ink, etc.) in the cost of the primary asset — order these items on a separate Requisition. Contact Procurement Services for guidance if you have questions.

I am preparing an equipment Requisition. Is it OK to combine asset and non-asset account codes on the Requisition?

Asset and non-asset account codes should not be combined on a Requisition. Order supplies and non-asset items on separate Requisitions. Combining these account codes create asset cost discrepancies in Banner Fixed Assets.

I am preparing an equipment Requisition. Is it OK to combine capital and non-capital asset account codes on the same Requisition?

Capital and non-capital asset codes should not be combined on a Requisition. Order capital and non-capital equipment on separate Requisitions.

Capital equipment account codes include the following:

- 8101 — Equipment \$5,000 and over
- 8103 — Internal Enhancements \$5,000 and over
- 8105 — Equipment Special Purchase
- 8106 — Equipment Special Tooling
- 8107 — Vehicles

Non-capital equipment account codes include:

- 7450 — Computer and Peripheral Equipment \$2,000 – \$4,999
- 7460 — Computer and Peripheral Equipment \$500 – \$1,999
- 7452 — Audio Visual Equipment \$2,000 – \$4,999
- 7461 — Audio Visual Equipment \$500 – \$1,999
- 7452 — Lab Equipment \$2,000 – \$4,999

For additional information, contact the Inventory Control team at 824-6315. IC is located in the Central Receiving Building, Room 100.

UAH Copy Center

SOMETIMES THE SIMPLEST WAY TO HAVE SOMETHING
DONE IS TO HAVE SOMEONE ELSE DO IT!



We are a FULL service copy center. We offer fax services, full color copies, black and white reprographics, printing press, finishing, and scanning. In addition, we offer a full line of paper in a variety of colors. We are located on campus for your convenience. For more information call 824-6383 or drop by our office on John Wright Drive in the Business Services Building. Let us do the work for you!

Any request to change the style of business cards, letterhead, envelopes or any University-wide brochures or maps, must be approved by University Relations (824-6414) before the change can be made. We have a set template for these items and we cannot alter them without express written permission from University Relations.

Web submission will be finalized over the next few months. We are implementing an online job ticket for your convenience, which will enable you to order from your desktop. All departments should have this capability by the New Year. Jackie Hankins, Manager of the UAH Copy Center, will contact you when your department has been added to the software.

As a reminder, the UAH Copy Center has a full line of paper. Next time you need paper, give us a call and we will deliver it straight to your office.

Thank you for your continued support. We look forward to serving you.

What's New in Telecommunication Services?

With so many new personnel on campus, we thought it was time for an overview on what our department does, how your telephones and features work, repair information, and other FAQs.



That Little Black Box on Your Desk

Most campus telephones are black Nortel Networks display phones. These phones feature caller ID, date and time display and a message waiting light. These phones are digital — essentially small, basic computers — which means less background noise. These phones feature BIOS (Built-in Operating System) that tells the set to execute commands.

The entire campus “rents” telephones from Telecommunication Services. Your monthly rental fee includes repairs for normal wear and tear (damage or theft is a different story). If your set has static or a bad display, we will fix it at no additional charge to the user / department.

All Nortel sets have voice mail, conferencing (up to six people), call forwarding, and call pickup. You are charged per telephone set, not feature. Any feature can be added to your set at no additional monthly charge.

If you have a multi-line set (M3903 or M3904) you can have as many lines (numbers) as that set will hold. The M3903 holds up to four numbers and the M3904 holds up to 12 numbers. For an additional fee of \$4.00 per month plus installation, an “add-on” module can be added to the M3904 set to add up to 22 keys for additional lines and features. Installation costs vary due to the amount of time needed to program features.

Voice Mail

We have a campus-wide voice mail system which was updated last year to the latest hardware and software. If you are new to the University and need a new password to access your voice mail, contact Mary Jane Blackwell at 824-6129 or blackwem@uah.edu.

When the system was installed in August 2000 we had very limited system memory.

With our recent upgrade more memory is available. Memory is used for message storage or length. Undoubtedly many of you have noticed that incoming callers have only one minute to leave their message. If you need more time, we can lengthen it up to five minutes at no additional charge.

All voice mailboxes come with a five day auto delete feature, which means that **after** you have listened to your messages, they will be deleted from the system in five days. (If you go on leave for a period longer than five days, your messages won't be deleted until after you have listened to them.) We now can lengthen the time that messages rest in your mailbox. However, we monitor message storage regularly; if an excessive amount of storage is being used, we may request cut backs to preserve system integrity. Remember: once a voice mail message is deleted, it **CANNOT** be retrieved under any circumstances! The system immediately writes over the space it occupied in memory.

If you need voice mail instructions, you can request a one-page word document that we can email or fax you. More detailed instructions are provided on our web page.

Auto-Logon

Another feature you might want to consider is auto-logon. This feature allows you to bypass entering your mailbox and password. All you have to do is pick up your handset or turn on the speaker to get dial tone (e.g., go off-hook) and press the message button at the bottom of your set. You will be logged on automatically and your messages will start to play. If you are new on campus and already have this feature (the person who just vacated your office had it), you might want to get a new password so you can logon from off campus.

Off Campus Logon

To logon from home or anywhere off campus, call 824-2000. The system will ask for your mailbox number and password. You must terminate each number with the # symbol, which is similar to pressing the enter key on a keyboard (for example, “6129#”).

Telecommunication Services

Express Messaging

Have you ever wanted to just leave someone a message without talking to them? To use express messaging, dial 2001 (or 824-2001 from off campus) and enter the mailbox where you want to leave a message. You must terminate this mailbox number with the # symbol. When you have finished talking, simply hang up; instead of the phone ringing, the message waiting light will come on. Try it!

Call Forward

If you're in a meeting or on a conference call and don't want to be bothered with a ringing telephone, you can forward your phone to voice mail. (You must already have campus voice mail set up). Just press Call Forward, enter 2000 as the forwarded number and press Done. This way the caller is automatically routed to your voice mail box without any ringing on either end.



External Call Forward

Okay, now for the big news: We're offering a feature we've had for some time but few people have ever requested. It's called "external call forward," and we're hoping it will make everyone's life on campus a little easier.

Our phone system has the capability to forward each individual telephone set to a designated number, including cell phones. Now if you get called out of the office while waiting on an important call, you can forward your office phone to your cell phone.

Specific programming is required to enable this feature, but it works by entering all the numbers on your call forwarding button. For example, to forward your office phone to your cell phone, press Forward, enter your number in 9-655-XXXX, and press Done.

If you're going out of town, use the ATTNET to forward your phone. Press Forward, enter 8-1-256-655-XXXX and press Done.

This feature also allows you to transfer a current call anywhere. For instance, you are on a long distance call from UAH to Washington, DC. You can transfer that caller

by pressing Transfer, entering the seven- or ten-digit number and access code (9-655-XXXX or for long distance 8-1-256-655-XXXX, or any area code) and then pressing Transfer (connect) again. Now you've successfully transferred the person on the line to another phone off campus.

Be reminded that this feature is only for business use. You must have written vice president or dean approval (on a Telecommunications Work Order) to get this feature. Since you pay for your telephone service by the set, you'll pay no additional monthly charge for this feature. You can use the "9" to dial out, but if it's long distance you will be charged the appropriate long distance rate.

This feature works great for forwarding your office phone home! Once the call is transferred off campus the campus voice mail system will not pick it up.

Automated Attendants

Let's talk once again about Automated Attendants (AA). We've seen a real surge in them lately, and that's good for the campus. AAs save time, personnel and money. They are ideal for dispensing repetitive information and directing callers to the appropriate place. Another use for them is to forward your number to an AA after hours. Departments who want their phone answered by a live person during the day may want to give callers options after hours or on the weekends. We can have the AA transfer calls or make departmental announcements such as status or emergency procedures.

We can record the announcements for you, or you can provide your own announcer — we will email you the instructions. You must pay an additional charge for an AA: \$4 per month with an installation fee of usually about \$200-\$300. To hear a demonstration, dial 1000 from any phone on campus and listen to the AA on the main number.

That's a brief run down of what's new! If you have questions or comments call Bob Blood or Mary Jane Blackwell at 6129. Mary Jane's email address is blackwem@uah.edu.



This newsletter is distributed by Business Services as an informational guide to the University Community. This issue provides information from Central Receiving & Shipping / Inventory Control, Mail Services, Procurement Services, Telecommunication Services, and the UAH Copy Center. Our goal is to provide helpful information for doing business with the various units of the Business Services department. If we can assist you, don't hesitate to contact us.

You can read the current *Business Services Newsletter* as well as previous issues online at www.uah.edu/admin/purchasing. Scroll down and click on the graphic of the man holding the key and then click on "Newsletter." If you have any comments or suggestions for future articles contact Sharon Dubose at syd0001@uah.edu.

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