



Frequently Asked eProcurement Questions

1. Is it mandatory to use WEB Punch-Out for Office Supplies?

ANSWER: WEB Punch-Out is the preferred method for purchasing office supplies. If an agency is using the Inventory module for their supplies, they should continue to use the State Catalog to purchase their items. Requesters using the State Catalog must remember to change the Supplier location to something "other" than PUNCHOUT. If this value is not updated, the order will not be submitted properly to the Supplier and may not be filled correctly.

2. What fields should be populated by the Requester on Define Requisition page for WEB Punch-Out?

ANSWER: The following fields are "required" to be populated by the Requester for a WEB Punch-Out requisition.

- a. Buyer*
- b. Accounting Defaults; Fund, SID, Program, Project (the account code will be defaulted with the items)*

3. Can an agency still use Special Requests or Purchase Orders to buy Office Supplies?

ANSWER: Although the system will allow the use of Special Requests or Purchase Orders for office supplies, they are not the preferred method. There are additional steps that must be taken prior to submitting a Special Request or Purchase Order for office supplies. They include the following:

- a. Find out the correct pricing for the desired item(s).*
- b. Manually enter all the information associated with the item(s). (Example: Description, UOM, Vendor Part number, Manufacturer, price, category, etc...)*
- c. Change the Supplier location to something "other" than PUNCHOUT. If this value is not updated, the order will not be submitted properly to the Supplier and may not be filled correctly.*
- d. Enter the correct Contract ID to the requisition or purchase order.*



4. What Supplier location should be chosen for PUNCHOUT requisitions?

ANSWER: The Supplier location that should be used with a WEB Punch-Out requisition is "PUNCHOUT." This value is defaulted for Suburban Stationers and Staples.

5. What fields are defaulted on the requisition when using WEB Punch-Out for Office Supplies?

ANSWER: The PUNCHOUT - supplier location, Contract purchasing authority, Contract ID and EDX dispatch are all defaulted on the WEB Punch-Out requisition and should not be changed.

6. The quantity field is grayed out on my requisition. Can I edit the quantity for an item on a WEB Punch-Out requisition once it is brought back to Core-CT?

ANSWER: Yes. To edit the quantity on a WEB Punch-Out requisition, click on the item description. You will be directed back to the supplier's site and the field will be editable. Submit the cart and the revised quantity will be populated on the requisition.

7. Is there a Job Aid to assist Requesters choosing a Supplier location?

ANSWER: Yes. It is on the Core-CT Website at: http://www.core-ct.state.ct.us/financials/e-pro/pdf/supplier_locations.pdf

8. A contract has been defaulted to my requisition lines and I did not add it. My purchasing authority is GL not Contracts. How did this happen?

ANSWER: You may have copied a requisition from 9.1 and the "Use Contract if Available" check box is checked. Uncheck this box on all lines where the purchasing authority is NOT Contracts or the system will default the Suppliers contract on the lines. This check box is located in the Line Details.