Office of Procurement Services

Support Form Reminders
Support form launch

- The Purchasing, P-Card, Accounts Payable, and Master Data Management support form was launched on March 1.
  - We’ve received 273 submissions so far!
  - Visit the Purchasing Contact Us page or https://go.iu.edu/prohelp to access the form.
Communication changes

Starting April 1, **initial** requests sent to the following will not be fielded:

- Directly to individuals who work with the teams included on the form above
- Team emails (such as pursci@iu.edu or purmro@iu.edu)
- purhelp@iu.edu
- pcardhlp@iu.edu
- iuaphelp@iu.edu
- supplier@iu.edu
Reminders while using the form

- Avoid using the “Something Else” option if possible.
  - “Something Else” is there to catch one-off questions that don’t fit into another category.
  - These are routed to a general group inbox and are then assigned appropriately – this means longer turnaround time.
  - Ad hoc review of these submissions will likely lead to additional support form categories and/or updated help text.
Form updates prior to April 1

- P-Card
  - Adding options to request temporary increases, report lost/stolen cards, Amazon for business setup, and more.

- Support for approvers
  - Options which will cover errors when approving and updating approvers for requisitions, invoices, and out of pocket reimbursements.
BUY.IU documents

• If you need Purchasing or AP staff to act on a BUY.IU document, log a comment and add the appropriate group account as an email recipient.
  – purhelp@iu.edu for Purchasing
  – iuaphelp@iu.edu for Accounts Payable

• The support form will also instruct you when to contact these teams in BUY.IU itself rather than using the support form.
Resources

1. Support Form direct link
2. Support Form tutorial video (2 minutes)
3. Comments in BUY.IU guide
4. Updated New Supplier Flyer
5. Feedback or questions? Email estc@iu.edu
Feedback? Questions?

Submit questions and/or feedback to the VPCFO Training & Communications at estc@iu.edu.

Or use the Q&A in Zoom to ask questions now 😊