

Frequently Asked Questions....

For Purchasing

1. Why is everything shipped to the Warehouse?

A central receiving station is the most desirable way to maintain accountability and control of paperwork. Warehouse personnel are responsible for maintaining accurate centralized records of goods received.

2. Why does Purchasing change the vendor on a requisition?

Purchasing Services is directed to obtain the best quality, best price and best delivery for the money expended. Vendors may be selected on the basis of proximity, delivery time, or turn-around time.

To obtain the best price, best quality and best delivery, Purchasing Services uses several means:

- Contracts generated by the State of California use the state's purchasing power to obtain lower prices.
- Santa Clara County Office of Education has contracts which are used for better pricing.
- At times, Purchasing Services is required to obtain quotes or formal bids which may result in the selection of the bid with the best price Meeting COE Specifications.

Purchasing Services has access to many sources and through experience can select vendors with the best prices, consistent quality and timely delivery.

3. How long does it take Purchasing Services to process a requisition?

Once all department approvals have been made, it takes 3 to 5 working days for Purchasing Services to process routine orders. Requests requiring additional information or quotes may take longer.

4. Can I make changes to a requisition that is still in my queue?

Yes. For a detailed explanation of this process, see Section 1, page 28

5. Can I make changes to a requisition that I have already approved?

No. If the user has already approved a requisition and needs to make a change, call your Purchasing Technician to change requisition information.

6. Can I make changes to a purchase order?

See section 1, page 38

7. How do I log into the QSS System?

Users must be set up with a QSS password to begin working in the QSS system. If you do not have a QSS password, contact the RTC Help Desk at 453-6666. To log into the QSS System, use the specific set of instructions in Section 1, pages 10-12.

8. If I am stuck in QSS, whom do I call?

Call the RTC Help Desk at 453-6666.

9. Whom do I call in Purchasing for product, and/or vendor information?

There is a list of commodities, by buyer, in these Guidelines. See Section 1, pages 5 and 6.

10. Can I pick up an item from a vendor?

Yes, you may pick up the material directly from the vendor when you have designated the P.O. as Will Call and the P.O. has been approved by Purchasing Services through the QSS System. All packing lists/invoices should be sent to Accounting Services so that payment can be processed promptly. Items purchased with a P-Card or through the reimbursement process may also be picked up from the vendor.

If the P.O. includes insurable/capital outlay items, the Warehouse has to be contacted. Fixed Asset numbers must be affixed on any item over \$500.00. See Warehouse information in Section 2, page 18.