

iBuy Ordering, Delivery & Return Procedure version 09/26/2018

----- How to create a requisition in iBuy? -----

1. Create requisition in iBuy: <https://www.obfs.uillinois.edu/iBuy/>
or view training tutorials: <https://www.obfs.uillinois.edu/training/materials/iBuy/>
2. Submit only **ONE VENDOR PER REQUISITION**, build cart, click '**Summary**', then '**Place Order**'.
3. Navigate to '**My Pending Requisitions**' from drop down menu by your name at top. Copy/paste requisition number into email **SUBJECT LINE**, email it to your PI asking to forward email with fund name to **bioepay@uic.edu**.

NOTE: If a vendor is not found in iBuy, email bioepay@uic.edu. Some vendors only accept credit cards; please contact your PI to place the order. Requisitions will be processed within 1 business day of PI providing fund. Any requisition pending longer than 5 business days without PI approval will be returned or rejected.

AMAZON is not in iBuy. Please consult your PI to place order, or email bioepay@uic.edu for information.

----- How to enter a quote or non-catalog item in iBuy? -----

1. Confirm how an item will ship: UPS, FEDEX, or freight. If freight, confirm shipping location with bioepay@uic.edu.
2. Log into iBuy: <https://www.obfs.uillinois.edu/iBuy/> and go to '**non-catalog item**' toward middle top of homepage.
3. Enter supplier name and confirm vendor info/address/phone matches on quote or website.
4. For quotes: copy/paste item description and catalog number from quote; enter quantity as needed with individual item price; enter (1) for packaging. Then '**Save and Close**' or, if more items, '**Save and Add Another**'. Attach quote to '**External Notes & Attachments**'.
6. For non-catalog item: copy/paste item description and catalog number from vendor's website; enter quantity as needed with individual item price; enter (1) for packaging. Then '**Save and Close**' or, if more items, '**Save and Add Another**'.
7. Complete rest of order, make sure shipping address is correct and select '**Place Order**'.

----- What notification will I receive after submitting an order in iBuy? -----

Below are possible notifications that you, the iBuy 'Shopper', will receive:

1. Anything invoice or payment related, such as 'INVOICE ON HOLD...' - **VERY IMPORTANT**, please immediately forward to bioepay@uic.edu.
2. Order confirmation - vendors will email you directly when they receive your iBuy PO (Purchase order).
3. Tracking number - vendor will email you a tracking number either directly from them or via UPS/Fedex.

NOTE: Check with the vendor directly if you do not receive order confirmation or tracking number from the vendor within 1-2 days and/or do not receive your product within 5-10 business days.

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----- Delivery Locations -----

1. **You are responsible for tracking your shipment.** iBuy vendors will email tracking information to you and staff will make the best effort to notify you and/or your PI when order is delivered to our East or West main office. However, there may be times when we are unable to do so; so please remember **you are responsible for tracking your shipment.**
2. Shipment via parcel (UPS or Fedex), will be delivered to Bioe East or West main offices, located in SEO or CSN.
3. Large items shipped via freight will be delivered to a warehouse, which will deliver to lab for a fee of \$100 and up.
4. To avoid warehouse delivery charge, you must request inside delivery with your quote from vendor, or email **bioepay@uic.edu** for best delivery options **BEFORE** submitting your requisition.

NOTE: Your default delivery address in iBuy is a Bioe East/West office closest to your lab. Please update contact info of your default iBuy shipping address to the following:

Department: Bioe/PI last name/Your last name

Phone: 312-996-2335

Attn: Bioe/PI last name/Your last name

Location: Praxair Account number, else Bioe/PI last name/Your last name

----- Returns, Exchanges, and Backorders -----

1. Initiate return or exchange with vendor by requesting approval or **RMA number**.
2. Forward approval or **RMA number** email to **bioepay@uic.edu**.
3. Bring item with original box to Bioe East or West office.
4. You can cancel backorder items by communicating with vendor, but be sure to have confirmation in email and forward it to **bioepay@uic.edu** so we can update the PO, or else you risk your fund getting charged for it later.

----- FAQs -----

What is iBuy? – Think of iBuy as a payment method, just like a credit card.

Why are there vendor website links in iBuy? – Website links you see on the homepage are called ‘PunchOut’ websites, which are dedicated websites created by the vendor for iBuy, with discounted prices already showing.

Why do some vendors have websites in iBuy and others don't? – The few vendors that have PunchOuts have university contracts with discounts.

How do I search for products in iBuy? – If a vendor has a PunchOut, go to it and search for your product. If they do not, go directly to the vendor website, find the product, then use non-catalog instructions above to make the purchase.

For example, McMaster.com is a vendor available in iBuy, but they do not have a PunchOut. Go to their website, copy/paste description/catalog#/price into iBuy, and submit your requisition.

----- Email **bioepay@uic.edu** with any questions. -----

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