

## Electronic Shop and Pay (ESP) Frequently Asked Questions

### GENERAL

1. How can I contribute to the success of this pilot?

*Use the ESP system to make as many purchases with Strategic Vendor Partners as you can. Also, use this system for the participating vendors instead of using your PCard or having an invoice sent to you to settle through web Voucher. Also, please provide your feedback to the ESP project team and your financial managers. Your feedback will help us to make the system better for you!*

2. How did we choose the **vendors participating** in ESP?

*Vendor partners are those suppliers who have a strategic relationship with Harvard, have been selected by the community, have entered into a contractual agreement regarding pricing and service levels, and have statistics to measure the goals of the relationship. For instance, Staples is our strategic partner for office supplies. Staples ships complete orders within 24 hours over 98% of the time. Vendor's technical capabilities are also taken into consideration.*

### ESP FUNCTIONALITY

3. Will we be able to **use Web Voucher or PCard to pay** the vendors taking part of ESP?

*No, all payments to vendors for transactions created using ESP will be settled through central receipt of invoice. Alternatively, you may still use the vendor's standard online site and settle your transaction with a Web Voucher or PCard as you do today.*

4. May an administrator **limit the dollar amount** a shopper can purchase through the ESP system to less than the business rule of \$4,999.99?

*No. This business rule is consistent with the Web Voucher system business rules. Although local business policies may dictate that a review must happen at a lower dollar level, this is **not systematically enforced**.*

5. Will the vendors participating in ESP **receive the orders before they are approved** in the system?

*No. All orders are approved in the system prior to purchase order being released to the vendor. Please keep this in mind with next day delivery timelines. Staples, for example, requires that orders are placed by 3pm for next day delivery.*

6. Currently, we wait to be invoiced before we pay our vendors. How will we **keep track of our payments** if we will not receive invoices?

*After an order is approved, the vendor will send the product to the shipping address that was designated on the order. At that point, an invoice will also be sent to Central Accounts Payable where it will be matched with the PO created during the order process. This is the point at which the expense will be posted to the general ledger and visible in the detailed listing including the details of the transaction such as line item and invoice date. Once the invoice has reached payment terms, AP will generate a check and send it to the vendor. The payment date is usually done 30 days after the invoice date (not the date it was processed in AP). Please note the payment accounting will not be seen in your detailed listing as it is handled out of a Central-only account.*

*ESP Shoppers may also obtain a copy of invoice information through Oracle. Choose the Print EC Invoice menu item and then enter the invoice number.*

7. Most sponsors require hardcopy receipts when dealing in a **grants management/sponsored research environment**. Will the invoices be easily accessible to the departments' administrators/financial staff? What if I just want to keep a copy of my invoice for my files?

*Copies of paper invoices are available by request through the Accounts Payable Imaging Department if they are needed for an **audit situation**. Requests can be made by faxing a copy of the detailed listing on which the transaction is seen to x60235. Otherwise, if users would like to retain proof of purchase, we are recommending that users print out the vendors order confirmation screen and/or the Harvard PO request form which appears right after a purchase is approved. Additionally, users will also receive a packing slip with the shipped goods, which can be retained for proof of receipt.*

*ESP Shoppers may also obtain a copy of invoice information through Oracle. Choose the Print EC Invoice menu item and then enter the invoice number.*

8. How many **instances of default coding** can a user have?

*Before shopping for the first time, users will be required to setup default coding in their user profile. Additionally, a user may define up to ten more account combinations with a description of their choice through the Account Code List menu option.*

9. Can I leave some parts of my profile's **default coding blank**?

*Yes.*

10. Will the **approver be able to check/edit the coding** of ESP purchase orders?

*Yes. Changes to coding can be made but remember that no changes may be made to the shopping cart contents at this point.*

11. What happens if my ESP **approver is not around** and I need to order goods urgently?

*You can, as you do today, use the vendor's standard online site and settle the transaction with either a Web Voucher or PCard, or, using ESP, you can submit your order to another approver who is authorized to approve for the designated coding*

12. Will the vendors taking part in ESP charge separately for the **shipping costs**?

*This will vary with each vendor. Staples does not charge for shipping costs. GovConnect does have a shipping cost line that will appear on the purchase order after shopping has been completed.*

13. How will invoices be handled for **partial shipments**?

*Vendors will invoice only for what they have shipped and will invoice for remaining line items once they have been shipped. This means that the charge for the received goods will appear in the detailed listing only after a good has been sent. If goods are sent several weeks apart, this could result in the expense for the items being posted in two different accounting periods.*

14. What happens when you must a return an item to the vendor?

*The end user will contact the vendor and arrange for the return of the item. The vendor should then issue a credit memo and send it directly to Accounts Payable, just as they do for invoices. The department will NOT need to enter the credit in the*

*system. Accounts Payable will match the credit to the transaction to which it applies. Departments will be able to see the credit appear on their detailed listing.*

*In November of 2004, new functionality will be added to ESP that will notify the shopper via email that a credit has been received and will be applied to their order.*

15. How will ESP transactions be differentiated from other Payables transactions like Web Voucher in the detailed listing?

*ESP transactions will have purchase order numbers (similar to Web Voucher numbers) that begin with "EC". This should provide an easy visual cue that the transaction originated in the ESP system.*

## **SECURITY**

16. Can anyone **shop** on ESP?

*In order to shop through ESP, you must have the ESP Shopper responsibility in Oracle. To approve ESSP purchases, you must have Web Voucher approval responsibilities. Requests should be routed through your Tub security Authorized Requestor (URL on ABLE)*

17. Can an ESP user **just be a shopper**?

*Yes, users may be assigned just the HRVD^ESP^Shopping responsibility. This will allow the user the link to Harvard preferred vendors' online shopping web sites, purchase goods and services and forward completed orders to their Approvers for approval.*

18. What can I do in ESP if I already have Web Voucher **approval responsibilities**?

*Having Web Voucher approval responsibilities alone will not allow you access to any of the new ESP functionality. You must be assigned the HRVD^ESP^Shopping responsibility to link directly to Harvard's preferred vendors web sites. As an Web Voucher approver you would be able to approve ESP transactions forwarded to you for approval.*

## **PILOT**

19. How will the **training** for ESP be scheduled? Will it be similar in length and complexity to the Web voucher training?

*The system was designed to leverage the existing skills that users most likely already have through use of other online stores such as Staples Link and Amazon.com. However, simulations outlining the process are available through ABLE to assist with training. Go to <http://able.harvard.edu/esp/>. Additionally, project team members will be available to present "brown bag" type presentations at the schools' request.*

20. Who can I contact if I have **further questions** about ESP?

*For questions on using the ESP system, contact the Help Desk at x62001.*