

Questions and Answers – Office Supplies: Explore the Possibilities

PLEASE NOTE: Any item on TSRC punch out catalog is a contracted item.

The 1600 best value item  list is the best priced contracted  item.

All other contract  items are at a 22% discount.

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Question: Over 1600 best value items, where do we look for those?

Answer: Click on the Radford University logo on the Banner landing page of the TSRC punch out catalog. Another option can be found on the TSRC home page. On menu bar, click on contracts then the drop down menu will show best value contract list.

Question: What are the items you are required to pay shipping on?

Answer: Special orders items such as non-contracted items or drop ship items that are shipped directly from the manufacturer.

Question: Is there a shipping charge for orders under \$25.00?

Answer: No. Unless identified as special order or identified by the manufacturer, there is no shipping and/or handling charges.

Question: What about if an item has been discontinued. Any suggestions?

Answer: If manufacturer discontinues an item, there are usually other selections available.

Question: Are discount prices in effect now and are they visible to us or just Procurement?

Answer: If not a best value item, all other items are at a 22% discount. These discounts are already loaded into the punch-out catalog.

Question: Are we required to order remanufactured toner cartridges or can we still order brand specific?

Answer: There is not a mandatory requirement regarding the type of toner cartridge you are required to order.

Question: Is VCE – Virginia Correctional Enterprise, still the furniture vendor we are required to order from?

Answer: Yes

Question: What is the difference between office supplies and office incidentals?

Answer: Office supplies are consumables. Office incidentals are something that is stationed.

Question: A lot of times with price matching – Amazon. The department chairs are saying we spend \$23.00 on a planner when we can get it for \$13.00 from Amazon.

Answer: Amazon is not an office supply vendor. Amazon supports third-party distributors which may not support what they sell. A price match cannot be provided by The Supply Room unless the company is a comparable office supply vendor (i.e., Guy Brown, Office Depot, etc.). Additionally, Amazon is state registered we pay for all eVA transaction fees. The TSRC is self-registered so they pay the vendor portion of the transaction fees and then reimburse the University for the agency portion of the eVA fees as well.

Question: If you have the hard copy catalog, is the pricing on those items correct? Do you need to deduct the 22% to obtain the pricing on the item(s)?

Answer: The pricing in the hard catalog is the recommended suggested retail price only. In order to determine contract price, inclusive of discounts, you need to check in eVA's The Supply Room Companies punch out catalog.

Question: Is there a particular browser that works best with The Supply Room?

Answer: Chrome is preferred but all browsers will function

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Question: Endorsements stamps (rubber stamps). If item is personalized does that exempt TSRC automatically?

Answer: No. Contact TSRC to get a quote. You would have to do this as a non-catalog item. TSRC is very competitive in this category.

Question: What if an item you need is not in the catalog?

Answer: Contact TSRC to see if they can provide. If not, please have TSRC provide a waiver.

Question: Are departmental name badges required to be purchased from TSRC?

Answer: TSRC does not provide at this time and this item is not on the mandatory account codes listing.

Question: Where does rebate money go?

Answer: Goes to a central budget that supports the Strategic Plan initiatives. Does not go back into the department budget.

Question: Can you search for an item rather than going through the list?

Answer: Yes. On the TSRC Home Page there is a search engine at the top.

Question: Can you remove single items off of the favorites list?

Answer: Yes.

Question: How do you know if the item is discontinued? When an item is discontinued, an email will be sent to the user stating the item has been dropped. If the user wants to know if a substitute item is available, please reach out to Becky Martin.

Answer: If the item has been marked discontinued the item will be marked as such or if there is a substitute it will direct you to that substitute item.

Question: What options are available for returns?

Answer: 1. Call TSRC directly 2. Live chat located on TSRC Home Page and then click on Returns Department. 3. On-line, by order.

Question: Does Procurement get notification for return via TSRC punch out?

Answer: No. You still need to communicate to Procurement in order to make required adjustments to Banner.

Question: In the past if you had an HP printer you had to buy the HP toner that went in it. I see where the remanufactured is cheaper. By using this does that negate the warranty?

Answer: Not sure about negating the warranty. If something happened to your printer because you used a remanufactured cartridges and it impacted your printer or your warranty you can use your technician to get repairs and TSRC will pay for it. You can ask for a free toner cartridge from TSRC to try to see how it works.

Question: Can we purchase break room supplies?

Answer: You must follow all University policy and procedures.

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Question: When can we purchase from another vendor, other than TSRC, for the mandatory NIGP codes?

Answer: When you have a same day need, can use your small purchase charge card, it's local off the shelf point of sale or when TSRC has provided a waiver.

Question: Is this why we got the new copiers?

Answer: No. This was a separate contract awarded by Radford University.

Question: What about the standup desk that sits on top of your desk.

Answer: It is not deemed furniture. It is desk accessory and as such does not have to be purchased from VCE.

Question: If I work in the same department with another staff member can I share my favorites list? Also, if I start an order can another individual finish it?

Answer: Once you get into the punch out catalog you can see the other staff person's favorites list if they have shared it. No, if you start an order you must complete it.

Question: Is everyone receiving an acknowledgement when they order from TSRC?

Answer: Yes

Question: Is everyone receiving an email notifying them when something is on back order?

Answer: Yes.

Question: If something is on back order and it is not going to be delivered should the preparer should be receiving an email advising them?

Answer: Yes. An email will be sent to the user if the item will be on extended back order. If the item will only be a day or two delayed, then no email will be sent.

Additional questions can be emailed to Ronda London at rlondon1@radford.edu.