

University Stores

FUNCTION

University Stores' function is to provide commonly-used items and services at competitively low prices in support of the missions of the University.

Quantity Buying

University Stores purchases commonly-used items in quantity and passes along the savings to University departments.

NOTE: In order to maximize the benefits associated with quantity buying, University offices and departments should purchase from University Stores those items that are listed on the University Stores ordering system website.

STOCKED ITEMS

Items stocked by University Stores are described on the online University Stores Ordering system website. Prices include applicable tax. Delivery is free to all WSU locations statewide.

Users may view, search, and submit orders for items by going to the online University Stores Ordering system website at:

webapps.it.wsu.edu/universitystores/default.aspx

Nonstocked Items

University Stores readily obtains nonstocked items at competitive prices through a network of established suppliers.

Contact University Stores personnel for assistance in locating items not found on the University Stores Ordering system website.

UNIVERSITY STORES ORDERING ONLINE

To purchase items from University Stores, employees place orders through the online University Stores Ordering system.

Employees may view, search, browse, and submit orders for available items, through University Stores Ordering website, at:

webapps.it.wsu.edu/universitystores/default.aspx

Customer Roles

Orderer

Any employee who has a Network ID may submit an order for approval by a designated departmental approver.

Approver

An approver is defined as a person who has expenditure authority to approve departmental purchases. An approver may approve their own orders. See also [Authorization](#).

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Query Functions

Employees having Network IDs (*BPPM 85.37*) may access several functions in University Stores Ordering that provide important information about the items listed in the University Stores catalog.

Online users may access the following query functions:

- **Browse:** Used to browse for a specific item within the stores catalog.

Departmental personnel may browse for items electronically through the University Stores Ordering website.
- **Search:** Used to look up WSU supply items. Search by item number or description. Enter a vendor or manufacturer's item number, vendor/manufacturer's WSU number, or keyword describing the item as a starting point.
- **Order by Item Number:** Used to add WSU supply items to the online cart for purchase.
- **Order History:** Used to view transactions using different selection criteria.
- **Pending Orders:** Used to view orders which have been saved, but have not yet been submitted.
- **Special Orders:** Used to place special orders from vendors with whom University Stores has a discounted purchasing agreement. A list of catalogs is listed in the Special Order section of the website. Determine special order item numbers from the vendor's catalog or vendor's website. Enter the item number and quantity desired.

Ordering Procedures

Authorization

An approver must receive specific authorization from University Stores to approve online orders on behalf of a department.

Order Requests

Departmental staff may use the online catalogs at the University Stores Ordering website to generate order requests which may be submitted by e-mail to the designated departmental approver. The approver processes the order request.

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Order Requests (cont.)

The website also allows the orderer to save an order request and continue to add items to the request until the order is submitted to the approver for final processing.

Order History

Users may request order history information using a variety of selection criteria. If the user supplies no selection criteria, the system displays all completed orders placed by the user.

Users may add all orders in **Order History** to the current cart and modify the orders as needed.

RETURNING ITEMS

To return items, contact University Stores for pickup; telephone 509-335-4592.

Receiving Credit

Returned Within 60 Days

Departments may return certain items for full credit within 60 days from date of purchase. Departments may return items which are damaged, defective, or can be resold.

University Stores may prorate credit based on usage for the return of certain products, even if the items are returned within 60 days of purchase date.

Returned After 60 Days

University Stores evaluates items returned after 60 days from date of purchase to determine whether full, partial, or no credit is warranted.

If the item can be resold, University Stores issues full credit to the customer.

If the item is found to be defective or damaged after 60 days from date of purchase, generally University Stores does not give credit to the customer. In such cases, University Stores is usually unable to receive a credit from the supplier.

If the supplier issues a full or partial credit to University Stores, then University Stores will issue a full or partial credit to the customer.

If the supplier charges University Stores for the restocking of a returned item, University Stores normally passes the charge on to the customer.

PURCHASING
70.35.4
Revised 1-21
University Stores
509-335-4592

BUSINESS POLICIES AND PROCEDURES MANUAL

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Product Expiration Dates

Suppliers closely monitor shelf life dates and are reluctant to issue credit for items returned after expiration of the shelf life date.

Avoid buying excessive quantities of any item with a printed expiration or "use by" date. University Stores recommends departments purchase quantities of dated items that can be used within a 30 to 45 day period.

Questions

Contact University Stores with questions concerning returning items. University Stores personnel make every effort to ensure that fair and equitable solutions are worked out for every customer.

FORMS

Forms used by all or most departments are purchased centrally. Some of these forms are distributed by University Stores. Forms distributed by University Stores are listed in the General--Miscellaneous--Miscellaneous section of the online University Stores Ordering website under "Office Supplies."

User departments are not charged for such forms.

Include requests for forms with orders for other supplies.