IOWA STATE UNIVERSITY

cyBUY Contract Market Training

SHOPPER GUIDE

Revised November 2017
What is cyBUY?
The cyBUY Contract Marketplace is an e-procurement system available through AccessPlus where ISU employees can browse and shop online catalogs with ISU’s contracted vendors. Shoppers can create online carts, which are routed to releasers (typically administrative personnel in your department) for review before being submitted to the vendor as an order.

Why should I use cyBUY?
As a cyBUY user, you have:

- Access to university contracts and pricing.
- One password access to multiple vendor catalogs.
- Online tracking of orders and order history.
- Paperless direct-to-vendor orders.
- Increase order accuracy by submitting electronic orders.
- Simple and easy online shopping for scientific equipment and supplies, computers, books and office supplies.
- Placing orders through cyBUY allows procurement services to get an accurate picture of how much is being spent with each vendor, and because of that volume, negotiate better pricing agreements.

Who has access to the cyBUY catalogs?
All ISU employees, including graduate assistants and hourly employees, are able to access cyBUY under the uBusiness tab in AccessPlus. If you are an employee and you have lost access to cyBUY, especially if you are a graduate assistant or a student employee, you might lose access around winter and spring graduation if your employment term has expired. Access will be automatically restored when your employment term is extended.

What to do if it is not restored
Contact the staff person in your department responsible for human resources issues.

Can I be both a shopper and releaser?
Yes. The shopper selects the items to purchase and submits the cart to the cyBUY marketplace to the releaser to review. The releaser reviews the order and submits the order to the vendor. The shopper and the releaser can be the same individual.

How were these vendors chosen to be on cyBUY?
Procurement Services chooses the vendors on cyBUY based on competitively bid contracts, sales volume, and the vendor's ability to provide online catalogs that are compatible with the cyBUY Contract Marketplace. Procurement intends to continue to add vendors over time as they are able to provide online catalogs and if significant value can be realized.

**Can I still purchase items from vendors that are not on cyBUY?**

Yes, but if the items are available from vendors in cyBUY and you find equivalent products with lower pricing elsewhere, contact procurement services for assistance. We may be able to work with our contracted vendors to match or quote a lower price, especially for larger quantities. If you need items not offered equivalently through these vendors, you may go outside the cyBUY marketplace. Procurement services can also help with sourcing items if you are not sure where to find them.

**Is there a dollar limit for cyBUY orders?**

Orders totaling $50,000 may require written competitive bids to be obtained. Any orders below this amount may be purchased through a cyBUY vendor. Orders over $50,000 may still be created and routed in cyBUY, but will be reviewed by Procurement Services to determine if bidding should take place. Because the contracts with cyBUY vendors are competitively bid, spending limits for users are higher. If you are purchasing a large quantity of an item or a large dollar amount, contact the vendor representative or Procurement Services because the vendor may be able to provide a lower price for larger quantities.

**Can I still order by phone or with my p-card?**

If placing an order with a vendor that is available on cyBUY, the order should be placed through cyBUY on AccessPlus and not by phone or with a p-card.

**What information do I need to provide to create an order?**

This may include information such as account number, business purpose, or project name. Additionally, where principal investigator approval may be needed, email communication to the releaser may be used.

**How is the “ship to” address for orders determined or changed?**

Each ISU employee will have a cyBUY user record, set up by procurement services. The initial “ship-to” address for orders placed through cyBUY will be the address on record for you with human resources (check the ISU Directory for your information). However, this address may be changed, either for all orders or for individual orders. The ship-to address on your record can be changed by a releaser in your department or procurement services. To change the ship to address on an individual order, the address can be changed by the releaser before the order is sent to the vendor.
**How is the fund account assigned to my order?**

When creating a cart in the cyBUY marketplace, shoppers have a Fund Account/Notes box to provide information to the releaser. The releaser enters the fund account number before releasing the order. The fund account may be changed when the payment to the vendor is processed by the department.

**What is a release number?**

It is the number that is associated with your order before it is sent to the vendor for order fulfillment. Once the order is placed with the vendor, the vendor recognizes this number as the customer purchase order number or “PO#”.

**How can I tell the status of my order?**

All shoppers and releasers will have access to view their orders as they are processed through the cyBUY system and AccessPlus. Some of the vendor websites will also display order status information.

Vendors that display order information include:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airgas</td>
<td>Hewlett Packard</td>
</tr>
<tr>
<td>American Education Supply</td>
<td>McKesson</td>
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<tr>
<td>B&amp;H Photo</td>
<td>Medline</td>
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<tr>
<td>Bio-Rad</td>
<td>MWI</td>
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<tr>
<td>CDW</td>
<td>Newark</td>
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<tr>
<td>Cresent Electric</td>
<td>Office Depot</td>
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<tr>
<td>Dell</td>
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<tr>
<td>Fisher</td>
<td>Sigma Aldrich</td>
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<tr>
<td>Thermo Fisher</td>
<td>Supply Works</td>
</tr>
<tr>
<td>Graybar</td>
<td>VWR</td>
</tr>
<tr>
<td>Henry Schein</td>
<td></td>
</tr>
</tbody>
</table>
How are orders released? Will there be a delay in the order getting to the vendor because it has to go to a releaser?

Once you submit a cart from the cyBUY marketplace, it will be sent to your releaser for review. Each shopper may be assigned up to three releasers to ensure timely processing of orders.

How are order confirmations received and who received them?

If the vendor provides order confirmations, they will email the confirmation to the individual placing the order (the shopper).

How do I change my cyBUY order?

If the order has already been released to the vendor, you must call the vendor sales representative or customer service department to change the order. The contact information for each vendor can be found on the cyBUY marketplace main page. If the order has not been released to the vendor, the order may be cancelled by a releaser but cannot be changed.

How do I cancel my cyBUY order?

If the order has already been released to the vendor, you must call the vendor sales representative or customer service department to cancel the order. The vendor needs to cancel the order in their system and procurement services needs to cancel the order in cyBUY. To have an order cancelled in cyBUY, email the release number to cybuy@iastate.edu.

Additional FAQ’s can be found at https://www.procurement.iastate.edu/cybuy/faq
NOTE: THE SEARCH BOX ABOVE WILL ONLY BRING BACK RESULTS FROM CATALOGS THAT HAVE A SEARCH ALGORITHM ENABLED.

NOT ALL VENDORS HAVE THIS TECHNOLOGY, SO IF THIS SEARCH DOES NOT BRING BACK THE RESULTS YOU ARE LOOKING FOR, PLEASE TRY SPECIFIC CATALOGS.

**Contact Procurement Services at cybuy@iastate.edu for assistance with items you are having difficulty locating.**

cyBUY Info page.

For assistance with the cyBUY system, contact the cyBUY help desk at 515-294-8577 or cybuy@iastate.edu.

For assistance with your order, contact your vendor’s representative:

- Argas - Troy Krumm 515-401-7545, Troy.Krumm@Argas.com
- American Education Supply - Bennet Rubnitz, 314-743-1749, est3.tekbooks@americanote.com

ISU Stores Catalogs

- Iowa State University
  - Central Stores
  - Non-Stock Central Stores
  - Chemistry Stores
  - Non-Stock Chem Stores

Biotechnology and Research Chemicals

- Bio-RAD
- Qiagen
- Roche
- Thermo-Fisher

Books, Copiers, and Office Supplies

- Complete Books
- Laser Resources
- Office Depot
Preferred Supplier: ISU Central Stores  
Cart Transaction #: 664320  
Cart Name: 04/14/2017-08-ISU-ISU Central Stores.pdf  
Create Date: 4/14/2017  
Total Line Items: 1  
Total Value: 2.63 USD  

<table>
<thead>
<tr>
<th>Catalog Item #: 66001232</th>
<th>Contract Price: 2.63 USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item: REAM</td>
<td>UOM: REAM</td>
</tr>
<tr>
<td>Qty: 1</td>
<td>Item Total: 2.63 USD</td>
</tr>
</tbody>
</table>

Summary - Cart Transaction #: 664320  
Subtotal: 2.63 USD  
S & H: 0.00 USD  
Total: 2.63 USD
Create Release

Brings you to the logo to access the cyBUY Marketplace

Display Release

Enter release number here and click “Display Release”
- Comments

Submit: Used for shoppers and releasers to keep track of the items they have received and which items they are waiting on. This function will not change the status to “On Hold”.

Receive ALL: This function is to mark that all items have been received and will change the order to “On Hold”.

Display Comments: This link will open another window that will show all the comments made on this order.
My User Record

Here you can review your user record, and check for any errors or if you have changed offices you can check if your previous office is still listed. In this example “My User Record” phone number is incorrect, it should be 515 294 8577. I would then send an email to cyBUY@iastate.edu to correct my user record.

Attachments

*PDF files work the best with importing
Browse Actions

Here you can see when an order has been placed and who has it in their inbox.

In this path, it shows that the release went to Elizabeth's inbox, she released it as an order that same day.

The billing was in her inbox for review on July 6th and sent the payment to approver, Cory Harms. Who then processed the payment that same day.

Items

Here you can view all items that are included on a given release.

I have only one item in this order, but you can have a maximum of 70 line items in one release.

If you need to place an order with more than 70 items to one vendor, please split the order up before creating the release.
All Releases

Here you can view all releases for your department. The default sort is by release date (newest to oldest).

You can change the sort by clicking on any of the other underlined headings (release "rel" date, last name, or by vendor). Use the editable fields in blue to enter last name or vendor name to change the sort.

Open Releases

Open releases are the orders that still need department attention. They are orders that are in a releaser’s or approvers inbox, backordered or haven’t been charged yet.
CIT – Create Bus Release

This is a link to request a bus or coach through CIT. Note that this does not go to your releaser, it goes directly to the company.