

## Gnuschke, Andrea (NIH/NCI) [C]

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**From:** Smith, Lori (NIH/NCI) [C]  
**Sent:** Thursday, June 23, 2016 7:17 AM  
**To:** List NOTICE  
**Subject:** Purchasing - Purchasing Users Committee Facility Follow-Up June 2016 Meeting

The Purchasing User's Committee continues to work to improve the procurement and program area communication process and strive for the most efficient system possible. The committee provides a dialog between program areas and the C&A Directorate to discuss ideas and enhance communications to ensure an effective and compliant procurement process meeting the needs of both entities.

The committee consists of end-users from all directorates as well as NCI representation. Suggestions may be submitted to the Users Committee website,  
<https://ncifrederick.cancer.gov/staff/usercommittees/default.aspx>.

Below are the discussion topics addressed from the June 21, 2016, committee meeting:

1. It is increasingly frustrating (CostPoint) to have to repeatedly re-enter the description information online items as this info is frequently lost and defaults to the generic. Can this be rectified?

Resolution - The Purchasing Department has forwarded this suggestion to the ERP Committee for resolution. Currently planning CostPoint upgrade that should resolve this issue.

2. Software Support renewal process improvement.

Resolution – Issues addressed with end-user. Purchasing has reviewed the procedures on the IT maintenance to see where improvements can be made and how to improve proactive communication. Action plan in place.

3. My attachments for computer purchases cannot be found by purchasing. This slows down the process when purchasing has to email me and I have to locate quote and email back to them. The attachments are found when I do PRs for research, however.

Resolution - All attachments for computer purchases should be designated with the appropriate document type in Docs for Deltek. Not using the appropriate document type can cause an issue with finding documents in Docs for Deltek. A specific example is needed to investigate more.

4. When we have to cancel a PR that has already been approved, I have to go through multiple people in Purchasing before finding someone who will respond to my email and confirm they have cancelled. I have to spend a lot of time tracking down who is in the office in Purchasing on Fridays so I can try to get confirmation that the PR has been cancelled. No one answers their phones and I have not had any confirmation via emails.

Resolution - Purchasing has a "Who to call" listing on the web. This listing will be updated to include information on who to call regarding canceling a PR in CostPoint. The Purchasing Department also has a central email address where this type of request can be submitted, [ncifredpurchasing@mail.nih.gov](mailto:ncifredpurchasing@mail.nih.gov)

5. Hello, my suggestions are for Travel. 1) There are weekly travel updates that come out to us in an email. These are not saved in one location we can look to. So, we are to copy/save each email into one document so we can

search through each time we have a travel to see what new updates might apply to that travel issue. Seems like these could be saved in one location by Travel. 2) One such new travel change is if the Company has paid the hotel or flight, the admin is supposed to email Travel and request a COR invoice to include with the after trip documentation. We are also directed to not hold up the after trip waiting on the CORs. In following these instructions, I emailed Travel requesting the COR but did not hear anything back. I waited for a week and then went ahead and submitted the after trip. Then, some time, after all, was submitted and approved, I received an email from Travel with the COR invoices. I replied that I requested, waited, did not hear back and so continued on. Travel replied that Audit will need these. In the meantime, I am juggling 10 -15 other travels in various stages. To go back and re-visit this seems like something needs to be fixed in this process. I would suggest refining the process. Thank you.

Update – Forwarded to ERP Committee for resolution

6. Recently in DELTEK Travel when creating many travel authorizations, I encountered an error message when I tried to change or add a project number. I tried first to change the project number and realized it would not allow me to do so easily so I decided to cut my losses and try to void. Then I got an error msg. Very time-consuming when trying to work quickly to complete many time sensitive travels and PRs at the same time. Would be nice if this could be fixed so that we can change project numbers.

Update – Forwarded to ERP Committee for resolution

*Lori*

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