00:00:00:13 - 00:00:27:14

Andrea Orozco

So we're going to get started now. Hello, everybody. Thank you for joining us. Welcome to Camp IPPS 2022. Welcome to the presentation of the Dos and Don'ts of Change Orders. So this presentation will cover, as stated in the title, what you should do to submit a change order, what we recommend you don't do to submit a change order, and some tips and tricks that will ensure a smooth submission of the change order.

00:00:28:05 - 00:00:42:11

Andrea Orozco

My name is Andrea Orozco. I'm one of the life sciences buyers with strategic procurement, and I've been with the university since 2019. A few of you may recognize my name as I am trying to be as available as I can in terms of answering questions, emails, cases, you name it.

00:00:43:05 - 00:00:54:10

Maria Cavella

Good afternoon. Good afternoon, everybody. My name is Maria Cavella and I started back in November with the team and I've been enjoying it, being able to work with, I believe, some of you. So thank you so much for your kind words out there.

00:00:55:20 - 00:01:13:08

Andrea Orozco

So, yes, Maria and myself, we will be the presenters of this presentation. So before we begin, here are some key reminders to keep in mind. Just before we get started, there will be a Q&A portion at the end of the presentation. We kindly ask that if you have any questions, please send them via the chat to our moderator,

00:01:13:08 - 00:01:30:09

Andrea Orozco

Makena Loop. If you send a question to Maria or myself, we may not see it just because we will be presenting the entire 30 minutes or, you know, assuming this presentation doesn't run on. So please, if you have any questions, please submit them via chat. All your questions will be answered at the end of the presentation.

00:01:30:09 - 00:01:49:14

Andrea Orozco

During the Q&A, everyone will be automatically muted to allow for a streamlined presentation. Please only unmute yourself if you're prompted by the instructor. And last but not least, this session is being recorded. So you're more than welcome to keep your camera on. But if you do not wish to be a part of the recording, you also may turn your camera on.

00:01:50:10 - 00:02:13:20

Andrea Orozco

So what exactly is a change order, you may ask yourself? A change order refers to a revision or a modification made to a purchase order. Let's say, for example, you need to change the price, quantity, the chart string information, which is also known as project expenditure type billing information. These changes can be made to the purchase order as long as no invoices have been submitted against them.

00:02:15:06 - 00:02:36:00

Andrea Orozco

Let's say, for instance, you also want to add funds to the PO. You want to cancel a line on the PO or cancel the PO entirely. These are also changes that can be made as well as changing the period of performance date and adding documentation to the PO. So change orders. Just a few things to keep in mind.

00:02:36:16 - 00:03:02:16

Andrea Orozco

The person who entered the requisition has the ability to reassign, cancel or revise the order which they entered. Let's say for instance, they want to make a change to the order, but they're not the person who entered it. They must reassign this requisition to themselves. And I actually circled the reassign button here in Oracle. This is going to be the screen you see when you wanted to reassign the requisition to yourself.

00:03:02:16 - 00:03:26:19

Andrea Orozco

So yeah, just a few keywords to keep in mind the difference between the person Entered By (as known in Oracle) and Requester. Entered By - this person has the ability to enter a requisition, revise, cancel, everything. They're the ones who entered it and the requester just has the ability to approve an invoice. Let's say, for example, if it's over $10,000 initiating a change order.

00:03:26:19 - 00:03:45:11

Andrea Orozco

So now we've talked about what is a change order. What do I need to do to be able to initiate a change order? Let's get started. In terms of getting on the go, the first thing you're going to want to do is log into Oracle via ofc.ucsd.edu. It's very important to use the company single sign on.

00:03:45:15 - 00:04:10:23

Andrea Orozco

This is going to redirect you to the single sign on page once you're logged in. This will be your view, of course, with your name. Not my name. You can navigate on the homepage for P2P which is highlighted here in yellow and then directly to purchase requisitions also highlighted in yellow. So the reason I am talking about navigating you to the purchase requisition's module and not the PO.

00:04:10:23 - 00:04:30:06

Andrea Orozco

You might ask yourself why are you doing that? So something very important to keep in mind when you're going to submit a change order. This change order needs to be submitted from the requisition, not the purchase order. So once you keep that in mind, there are two ways to navigate to the requisition in question. The first way would be the recent requisitions.

00:04:30:09 - 00:04:52:11

Andrea Orozco

This is usually found on the left side of the page and this will show a list of all the requisitions you've submitted as shown on this picture. Oh my bad. So as shown here, another way to access the requisition would be through the manage requisitions module. If you were to click on Manage Requisitions, this would be the view that comes up on the bottom right corner.

00:04:53:16 - 00:05:13:12

Andrea Orozco

My favorite way to search for requisitions is just putting in the requisition number and then clicking search. You're also welcome to search for it by Entered By. That would be your name or whoever entered it in case it does need to be reassigned. Or you can also search for it by supplier. Those are just some of your options.

00:05:13:12 - 00:05:36:03

Andrea Orozco

So continuing on to a change order. Once you access that requisition, you want to open and submit a change order. You're going to click on the hyperlinked requisition and it will take you to a page that looks very similar to this. So just a few things to note about this page. I'm going to redirect your attention to the top right hand of the page, right where I hyperlink on a hyperlink sorry, where I highlighted actions.

00:05:36:12 - 00:05:59:20

Andrea Orozco

This is going to be step number one on initiating a change where you'll click over Actions and this list will come down. You're going to want to click on Edit Order and once you click on Edit Order, this is going to begin the process of submitting a change where it'll bring your view into the editable form. So you'll actually, it's not listed on this page where you will see it further down in the presentation.

00:05:59:20 - 00:06:37:18

Andrea Orozco

This change will be in a very edit form way. You'll have a paperclip, you'll have your pencil, you'll see it later on in the slides. And now moving on to revising a PO. So once you're actually in the requisition and you want to make some changes, let's say for example, you want to add funds to the record. Something to keep in mind if you're going to be adding more than $5,000 of funds to a PO, we highly recommend that you include documentation, whether that be in the form of an email, an updated quote, you name it. Just include some kind of verification of why these funds are being added.

00:06:37:18 - 00:06:54:06

Andrea Orozco

You're also more than welcome to send us a follow up email here. I just submitted this change order. Please keep in mind I don't have documentation, but this is following a master agreement and it turns out we needed more samples than expected. That's going to be okay as long as we have some sort of idea of why so much money needs to be added.

00:06:55:03 - 00:07:13:14

Andrea Orozco

Another thing that I wanted to cover, because it's very common as it comes to the life sciences team a lot is the requirement for an SSPR form. So if most if most of you are not aware, an order that is over $10,000 and it's federally funded, that right there is a clear indication that an SSPR form is required for approval.

00:07:14:05 - 00:07:41:05

Andrea Orozco

However. Well, a lot of people do not know is that even if you're submitting a change order, let's say your original PO is for $5,000 and you want to add $15,000 to it now that you're adding the $15,000 to that $5000, your new total will be $20,000. So if it's a federally funded order and it drives that dollar amount over the $10,000 threshold, that means you will require an SSPR form in order for the change order to be approved.

00:07:42:00 - 00:08:02:18

Andrea Orozco

The same thing applies with a little different metrics to a nonfederal order. Let's say you have an $80,000 order and you want to submit a change order to add $25,000 to the appeal. That's totally okay as long as you submit an SSPR form, because once it reaches over the $100,000 threshold, that's when we'll be requiring an SSPR form to approve the change.

00:08:03:14 - 00:08:21:04

Andrea Orozco

So just some things to keep in mind. This will also speed up the process in case you need a change order to be approved ASAP instead of us having to reach out to you, "Hey, can you please send me this SSPR form?". By then it's already been two or three days. You know, it's good to know ahead of time that everything is submitted all at once and you're good to go.

00:08:22:09 - 00:09:02:02

Maria Cavella

Thank you, Andrea. Here, we're going to talk about revising a PO and some of the limitations that come with the revision on here. We've got the pricing and the quantity cannot be changed on the PO that's been generated via hosted catalog or punchouts. If the invoice has already been processed against the line, you cannot cancel the line. But modifications can be made redirecting those and then the modifications cannot be made to a charge account once the invoice has been processed.

00:09:02:02 - 00:09:22:00

Maria Cavella

If it's already been invoiced, it's not going to be able to be done through a change order. You're going to have to support.ucsd.edu so that you can get a correct change or cancel the existing order to create the new one that will correct the change on that account.

00:09:23:17 - 00:09:51:19

Maria Cavella

Some of the examples that we have here for you on what can and can't be done on the changes are unavailable like adding a line. You aren't able to edit the address deliver to, editing the header fields is not possible, and you cannot edit the purchasing category. So those are some of the items that cannot be done.

00:09:51:19 - 00:10:21:06

Maria Cavella

Now also keep in place. Keep in mind that there is the legacy POs also that cannot be done through this change order. You'd have to go ahead and put a support ticket out for that as well. Some of the reminders that we want to keep in front is that the person who submitted the requisition can cancel it. But also remember, if you didn't submit it, you can also change it.

00:10:21:15 - 00:10:50:07

Maria Cavella

So first, change the change the name so that you're change it to yourself and reassign it and this way you're able to go ahead and make those appropriate changes needed. The PO that's been partially invoiced or fulfilled cannot be part of any modification. And then also we keep in mind that if you are going to be canceling a PO to please contact the supplier to confirm that the PO can be canceled.

00:10:51:21 - 00:11:20:02

Maria Cavella

This will alleviate any future problems if there is any issues that need to be addressed beforehand. Now canceling a purchase order from the Actions menu and the example that we have here would be a that's where that drop down window would be coming in and the examples that Andrea had given you that showed the edit function, that's where that's going to be coming from.

00:11:20:12 - 00:11:56:02

Maria Cavella

This is basically just a little screenshot for you. And then on 2a, you'll see that there's the action dropdown in that area. That's the other section that we're referring to. That's where you're going to actually go ahead and do the modification edit from that action window and then click on Edit Order in the multiple POs that were generated. If multiple POs were generated on one requisition on the requisition to the left of the item, the Actions click the Edit Order.

00:11:56:02 - 00:12:19:10

Andrea Orozco

So just to clarify that if only one PO was generated from the requisition, you'll be editing the order from the top right here. Shown on 1a, if you submitted a requisition and multiple POs were generated, you'll be making that change on the bottom left hand side under actions. So just note you'll be initiating changes from different sides of the screen depending on how many POs are generated.

00:12:19:24 - 00:13:01:14

Maria Cavella

Thank you, Andrea. On the line tab of the change order screen, you can edit the price and quantity of your order. If the order on the on the requisition form at the top half of the requesting form, you can edit by clicking the pencil and next to the line, let's see here, next to the line on there on the lower half of the requisition form, you can edit by clicking on the attachment and that's going to be like a paperclip, the paperclip symbol.

00:13:01:14 - 00:13:05:03

Maria Cavella

Then you can go ahead and add the item to that field.

00:13:06:03 - 00:13:32:03

Andrea Orozco

Sorry, I'm just going to go back to the previous screen. Maria was referring to this paperclip here. Once you're in editing form, if you need to add an attachment document, whether it's amendment, an executed agreement, an updated quote, you can add that documentation by accessing this paperclip. Or once you're actually in the line, you can click Actions, Edit, and it'll open a whole new window that says Notes and Attachments and you're welcome to add it there as well.

00:13:33:05 - 00:13:58:02

Maria Cavella

Okay. On this one here, I believe we just covered this also, you're just going to go ahead and click on a one, go to actions on 1b, click on the Cancel Line and then on the distribution, enter the canceled PO, and then the reason why you're canceling it. And you're going to go ahead and submit it at the top of the page.

00:13:59:14 - 00:14:27:12

Maria Cavella

Now, editing the period of performance on the PO, you're going to go ahead, and again, you didn't create it. You're going to have to reassign it to yourself. And then once you're logged in to the Oracle, you're going to go ahead and access the requisitions through via manage requisitions. And then that way you're able to go ahead and click on the Icon Pencil as the example shows you you're going to edit the line by scrolling down to the notes and attachments, and then you're going to go to the note

00:14:27:12 - 00:14:52:05

Maria Cavella

To Supplier, pardon me, you're going to enter any comments you'd like to share with them. And then that's where you can go ahead and edit. Update the period of performance with the month, the year and the date in there. And to keep it, you're going to go ahead and click on OK. So that saves that. And then in the description indicate that the the POP has been updated and then you're going to click submit on that one there.

00:14:53:21 - 00:15:21:04

Maria Cavella

So Legacy POs are something that cannot be done through a change order in Oracle. These have to go through our service & support cases. So please make sure you if you do run into a request from a supplier that we go ahead and send a service & support ticket to the team for that. And then we've included some links here for everybody.

00:15:21:22 - 00:15:35:16

Maria Cavella

Thank you so much for registering for this session. We hope that the information is helpful and we are now going in to our questions and answer portion of this of this section.

00:15:36:11 - 00:15:58:17

Andrea Orozco

Yeah. So now we have entered the Q&A portion of this session. What are the pros of submitting a change order versus canceling it and creating a new one with the correct info slash data? A few ways to answer this question, but I think the first thing that comes to mind is if you're submitting a change order, that means if there are changes that can be made via the change order.

00:15:58:23 - 00:16:17:01

Andrea Orozco

So if it's something very minuscule, like changing the price on one of these, that sort of thing, it's worth just going to leave it in the system versus having to create a whole new one, because having to create a whole new PO means you have to submit that chart string information again. You have to notify the supplier that the previous one got canceled and

00:16:17:01 - 00:16:38:16

Andrea Orozco

a new one is being submitted. It's just like a whole new process of having a new order come in. However, I will suggest that if you are creating a new PO because there because I'd say the purchasing category is incorrect since that's one of the things that can't be changed via change order and purchasing category is the drivers of the tax

00:16:39:06 - 00:16:58:06

Andrea Orozco

if you don't want the PO to be incorrectly taxed or the supplier is being very demanding about it being from a PO to what's going to be invoiced, that's when I would suggest to create a new PO versus submitting a change order. So there are many changes that need to be made that, you know, are going to be more of a headache through submitting request.

00:16:58:12 - 00:17:04:23

Andrea Orozco

I would just go ahead and cancel and create a new PO. I don't know if Maria or Makena have anything to add to that as well.

00:17:04:23 - 00:17:27:24

Makena Loop

No, I think I'll add like Andrea said, if the changes are small, sometimes it's better to create a change order so that you don't have the possibility of having the supplier duplicate your order, which sometimes happens if you create an entirely new purchase order to change something that could have just been revised on the original purchase order.

00:17:27:24 - 00:17:42:04

Andrea Orozco

One of the other questions what is an SSPR form? Where can I find a blank SSPR form. So Makena I think put the Blink links in the chat. She'll be providing a link that actually takes you to the forms and explains what it is.

00:17:42:04 - 00:18:12:11

Andrea Orozco

What do I need to do to fill it out, etc.? But to answer the question in short, an SSPR form is a it's a federal form that us buyers have to submit with federal documentation and it basically it justifies the order. Is it is it sole source, has it been negotiated through or not negotiated. Sorry, compared with pricing like other competitive goods, it's just a document that we need to submit if for any federal orders that are over $10,000.

00:18:13:15 - 00:18:38:24

Andrea Orozco

One of the next question was what would cause a requisition to generate more than one PO? So if you're entering a requisition and let's say, it's four lines and each line is a different supplier, let's say the first supplier is VWR the second supplier is Fisher, the third is Qiagen, and the fourth is, I don't know, Grainger. That's when four different POs will be generated because you're entering under one form.

00:18:38:24 - 00:19:03:00

Andrea Orozco

But each of those POs has being generated to a different supplier. Imagine you submit your requisition with four different suppliers and then that one PO has all four suppliers. How are each of the suppliers going to know what order pertains to them? Another example of the generation of more than one PO would be if there's different deliver-to addresses on each line.

00:19:03:18 - 00:19:23:02

Andrea Orozco

So if you have one line sent to campus and the other one sent to an off campus location, two different POs would be generated. One of the next questions is, is there a way to not notify the supplier when a change order is submitted? For example, I was closing POs at the end of the fiscal year where the quoted amount was more than what was invoiced.

00:19:23:10 - 00:19:46:09

Andrea Orozco

So I was just reducing the lines to get the PO to close per the KBA. This generated notifications to my suppliers and actually caused problems because they thought they were POs, I completely understand this this part of it. I'm, to be completely honest with you, I'm not 100% sure of the capabilities that a requester has or the person who entered it has when they're submitting a change order.

00:19:46:18 - 00:20:14:03

Andrea Orozco

But I know that as buyers, when we're submitting change orders, there's actually an option in our editing page where it asks for the communication method, and that communication method can be none, email, there's like two other choices, I can't exactly recall what it is, but if it comes to that point where you don't want to, reach out to a buyer to make that change for you or to confirm it. I would just submit a case to see if the buyer can make that change on your end.

00:20:14:13 - 00:20:42:13

Andrea Orozco

So avoid these multiple notifications being sent to the supplier. The three key reminders. So they're not necessarily reminders in regards to change orders. It was just to keep in mind there will be a Q&A

session which we're going over right now. Please submit the please submit the questions to Makena, the moderator. If you don't want to be recorded because the session is being recorded, you can turn your camera off and everyone is needed at the beginning of the session.

00:20:43:06 - 00:21:17:21

Andrea Orozco

Those are the three key reminders. What is the turnaround time for a change request? You know, like most requisitions that are processed, I think we have a turnaround time of 2 to 3 business days. In most cases they can get done way quicker. So when we're one of many occasions that I say would delay the process is if it's a it's a change order for a federally funded order or an order that's, you know, $90K and you're submitting a change order for $20,000.

00:21:17:21 - 00:21:33:18

Andrea Orozco

So anything that brings the amount over which will require an SSPR form, but yes, the SSPR form wasn't included in the change order that's going to hold this that's going to hold it down a bit. We're going to need to reach out to you to give you the form. You're going to have to you know, if it's sole source, it's way easier.

00:21:33:22 - 00:21:51:06

Andrea Orozco

You'll just have to explain why it is sole source. If it's not if you need competitive quotes that might take a little longer. Or in the case where if a change were submitted and we see something funky on the side of things like, Wait, wait, why do you need to add funds if you already have a remaining $130,000?

00:21:51:13 - 00:22:08:16

Andrea Orozco

So if it's just like verification that needs to be done on the buyer's end or something that we need to check to our higher ups like our supervisors, those are some reasons why it might delay the process. But I want to say like two or three days should be the turnaround time for a change request. Can you change the ship-to address via change order?

00:22:08:22 - 00:22:31:17

Andrea Orozco

So that was actually one of the things listed under the do not like the don'ts, dos and don'ts ship-to address is technically, correct me if I'm wrong, deliver to address. And that's one of the things that can't be changed once the PO has been generated. We don't recommend that you change it. We recommend that you reach out directly to the supplier and change it on their end so that they can have the updated

00:22:31:17 - 00:23:02:15

Andrea Orozco

deliver-to address in their system. Okay, next question. Let's say a PO is created for $5,000 for furniture and the quantity is listed as 1 as the supplier is trying to fill the order. They notice not all pieces are available. Can the supplier who sent two invoices, one for the available pieces, and another for the remainder? Okay, so this person, person who submitted the question is having trouble distinguishing when a PO is quantity based or amount based.

00:23:02:24 - 00:23:25:11

Andrea Orozco

So when an order is quantity based, meaning you'll actually put in a quantity of one, two, or three that is a goods one time shipment form. So if you put a quantity of two, and one invoice is submitted like in this example, but not all the parts were available, but the PO will close as soon as that one invoice submitted at a quantity of one.

00:23:25:24 - 00:23:50:18

Andrea Orozco

If you're in a situation where you're not sure if all parts will be available, you're not sure when all invoices will be submitted, and you want to avoid the PO getting closed early, my best recommendation would be to use a goods multiple shipments form. That one is known as an amount based form. So instead of inputting a quantity, you're just put in the total dollar amount and then as many invoices as needed will be submitted until that dollar amount is fulfilled.

00:23:51:21 - 00:24:18:16

Andrea Orozco

I hope that answers your question. Do invoices over $10,000 paid against POs need to be approved by the requester in addition to a FinUnit approver? Yes, the short answer is yes. Anything that's over $10,000, you'll need approval from the requester and financial unit. And if you're wondering like if any buyer or someone from AP reaches out, Hey, there's an outstanding balance for this invoice that hasn't been paid.

00:24:19:01 - 00:24:41:19

Andrea Orozco

The first thing I would check out is the invoice queue in Oracle. You might have a pending approval there. If we put in the change order reason to not email them, how would that work? Or should we submit a case? I'm not sure I understand your question. Right.

00:24:41:19 - 00:25:03:05

Audience Member

Yeah. So like you were saying that that the buyer can choose not to notify the supplier. So in order to reduce cases that I'm sure you guys are answering all day, because we have to type in a reason of why we're making the change if we type in there like reducing to close PO to match invoice amount please do not email supplier, will that work?

00:25:04:19 - 00:25:24:07

Andrea Orozco

I want to say yes. Right, Makena? We or here's, here's a thing that I'm like if you once a change is submitted from a department, there's very few things a buyer can do to change that change order, edit the change order, if that makes sense.

00:25:24:07 - 00:25:44:12

Makena Loop

And the description doesn't get sent to the supplier. Nobody can see that description - it's internal. So I do not think that that would solve your issue because the buyer would not be able to go in and make that adjustment on your change order. It would actually just delete any changes that you made.

00:25:45:09 - 00:26:04:09

Andrea Orozco

Yeah. So the best suggestion in this case would be submit a case and it will more than likely get routed to whichever buyer you need to reach and specify in the case, Hey, I need to close, I need to make these changes, but I don't want a copy to be sent. I'm aware that I don't have there's a limitation on my end with that.

00:26:04:16 - 00:26:28:01

Andrea Orozco

Only buyers can do that. And so we'll know then, okay, we're not going to send that communication to the supplier. The last two questions of they're actually... Makena, did you answer them in the chat or you're about to? So direct delivery will generate different POs, and that will be answered in the chat.

00:26:28:17 - 00:26:49:23

Andrea Orozco

And then can you provide the service to get past selections to use when we want the buyer to send no email notification to the supplier. Okay. So that's what I just spoke about. And that's also going to be answered via the chat and we are already a minute over the time, but I just want to thank everyone for joining us in the Change Order presentation.

00:26:49:23 - 00:26:57:16

Andrea Orozco

Hopefully all of your questions were answered or clarified and please don't hesitate to reach out to any of us if something wasn't answered or we just ran out of time.