STRATEGIC OFFSET PRINT PROGRAM (SOPP)

SOPP Customer FAQ’s

In the old system I was able to approve my own quotes but in the new system I cannot, why?

- In the old system, anyone was able to approve their own quotes. In order to meet audit compliance, in the new system, only those persons with proper ePro Requisition roles can approve quotes. This is consistent with M-Pathways and M-Marketsite approval requirements.

Who is my ePro Req Approver?

- The ePro Req Approver for your department should be the person who places your M-Marketsite orders or who processes all invoices for your department. If you are unsure who the ePro Req Approver is for your department please contact your Financial or Business Manager for assistance.
- Make sure that you only enter the uniqname, do not use the extension “@umich.edu” after the

What can I do when I selected the wrong ePro Req Approver?

- Once an ePro Req Approver has been selected, there is not an option to select another ePro Req Approver.
- To correct this problem you will need to contact the person that you sent the request to and advise to please disregard the request.
- Contact managedoffsetprinting@umich.edu and advise that you need to void quote #XXXXXX because the wrong ePro Req Approver was selected.
- You will need to submit a new quote to the suppliers. Please post a message, on the message board, letting suppliers know that this is replacing quote #XXXXXX.

Before sending my quote to my ePro Req user do I make my selections and how will the approver know what my selections are?

- Yes, the enduser makes their selection and then it gets routed over to the approver for the final approval.
- The approver will see all selections that requestor is recommending highlighted in yellow at the top of the approval page.
I am unable to approve a quote and select a supplier because the “Notify Selected Supplier” button is grayed out.

- You will notice a date and time in red next to the button. This means that all bids are due back by that date and time. Once the due date has passed you will be able to select and notify the supplier.

What if I entered an incorrect email address on my profile? How can I correct it?

- If a wrong email address is entered for a quote, any correspondence that is related to that quote will go to the wrong person or will bounce as no good.
- To change your email address on your profile, please forward a request to managedoffsetprinting@umich.edu. Your correct email address will be included in your profile for any future quotes.

What if I've sent in my quote and put the wrong qty. How do I get the correct qty?

- You can post a message on the message board with the correct quantity, only if it’s a positive amount. The suppliers will be notified that a message has posted for your quote.
- If you are decreasing a quantity, then a new quote will need to be created and the old quote needs to be voided.
- If you increase the quantity after receiving quotes you can request a “Final Qty” quote by selecting a supplier and entering the final quantity in the “Other” field.
- If the quantity increases after the supplier has been selected the supplier will have to submit a “Change Order” after the project is completed.

What is a “Change Order”?

- When the specifications of your original project change, a change order can be submitted by the supplier.
- A change order can be submitted after a quote has been approved and billed.
- Change Orders are not accepted for credits or negative quantities. If the change order will result in a credit, the supplier will just bill at the lesser amount instead of submitting a change order.
A quote was entered into the system but now I’ve decided that I want to contact the supplier directly and place the order with my Pcard. Is this allowed?

- No, once an order is in the system it is set up to create a Purchase Order, which is the preferred method for your projects. It is preferred that all print and mail projects go through the SOPP system.

Can a shortcode be changed?

- Yes, it can but only prior to final approval.
- Send your request to managedoffsetprinting@umich.edu with the correct shortcode and they will advise if the change can still be made in the system.

Can one supplier be used exclusively?

- If the project is under $1,000.00 then one specific supplier can be selected.
- If the project is between $1-10,000- we recommend selecting several suppliers to bid. This allows you to gain the most competitive pricing available.
- If the project is over $10,000.00, then the project is required to be quoted to at least 3 suppliers. You can include your supplier of choice as one of the three suppliers.

What happens if I select a supplier tentatively in error?

- Cancel your quote by sending a request to managedoffsetprinting@umich.edu
- You will need to submit a new quote. You can use the previous quote information to populate the new quote. Include a note that this takes the place of quote #XXXXXX.

If a message is posted on the message board in error, can it be deleted out?

- Yes, it can.
- Please forward a request to managedoffsetprinting@umich.edu asking that the message for quote #XXXXXX be voided out.

What if I put a past date as my due date or there has been many questions to my quote and the date is close?

- As long as a quote has not been awarded, from the main menu you can “extended deadline”.
- Suppliers will receive an email message that the due date has been extended.

Can I void a quote in the system once a PO has been created?

- No, you will not be able to void the quote in the SOPP system. A system administrator will need to cancel for you.
- Please send a request to managedoffsetprinting@umich.edu asking that the quote and PO be voided and explain why.
• A system administrator will work with you to make sure that the PO is closed.

What if my requisition is in “Budget Status Error”?

• You will be contacted by the Contract Administrator that the requisition is in a budget status error.
• You will need to contact FinOps to help you correct the error.
• If you need to correct chartfield information you can go into: (M-Pathways) eProcurement, Manage Requisitions, enter the Req number, search, select “edit” from the drop down menu and make the necessary changes.
• Once you have corrected the issue the requisition should be processed in the next batch cycle.

The most common error for a Budget Status Error is that the budget line is not open or the chartfield combination does not accept the account code that is being used. You will need to request that the account code is added to the approved account codes for this chart-comb.

How can a user get a login?

• As long you have a uniqname and a Kerberos password you can log into the system.
  Website:  https://mbiz.bf.umich.edu/procurementapp/printingsvcs/offset_login.cfm

How many shortcodes can be used on one quote?

• M-Pathways is unlimited but in the new SOPP program we are limiting the use of shortcodes for a single quote to 4.
• A Journal Entry will need to be created if more than 4 shortcodes are needed.

What if I’m unable to post my Shortcode to the quote and I keep getting an error message?

• Make sure you are not using a % sign when selecting the amount of division for the shortcodes.

Can I transfer my quotes to someone else in my department?

• This should only be requested if you will no longer be entering quotes for you department.
• You can transfer all of your quotes over to someone else in your department by sending a message to managedoffsetprinting@umich.edu asking that so and so with uniqname XXX be given access to all quotes listed under your uniqname as of date. Only one person can be given permission to work on these quotes.
• You can give co-workers “View Only Permission”. With this feature they can see all of the information but cannot make any selections.
What if I don’t feel I can rely on all of the information necessary within the forms provided?

- It is very helpful to upload a pdf. of the desired project, even if it is not complete, this will help the suppliers understand your needs.
- You can upload any file that will help the suppliers understand your needs more clearly.