Questions & Answers for Vendors

Q: How does this program change the way we normally do business with the University?

A: Because it is database driven, this program has streamlined and automated procedures related to estimating and purchasing offset printing. A key benefit is that, as a paperless system, it accelerates these processes and eliminates the need for purchase orders and purchasing card (credit card) transactions, thus reducing employee time and effort. The Strategic Offset Printing Program is designed to help University customers make better purchasing decisions while providing high-quality products and services from pre-selected vendors.

As a vendor under contract, you will receive e-mail communications from the University that initiate the request for quotation process, alert you when there are messages or other questions about print projects and notify you when you have been selected as the vendor for a job.

Q: What if the request for quotation on a project isn't a good fit for our facility?

A: On the List of Open RFQ page, check the box at the right that says, “Click here if you do not wish to bid on this project.” You will not be penalized for declining to bid. You also may upload your rationale as you would your quotation.

Q: Are all estimate requests “real” projects?

A: No. Customers who need pricing for budgeting purposes only will indicate this on their request form. We expect that your estimate will remain valid for 60 days and will keep it active in the system for this time period. If the customer wishes to proceed with the project as-is or with changes, they will need to create a new request for quote.

Q: How do we add staff to the group login ID to use the system?

A: Contact the University of Michigan by clicking on the IT Help button on the login page. They will assign user identification and passwords.

Q: What if the specifications are incomplete or unclear? What should we do?

A: Use the Message Board to post your question. Customers and other vendors automatically receive an e-mail notification when messages regarding quotes are posted.

Q: Who should I contact with other questions?

A: Use the IT Help button if your problem is of a technical nature. Click on the Ross Help button if you need assistance with customers, additional project information or have questions about the program. Questions about purchasing and payment should be directed to a procurement support specialist at offsetprintingadmin@umich.edu.
Q: Does the system allow us to attach our own documents, i.e., estimates and invoices?

A: Yes. During both the estimating and invoicing processes, we encourage you to upload a pdf or word document that has more detailed information for the customer. However, make sure you are uploading one document only (which may have multiple pages).

Q: What if we make a mistake when sending our estimates? Can we resend?

A: Once the deadline has passed, you may not re-submit your quotation. If it is prior to the deadline, click on the IT Help button.

Q: How will we know our estimates are received?

A: When you submit your estimate, the system automatically provides an onscreen acknowledgement.

Q: If our server or yours goes down, should we e-mail or fax our quotations?

A: If your server or the University’s server goes down, simply continue to check for online status. If the deadline is critical and the customer cannot wait for the system to be restored, you may send your quote to the customer via fax or e-mail. Once the system is back up, you will need to load your estimate as you would normally. If the system is still down, and the deadline has lapsed, contact Robin Eckel, Contract Administrator at robincc@umich.edu.

If the system goes down, all e-mail messages will be queued in the system. Once the server(s) is operating again, all messages should be delivered without incident.

Q: How does the program affect the invoicing and payment process?

A: Regularly scheduled statement billing is submitted electronically via the system. We encourage you to also upload a hard copy of your detailed invoice. Payment will be made automatically in ten (10) working days unless charges are disputed. Customers are notified automatically when an invoice is submitted and have the opportunity to dispute any charges. Once resolved, disputed invoices may be resubmitted for the next billing cycle.

Q: We do business with other units at the University of Michigan. How will this program affect our relationship with these departments?

A: You should continue doing business with other colleges and departments as you would normally.