



3003 South State Street – 7071 Wolverine Tower, Ann Arbor, Michigan 48109-1282

STATEMENT OF WORK FOR PUNCH OUT SUPPLIER

This document defines the requirements for integrating a Supplier into the University of Michigan M-marketsite procurement application. M-marketsite is a University of Michigan branded version of the SciQuest Select Site application hosted in the SciQuest headquarters. The catalog content, and pricing, accessed by University of Michigan end users will be through a round trip punch out catalog, maintained and updated by the supplier. The University expects the supplier punch-out site to function and have the same features as the Suppliers Dot Com site.

Equipment orders in excess of \$25,000 per item through M-marketsite will be approved by Procurement Services before the purchase order is sent to the Supplier.

M-marketsite provides only catalog and order processing functionality for the University and has no relationship with the supplier regarding invoicing or payment.

1. DEFINITIONS:

- **Purchase Order**: This is the unique number transmitted with each order sent from M-marketsite. This number is to be used by the supplier to track/validate orders received from M-marketsite. If the Supplier requires customers to provide this number when inquiring about an order/return, the Supplier must include this number on the packing list. Otherwise, it is an optional field on the packing list. This purchase order number must appear on all invoices or electronic invoicing files.
- **Dept. Ref#**: This is a field that is provided by the customer placing the order. It is an internal tracking number. Each order should have Dept. Ref #.

2. SUPPLIER REQUIREMENTS:

- a. Supplier punch out site must allow access and provide full functionality for both PCs and Macs.
- b. Provide shipping fees on the shipping confirmation or order acknowledgement, if applicable.
- c. Provide a dedicated Project Manager and participate in regularly scheduled M-marketsite status meetings.
- d. Must have a compact privacy policy that complies with current P3P standards and supports, at a minimum, manufacturer default settings for the supported browser versions on the attached list, including the browser default privacy setting of “Medium”. For additional information please see the following site:
<http://www.w3.org/P3P/>.
- e. Attempt to design the M-marketsite punch out site to reflect their current public site customer shopping experience as much as possible, to maximize University of Michigan end user adoption rates.
- f. Design the M-marketsite punch out site to prevent “double” mouse clicks from duplicating items ordered.
- g. Set up account numbers to receive the M-marketsite orders.
- h. Site time out for no activity must be a minimum of 30 minutes.
- i. Set no maximum for lines per order.
- j. Include the UNSPSC for each line upon cart return to the SciQuest application.
- k. Map the Dept. Ref# and the PO# onto the appropriate fields in the electronic invoicing files, email order confirmation, and packing slip.
- l. Provide only University approved items with University contract pricing on the punch out site.
- m. Maintain punch out site and notify the assigned Contract Administrator of pricing, product and catalog changes a minimum of 30-days days prior to the scheduled changes.
- n. Provide only University approved issue units in the M-marketsite Punch Out catalog. Electronic invoicing files must deliver the same issue units as displayed in the M-marketsite Punch Out catalog.



- o. Pricing and product changes for the M-marketsite Punch Out catalog must be approved by the University prior to submission. Changes become effective when the M-marketsite Punch Out catalog and the University's Item Master File have the same records. The coordination of the effective dating of the price and product changes is the shared responsibility of the Supplier and the University.
- p. Provide end users with an error message as connectivity interruptions arise.
- q. Load and update ship to addresses as needed based on system requirements.
- r. Requisitioner will create one (1) M-marketsite Purchase Order per shipping address. If a requisitioner requires products to be shipped to different addresses, separate M-marketsite Purchase Orders will be created. Ship all products on a SciQuest M-marketsite Purchase Order to a single shipping address.
- s. Users are not allowed to ad hoc a shipping address. If a new address is set up in University of Michigan's SciQuest application, the new address is certified as a valid ship-to location. Supplier will ship to all University of Michigan ship codes supplied through M-marketsite on the M-marketsite purchase order.
- t. The default "Deliver To" information will contain information such as user name and room #. End users are able to change the "Deliver To" information, which will be passed on the SciQuest M-marketsite Order. The "Deliver To/Attention to" segment will be mapped as the "Ship-to Attention" line, which is 30 characters long.
- u. Encourage end users to use M-marketsite when ordering because it validates delivery and invoicing information.
- v. Continue to support University of Michigan orders outside of M-marketsite where applicable.
- w. Change orders are accomplished by contacting Supplier customer service prior to order being shipped or receiving and returning the original order and creating a new requisition/purchase order. User will be informed not to use electronic change orders. Supplier will support a manual process for change orders.
- x. Use the SciQuest functionality that supports the product classifications. Examples include hazardous materials, radioactive, controlled substance, toxins, select agents, and greens (recycled items). Patriot Act items should be classified as select agents.
- y. Accept orders for expedited and scheduled shipments of product from requisitioners by phone or fax and process those orders outside of the M-marketsite application.
- z. Notify SciQuest Support (Support@SciQuest.com) and University of Michigan Tier 2 Support (marketsiteT2@umich.edu) when their ability to accept orders transmitted from SciQuest is interrupted for any reason.

Supplier Will Not:

- a. Support rush orders via SciQuest M-marketsite Purchase Order.
- b. Support carrier or shipping methods specified on electronic orders. Transportation will be handled according to best method or binding contractual agreement set up on University of Michigan account(s).
- c. Support unit prices sent in the SciQuest M-marketsite Purchase Order. Unit prices will be recalculated upon order entry based upon binding contract pricing.
- d. Support requested/required delivery dates sent in the SciQuest M-marketsite Purchase Order. Orders will be shipped according to availability and binding contractual agreements for processing.
- e. Guarantee the estimated ship date accuracy for third party orders.
- f. Guarantee the shipment date for Direct Factory Ship items. No control over outside systems.
- g. Redirect end users to their public site when connectivity outages with the M-marketsite punch out site arise.

3. FORMS FOR ORDER PLACEMENT:

Once orders are approved per University of Michigan business rules, they will be translated and transmitted from the M-marketsite to Supplier. The Supplier may elect to receive M-marketsite Order information by fax, email, or cXML. Format and requirement of each form of order are defined below.

Shipping label and packing slip from faxed orders must contain, at a minimum, the following information. The location of the information on the fax order is referenced by number:



Shipping Label:

- University of Michigan
- Deliver Name
- Deliver To
- Address Line 1
- Address Line 2
- City, State & Zip Code
- Country **** required if shipping outside USA**
- PO# *****preferred but not required**

Packing Slip:

- PO#
- Deliver Name
- Deliver To
- Address Line 1
- Address Line 2
- City, State & Zip Code
- PO Date
- Order # - If required by supplier, this in an internal Supplier number for order tracking
- Catalog No.
- Product Name
- Unit Price
- Qty/UOM
- Extended Price
- Quantity Shipped - **Order Dependent**
- Quantity Backordered - **Order Dependent**
- - Dept Ref #
- **STATEMENT:** <insert Supplier name> verifies that it is in compliance with the Service Level Agreement dated <insert date>.

Fax & Email Order Example

See Section 8 for an example of a fax and email order containing the requested information.

cXML Order Example

See Section 9 for an example of a cXML order containing the requested information



4. ORDER ACKNOWLEDGEMENT:

An Order Acknowledgement confirming receipt of the M-marketsite Order is required for each order placed. This acknowledgement is sent by email directly to the University of Michigan end user who placed the order. This acknowledgement must contain, at a minimum, the following information:

- PO#
- Order Date
- Dept Ref #
- Catalog No.
- Product Name
- Unit Price
- Qty/UOM
- Extended Price
- Shipping charges if applicable

5. SHIPPING ACKNOWLEDGEMENT (OPTIONAL):

The Supplier, if able, shall provide a Shipping Acknowledgement, confirming that product requested on the M-marketsite Order has been shipped by the Supplier. This acknowledgement is sent by email directly to the University of Michigan end user who placed the order. This acknowledgement must contain, at a minimum, the following information:

- PO#
- Date Shipped
- Order Date
- Dept Ref #
- Catalog No.
- Product Name
- Unit Price
- Qty/UOM
- Extended Price
- Tracking Number of Shipper/Carrier if applicable.

6. IMPLEMENTATION MILESTONES:

- a. Supplier creates punch out site with University of Michigan contracted items and pricing.
- b. Supplier punch out site functionality tested and certified by the University of Michigan.
- c. Supplier sends Catalog Pricing files to the University of Michigan.
- d. Contracted catalog items reviewed for accuracy.
- e. Pricing files reviewed for accuracy.
- f. SciQuest M-marketsite Purchase Order flow certification, cXML, FAX, or email from SciQuest to Supplier.
- g. Format and delivery certification of order acknowledgements to end users from Supplier.
- h. Format and delivery certification of shipping acknowledgements from Supplier (optional).
- i. Format and delivery certification of shipping label from Supplier.
- j. Format and delivery certification of packing slip from Supplier.
- k. University of Michigan will sign off on Testing in order to certify the Supplier being added to the Production site.

7. POST “GO-LIVE”:

At **30, 60 and 90 days** post go-live the University has the option to reconvene a conference call.

Discussions will include:

- Integration Issues
- Delivery Issues



8. SAMPLE FAX & Email ORDER FORMAT:

Order Acceptance Instructions

Supplier is to contact end user/department directly for any order issues. Contact name and telephone are provided with order.

PO/Reference No.	Order Date	Supplier Name
3000698917	5/21/2007	Arbor Mitchell

SUPPLIER INFO

Supplier Name	Arbor Mitchell	Note to all Suppliers
Address	844 Highland Drive Ann Arbor, MI 48108. US	
Duns No.		
Phone	+1 (734) 477-0577	
Fax	+1 (734) 477-0525	
F.O.B.		
Payment Method	Charge to PO Listed Above	
Payment Terms		
Shortcode	201615	

Attachments

BUYER INFO MICHELLE D FUGATE mdugate@umich.edu +1 (734) 936-4420	BILL TO INFO Accounts Payable 5091 Wolverine Tower 3003 S. State Street Ann Arbor, MI 48109-1287 United States	SHIP TO INFO University of Michigan Attention to (30 characters) TC3514 Wendy Tow Email mdugate@umich.edu Phone 734-936-4420 TAUBMAN A ALFRED HEALTH CARE C 1620 E MEDICAL CENTER DRIVE ANN ARBOR, MI 48109 United States Shipto Code - 1000317
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Line Items: Order # 3000698917, Total lines ordered: 1, MICHELLE D FUGATE / University of Michigan

Line No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price
1	1/6 Paper Bag w/ Handle	5130	55.92	2 / Cs	111.84 USD
DELIVERY Ship Via Best Carrier-Best Way		SUPPLIER INFO Contract Attachments		ACCOUNTING INFO PLEASE INCLUDE THE FOLLOWING ON THE INVOICE FOR THIS ITEM	

Shipping, Handling, and Tax charges are calculated and charged by each supplier.	Subtotal 111.84 USD *Tax 0.00 USD *Shipping 0.00 USD *Handling 0.00 USD TOTAL 111.84 USD
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Line Items: Order # 3000698917, Total lines ordered: 1, MICHELLE D FUGATE / University of Michigan

Reference No 2170387



9. SAMPLE CXML ORDER FORMAT:

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<PurchaseOrder>
  <POHeader>
    <PONumber>3000545313</PONumber>
    <Requestor>
      <UserProfile username="aaiello">
        <Email>aaiello@umich.edu</Email>
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            <CountryCode>1</CountryCode>
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          </TelephoneNumber>
        </Phone>
      </UserProfile>
    </Requestor>
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