

March 3, 2008

## Your Feedback...Our Next Steps

As you may recall, the Procurement Service Center (PSC) Purchasing Services recently conducted a customer satisfaction and opinion survey. At this time, we would like to share some of the results...and tell you what we're doing with them.

First of all...thank you! More than 400 of you took the time to respond to the call for feedback. We appreciate your generosity in sharing thoughts and ideas with us. For the most part, customer feedback took the form of comments on external (campus) and internal (PSC) communication and training.

### External (Campus) Training

You want high-quality training on how to do business in this large, complex, and diverse environment. This includes: wanting the PSC to learn your *organizational unit's* needs and objectives; wanting the PSC to be your partner when you have to buy something; and, wanting to understand the price agreements – especially those with CCI (for office furniture) and Faison/Corporate Express (for office supplies).

### Internal (PSC) Communication & Training

You highlight the importance of the PSC-campus connection as manifested in customer service and communication – before, during, and after the specific procurement transaction. You emphasize being treated like a customer/partner and being kept in the loop during status changes.

### So Now, What?

We will analyze the responses in further detail and develop methods and procedures to address your concerns. As service providers to the entire University of Colorado community, we have a lot of customers...and we want to do everything we can to make sure that you are satisfied customers.

## Department Outreach Program

Last summer, Purchasing Services initiated a **Department Outreach Program**. The program is designed to have Purchasing staff visit customers from all the campuses. To date we have met with 42 departments across all campuses.

The goal of the program is to create a dialogue between Purchasing and our customers so we can better understand your needs and how to serve you accordingly. It is also important for us to learn about upcoming projects or initiatives in your department.

If you would like a member of the Purchasing staff to visit your department, please contact **Annette Howard** at **303.315.2775** or e-mail: [Annette.Howard@cu.edu](mailto:Annette.Howard@cu.edu)

## Jeff Darling is New Sustainability Officer

We are pleased to introduce Jeff Darling, C.P.M., in a new role: Sustainability Officer for the Procurement Service Center (PSC). Many of you have already worked with Jeff. He joined the PSC in the fall of 2002 and since 2003, has served as Purchasing Agent for Facilities Management in Boulder – procuring all goods and services for a staff of almost 500.

Jeff has an extensive background in sustainability and sustainable purchasing. In 2004, he began working with the Environmentally Responsible Purchasing (ERP) Taskforce, researching competitively priced green products for the campus. In 2007, he presented a paper titled “Integrating Solutions for a Sustainable Campus” at the First Annual NAEP (National Association of Educational Procurement) Sustainability Institute in Tempe, Arizona.

Now, in addition to his continuing Facilities responsibilities, Jeff will be a key player in the development of a Green Purchasing policy and guidelines for the University.

Congratulations – and thank you, Jeff – on your new position and your service to CU.

## March 1 PPS Updates

### Revised After-the-Fact PPS

Stay up to date on the university procurement process.

Please be sure to review the revised PSC Procedural Statement (PPS) After-the-Fact Purchases. Replacing the old ATF Policy Statement, the revised document is available on the [web](#) and effective as of March 1.

The changes to the procedures are two-fold, covering both content and design:

- From a content perspective – the State policy (titled “Processing Commitment Vouchers that Violate State Statute”) was revised last month. The revised PPS incorporates the State’s new requirements for ATF documentation. (Essentially the same elements of information are being grouped under fewer, differently designed categories of information.)
- From a design perspective – the revised PPS describes the ATF process according to our current standards for conveying procurement procedures: that is, the PPS format.

### PPS Personal Technology: Reimbursement Rate Increase

Good news for personal telecommunications users...effective March 1, 2008, the maximum reimbursement rate for business use of cell phones, PDAs, etc. increased from \$0.06 to \$0.20 per minute. Note that reimbursement is still limited to actual costs if actual costs are lower.

The rate structure in the PPS [Personal Technology and Telecommunications](#) has been adjusted accordingly.

### PPS Recognition & Training: Updates in Reporting

If your organizational unit provides either length of service (retirement) or safety awards, please note that the PPS Recognition and Training (Section A.1. and A.3) was revised effective March 1 to note that such awards: “...are not tax reportable if the award is \$400 or less **and non-cash**. All Internal Revenue Code limitations and limits, in effect at the time of the award, will be considered...”

The revised procedures are available on the PSC web at [www.cu.edu/psc/policies](http://www.cu.edu/psc/policies).

## Introducing Will James

The Procurement Service Center (PSC) is pleased to announce the appointment of Will James as Manager of Purchasing Services. A seasoned purchasing manager, Will has a solid combination of public and private sector procurement experience. He is a strong negotiator and has successfully developed and managed highly effective purchasing teams within the power utility, telecommunication, and defense industries. Will graduated in 1993 with a Bachelor of Science from Regis University, majoring in International Business.

In his role at the PSC, our new manager will supervise five purchasing agents and the vendoring staff. In addition, he will be directly responsible for the procurement of athletics and moving.

Please join the PSC staff in welcoming Will to the team.