

UNIVERSITY OF WEST GEORGIA PURCHASING MANUAL

PURPOSE

This manual has been developed by the University of West Georgia (UWG) Office of Purchasing Services to provide staff, vendors, students, and the public with an overview of how UWG procures goods and services needed to support the University's mission. It is also a concise reference for locating forms, awarded contracts, training materials, training schedules; determining who to call if you need assistance; and determining the most appropriate method of procurement. In addition, the manual includes an explanation for why we conduct procurement actions the way we do. These are the laws, policies, rules and procedures we must follow. The manual contains links to resources for actual contract lists, training materials, forms, laws, policies, rules, and procedures because those things are subject to change on a fairly frequent basis and the information at the links are the source documents.

MISSION OF PURCHASING SERVICES

The mission of Purchasing Services is to support a vibrant learning environment by delivering high value, efficient and innovative service-oriented procurement and contracting solutions according to State of Georgia law and ethical standards.

GETTING HELP FROM PROCUREMENT AND CONTRACTING STAFF

You can find contact information and general duties of each person in Purchasing Services at [About Us](#) on the Purchasing Web Page. The short version below should point you in the right direction:

Subject

Contact

ePro, Georgia First Marketplace, Catalog Orders, Encumbrance Information	Lisa Elliott (678) 839-6399
Contract Review, Formal Solicitations, Contract Renewals, Contract Performance	Brandie Gresham (678) 839-5075
ePro Special Requests, Cell Phones and Cellular Phone & Data Services	Connie Smith (678) 839-6395
P-Card, Fuel Card, Copier Purchase/Lease/Service, Web Page Links	Jeanna Lambert (678) 839-5536

You may also send an e-mail to; purchase-list@westga.edu if you do not know who to contact for any particular issue. This e-mail address will reach the entire Purchasing staff and the appropriate person will contact you.

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Overview of UWG's Procurement and Contracting Processes and What We Do Not Do

In a nutshell, we purchase all the goods and services needed to operate the university except for Public Works services. Public Works are facilities and grounds related services that are purchased by AEC and Facilities staff under rules established by the Board of Regents, *not* the State Purchasing Division of the Department of Administrative Services (SPD).

We are responsible for administering the Fuel Card and Purchasing Card programs; managing the E-Procurement System, (ePro and Georgia First Marketplace); issuing all Purchase Orders; reviewing all contracts for goods and services; monitoring open encumbrances; completing required State Purchasing and Department of Accounts and Audits reports; conducting all formal competitive solicitations and monitoring or conducting non-competitive selection processes. We do not review employment contracts, agreements to lease or rent UWG facilities or other non-procurement related legal agreements.

Determining the Most Appropriate Source Selection Process

Source selection can be a difficult question but it must be *the primary consideration* when you are spending any type of State Funds or requesting reimbursement from any type of State Funds. State funds include every source of funds in your budget but not funds held by the UWG Foundation.

The procurement methods described below must all comply with the Mandatory Order of Precedence developed by the State to determine the most appropriate source. Except for goods and services that are Public Works or are exempt from the State Purchasing Act ([O.C.G.A.](#)) Section 50-5-1, procurement staff must insure that UWG purchases comply with the Order of Precedence. The order is:

- Tier 1 mandatory statewide contracts;
- Tier 2 existing state entity (UWG) contracts;
- Tier 3 statutory sources, [GEPS Mandatory Procurement List](#) and Georgia Correctional Industries ([GCI](#)); and
- Tier 4 convenience statewide contracts, [GEPS](#) products, piggyback purchases, and open market (UWG selection process).
 - The [Purchasing Chart Summary](#) identifies the various types of Tier 4 source selection processes and the time and process requirements for each. The Summary also includes dollar thresholds associated with competitive and sole source selection processes.

The procurement and payment types and source selection generally work together like this:

- Petty Cash is for convenience and efficiency of very small purchases (less than \$100.00) but chronic use of Petty Cash in violation of the Order of Precedence could result in loss of Petty Cash privileges.
- Reimbursement through The Expense Report Module of PeopleSoft is monitored by the Purchasing Director for all reimbursements over \$100.00. If the Order of Precedence is not

followed the requestor must provide a written explanation. Material violations can be escalated to the VP or President for approval of the reimbursement.

- Check Requests are typically for goods and services that are exempt from the State Purchasing Act. If Accounts Payable (AP) staff receives a check request that is a violation of the Order of Precedence, it is referred to the Director of Purchasing for action and may be escalated to the VP or President for approval of the request.
- P-Card purchases are reviewed by the P-Card Administrator to determine if P-Card rules and the Order of Precedence were followed. If not, card holders receive notice of violation and can lose their P-Cards.
- ePro catalog requisitions in the GA First Marketplace are always on State or Agency contracts and are transmitted directly to the vendor after on-line approval by department management and budget check. All Special ePro requisitions are reviewed and signed by purchasing staff before they are released to the vendor.

Procurement and Payment Methods

- **Petty Cash** – Up to \$100.00
 - [Link to Petty Cash Procedures](#)
 - [Petty Cash Receipt Form](#)
- **Reimbursement** - Through The Expense Report Module of PeopleSoft – up to \$1000.00
 - [Non-Travel Reimbursement Procedure](#)
If a purchase is more than \$100.00 employees must be reimbursed through [PeopleSoft Expense Module](#); and the request must contain a justification for not making the purchase with a P-Card or an ePro Requisition. If the explanation represents a willful disregard for following the required preapproval process, or if similar requests are frequently submitted, the employee responsible for the procurement will be required to provide an explanation to the Director of Purchasing Services, through their Vice President.
- **Check Request** – For specifically allowed purposes
 - Employees may use the [check request form](#) for goods or services that require immediate payment when UWG does not have to sign a contract and it is neither necessary to encumber funds in advance nor competitively select a vendor. Completed, signed Check Requests and required documentation should be sent to Accounts Payable. Payments that qualify for this procedure and associated documentation and limitations currently include the list at http://www.westga.edu/assetsDept/purchasing/CHECK_REQUESTS.docx which is maintained on the Controllers web page.
- **P-Card** – May be used within Transaction Limits and if you are authorized for the Merchant Code of the purchase.

- Rules and training materials are maintained at [P-Card Manual & Training](#) including a summary of purchases that are allowed and not allowed to be purchased with a P-Card.
- Training is required prior to receiving a P-Card and all P-Card holders are required to complete an annual refresher review.
- **ePro** – Georgia First Marketplace Catalog requests and Special Requests for goods or services not in the catalogs or not on Statewide Contract. ePro is the BOR Automated Procurement System that is accessed through the PeopleSoft Financials module [ePro - PeopleSoft Sign in](#)
 - You are required to complete a [Security Request Form](#) and complete training before you use the system. You can find ePro Requestor training resources at [ePro Requester Training](#)
 - You can find ePro Approver training resources at [ePro Approver Training](#)
 - UWG now uses the system to initiate all Purchase Orders.
 - Requestors can place orders directly with all State Contract Catalog vendors that have loaded contract priced catalogs in the system.
 - Requestors are also required to initiate all other procurement requests that require a pre-encumbrance in the ePro system.
 - System benefits include automated approval routing, including specialized approval for Risk Management and IT related purchases.
 - Except for specially designated POs, goods and services ordered in ePro must be received in the ePro system before the vendor's invoice can be paid.

How long does it take

- **Petty Cash** reimbursement is made by the Bursars Office at the Cash Window as soon as you submit the correctly completed and signed request form
 - [Link to Petty Cash Procedures](#)
 - [Petty Cash Receipt Form](#)
- **Non-Travel Reimbursement through the Expense Report Module of PeopleSoft** is initiated once the Controller's Office receives the signed electronic on-line approval. Reimbursement is dependent upon valid budget check and normally processes within five (5) business days.
 - If purchase is more than \$100.00 and does not contain a justification for not making the purchase with a P-Card or an ePro Requisition or the explanation represents a willful disregard for following the required preapproval process, or if similar requests are frequently submitted, the employee responsible for the procurement will be required to provide an explanation to the Director of Purchasing Service. Depending on the nature and severity of the violation(s) the reimbursement approval may be elevated to their Vice President or the President. Approval, if granted, in these cases could take months.

- A **[Check Request](#)** for goods or services that are included on the **[Check Request List](#)** are normally processed for payment within (5) five business days following successful budget validation and vendor profile verification. If the Check Request is for something that is not on the list, the employee responsible for the procurement will be required to provide an explanation to the Director of Purchasing Service. Depending on the nature and severity of the violation(s) the reimbursement approval may be elevated to their Vice President or the President. Approval, if granted, in these cases could take months.
- **P-Card transactions** documentation must be submitted to the P-Card Administrator in Purchasing Services within 10 days of the close of the billing period and receipt of your statement each month in accordance with P-Card rules. Currently, the billing cycle ends on the 4th of the month and statements are usually received by the 9th. The P-Card Administrator sends an e-mail to Card Holders each month identifying the latest date documentation must be submitted, usually around the 20th. Late submittals result in a minor violation for the Card Holder
- **ePro – Georgia First Marketplace Catalog Purchase orders** are transmitted to vendors electronically as soon as they are approved by your department management on-line and they are budget checked. If you are spending funds budgeted under another department the management of that department will also need to approve the purchase on-line before it is budget checked and transmitted to the vendor. You can check the approval status of your order in the ePro system any time after you submit it. Purchasing staff do not review these orders before they are sent to the vendor.
- **ePro Special Requests** for goods or services not in the catalogs, including non-catalog goods or services on Statewide Contract must be manually entered in ePro, approved by your department management, any department with funds included in the request and if applicable, special category approvers such as Risk Management, IT and Asset Management before they are routed to the purchasing work list to be reviewed. This process can take from hours to several months depending on the accuracy and completeness of the information provided, speed of review and approval by the reviewers that have to look at the request and the cost and complexity of the goods and or services requested.

How to Initiate a Procurement or Contractual Action

The procurement and payment methods described above all have unique processes described under the procurement and payment method sections above. However, the first consideration in every procurement or contracting action subject to the State Purchasing Act must be to determine if the action complies with the Mandatory Order of Precedence. If you have any doubt you should contact the purchasing department and get a determination of how the procurement should be made.

The initiation process is straight forward for most goods. However, purchasing services or a combination of goods and services usually requires UWG and the vendor to sign a contract or agreement.

Beginning in 2014 you will be required to initiate a contract through UWG's Contract Tracking System at UWG Contract Request. This link opens an electronic form that requires you to enter your name and e-mail address, department name, contract name, fiscal year contract begins, estimated contract amount, funding source (from a pick list, state, auxiliary, grant, etc), type of contract from a pick list and agree that you are responsible for providing a sufficient statement of work. You should also include any and all other information on the form that you know to be accurate. In addition, you should attach (via the form's browse function) the statement of work, draft vendor agreement or any other document that will be required by the Contract Administrator to evaluate the request, initiate the contract review or develop a solicitation.

In addition to submitting the UWG Contract Request you are required to initiate an encumbrance to cover the cost of the contract, if any. This can be in the form of a P-Card payment if appropriate, a Check Request if the work is exempt from the State Purchasing Act, or an ePro Special Request. The encumbrance should be initiated as soon in the budget year as feasible to allow time for competitive selection and or contract review and to insure that funds are available to pay for the work or deliverables requested in the contract.

Writing a Statement of Work

A Statement of Work (SOW) is a crucial document that should define the context, objective, scope, deliverables, timelines and budget of the work that is the subject of the contract. The SOW is written during the project initiation phase and may be refined during solicitation development, solicitation, or contract formation. Depending on the size and complexity of the work, and your knowledge of the subject matter, you may need to meet with stakeholders in order to refine the SOW prior to submitting your Contract Request.

Development and approval of a complete accurate SOW is the responsibility of the requesting Project Manager, not the Contract Administrator although the SOW is frequently refined during the solicitation process. A well thought out SOW generally contains the following elements:

Introduction and Background

Provides a short overview on the purpose of the project, its background, its scope and sometimes a high-level project plan. This section is very valuable for helping procurement staff and prospective Contractors understand the context of your requirement.

Objectives

Describes the overall goal of the solicitation. For example; "The Objective of this solicitation is to provide the basis to award an annual contract for the purchase of athletic apparel, equipment, supplies and footwear".

Scope and Tasks

Details the scope that you identified in the Introduction of the SOW. In this section, describe the work that will be done including any known tasks. Also, if appropriate, explain what will not be done or what will be done by the University. This is especially useful to avoid confusion. The Scope section is one of the most important sections of the SOW. Therefore, be very specific when writing it.

Deliverables/Timeline

A list of the deliverables to be produced including goods, services, reports, milestones and timelines. Describe each deliverable in an unambiguous manner so that it is understood by both the University and Contractor responsible for it.

Budget/Cost Schedule

Provide an estimate of the cost of the work if possible and include any cost elements that will need to be identified, evaluated, verified or tracked so the Contract Officer can make sure they are addressed in the solicitation and agreement. This information will be used by the Contract Administrator to develop a cost proposal form for the solicitation. To the extent possible, provide a firm quantity or best estimate of the quantity required for each cost element. If the solicitation is a Request for Quotes (RFQ), any firm quantities included in the solicitation will be the quantities used to evaluate the bidder's response.

Entering Into a Contract That Was Initiated By a Vendor

The majority of contracts (agreements) UWG signs or otherwise authorizes are initiated by the Contractor (vendor). Typical examples include content licenses, software agreements, service agreements, maintenance agreements, artist agreements, rider's, proposals, quotes, estimates, terms of use, sales orders, acknowledgements, software licenses, license agreements, engagements, lodging agreements, revenue agreements, letters of intent and statements of work. Contracts can be in writing, on-line (such as clicking a button that confirms agreement) or verbal. In nearly all cases the vendor's document or on-line terms contain language that UWG cannot agree to. You cannot enter into a contract unless you are specifically authorized to do so in the University's "[Delegation of Authority](#)" matrix. **If you enter into a contract without proper authorization you are personally liable for the cost and even worse, you are personally liable for any legal expenses related to contract enforcement or disputes.** You can review the University's Delegation of Authority matrix at the link above.

Always enter your request to initiate a contract or to have a contract reviewed at UWG Contract Request. Employment contracts and agreements to lease or rent UWG facilities are exceptions and should be sent directly to University Counsel and Auxiliary Services respectively. When in doubt submit the agreement so Purchasing and Contracting staff can review it.

Contract Administration and Project Management, Who Does What

The work of requesting department and procurement staff is not complete when the contract has been executed and recorded in the University's records. A continuing effort is needed to ensure that the contract is properly administered so that the University receives the required commodity or service. The goal of contract administration is to ensure that the contract is performed and the responsibilities of both parties are properly discharged. Effective contract administration presents a continuing opportunity to minimize or eliminate problems, claims, and disputes. To achieve this, the Contract Administrator (CA) and the Project Manager (PM) are jointly responsible for overseeing, monitoring, and providing technical guidance to the contractor so as to ensure that the project is completed according to the technical, legal, and operational terms of the contract.

In general, the PM is responsible for; establishing, approving and modifying the Statement of Work (SOW); monitoring Contractor performance in accordance with the SOW, reviewing and approving Deliverables, reviewing and approving invoices, completing contract performance reports, notifying the CA whenever the Contractor is not performing as required in the SOW, working with the Contractor and CA to resolve performance and invoice issues, and notifying the CA when the Contract work is complete and the contract should be closed. The CA is responsible for insuring that administrative documentation such as performance reports, insurance certificates, renewals, bonds, and notices are current and maintained in the contract file. The CA and PM work as a team to resolve issues except that the PM always acts as the subject matter or technical expert regarding acceptance of deliverables or performance of the work.

Please refer to UWG's Guide to Contract Administration for a complete reference to Contract Administration and Project Management at [Contract Administration Guide link to be added.](#)

Completing the Cycle, Receiving, Returns, and Delivery and Performance Issues

After goods have been received the requestor is responsible for documenting receipt. If the items were ordered in ePro on an individual item basis and are not assets they must be received in ePro. If deliverables are of a qualitative nature the requestor must document acceptance of the deliverables and transmit that documentation to Accounts Payable.

Receipt in ePro, signing an invoice or otherwise documenting receipt of goods or services without a note or comment that the good or service did not meet expectations in some way is considered to be receipt and acceptance for purposes of payment. As mentioned in the Contract Administration Guide, goods or services that do not meet expectations of the requestor must be brought to the attention of the vendor and the Contract Administrator as soon as they are known.

For goods that must be returned, you must always follow the return policy of the vendor that supplied the goods or, when applicable, the return procedures in contract.

What Laws And Rules Do We Have To Follow?

- Georgia, O.C.G.A., Section 50-5-50 through Section 50-5-81.
- The Georgia Procurement Manual (GPM)
- BOR Purchasing Policy 7.7
- BOR Contracts Policy 7.9
- BOR Business Procedures Manual, Section 3.0 Purchasing and Contracts
- Technology Procurement Rules
- Rules and Procedures specific to State P-Card and Fuel Card Programs.
- Grant and Federal Fund Requirements
- UWG specific requirements

- **The laws that govern State purchases** are in O.C.G.A., Section 50-5-50 through Section 50-5-81.
[Official Code of Georgia Annotated](#)
 - BOR is specifically exempt from certain provisions of O.C.G.A., Section 50 pertaining to Construction and Public Works projects.

- **The Georgia Procurement Manual** ([GPM](#)) provides operational and administrative rules derived from the laws set forth by Georgia Code. The rules are an authorized legal extension, bearing the same weight, significance and effect as Georgia law.

- **BOR General Policy 7.7.1** - The USG shall utilize the sources of the Georgia Department of Administrative Services (DOAS) rather than establish a separate control purchasing office.
 - The same regulations shall apply to purchases from funds to which the USG has title.

- **BOR Contracting Authority Policy 7.9.1** - Except for the contracts that are reserved to the Board or Chancellor by the Policy Manual, all contracts necessary for the daily operation of the institution and all contracts for goods and services not regulated by the Georgia Department of Administrative Services can be executed by the head of each institution or his/her designee. This limited delegation of contracting authority to the executive head of each institution or his/her designee is in addition to all other delegations contained in the Policy Manual.

- **BOR Construction Contracts Policy 7.9.2**
 - BOR is specifically exempt from certain provisions of O.C.G.A., Section 50 pertaining to Construction and Public Works projects.
 - BOR procedures pertaining to Construction, Public Works and Real-estate include planning, acquisition, leasing, improvements, and maintenance are maintained on the BOR Policy web page.

- **BOR Business Procedures Manual, Section 3.0 Purchasing and Contracts**
 The University System of Georgia (USG) operates in a complex purchasing environment. It is governed by laws of the state of Georgia; policies of the Board of Regents; regulations of the state Department of Administrative Services (DOAS); regulations of the Georgia Technology Authority (GTA) for information & communications technology commodities; and regulations of the Office of Treasury and Fiscal Services (OTFS) for banking services.

- **Technology Procurement**

Authority for processing technology procurements is assigned to the Georgia Technology Authority (GTA) through the Official Code of the Georgia Assembly (O.C.G.A § 50-25). In the same chapter (O.C.G.A § 50-25-1), the USG is specified as being exempt from this legislation. The establishment of the GTA intersected with the authority of the Department of Administrative Services (DOAS), which resulted in a memorandum of understanding between the GTA, DOAS, and the USG in 2007 granting delegated authority, with some constraints, for technology procurements to the USG Vice Chancellor and Chief Information Officer (VC/CIO).

EDP approval is now done within the ePro application. Contact ITS for specific instructions for a single purchase action over \$250,000 or any software that interfaces directly with Banner, PeopleSoft, CourseDen or other major systems.

Please note: iPads/tablets, laptops and computers can NOT be purchased with the P-Card.

- **Rules and Procedures specific to State P-Card Programs.**

[P-Card Manual](#)

[P-Card Training PowerPoint](#)

- **Rules and Procedures specific to State Fuel Card Programs.**

[State Standards & Guidelines](#)

- **Grant and Federal Fund Requirements** for source selection/sub awards and allowable costs

Grant funds typically come with conditions that define allowable costs and source selection criteria for supplies, equipment and sub grantee expenditures.

Please consult the [Office of Research and Sponsored Projects](#) with any issues related to Grant expenditures.

- **UWG specific rules and requirements** not addressed above

Agency agreements - Requirements are specific to each agreement. Agreements can be accessed at [Fortis Web](#).

Consultant Services agreements - [Authorization or Employment of Consultants](#)

Non-travel reimbursements – See Page #4 above

Petty Cash– See Page #4 above

Check Requests – See Page #4 above

[Delegation of Authority](#) – Matrix

- **Code of Ethics for Procurement**

The National Institute of Governmental Procurement ([NIGP](#)) believes, and makes it a condition of membership, that the following ethical principles should govern the conduct of every person employed by a public sector procurement or materials management organization:

Believes in the dignity and worth of the service rendered by the organization, and the societal responsibilities assumed as a trusted public servant.

Is governed by the highest ideals of honor and integrity in all public and personal relationships in order to merit the respect and inspire the confidence of the organization and the public being served.

Believes that personal aggrandizement or personal profit obtained through misuse of public or personal relationships is dishonest and not tolerable.

Identifies and eliminates participation of any individual in operational situations where a conflict of interest may be involved.

Believes that members of the Institute and its staff should at no time, or under any circumstances, accept directly or indirectly, gifts, gratuities, or other things of value from suppliers, which might influence or appear to influence purchasing decisions.

Keeps the governmental organization informed, through appropriate channels, on problems and progress of applicable operations by emphasizing the importance of the facts.

Seeks or dispenses no personal favors. Handles each administrative problem objectively and empathetically, without discrimination.

- **Request For Informal Quote Process – [Quote Form](#)**
 - Fill in the Requestor Information section
 - Add a complete description of all goods and or services you need to be quoted
 - Include minimum experience, additional description, Statement of Work, drawings, terms, and insurance requirements as appropriate.
 - *E-mail the same request to all bidders*
 - Complete Requestor Information
 - It is very important to include your complete contact information so prospective bidders can contact you if they need a clarification and that you give prospective bidders enough time to complete and return a quote
 - Quote Form – Price Schedule
 - It is also very important to include a complete description of the product or service you need including the quantity and delivery requirements.
 - If requesting a service or non-standard goods it is a good practice to require documentation of past experience
 - Always attach additional instructions, drawings, specification, etc. if bidders will need the information to give you a complete and accurate quote
 - If requesting a service or installation include insurance requirements recommended by Risk Management
 - What NOT to do
 - Do not fail to include critical delivery lead time requirements
 - Do not fail to include special handling, installation, training requirements or additional instructions when needed
 - Do not fail to include actual or estimated quantities
 - Do not include unreasonable minimum experience requirements
 - Normally not an issue for off the shelf goods or simple services

- Do not fail to include insurance requirements if we will need to require proof of insurance from the successful bidder
- DO NOT GIVE ONE BIDDER INFORMATION OR AGREE TO CHANGE THE REQUIREMENTS FOR ANY PROSPECTIVE BIDDER UNLESS YOU MAKE THE SAME INFORMATION AVAILABLE TO ALL BIDDERS!!!
- Do Not use information or requirements not included in your request for quotes as a basis for making an award recommendation
- Do Not disclose information of pricing received in quotes to anyone, especially competitors, until after an award is made and a PO issued or a Contract is signed.
- Do not tell a bidder they have received an award until the quotes have been reviewed and accepted by Purchasing Department staff.
- **Award of Informal Quote Process**
 - Upon receipt of quotes compile a tabulation sheet
 - You may use the tabulation sheet on the Request for Informal Quotes form or develop your own spreadsheet as long as it contains all the required information
 - You may request additional information or clarification from bidders if you need it to evaluate their response as long as you do not allow them to materially alter their quotes
 - Examples of this might be to request additional documentation of experience or qualifications or documentation of their ability to meet quoted lead times
 - Always contact Purchasing staff first if in doubt about an acceptable quote or an appropriate request for clarification or additional information
 - When contacted by bidders concerning the status of the award, prior to issuance of the PO or contract, tell them “the responses are under evaluation”. You may give them an estimated time for award if you know it or you may refer them to Purchasing Staff if you have already submitted an ePro request with all the quote documents.
 - When the quote and tabulation are complete, enter an ePro request and attach all the quotes received along with the tabulation sheet. Documentation may be attached by request line or to the request as a whole. If you have difficulties attaching the documents contact Shelly Parker for assistance.
- **Getting Help from Procurement and Contracting Staff**
 - You can find current contact information and duties at [About Us](#) on the Purchasing Web Page.
 - You may also send an e-mail to; purchase-list@westga.edu if you do not know who to contact for any particular issue. This e-mail address will reach the entire Purchasing staff and the appropriate person will contact you.