E-Procurement
SOP# 110

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor

STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that the Back Office staff use to order items via the state E-Procurement system. This computer application is used to order a wide range of items and services, from office supplies to safety equipment. In many cases, electronic catalogs from companies on state contract may be used to select items. Only authorized office staff may use this system to place orders. Orders are placed on an as-needed basis, approved for the bureau by the Office Manager and forwarded in the system to NCDOL Purchasing for final approval and handling. This procedure has the following goals:

- Use a state sanctioned system for placing orders;
- Order items in a timely manner.

1.2. Scope

This SOP discusses the circumstances that lead to use of the E-Procurement system and provides an overview of steps needed to place orders.   It is not intended to replace any E-Procurement user guides provided by the state. Two cases of usage are described:

- Obtaining authorization to use the system
- Ordering items

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

1.3.1.   N/A

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Back Office staff	• Use the E-Procurement system to place orders.
Office Manager	• Review and approve orders
NCDOL Purchasing	• Review, approve and handle orders • Create new E-Procurement users.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

Case 1 – Obtaining Authorization to Use the System

4.1. Trigger

This procedure is triggered when there is a need to give an office staff person authorization to use the E-Procurement system.

4.2. Primary Procedure

4.2.1.   Office Manager calls NCDOL Purchasing and requests a new user

4.2.2.   Office Manager provides name, position and other information as requested

4.2.3.   NCDOL Purchasing provides the new user with access

4.2.3.1.   Note: New user uses NCID login information

4.2.4.   New user uses E-Procurement online training to gain familiarity with the system, or attends E-Procurement Training externally.

4.2.5.   End of procedure

Case 2 – Ordering items

4.3. Trigger

This procedure is triggered when there is a need to place an order for one or more items or services.

4.4. Primary Procedure – Order Supplies

4.4.1.   User signs on to the E-Procurement system

4.4.2.   User searches for suppliers, supplies or services

4.4.3.   User calls company that supplies the items or services

4.4.4.   User requests a quote

4.4.5.   Company sends a quote

4.4.6.   User builds an order in E-Procurement based on the quote

4.4.6.1.   User enters item number, description, amount, price, etc. for each item

4.4.7. User reviews the order for correctness

4.4.8. User attaches quote electronically to the order

4.4.9. User submits the order

4.4.10. Office Manager approves the order for the bureau

4.4.10.1.   If Office Manager denies the order, the Bureau Staff member corrects or cancels the order

4.4.11. System forwards the order to NCDOL Purchasing for approval and handling

4.4.12. End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

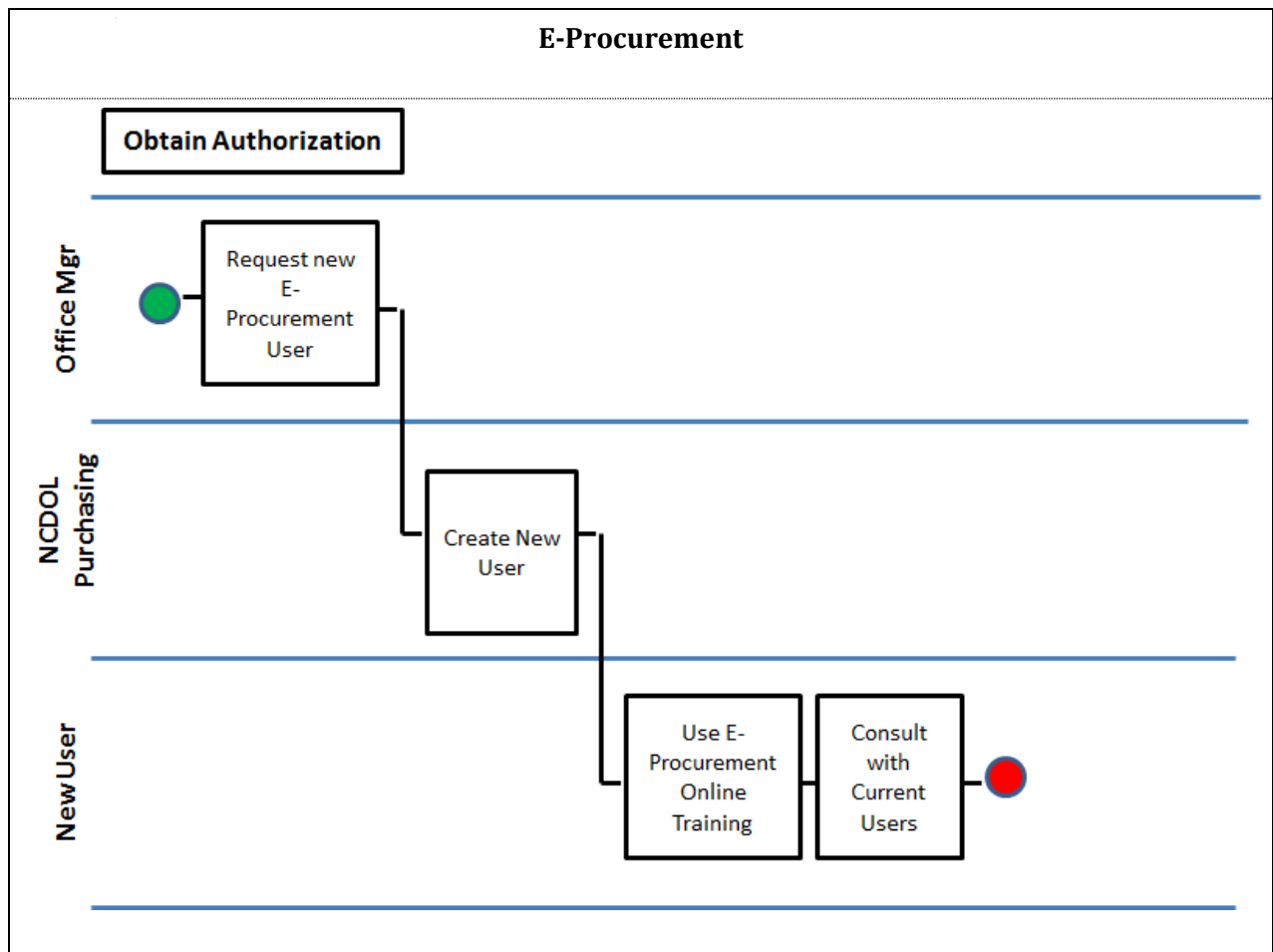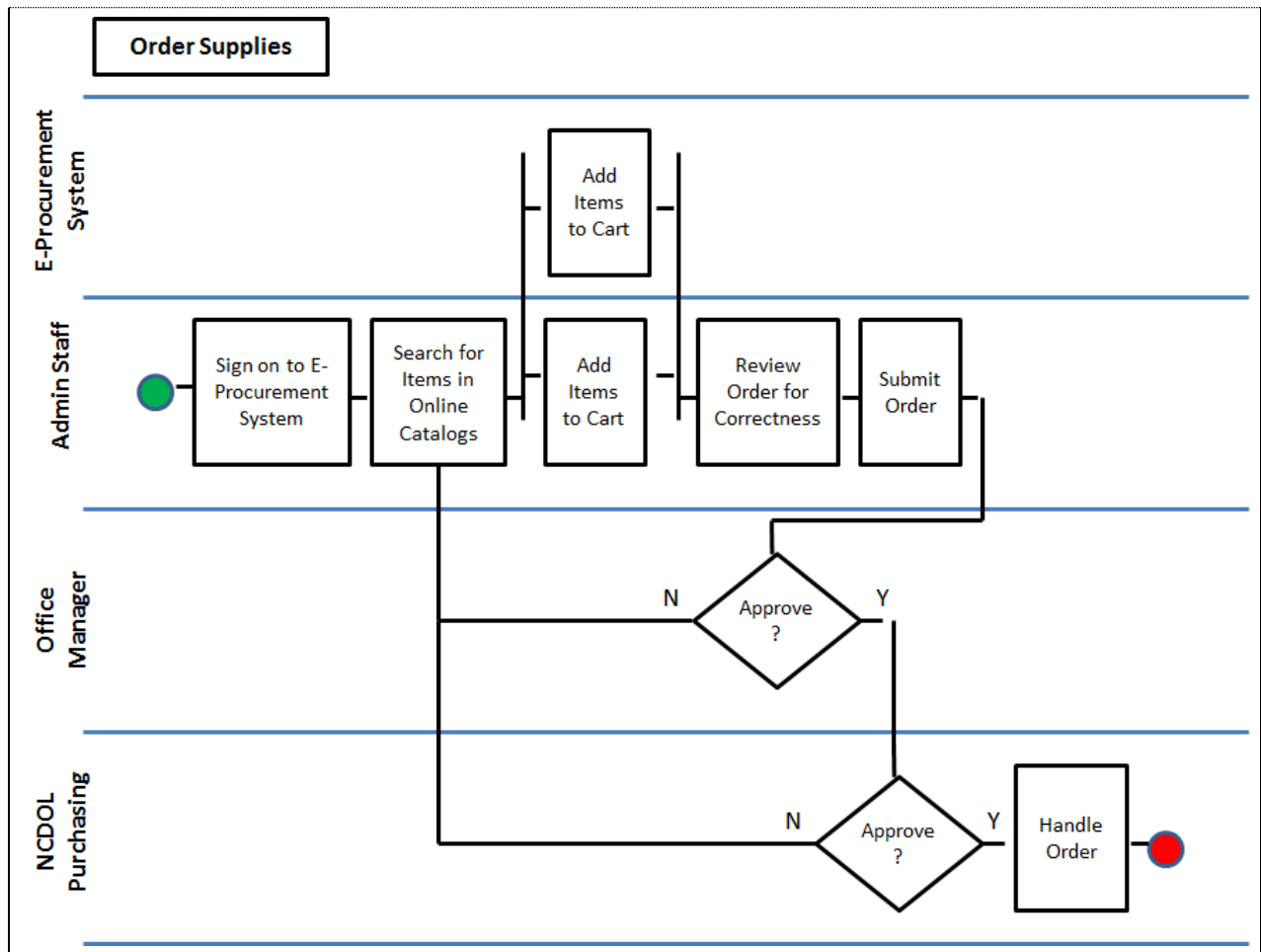| Customer	Requirements
NCDOL Purchasing	Orders are correct.
Vendors	Orders are correct.

6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

6.2.1. A record of orders is maintained in an archive file in the E-Procurement system.

6.2.2. Purchase requisitions are printed and archived in an office file cabinet filed by vendor name

E-Procurement

Obtain Authorization

Office Mgr

● Request new E-Procurement User

NCDOL Purchasing

Create New User

New User

Use E-Procurement Online Training → Consult with Current Users ●

Order Supplies

| E-Procurement System | Admin Staff | Office Manager | NCDOL Purchasing |

Flow (Admin Staff lane): Sign on to E-Procurement System → Search for Items in Online Catalogs → Add Items to Cart → Review Order for Correctness → Submit Order

E-Procurement System lane: Add Items to Cart

Office Manager lane: Approve? (N / Y)

NCDOL Purchasing lane: Approve? (N / Y) → Handle Order

7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.