

# How to interact with the Shared Transaction Centre

## Requesting Goods and Services

If you are requesting the purchase of goods and services you should send an email directly to STC and attach your local purchasing form. Our email request is: [stc@auckland.ac.nz](mailto:stc@auckland.ac.nz).

STC opening hours are from 8:30-5pm. (Staff are rostered on from 7am – 6pm)

Email requests may also be sent through to [stc@auckland.ac.nz](mailto:stc@auckland.ac.nz)

The minimum data sets we require in order to fulfil your request are the:

- Types of goods or service
- Cost Centre code (the department that the goods and services will be charged to)
- Project code (if applicable)
- Quantity
- Delivery point – address to which the goods or services are to be delivered
- Vendor name and number if known
- Date the goods or services are required by and
- Any quotes or supporting documentation e.g. CEA Forms

The STC staff will create a requisition in People Soft Financials and send through Purchase Order details on completion. STC staff will process all change order requests.

The turn around times for standard requests are 2-3 working days (upon receipt of the minimum data sets required).

To help us help you please use the following in your subject heading:

- Standard Request to Purchase
- Urgent Request to Purchase
- Invoice to be Paid
- Urgent Invoice to be Paid
- Vendor to be set up
- Urgent Vendor to be set up
- Cancel/Change Goods and Services

## Travel related purchases

Once you have booked flights and accommodation via APX, send the final confirmed quotation through to [stc@auckland.ac.nz](mailto:stc@auckland.ac.nz).

The minimum data sets we require in order to fulfil your request are the:

- Cost Centre code (the department that the goods and services will be charged to)
- Appropriate approvals. E.g. email approval from the Dean to fly business class if eligible

STC will then create the requisition in People Soft Financials.

The STC staff will create the requisition in People Soft Financials and send through Purchase Order details on completion.

The turn-around time for all travel requests is 2-4 hours (upon receipt of the minimum data sets required).

## Urgent Requests

If you have an urgent request, you will need to provide the same data set as described above. Please ensure that your email subject heading contains the word 'Urgent' so that the STC staff can process your request.

- The definition of an urgent request is: *something that is time-bound beyond your control; or a good/service that without being delivered on time will have an adverse impact on the Faculty/Service Division/University.*

Urgent requests are processed within the same working day (upon receipt of the minimum data sets required).

## Watch list

- If you have any concerns regarding non-compliant purchases or funds availability checks, you should contact your Faculty Finance team who will send through details that will be placed on the STC Watchlist. The Watchlist is a service the STC provide as a process control to minimise non compliance.

## Goods Receipting

- Goods Receipting in People Soft Financials will be carried out by Faculty staff that physically receive the goods, or upon authorisation, a packing slip will be scanned to STC to goods receipt in the system.
- Goods must be receipted in People Soft Financials within 24 hours.

## Specialist Purchases

- Workshop Technicians will continue to use PS F for purchasing
- Lab and Research to continue to purchase specialized goods.
- Consignment goods will be checked by staff in the Faculty before sending to STC for payment

## Invoicing

All invoices will be processed by the STC

If you receive a physical invoice you can either send through the hard copy to the STC

Level 5, 49 Symonds St, Auckland via Customised Deliveries

Or scan a copy through to [stc@auckland.ac.nz](mailto:stc@auckland.ac.nz)

Non PO related invoices need to have the 'charge code' details on it for processing.

- Non PO exceptions will be agreed individually with Faculty Finance as part of transition with a view to 100% PO's in 2015.

## Specialist Purchasing

The following staff will retain their People Soft Financials access for purchasing of specialist goods.

- Nick Warner - SBS
- Keith Richards - SBS
- Tasdeeq Mohammed - SCS
- Tim Layt - SCS
- Technical Manager – Environment
- Technical Manager – Physics
- Adam Dooley – SES
- Steve Warrington – Technical Services

## Feedback Channel

Contact our Team Leader Dorothy Chung - [d.chung@auckland.ac.nz](mailto:d.chung@auckland.ac.nz)

Or Brenda Aitken – Business Analyst - [b.aitken@auckland.ac.nz](mailto:b.aitken@auckland.ac.nz)

All escalations go through to STC Establishment Manager - [t.gagamoe@auckland.ac.nz](mailto:t.gagamoe@auckland.ac.nz)