



EPIC

Your Campus EPIC Contacts

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EPIC Support Now Available Through UITS

Starting September 9, the UITS Support Center began offering support for the EPIC system. Users should call 317-274-4357 option 2 (IUPUI) or 812-855-6789 option 4 (IUB and All Regional Campuses) for assistance with EPIC problems. The support desks are open weekdays from 7:00 am to 5:00 pm EST.

This change will:

- make EPIC support consistent with the support structure for other mission critical applications.
- provide faster responses to common problems.
- improve tracking of complex problems.

Answers to many questions can also be found by searching the IU Knowledgebase at <http://kb.iu.edu/>. Feel free to continue to contact your campus Purchasing Department for questions about Purchasing policies and procedures.

Source: Patrick Hastings

Subscribe to the EPIC Listserv

To receive updated information and announcements about EPIC, you can subscribe to the listserv by:

- Sending an e-mail to: listserv@indiana.edu
- Place "subscribe EPIC-L" in the body of the message (no subject)

Upcoming Training Opportunities

Vendor Entry Training

Bloomington

November 20

9:30 a.m. to 11:30 a.m.

Poplars building, Rm. W183

[Register Now](#)



An Introduction to EPIC

Indianapolis

November 13

9 a.m. to 12 p.m.

Union building, Rm. 544

[Register Now](#)

Bloomington

November 13

9 a.m. to 11 a.m.

Poplars building, Rm. W183

[Register Now](#)

Purchasing Identifies Most Cost-Efficient Vendors

Currently, there are more than 107,000 vendors listed in the EPIC system. That's one vendor for every student enrolled at Indiana University (including each of the eight campuses). Searching for an item in EPIC is a little like trying to find toothpicks at Target – the item exists in there somewhere, but it's anyone's guess as to where.

When we can't find an item in EPIC, many times our first reaction is to simply drive to the local big-box store and purchase it with a pCard. Why not? You'll get exactly what you want and you won't have to wait for it.

Upon failing to locate an item in EPIC, more advanced users might add a new vendor. Can't find rewritable CDs? Why not add the computer store down the street? You know they sell rewritable CDs there.

The simple fact is that with 107,000 vendors, more than likely at least one company in EPIC sells the item you've got your eye on.

The Purchasing Department understands the frustrations that faculty and staff face when trying to find items. As a result, Purchasing works hard to identify commonly purchased goods and

negotiate contracts with companies who sell those goods. These contracts ensure that IU faculty and staff have access to the best products at the lowest prices possible. You can find these vendors by clicking on the Shop Contracts (preferred vendor) link in the EPIC portal within Onestart.

If after browsing Shop Contracts you still can't find the item you need, your local purchasing representative will be happy to point you in the right direction. You can find the phone numbers for each campus on [page one](#) of this newsletter.

Here are just a few of the advantages to purchasing goods from contracted vendors

Price:

IU not only buys goods for eight campuses throughout the state of Indiana, but the University also belongs to several purchasing consortia, including consortia for both college campuses and health organizations. IU's purchasing power is incredibly strong.

Quality:

Our contracted vendors carry name-brand products that are known in their industry for being best-in-class.

Sustainability:

Many of our vendors go out of their way to manufacture products using recycled materials. Moreover, some items, like furniture, are built to last much longer than anything that can be found in a big-box store. By using contracted vendors, you help reduce IU's carbon footprint.

Service:

Many products purchased on contract come with multiple-year warranties. If you ever have a problem with an item purchased from a contracted vendor, more often than not, Purchasing will be able to connect you with a customer-service representative who can fix the problem at no charge.

Standards:

The University has extensive furniture policy requirements. All furniture available through contracts is in compliance with the standards set by the University Architect's Office (UAO).

Freight/Shipping Costs Included:

Sure, you might find the item cheaper somewhere else, but what will the product cost after shipping? Some of our contracted vendors waive these costs.

Cost Protection:

A number of contracts have price-escalation clauses, meaning that IU has negotiated that the vendor not raise prices for a set period of time or by more than a small percent each year.

Efficiency:

Over its lifecycle, writing a check can cost as much as \$50 if you take into consideration the time value of each person who touches the check. Conversely, electronic processing through Shop Contracts catalogues costs as little as 50 cents.

Sensitive Vendor Data Guide

(print and retain this guide for your records)

The purchasing process exposes many of us to sensitive data, particularly when a vendor is added or updated in EPIC. It is important that staff and faculty take the proper precautions when handling this data.

Forms That Contain Sensitive Data

Two forms are included in the Vendor Information Packet (VIP).

- W-9 or W-8BEN - collects tax numbers for United States and foreign vendors, respectively.
- Authorization Agreement for Direct Deposit (ACH) – this form collects banking information.

A third form is used when payments are sent to a non-United States bank.

- International Wire Transfer Form – this form also contains banking information

How Forms Should be Sent and Received

Instruct vendors to return completed forms via mail or fax. Completed forms should never be sent via e-mail. If a fax machine is used, it should not be in a public location. After you add the vendor information to EPIC, fax the forms (with cover letter) to the proper location, as referenced in the chart below.

Vendor Type	Document Type	Campus	Fax Number
Purchase Order	W-9 or W-8BEN and Vendor Information Packet	All	812.855.7839
Disbursement Voucher	W-9 or W-8BEN	BL, EA*, SB*, SE	812.856.4452
Disbursement Voucher	W-9 or W-8BEN	CO, IN, KO*, NW	317.274.3036
All Types	ACH Authorization	BL, KO*, NW, SE	812.856.4452
All Types	ACH Authorization	CO, EA*, IN, SB*	317.274.3036
All Types	International Wire Transfer	BL, EA, CO, KO, NW, SB, SE	812.856.4452
All Types	International Wire Transfer	IN	317.274.3036

*On these campuses, if the W-9/W-8BEN and the ACH Authorization are faxed together, it is okay to send both forms to one location (it does not matter which location).

Process for Permanently Destroying Information

There is no need to keep these forms after they have been faxed to the proper location. Shred all paper documents.

Again, *do not send or receive completed forms via e-mail*. Sensitive vendor data should never be stored on your computer for any reason.

Where to Find Vendor Forms

- Go to the EPIC portal in Onestart
- Select the “Services” tab
- Select the “Administrative Systems” link on the left
- Select the “EPIC” link on the left
- Select the “Forms” tab

Each form includes complete directions for completing and submitting the information.

Source: Ethan Ax, Marilyn Kisters, Charlie Sinex