**TechMart Frequently Asked Questions (FAQ)**

**What is TechMart?**
TechMart is Caltech’s web based e-Procurement solution designed specifically for a higher-ed environment. It is the Institute’s official requisitioning tool. It features:
- One-stop shopping experience
- Wide range of suppliers and products from which to compare and choose
- “Amazon.com” like ease of ordering
- Reduced material costs through pre-negotiated pricing
- Reduced paper process

**How do I sign up for TechMart?**
To gain access to TechMart, you will need to fill out the TechMart Security Access Form [http://procurement.caltech.edu/documents/55-techmart_access_form.pdf](http://procurement.caltech.edu/documents/55-techmart_access_form.pdf).

You can also sign up for TechMart Training by emailing TechMartHelp@caltech.edu.

**What suppliers are in TechMart?**
All of the Suppliers available in Oracle are available in TechMart. Of the current Suppliers, some have elected to participate as Hosted Catalog Suppliers by providing us with electronic data for comparison shopping. Additionally, some have chosen to participate as Punchout Catalog Suppliers by providing us with a Caltech link to their catalog that will interface directly back into TechMart. All other Suppliers are available as Non-catalog Suppliers.

**Can I still use a Supplier who isn’t a catalog Supplier?**
Yes. All requisitions will be initiated in TechMart. If your item or Supplier is not in a catalog, you can process a Non-catalog Form.

**Do we still have Payment Requests and should I do them in TechMart?**
Our Payment Request process has not changed. Refer to the Payment Request Usage list. If your request falls into one of the categories on the list, process a paper Payment Request.

**Do I have to use TechMart?**
If your job requires that you make purchases through the use of Purchase Orders, then yes you will need to use TechMart. Paper Requisitions or Oracle E-Reqs will no longer be accepted once TechMart is available.

**How do TechMart orders get paid?**
Our payment process has not changed. All TechMart Purchase Orders are imported into Oracle nightly. Payment Services will continue to match against those orders following the same rules that are currently in effect.

**Can I still use my P-Card?**
Technologically advanced suppliers are understandably and appropriately passing along deeper discounts to customers who institute electronic ordering processes which reduce the suppliers staffing and other administrative costs associated with order processing. When compare to P-Card purchasing the potential saving is further magnified by the elimination of the 2-3% merchant fee the supplier pays on each credit card transaction, which in turn is passed through to the sale price.

Accordingly, for items available through Hosted or Punchout Catalogs, TechMart should be the mode of purchase used whenever possible as the negotiated contract pricing is distinctly favorable to that available through P-Card purchase. For items not available through Hosted or Punchout Catalogs, users have the option of purchasing via P-Card or submitting a TechMart Non-Catalog Requisition Form.

**Can I use my P-Card on a TechMart order?**
Not at this time. Caltech is exploring the technical issues involved in integrating payment by P-Card.

**Why would I want to use TechMart when I can call up or go online and use my P-Card directly?**
There are several benefits to using TechMart
- No P-Card reconciliation
- Pre-negotiated prices in TechMart
- TechMart orders are imported into Oracle nightly and encumber vs. monthly for P-Card as an expense
- Use of favorites saves data entry for repetitive orders

**Will Caltech still use Blanket Purchase Orders?**
The advent of TechMart should significantly decrease user dependence on Blanket Orders as a method of purchase. The ability to electronically enter rather than phone in orders will result in greatly increased processing efficiency and correspondent decreased administrative cost in addition to reduced product cost in the case of catalog items. **However**, there will assuredly be circumstances where a blanket order is the most appropriate procurement tool. Purchasing Services will meet with campus users to analyze each of their current blanket orders and identify the mode of purchase most appropriate for the particular circumstance. All current blanket orders will remain in effect through the end of the fiscal year as we complete the TechMart transition.
I get my paper Requisitions approved by my supervisor. How will that work in TechMart?

Requisitions in TechMart are electronically routed for approval with Workflow. Purchasing Services has worked with each division or department to collect their requirements for approval of Requisitions. Based on those requirements, an Approval flow is assigned to each user of TechMart.

What if my Approver is not here?
Since TechMart is web-based, it can be accessed via the web from any location, so Approvers can approve even when they are out of the office. In addition, several Approvers can be named as Financial Approver. Through the Approval cycle, you can choose one of the people on your list. Approvers can also make arrangements to “Assign Substitute” to accommodate a long or planned absence.

Will I still get printed copies of my Purchase Orders?
Purchasing Services will no longer print and return copies of Purchase Orders. Both Requisitions and Purchase Orders can be print from TechMart. So, if there is need for a hard copy, you can print one at any time.

How will I know when my Purchase Order is placed?
If Purchasing Services isn’t sending me copies any more, how will I know when my order has been placed? There are two areas of TechMart that will show the status of your Requisition. One is My Requisitions, which will show all of your Requisitions or the Requisition Search, where you can search for a particular Requisition by number, Supplier, dates, etc. In addition, there are a number of email notification options. You set which types of notification you want to receive in your Profile. One of those options is: PO sent to Supplier.

Sometimes I have attachments, how will that be handled in TechMart?
TechMart has the ability to handle electronic attachments in a variety of formats (see Definitions). If you do not have a scanner, the attachments can be E-Faxed to your assigned Purchasing Agent. Using your regular Fax machine, you send the attachment to your Purchasing Agent. He/she receives it as an email and is able to convert it to a format that can be electronically attached. A copy can also be printed if necessary. A list of the Purchasing Agents E-Fax numbers is included under Resources.

How long will TechMart keep my Requisitions and Purchase Order history?
At this time, there is an unlimited amount of storage space available and all copies will be kept electronically indefinitely. If at some later date, we need to archive, you will be instructed on how to retrieve your historical data.