



FREQUENTLY ASKED QUESTIONS

What should I do if I've got a Procurement related question and don't know who to contact regarding my particular issue? Feel free to contact our Secretary, Joan Boyer (770-590-4524) and she can direct you to the appropriate staff member to meet your need.

I am having difficulty with a particular vendor, I've attempted to resolve, but just can't seem reach a solution. What should I do? Procurement Services is available to assist with any dissatisfaction associated with vendors contracted to do business with CCSD. With nearly 32,000 purchase orders processed annually, it is difficult for us to know which vendors comply and which vendors are not meeting expectations. The *Vendor Performance Form* (found on our website) is a means for schools and user departments to keep us informed of both positive and negative examples of vendor performance. With proper documentation, we are better able to discuss specific details with vendors and hold them accountable for their contractual obligations. Please keep in mind that we also like to hear about vendors that are providing good service to the District and this form is an excellent way to acknowledge positive performance!

Who do I contact to assist with locating a vendor to supply a particular product or perform a specific type of service? Debra Reed manages the CCSD vendor database. She is able to help you locate a vendor based on the type of product or service you need. Debra can be reached at 770-426-3333 OR debra.reed@cobbk12.org

Who should I contact to obtain a Procurement Card? Please print a procurement card application from the Procurement Website and fax to Lisa Waters in the Procurement Department (770-426-3371). You will receive your card and procedure manual within 7-10 business days.

What should I do if my P-Card is lost or stolen? Please notify Bank of America immediately at 1-888-449-2273 that your card is missing (do not cancel). Then inform Lisa Waters in writing that your card has been cancelled and a replacement card will be sent to you.

Who should I contact if I have a question regarding invoices or payments? Please contact Janet Childress with any invoicing or payable questions.

My Purchase Order has been rejected, can't the person who rejects it simply fix the error and approve? The system only allows the originator of the PO to edit & correct any errors. Click on the "edit" key to see why it was rejected in order to make corrections.

Who do I contact for questions on the e-Cobb Purchase Order Entry System? Contact Roy Wilcox with any questions related to the e-Cobb system.

Do I need to contact Procurement for any purchase I make? No, please see the CCSD Purchasing Regulations (at the Procurement Website) to determine when it is necessary to involve purchasing. Please know that we are available to assist with any level purchase, but regulations allow for purchases \$999.99 and under to be made using your best judgment and purchases \$1,000.00 - \$9,999.99 to be made at the local school level requiring you to obtain (2) price quotes to be kept on file for audit purposes.

What do the regulations require for non-competitive purchases? CCSD Purchasing Regulations cite three situations regarding non-competitive purchasing. They are Sole Source, Academic Prerogative, and Emergency. Please visit the regulations for complete definitions, consult your Pocket Purchasing Guide, or call a Procurement staff member if you need assistance in properly applying these alternatives.