

Commonly Asked Questions	Answer
PCard	
Can I use WISBuy if I don't have a pcard?	Yes, all you have to do is have a login and reassign your created cart to an authorized or PCard holder to complete your purchase.
What happens if I exceed my PCard Limit?	There currently is no limit set for your pcard on WISBuy. However, if you do exceed your limit the bank or the approver will cancel the order. The pcard is intended for best judgment purchases (through \$5,000). Purchases made with this card must comply with Department of Administration and agency procurement policies and procedures as stated in the State Procurement Manual, the State Accounting Manual and the agency Purchasing Card User Manual.
When setting up my default pcard on my profile, why does the pcard get a nickname?	A nickname is a way for you to recognize your card and make the shopping experience faster and easier. A nickname can be titled what it is being used for; i.e. "office supplies, IT, Paper." When you have multiple pcards saved, it will assist you in selecting the desired card to make the purchase with.
Can I make a purchase using a purchase order instead of a pcard?	On WISBuy, you can only make purchases with your pcard. If you are currently using a purchase order and don't see your supplier/product on WISBuy; continue to use the same method you are currently using to complete your purchase.
Shopping	
At my agency we have to approve all purchases of IT hardware. Can the system go through the proper approval process?	No. WISBuy does not include automatic workflow processes or approvals. However, this can be accomplished by "Assigning" a cart to another purchaser for review prior to submitting the order. You will create your cart with the items you are going to purchase (i.e. hardware) and then continue the checkout process until you are directed to "assign cart" or "place order." This is where you click on "assign cart" and choose the appropriate person.
Is there a history of my purchase on WISBuy?	Yes, you can see your WISBuy order history under the cart icon on the left-hand side "Shop" and then "My Carts and Orders" and then "View My Orders (Last 90 Days). Click on the Requisition No. and then the "History" tab to view your purchases history.
When I am completing my WISBuy order, where do you edit the cart name so that it is easier to find later on for repeat purchases?	Once you get all the items in your cart, you can view your cart by clicking on the cart icon in the upper right corner and then view my cart. Once completed you can see under the heading "Shopping Cart for (User Name)" with a box below for you to edit the name of the cart. Rename the cart to something more familiar so you can find it easier later on when you are making a repeat order.
Is there a way you can look up	You will be able to see all your orders from different vendors when you

different orders from diff. vendors?	proceed to checkout in your shopping cart.
What if something is on backorder, will you get a notification, or will you have to go look for it?	Depends on the vendor-you will get a WISBuy Order confirmation and what the vendors can provide (in stock, backordered, when should get it, etc.).
What if there is a product recall?	You would need to communicate with the vendor in the case you have a product recall.
Once you place an order, can you edit it if you made a mistake?	Once the order is placed, it goes out right away-in that case contact your supplier directly and to fix it.
Is there a time limit to when you can cancel an order?	As soon as you submit a purchase, it goes straight to the vendor and could potentially be shipped out the same day. You will need to contact the vendor via phone to discuss cancellations.
What if an item is no longer available from a vendor?	You will receive notification from the vendor that the order is no longer available.
Can I place an order and have it shipped to another address?	Yes. You can ship to any address that has been approved and pre-loaded for your business unit. Addresses cannot be manually entered into WISBuy, they must go through the DOA site administrator to be loaded.
When saving a favorite, who is the "description" seen by?	The "description" is for the item and the user who created the favorite and not the vendor.
EQuote	
What is the e-quote icon? (Dell)	Typically with Dell and other IT vendors, you can work with an outside rep on a special configuration which will load a quote onto the quote punch-out. This is tied into this site now, instead of receiving an email, etc. as you have before.
What is an equote?	An eQuote is a tool that enables you to electronically receive and respond to requests for quotations. WISbuy's punch-out sites pricing is considered equotes.
How will I get my equote?	It depends on the vendor.
Reconciliation	
How do I reconcile my pcard statement?	The reconciliation process will not change at this time. Continue to use packing slips/invoices provided by the vendor as supporting documentation for reconciliation.
Catalog	
What's the difference between the hosted catalog, punch-out, and non-catalog vendor?	Hosted Catalog vendors have their catalog content listed on the WISBuy. Punchout Catalog vendors allow the user to access the State of Wisconsin pricing website directly from WISBuy, which provides real time State of Wisconsin contract pricing and product availability. Non-Catalog vendors do not have catalog content listed on WISBuy. The user must input catalog numbers, prices, etc. from a paper or online catalog.
By using this system can I be assured that people are using DOA approved items-stability for end users?	Yes
Will there be icons to assist in	Yes, for those contracts that are uploaded on WISBuy that are linked to

filtering through contracts by supplier class (Work Center, WBE, DVB, Optional Contracts, MRO, etc.)?	a specific supplier class will have an icon. This will assist in filtering your search results.
What should I do if I find an item/product that should be blocked from a supplier, that isn't on WISBuy?	Contact WISBuy Customer Service at: WISBuy@Wisconsin.gov
Search	
Can you search by product number too?	Yes
When using the search functionality on the home page-only goes through the hosted, not punch-out?	Yes, the "Shop at the Top" search function only filters through hosted catalogs. You can do a search in the punchout catalogs by going to the punchout site.
What if I can't find a product/contract on WISBuy?	You will need to go to VendorNet and search within there for the desired product/contract.
When searching for an address, is it easier to search by name or street address?	It is going to filter faster by searching for the street address. For example; if you have 30+ addresses for your agency, if you type in the numbers/street name it will filter and narrow down your search so you can find the address faster. Make sure to save (by clicking on the save button) your completed address for next time.
Communications	
Does a notification come in an email or on WISBuy?	Both, you can use your preferences to set-up receiving notifications via email and/or on WISBuy.
When I create a new user account, how do I know when this is done? Does the Admin need to contact them with log-in info? Can email be automatically sent?	Once you create a new user account, you will be notified of your registration approval via email. This would go to the email that you used to register your account (i.e. Wisconsin.gov email). Your admin will not contact you unless you require specific registration directions. If you are denied registration, you will need to contact your BU Admin to determine why. Otherwise an automated email is sent informing you of your approval /denial.
The notification indicator does not seem to show up unless refreshed or the "notification" button is pressed - is this correct?	Notifications refresh periodically and every time you log in. If you are waiting for a notification/action item and know that it should be on its way, you can refresh your screen until it is shown.
Access & Visibility	
Where do you see your total purchase costs?	You will be able to see immediate purchase costs in the top right tool bar with the cart icon and view each purchase unit price, quantity, and total in your cart.
What do I do if I forgot my password to WISBuy? Can you reset your own password?	Yes, go to the sign in screen and click on the "Forgot Your Password" link. If you continue to have trouble after attempting to reset your password, contact your BU Admin.
Can I cancel my saved PCard (fraud, lost card)?	Yes, you will need to go into your profile setting and delete the undesired card.
Shipping	
Is there a max number of shipping addresses that we can put in?	Shipping addresses will be pre-loaded and you can add as many to your profile as needed.

Is shipping included on all orders?	Depends on the supplier. When shipping is not included in your purchase, the vendor's showcase "sticker" will indicate it.
If shipping is not included, when will you find out about the shipping costs?	Punchout suppliers will sometimes give you the shipping; the hosted catalogs may not get the shipping costs. It is also not determined at checkout due to not knowing how much the package weighs. You will need to contact the vendor to specify shipping costs.
Does the site track shipping?	No, WISBuy does not track the shipping timeline and location of your order. You will receive a WISBuy Order Confirmation when you receive your package.
What if you don't have a building/room number?	Then you can leave that field blank. That is not a required field.
Can I ship-to multiple addresses on one order?	Yes- it can be one purchase and you can alter the ship to addresses for each item within the order. You can have one order with multiple vendors and you would need to just go in by line item to change/edit the ship-to address.
Navigation	
What happens if you press the back button?	It's fine to use the back button, but sometimes it doesn't work--- recommend to use the go back to search results/cancel punchout button as navigation tools.