WISBUY Frequently Asked Questions

WISBuy	
What is WISBuy?	WISBuy is the State of Wisconsin's eProcurement shopping website that features suppliers on mandatory State contracts. WISBuy consists of two separate websites that feature the same products but allow for different purchasing methods: the PCard Marketplace (for payments with PCards) and the eCatalog (for payments by purchase orders).
What is an eProcurement website?	An eProcurement website is a collection of supplier catalogs with the State's negotiated pricing and allows users to shop from multiple vendors on a single website.
What is the difference between the PCard Marketplace and the eCatalog?	The PCard Marketplace is available to UW, Municipalities, and State employees through a secure website. Users are required to create an account on the PCard Marketplace website to gain access to the supplier catalogs and pay for their orders using a PCard. The eCatalog site is only accessible to State employees and is accessed through the STAR ERP system. Users access the WISBuy eCatalog when creating a requisition in the State's ERP system. Users create a requisition in PeopleSoft and select WISBuy to create an order. Once completed, the user is returned to PeopleSoft and the eCatalog sends an electronic purchase order to the suppliers.
Do I need to be trained to use these sites?	Users are required to complete a WISBuy training before using the PCard Marketplace. Check with your BU Admin or email doawispro@wisconsin.gov to find out more about your agency's training requirements. At this time, there is no training available for the eCatalog site. User guides are available online and can be found on the WISBuy Resources and Training page.
What is the difference between a hosted catalog and a punchout catalog?	Hosted catalogs are contained within the WISBuy website and can be searched using the WISBuy search bar. Punchout sites are links to supplier websites but still contain the negotiated State pricing. These websites do not require a second login and when users are done shopping at the punchout site, they are returned to WISBuy.
Where can I find my purchase history on WISBuy?	If you click on the cart icon on the tool bar on the left side of your screen, click "Shop," then "My Carts and Orders," and finally "View My Orders (Last 90 Days)", you will be able to view your recent orders. You may also click on the Requisition Number and the "History" tab to view your complete purchase history.

What are the benefits of using WISBuy?	WISBuy allows you to easily locate and purchase items at State contracted prices from multiple vendors at once, compare prices between vendors, access order histories from multiple vendors in one location.
Why do I keep timing out?	WISBuy, PeopleSoft, and the punchout sites all have timeout features to help protect user information and provide a secure shopping experience.
What should I do if my "Bill To Address" is not correct?	In the PCard Marketplace, the Bill To Address is not sent to the supplier and should be set up to display the Single Bill to placeholder address. The eCatalog pulls the Bill To Address from PeopleSoft. If your Bill To Address is incorrect, you will need to contact the STAR Help Desk for assistance.
Search	
Can I search all catalogs at once using the search bar on the home screen?	The "Shop at the Top" search bar can only search through the hosted catalogs (i.e., the catalogs contained within the WISBuy website) and not the punchout sites. If you would like to search the punchout sites, you will need to go to each site you want to search. You can still compare prices from the punchout sites by adding items to your cart and bringing them back to the WISBuy website.
I'm getting too many results when I search for an item. How do I filter my results?	On the Search Results page, there are several filters that can be set to narrow your search. The available filters include adding a keyword, category, supplier, UOM, and manufacturer.
What should I do if I can't find a product or contract on WISBuy?	You will need to go to VendorNet and search for the desired product or contract on that site.
When I search for an item my results aren't exactly what I was looking for. How can I refine my search?	WISBuy has an Advanced Search option where you can search using multiple words. To access this function, go to the "Shop at the Top" bar and click on the "Advanced Search" link.
Navigation	
Where can I view the total cost of my purchase?	You will be able to see your cart's total in the toolbar next to the cart icon at the top of your screen, on the right-hand side.
Why am I not immediately alerted when I when I receive new notification?	Each time you login, your notifications will be refreshed. While using WISBuy, the notifications will refresh periodically. If you are waiting to receive a notification, you may refresh your browser.

Shopping	
My agency has specific procurement policies. Will WISBuy be set up with these policies for me?	Always follow your agency's procurement policies. The PCard Marketplace does not prevent users from purchasing items (with the exception of IT, medical, and dental supplies). While the PCard Marketplace does not include workflow processes or approvals, you can accomplish this by assigning a cart to another purchaser for approval prior to submitting the order. To do this, you will fill your cart with the items you would like to purchase and continue the checkout process until you are directed to "Assign Cart" or "Place Order." At this point, you will select "Assign Cart" and you will be taken to a screen to select the person who will need to approve your cart.
PCard Marketplace	
I created my account but it hasn't been approved yet. Who approves my account and when will it be done?	Each agency has a Business Unit Administrator (or BU Admin) who is responsible for approving all new accounts. If your account hasn't been approved yet, it may be because you have not yet completed the required training. You should check with your BU Admin for more information. If you're not sure who your BU Admin is, you can find a complete list at http://doa.wi.gov/Divisions/Enterprise-Operations/State-Bureau-of-Procurement/WISBuy.
What do I do if I forget my password?	To reset your password, click on the "Forgot Your Password" link on the WISBuy Log In page. If you set up your Security Questions when you created your profile, you will be able to reset your own password. If you didn't set up the Security Questions, you will need to contact your BU Admin.
Will WISBuy automatically update my PCard information when my current card expires?	No. You will need to update this information manually by clicking on the dropdown menu next to your name at the top of the screen and selecting "View My Profile." On the left side of the screen, you will need to select "Default User Settings," then "Payment Options." This will allow you to update your PCard information.
Can I edit the name of my cart so that it's easier to find it later to make repeat purchases?	Yes, once you have placed items into your cart, you can view the contents of your cart by clicking on the cart icon on the right-hand side of the toolbar at the top of your screen. Once completed, you will see "Shopping Cart for (User Name)" with a space below that will allow you to edit the name of the cart. You may rename the cart to something more familiar so you can easily find it when you return later to make a repeat order.
What's the easiest way to search for my address?	We recommend searching for your street address or street name. If you search for the name of your agency, you may get too many results. Make sure you save your default address in your profile.

Shipping	
Can I add multiple shipping addresses or have an order sent to another address?	You may add as many of the pre-loaded addresses to your profile as you like. If you need an address that isn't already in the WISBuy system, you'll need to contact your BU Admin.
What if I don't have a building/room number?	This is not a required field and may be left blank.
Can I ship to multiple addresses on a single order?	Yes. You can alter the Ship To Address for each item on an individual order. If you place one order with multiple vendors you would need to change/edit the ship-to address for each line item.
Supplier Catalogs	
I'm having problems accessing a supplier's punchout site.	Most supplier punchout sites require some type of authentication to access their site. Suppliers use the preset Ship To Nickname for this authentication. If you altered your address' Ship To Nickname, the system may no longer recognize you. Check the addresses you have added to your profile and make sure you have selected one of them to be your Default Address (it will be **bold** in the list). Check to make sure that you have not changed the information in the Nickname field. If you are still having issues, contact your BU Admin.