



WEBSITE,
HELP DESKS,
& ADMINISTRATIVE
MAINTENANCE

MAY 2022

AGENDA

New ARBuy Web Pages



Help Desks for ARBuy Questions



Q&A



Business Processes for ARBuy Administrative Maintenance



How to Request Each Type of Maintenance



Q&A

ARBUY WEBPAGES

Two new types of ARBuy web pages have been added to the TSS OSP website:

1. ARBuy web pages for State Procurement Users
2. ARBuy web pages for Vendors

All pages can be accessed from the main ARBuy web page:

<https://www.transform.ar.gov/procurement/arbuiy/>

ARBUY WEB PAGES FOR STATE USERS

The ARBuy web pages for State Users include:

- **Training & Reference Material:** Links to OPM training, reference tools; upcoming manuals.
- **ARBuy Help Desks:** Contacts for help and technical support with the ARBuy system.
- **Forms:** Links to various forms that state personnel will use for ARBuy system requests.
- **News & Events:** Such as Procurement Forums.

ARBUY WEB PAGES FOR VENDORS

The ARBuy web pages for Vendors include:

- 1. Registration:** Links to the Registration Guide and the ARBuy Registration page.
- 2. Bid Opportunities:** This will have information about how to find solicitations and submit a bid.
- 3. System Information & Training:** This will be built as more information is available.
- 4. News:** New ARBuy information for the vendor community.
- 5. Help Desk:** Contact information for help and technical support with the ARBuy system.

HELP DESKS: FIRST LINE OF CONTACT FOR ARBUY HELP

ARBUY HELP DESK

for STATE USERS

888-472-9102

EPro-support@Periscopeholdings.com

State users can get assistance with:

- All questions about how to use the system:
 - Searching and navigating in the system.
 - Creating PRs, Solicitations, Contracts (MBPOs).
 - Purchasing in Marketplace.
- Technical support
- Password resets.

ARBUY HELP DESK

for VENDORS

888-242-7020

Supplier-support@Periscopeholdings.com

Refer vendors here for assistance with:

- Searching for bid opportunities.
- Submitting a bid or proposal.
- Locating an MBPO or PO.
- Any other system-related questions.
- A Password Reset request.

ARBUY SUPPORT CALL CENTER FOR ADMINISTRATIVE ASSISTANCE

ARBUY SUPPORT
501-682-8888
ARBuySupport@Arkansas.gov

Security Liaisons and Agency Approving Officials submit the following Administrative Maintenance requests:

- User Profile changes/additions/deletions.
- Approval Path changes/additions/deletions.
- Org-Dept-Location Address changes/additions/deletions.
- Requests for new UNSPSC codes.

ARBUY SUPPORT CALL CENTER PROCESS

When you call or email ARBuy Support:

1. A call center representative will create a work ticket for your question/issue. You will receive an email with the ticket number and details.
2. You may be contacted for more information.
3. A support team member will retrieve your ticket and will work with you to resolve your issue or answer your question.
4. When resolved, you will be notified of the resolution.

PLEASE KEEP IN MIND...

- Contact the Help Desks as your first line of assistance with ARBuy.
- Call Center Support tickets will be worked in the order that they are received.
- As we anticipate a peak in call/email volume immediately after go-live, we ask for your patience during this time. If you have received a ticket number, please do not initiate a second ticket.
- Be aware that some tickets may take priority over others; for example, an issue related to an imminent bid opening.

Questions?

- ARBuy Web Pages
- ARBuy Help Desks
- ARBuy Support Call Center

BUSINESS PROCESSES FOR ADMINISTRATIVE MAINTENANCE: AUTHORITY FOR SPECIFIC REQUESTS

Though the Support Call Center may address all types of ARBuy questions, some requests are required to be submitted to this entity by those with special authority to make the request.

This type of request is called an Administrative Maintenance request and can be submitted only by your organization's Security Liaison or Agency Approving Official.

WHAT IS AN ADMINISTRATIVE MAINTENANCE REQUEST?

Administrative Maintenance includes changes made to the ARBuy system that involve security-type data that must be specifically authorized and submitted by the appropriate party and must be keyed into the system by an authorized system administrator.

This is similar to an organization making a formal request to the ASSIS Service Center to add a new user to the AASIS system.

Administrative Maintenance does *not* include general help desk questions on how to use the system, support ticket requests for technical problems with the system, or other general questions or issues with system functionality.

FOUR TYPES OF ADMINISTRATIVE MAINTENANCE REQUESTS

The four types of Administrative Maintenance of requests are:

1. Requesting the creation of a new **ARBuy User** profile, or changes to an existing profile.
2. Requesting the creation of a new **ARBuy Approval Path**, or changes to an existing Path.
 - An Approval Path determines the order in which your documents are routed for approval in the system, as well as designating the specific approvers.
3. Requesting the creation of new **Departments, Locations, or Addresses**, or changes to any of these.
4. Requesting the creation of a new **UNSPSC number**.
 - These are similar to AASIS material codes. OSP refers to them as “U codes”.

MAINTENANCE REQUEST ROUTING

The first three of these Administrative Maintenance requests will be accepted only from the Security Liaison for your organization.

*User profiles * Approval paths * Org-Dept-Loc Addresses

The fourth will be accepted only from the Agency Reviewing Official for your organization.

* UNSPSC requests

Administrative Maintenance requests that are not submitted by a designated Liaison or Official will be disregarded, and the requestor will be instructed to have the appropriate party submit the request.

OVERVIEW OF THE ADMINISTRATIVE MAINTENANCE PROCESS

The basic steps of the administrative request process are:

1. The requestor or Liaison/Official will complete the appropriate form **after** any AASIS updates/approvals are completed with the AASIS Service Center (ASC).
2. The Liaison/Official will approve the request form and submit it to ARBuy Support.
3. If applicable, the IA will contact the requestor to set up a meeting to discuss and plan the system changes. (Mainly for Approval Path changes.)
4. When the changes are executed in the ARBuy system, the liaison (and requestor, if applicable) will receive an email from the ARBuy Support Team that their maintenance request has been completed.

STEPS FOR USER ROLES REQUESTS

To request a new User role or changes to an existing User role:

1. After any AASIS updates are made, complete the **ARBuy User Role Authorization** form.
 - The form is found on the ARBuy webpage on the TSS OSP website.
2. Your Liaison will validate the information on the form and submit it to ARBuy Support.
3. Your Liaison will be notified by email when the request is completed.
4. The User will receive an email from the ARBuy system (if applicable) to log in to update their password.

USER MAINTENANCE FORM

Key Items of Note:

- Item #4: For new Users, make sure they take note that their ARBuy User ID will be the same as their AASIS ID.
- Items #5-7: Organization – Department – Location: We will review this next slide.
- Because this form may be updated as the ARBuy system or processes evolve, you must *always* download a new form from the OSP webpage when submitting a request to ensure you are using the latest form.

ORGANIZATION-DEPARTMENT-LOCATION TOOL

ARBuy identifies state offices by a number and name for each Organization, Department, and Location, and each state user in the system is tied to a specific Org-Dept-Loc.

A spreadsheet search tool has been created to help you locate the correct ARBuy Organization, Department, and Location for a new user.

- The spreadsheet is found in the Training and Reference Material section of the TSS/OSP ARBuy web page for State Procurement Users.
- When you click on the link for the tool, an excel spreadsheet appears at the bottom of the screen. Click to open it.

COMING SOON: USER LISTS BY ROLE

- Periscope loaded all state procurement users into ARBuy a several weeks ago, so users should already have a user account linked to their specific department and location.
 - Coming soon: We will send you the list of users that were loaded in the system for you to review and verify their user account information for accuracy.
- **NOTE:** If you find you need to make updates to the list due to changes in your procurement staff since the list was created (new hires; changes in purchasing roles; changes to a user's phone number, email address, office location; etc.), you must send a User Role Authorization form to request those updates.

STEPS FOR APPROVAL PATH REQUESTS

To request a new Approval Path or changes to an existing Approval Path:

1. Complete the **ARBuy Approval Path Authorization** form.
 - The form is found on the ARBuy webpage on the TSS OSP website.
2. Provide the form to your Liaison who will approve it and submit it to ARBuy Support.
3. The requestor will be contacted by an ARBuy Administrator from OSP to discuss the process for implementing the new/edited path.
4. The Liaison and requestor will receive an email when the request is completed.

APPROVAL PATH MAINTENANCE FORM

Key Items of Note:

- Item #5: Provide a specific reason for why the request is needed.

Examples:

- Approver Ann Jones has been replaced by John Smith for budget approval of PRs.
 - New legislation requires a second departmental approval of solicitations for financial consulting services.
 - Approvals for PRs exceeding X amount TPC are no longer required.
- Because this form may be updated as the ARBuy system or processes evolve, you must *always* download a new form from the OSP webpage when submitting a request to ensure you are using the latest form.

STEPS FOR DEPARTMENT/LOCATION/ADDRESS REQUESTS

To request a new or edited Department, Location, and/or Address:

1. Complete the **ARBuy Department/Location/Address Authorization** form.
 - The form is found on the ARBuy webpage on the TSS OSP website.
2. Provide the form to your Liaison who will approve it and submit it to ARBuy Support.
3. The requestor will be contacted by an ARBuy Administrator from OSP to discuss the process for implementing the new/edited/deleted Department/Location/Address.
4. The Liaison and requestor will receive an email when the request is completed.

DEPARTMENT/LOCATION/ADDRESS MAINTENANCE FORM

Key Items of Note:

- Item #5: State why the request is being made, such as:
 - Need address change for Maintenance office that is moving to a new building.
 - New office of Community Services is being created in the Department.
 - State Budget Department is moving to be under a different Organization.
- Because this form may be updated as the ARBuy system or processes evolve, you must *always* download a new form from the OSP webpage when submitting a request to ensure you are using the latest form.

STEPS FOR NEW U-CODE REQUESTS

To request a new U-code:

1. Complete the **UNSPSC Request** form.
 - The form is found on the TSS/OSP ARBuy website. Go to the Forms page in the State Procurement Users page.
2. Provide the form to your Agency Reviewing Official who will submit it to ARBuy Support.
3. Your Official will be notified by email when the request is completed.
4. The Official will communicate the new U-code to you.

U-CODE REQUEST FORM

Key Items of Note:

- You must select one of the three checkboxes at the top.
 - When you check a box, all the information on that checkbox line must also be completed.
- An Alternate Unit of Measure (#3) is not required, but if you are not sure if you will be purchasing (for example) a pack or a box, the alternate UOM gives you the option to include a second measurement designation.
- Because this form may be updated as the ARBuy system or processes evolve, you must *always* download a new form from the OSP webpage when submitting a request to ensure you are using the latest form.

MAINTENANCE COMMUNICATION ROUTING

Keep in mind...

- Maintenance requests will be addressed in the order in which they are received.
- Please do not submit a second request for the same maintenance issue.
- You will be contacted by a member of the ARBuy Support Team if there are questions concerning your request.
- You will receive an email when your request has been completed.

QUESTIONS?

Questions about
ARBuy Administrative Maintenance Requests?

AR BUY



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VENDOR HELP DESK

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ADMINISTRATIVE SUPPORT

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