

## eMACS Marketplace FAQ

Question	Answer
How does the State of Montana save money with the contracts in <i>eMACS Marketplace</i> ?	Statewide contracts, also known as term contracts, use Statewide and, at times, Nationwide volume buying power to help the State receive the best pricing possible. Exclusive contracts save the State even more, as the exclusive vendors know they will receive all State agency purchases and offer deeper discounts because of this. To see the discounts realized in our exclusive contracts, please see the exclusive contracts pricing comparison spreadsheet, which shows pricing for the top ten most frequently purchased items.
What is an <i>exclusive</i> contract, and why do I have to use it?	Exclusive contracts are established with the premise that bulk purchases will drive the prices down for commonly purchased items. In the eMACS Marketplace the Office Supply contracts and the Janitorial Supply contracts are exclusive contracts. If you are purchasing Janitorial Supplies or Office Supplies, you must purchase from one of the contracts listed. See exceptions in the next question.
What if I find the exact same item at a cheaper cost?	If you can purchase an item for a lesser value under the same terms and conditions as the exclusive contract (e.g. warranty, freight, order minimums), you are permitted to purchase this item from another contractor. Documentation <u>must be kept</u> with your procard and may be requested by State Procurement Bureau or Auditors.
My credit card information is missing from my profile, why and how do I correct this?	Your credit card may have expired. You will be required to enter in your credit card data again with new expiration date.
I cannot enter credit card information under my profile?	Only users that have the Buyers' role can enter in credit card information. Contact eMACS Support staff, they can view the user's roles to determine if correct role is assigned.
I didn't receive a receipt from a vendor. How can I get a copy?	All vendors email an order confirmation/receipt via email after the order is placed. If you have not received a receipt you will need to contact the company directly. Contact the contract officer for company contact information.  Grainger Orders: For a copy of your invoice contact Customer Service at 1-800-GRAINGER with your Grainger order confirmation number found on the Grainger email order confirmation.
How do I change my shipping address?	Users have three fields in the address section that users can change information pertaining to that address. If addresses need to be added, please contact <a href="mailto:emacs@mt.gov">emacs@mt.gov</a> .
How do I add a user as a buyer/shopper?	If you are the vendor administrator in eMACS, go to the Administer Tab → Manage Users → Add New User

How do I view my user purchase history?	3 options are now available 1- eMarketplace: <i>My Carts and Orders</i> 2- <i>Documents</i> : select Advanced Search, under Search select Purchase Orders from the dropdown menu. 3- Use the <i>Orders</i> tab when Version 19.3 is implemented
Why are there duplicate items in my cart?	A cart was originally started and not submitted then started again. Duplicate items can be removed from the cart while in eMACS.
Why can't I submit my cart?	Required fields in all sections of the cart and requisition MUST be completed to submit your cart to the contractor.
Why was my cart returned to me?	If submitted for approval, the Approver could have sent the cart back to you. If submitted by Buyer, the cart could be missing credit card information which is required to submit an order. This information is sent to user via system generated email.
The person I need to assign my cart to does not display in the search results?	Users will need to contact <a href="mailto:emacs@mt.gov">emacs@mt.gov</a> for assistance. Users must be registered in the system and be assigned the correct role.
Why does a "default" assigner appear when I attempt to assign my cart?	A default user has been set up in the user's profile. This default user can be changed by the owner profile.
Why aren't certain items available from vendors in eMACS?	Items available are based on contract terms and conditions. Contact the Contract Manager for information.
How do I know the vendor has received my order?	Users will receive an email order confirmation from the contractor as soon as an order is received, and items are sourced.
How do I check the status of my order?	Users can refer to the order confirmation email that contains contact information about the order they placed.
Why has the price changed on an item that I had previously ordered?	Pricing is based on the contract language that appears in the Contractor's signed contract. Questions should be directed to the Contract Manager on the contract.
I have entered a <i>Return Request</i> with the vendor and have received my credit memo that has been applied to my Pro Card. The returned merchandise has not been picked up by the vendor yet, what do I do?	Most contractors will issue a credit for merchandise returned within the 30-day window if the TOTAL credit is below \$25.00. The contractor does not want to pay shipping costs for a returned item, so a credit is applied, and the user can keep the items to be returned.
We have a Primary and Backup Buyers in our office. Can they see each other's orders?	No. Buyers can see only the orders they have placed.
How do I save my cart/items for future purchases?	Each Punchout has different functionalities. With the new shopping function, you can keep items in your cart in eMACS (not the individual punchouts). When the items are in the cart and you want to save it as a favorite, select the item and click on the three dots and select <i>Add to Favorites</i> . Again, some of the Punchouts will not have this option.

	Staples is the only one that will save your cart and favorites in the Punchout itself. Call eMACS helpdesk for assistance.
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