Ivy Market Frequently Asked Questions

Benefits to Ivy Tech Community College and me

Q: What made Ivy Tech Community College decide to convert to Ivy Market?
A: ESM Solutions offers a variety of applications that all focus on cost management. The Ivy Market will allow us to track our purchase spending and is provided to us at a much lower cost than our previous procurement software.

Q: Should I be expecting more changes in the future?
A: Ivy Tech Community College will also be using ESM Solutions’ applications for all of our sourcing processes, as well as automating our payables, and managing our contracts.

New abilities of Ivy Market

Q: Is this going to change how I find some of the items I need?
A: Ivy Market was designed to be as user-friendly as possible. You will find that each screen guides you to the next step easily, and will explain how the order is being created at each step. You will be the only one ordering for yourself, so any order will be only what you want to purchase. Core list office supplies will no longer be marked with a green star. Instead, the word “core” will appear as the first word in the product description, so you should enter the word “core” when searching the PDME catalog.

Q: Does this have any effect on how I get my orders approved?
A: Ivy Market allows you to do several new things. If your order is rejected, it is now routed back to you to make any changes you need to make, instead of having to copy the order to resubmit. You will be able to track your order through the approval process, and even email your approvers with any questions, comments, or concerns at the click of a button. You may also seek Ad Hoc approval on any order, without rejecting it or sending it back to go through a different approval process. Ad Hoc approvals are approvals that are created “on the fly” for a particular order, and will not affect the normal required approvals (department, compliance, etc.).

Q: Will the required approvals change?
A: All purchases will still be required to route through the approval process in the system to satisfy the requirements set forth in the Financial Management Manual. One difference between the old and new systems is that approvers will need to approve for each approval step that they are in. So if an order contains two organization codes for which you are an approver, you will need to approve it twice. This function will likely change in the future so that the system recognizes consecutive approvals by the same individual (and only one approval is required).

Q: How will this change the way my orders are sent to suppliers?
A: Orders will no longer be faxed to suppliers by the system. Instead, non-catalog orders will be automatically emailed to the supplier. We have requested order fulfillment email addresses from all our active suppliers and they have been loaded into Ivy Market. We will also be able to choose whether we want to print the POs and place the orders through mail or phone (manual distribution).

Q: Will my orders still be tracked in Banner?
A: Ivy Market is connected to Banner and orders will post appropriately. As always, change orders and direct pays will not create POs in banner.

Q: What kind of attachments can I send with my orders?
A: Any requisition can have attachments from standard Microsoft document types (.docx, .xls, etc..), and pdf files, as well as .msg files. With the previous system .msg files were not compatible, but you can now save an attach email messages to any order.
Changes from our old system

Q: Is there anything that I used to do that I won’t have to anymore?
A: There will be a few differences in what you are and are not able to do. Commodity codes won’t be used anymore. Our approvers will also not be able to approve from a mobile device at the time of Ivy Market launch, but this feature will be available in the future (estimated Q3 2014).

Q: Is there anything that I’ll have to do now, that I didn’t have to do before?
A: There are a few things that are changing and will require an adjustment from end users:
1. New supplier requests may only be submitted by regional finance employees.
2. Ivy Market operates on the most recent versions of all browsers (Chrome, IE, Firefox, and Safari), so you’ll need to keep your computer(s) updated with current browser versions. Internet Explorer 8 will not work with Ivy Market.
3. Your login will use your full email address, and it will not be synced to your campus connect account. Your password will expire every 90 days and all password maintenance will be done using the Forgot Password function on the Ivy Market login page.
4. When searching for items in different catalogs, enter specific item details, including item number, if possible, to yield the best results.
5. Email notifications will notify you when an order is ready for you to take action, but you can also disable this function in your user profile.
6. Users will no longer be able to submit an order on behalf of another person. This was previously done using the “prepared for” field in the old system. All users will need to have the appropriate fund/org security to submit their own orders.

Check-out Screen

Q: When looking at my order history, I have seen that the default filter is ‘Recent’. How many days back does that look?
A: The Recent option will show you any orders that have been worked on recently. There is no set timeframe for the Recent option, but any order that has been added to or edited in the past few days will show up.

Q: What does archive do?
A: Archive allows you to take an active order and make it inactive. Moving an item to Archive removes it from the Active selection.

Q: What does re-release do?
A: Re-release gives you the option to resend an already released Purchase Order. If there is an issue in transmitting the information to the supplier, the system is set up to allow you to attempt to transmit it again.