Accessing Falcon’s Purch

Q: **What User ID and password should I use to access Falcon’s Purch?**

A: You will log into myBGSU the same way you do today and click on Falcon’s Purch link to be taken into the application.

Q: **Can I browse Falcon’s Purch without being pre-authorized?**

A: Every employee on campus will have access as a shopper. Requestors, Approvers, and PIs will have to first go through training in order to have access to Falcon’s Purch. Authorization for any other role will begin with the FMS Request Access form on the Purchasing webpage.

Shopping

Q: **Why are my Falcon’s Purch searches not returning results from all of the suppliers?**

A: There are two different types of catalogs on Falcon’s Purch: hosted and punch-out. The Falcon’s Purch search function will only return results from hosted catalogs. To search for your item in one of the punch-out catalogs, click on the catalog’s icon to link directly to that supplier's catalog. You may then use the supplier's search function to find your item(s).

Q: **What is the difference between a hosted catalog and a punch-out catalog?**

A: In a hosted catalog, BGSU maintains the supplier's part numbers, item descriptions, and prices within the Falcon's Purch system. You can use the Falcon's Purch search function to search hosted catalogs by keyword or catalog number, but items in punch-out catalogs are not included in this Falcon's Purch search. To search for items in a punch-out catalog, you must first select the specific catalog you wish to search. Then you will seamlessly leave the Falcon’s Purch site and be linked directly to the punch-out supplier's catalog. You can search for products in this catalog using the supplier's search and add these products to your Falcon’s Purch shopping cart.

Q: **Why can't I change quantities on some items in my shopping cart?**

A: Some items that are configured on a punch-out supplier's Web site-such as computers and furniture-can not be modified once they are in your Falcon’s Purch shopping cart. You must delete the item and start again if you need to change the quantity.

Q: **Can I request that a specific supplier be added to Falcon’s Purch?**

A: Yes. If a specific supplier is requested by a number of areas at the University, if volume warrants it, and if the supplier is technically capable, the supplier may be added to the Falcon’s Purch site.
Payment & Shipping

Q: Can I use my Purchasing Card to pay for my order?
A: No.

Q: How can I change my default accounting codes (Chartfields)?
A: You may change your default accounting codes by accessing your "User Profile," clicking on the "Purchasing" tab, clicking on the "Custom Fields" tab, and then clicking on the "Codes" tab.

Q: How can I change my default ship-to address? Can I add additional ship-to addresses?
A: You may add or change ship-to addresses by accessing your "User Profile," clicking on the "Purchasing" tab, and then clicking on the "Addresses" tab.

Q: If I purchase multiple items in one shopping session, can I charge each item to a different Fund/DCC/Account code (Chartfields)?
A: Yes. You may select a separate accounting code for each item, either at the line or header levels.

Submitting Your Order

Q: When I submit my order, does it go directly to the supplier?
A: No. There is a workflow process that will dictate the speed of the order being processed. Catalog orders will need the appropriate Admin approval based on spend. Non-catalog orders will go through the purchasing queue as well as Admin approval before the orders are released to the suppliers.

Q: Do I need to submit paper receipts or packing slips for my order?
A: No. Since the Falcon’s Purch site automatically keeps track of all orders you submit, including line item detail and supplier shipping information, it is not necessary to retain or submit any additional paperwork. If there is a question about your order, you may refer back to the Falcon’s Purch site for order history information.
Receiving Your Order

Q: What should I do if I don't receive all my items or if my shipment is incorrect or damaged?
A: You will need to contact the supplier directly to resolve any problem(s) with your order. Contact information and/or instructions are provided on your order confirmation or packing slip.

Training & Support

Q: Where can I obtain hard copies of the Falcon's Purch training materials?
A: Falcon's Purch training materials are available at…
  http://www.bgsu.edu/offices/purchasing/page81170.html

Q: Whom can I contact for further assistance?
A: You may e-mail questions to FalconsPurch@bgsu.edu or you may call 1-419-372-3308 to speak to the Falcon’s Purch System Administrator.