Supply Store Request FAQ for iServiceDesk
UW-Eau Claire, Facilities Management

TMA iServiceDesk: http://tma.apps.uwec.edu/

How can I see a “catalog” listing of all supplies available?
On the left, under the Site Menu → Supply Store choose Catalog Search. Put your cursor in the Part Description field and space once; then click the forward arrow button. This will bring up a list of all available parts.

The old Requisition form required an approval signature. How is approval handled now?
The Supply Store is assuming that requestors have the approval of their account authority for ordering. The Supply Store will watch to insure that the delivery location is a logical “match” for the department being charged. If it is not, they will follow up with the requestor.

Who should put their name in as the requestor?
The tracking system used by Facilities Management to track your deliveries contains only the names of faculty and staff. If a student worker is entering the request, s/he should simply enter the name of the staff/faculty member for whom the order is being made.

How would I make corrections to a Request after I have submitted it?
Call 836-3742 as soon as possible! The sooner you can notify the warehouse, the more possibility you have of being able to correct the order before it is pulled.

Isn’t there a way to simply see all the Requests submitted for my department….like I can with Work Requests?
Currently the only query supported by this system is the Site Menu’s “Search by Number” using the “Material Request” choice in the dropdown. Note: Since this number is required for the query, you may wish to record it after you have submitted your material request (it will be at the top of the screen upon submission).

What kind of paperwork will I get with my delivery?
When you receive your supplies, they should have a copy of the Sales Order that was created from your request. This will contain both the Request number and the Order number. You should retain this Sales Order for your records. It will be helpful if you need to return any items.
What if an item is Out of Stock? Example: the “Quantity Available” is zero?
Submit a separate request for that item only. We will hold the request and issue the item upon its arrival.

Has anything else changed about ordering supplies?
No, there is still a minimum $5 order for delivery. All orders under $5 will be returned without being filled and the Return & Exchange Policy remains the same:

Return and Exchange Policy:

- Absolutely no items returned for credit or exchange over 15 days after delivery.
- All returns must be unopened and in their original packaging.
- To exchange an item(s) send a copy of the Sales Order, indicating what item(s) are being returned. Place the return(s) in your designated mail route pickup location and call extension 36-3742 to arrange for pickup, if needed.

NOTE: Based upon availability of items, your Material Requests may result in one or more Sales Orders depending on item availability at the time of order.