

PASS Express

February 2015

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PASS Feedback Form

The PASS newsletter is for YOU! If you have an article or topic submission idea and/or PASS recommendations, please submit by clicking the following link, [PASS Feedback Form](#).

Love PASS!

Valentine's Day is near. Love is in the air! We would **LOVE** to hear what you like about PASS. Send us a note on the Feedback Form above and your quote may be featured in the next newsletter!



Receiving

When a PO has multiple line items and you need to receive **and** negative receive, use a **separate** receipt for the negative items. Do not submit regular receiving and negative receiving in the same receipt.



PASS Help Desk

Do you need help in PASS? Do you have a question? Is there an error on your PASS document that you cannot fix? We are here to help you. Please call the Help Desk @ 202-727-8700. A Remedy Ticket is required in order to log, track and properly route your request.



Special points of interest:

- Receiving
- Timesheets
- OCP CCC

Archiving PASS Documents

Many PASS users have been waiting and wanting to know when the ARCHIVING feature would be fixed. Well, your time has come. As of January 31, 2015, you can move, sort, label and organize your PASS documents on the Dashboard.

Contractor Timesheets in PASS

If you are not able to enter your time in PASS, check to see if you have the following 3 roles:

- ⇒ Contractor
- ⇒ Create Timesheet
- ⇒ Change Timesheet.

If you do not have the roles, a User Maintenance request should be created to Maintain your profile to add them. Once the UM is fully approved, you will be able to create the timesheet against the PO(s) assigned to your profile.

Helpful Tips



TIP #8:

Thinking about adding an approver to the approval flow? **DO NOT** add an approver or watcher **BEFORE** funds commit. FUNDS COMMIT should **ALWAYS** be the first approver on an original requisition.

TIP#9:

When searching for a PO or RQ, change the default create date to the beginning of the fiscal year or set it to 'no value.'

New Changes in PASS (Releases 6.31)

Purchase Orders:

- ◆ (OCTO Only) The purchase order (PO) reports are now updated with 2 new fields below:
 1. Fiscal year
 2. Program Unit
- ◆ The “Commodity Manager” comments section on the Purchase orders has been removed.
- ◆ The Terms and Conditions section of the Purchase Orders for the Vendors has been updated for DCPS.

OCP Customer Contact Center

In order to assist you in a more efficient manner, please route all calls for questions and help concerning vendors, eSourcing and Contracts through the Office of Contracting and Procurement’s Customer Contact Center (CCC) on **202-724-4477**. Please do not contact the contracting staff or the OCP Helpdesk staff directly. All issues should be handled by the CCC, establishing a Remedy ticket for your request.

The CCC can assist with the following:

- ◆ eSourcing Password resets
- ◆ eSourcing account verifications
- ◆ General eSourcing troubleshooting (Neither the CCC nor the OCP Helpdesk is allowed to assist vendors with the actual submission of bids.)
- ◆ Vendor Maintenance requests and General information
- ◆ Contracts module General information
- ◆ Force orders (Requisitions stuck in ordering status)

Questions from agencies concerning:

- ◆ Requisitions
- ◆ Receiving
- ◆ Security Errors
- ◆ And other general requisition questions

Should **not** be referred to the CCC. Please contact the PASS Helpdesk on **202-727-8700**.

RESOURCES

PASS Help

Visit <http://passhelp.dc.gov/> to learn more about PASS: Requisitioning, Receiving, Invoicing, PASS Roles & Explanations and much much more.

If you need immediate assistance in PASS, call 202-727-8700.

PASS MAINTENANCE SCHEDULE

PASS will be DOWN EVERY SUNDAY

from

6:00PM - 7:00PM

*****DELEGATE YOUR APPROVAL AUTHORITY in PASS when you are out of the office. You can cancel the delegation at anytime by logging into PASS and clicking STOP. This one step can save TIME and MONEY!*****

P R O C U R E M E N T A U T O M A T E D S U P P O R T S Y S T E M

YOU CAN CREATE YOUR OWN PASS TICKET IN REMEDY

Want to bypass the phone and log your own PASS Help Desk ticket? Well, you can!

1. Go to Start.dc.gov.
2. Select RemedyForce Self-Service Ticketing System.
3. Login using your DC government email address and password.
4. Select "Submit A Ticket."
5. Key in your contact information.
6. Describe the issue in as much detail as possible to expedite your request.
7. PLEASE INCLUDE THE DOCUMENT NUMBER- RQ, PO, RC, VO, etc. (if applicable to your ticket)
8. Choose a category: District Application → PASS → Drill down to the selection that closest identifies your request.
9. Add an attachment, if necessary.
10. SUBMIT and you will receive wonderful customer service when contacted!