

**Perfect Commerce Vendor FAQ – January 2006**  
(Revised 02/2010 \*Annual Fee)

**General**

**1. What is the goal of this Enterprise Resource Planning (ERP) implementation?**

The goal is to assist our schools in expediting requesting and receiving of goods at the best price, with accurate receipt of goods, and excellent customer service.

**2. Who is Perfect Commerce?**

Perfect Commerce is a third-party provider who will be managing our catalogs for our online Marketplace.

**3. What Benefits will you see when the Marketplace is implemented?**

Schools/Departments will be able to find your good/service, see it's current discounted price and know that your still on Bid. You will no longer need to deliver catalogs to each school/department.

Orders will be more accurate due to the correct pricing, which means one less issue to hold up processing.

Orders will be dispatched by e-mail or fax to expedite processing and delivery of goods.

Vendor product lines will get greater exposure in the marketplace.

**4. What is the timeline for implementing the Marketplace?**

The District plans to deploy the new Marketplace on May 1, 2006, in conjunction with it's PeopleSoft Purchasing rollout. After May 1, the District will have a rolling timeline to get eligible vendors catalogs loaded by August 2006.

**5. How do I get started?**

Contact the Purchasing Agent handling your commodities to indicate your interest. We will then notify Perfect Commerce to send you an invitation to register.

**6. When will invitations go out?**

Due to the number of Vendors we anticipate in the Marketplace, invitations will go out the first week of February, and continue on a rolling, phased schedule. Vendors who have high-dollar, high-volume spend in the District and those who have a direct operational impact on schools will be added first.

**7. Does service matter?**

Yes - More than ever. We will be asking all of your requisitioners to evaluate vendors on quality of service. The evaluation results will be available for requisitioners to view and they will be encouraged to choose products based not only on price, but also on quality of service.

## Eligibility

**8. To become a contract awarded Vendor, do I have to have been awarded a bid?**

Yes. Our current bid/contracting process has not changed.

**9. Are out-of-county/out-of-state Vendors solicited differently for the Marketplace?**

The location of the Vendor does not affect solicitation.

**10. Does the MWBE or SBE certification play any role in the choice of Vendor?**

Each solicitation is handled according to contract. There will be an icon next to each item in the Marketplace that is offered by a District-certified MWBE or SBE Vendor.

**11. Will construction/capital projects be done in the Marketplace?**

Only selected types of projects will be in the Marketplace.

**12. Does this include facilities bids?**

Facilities bids will not be included in the Marketplace at this time.

**13. Is the Marketplace for Professional Services providers?**

Some professional services will be available in the Marketplace. If the services are directly related to the schools, they may be added.

**14. Are food services items in the Marketplace?**

Food services items are not being placed in the Marketplace at this time.

**15. Some agencies piggyback on a contract. Can their catalogs be seen by other Purchasers in Perfect Commerce?**

Catalogs loaded into the Perfect Commerce Marketplace for the School District can only be seen by Palm Beach County School District personnel. If the School District is currently buying off another agency's awarded contract, then this may be loaded into the School District's Marketplace.

**16. What if I'm not in the District's Marketplace?**

Vendors who are not part of the Marketplace can still do business with our schools/departments. Designated employees at each site will be able to purchase non-Marketplace goods using the Purchasing card.

## Perfect Commerce Setup Info

**17. \*How much is the Perfect Commerce Fee?**

Perfect Commerce charges an annual flat rate of \*\$480.00 (revised 2/2010). If your company is already active in Perfect Commerce, then there is no additional fee. Further, Perfect Commerce offers additional services not required by the School District for additional fees.

**18. Are there any limits on the size of the catalogs you can load for the \$480 fee?**

You can load unlimited items, and images for the annual fee.

**19. How does a Vendor provide pictures/images with their catalog?**

The recommended method to upload pictures is to use the multimedia upload link. Perfect Commerce can assist you with the best method for your catalog.

**20. If we have different business entities, is our fee still \*\$480 for all catalogs?**

Vendors who represent multiple manufacturers, but are operating under one Tax ID will have one catalog. Vendors that have different business entities, operating under different Tax ID's then each Tax ID is considered a separate Vendor in Perfect Commerce and will be required to pay the annual \*\$480 fee.

**21. How are pricing increases handled?**

You can create start and end dates for pricing in Perfect Commerce, or you can change pricing by uploading a new catalog as your contract allows. Early loads of information are encouraged. Vendors need to take care to load accurate information and pricing in the Marketplace. Vendors will be required to honor pricing in the Marketplace until corrections are made. Price increases will be processed upon District approval.

**22. Can Vendors go into Perfect Commerce's Catalog Content Manager at any time to update item numbers?**

Vendors can update item numbers (and other catalog components) by correcting their current spreadsheet and uploading the new spreadsheet with the correct information by working with Perfect Commerce. All catalog revisions must be reviewed by the District before they are uploaded.

**23. Can all of our products be loaded into Perfect Commerce?**

Only items that have been awarded on a bid can be loaded into Perfect Commerce.

**24. Can Vendors provide a punch out link to Perfect Commerce to upload in the Marketplace?**

Generally, punch out links will not be used in Perfect Commerce. The goal of the Marketplace is to allow schools easy access to do comparison shopping and punch out links require the schools to leave the Marketplace. The only exception to this is for companies to provide schools additional information on color selections or other specifics to their orders. All ordering will be done through the marketplace and not through a Perfect Commerce punch out.

A Direct Connect link may be set up through PeopleSoft, if deemed appropriate by the School District. This would be used for products where the District has one standard. But minimal use of this feature is planned in order to keep ordering easy for the Schools and Departments.

**25. Can Perfect Commerce provide a list of other companies (Purchasers) that are utilizing their services?**

Perfect Commerce has provide two slides in the power point presentation, which is also available on the website, of participating companies.

## **Marketplace Structure**

### **26. How will schools see our products?**

Vendors will load their item catalogs to Perfect Commerce. Schools will then search for items in the Marketplace. Any items matching the search words that the school entered will be returned in a list format for the purchaser to choose from and add to their cart.

### **27. How are search results returned?**

Search results are returned based on the closest match to the key words used in the search. More detail in the item description will increase the likelihood of search matches.

### **28. Can Vendors access the Marketplace to view search results?**

Vendors cannot access the Marketplace. Information contained within the Marketplace is available only to the School District of Palm Beach County.

## **Orders and Payments**

### **29. Can the P-card be used for orders in the Marketplace?**

The District has decided not to allow P-Card purchases through the Marketplace at this time. Schools are allowed to make direct purchases outside the ERP system with their P-Cards for transactions of \$1000 or less per Vendor per day beginning July 1, 2006.

### **30. Once an order is placed, how does the PO get to the Vendor?**

The Purchasing Department will dispatch the purchase order to the Vendor via fax or email. We will no longer print and mail POs. In the future, additional electronic enhancements will be available (EDI).

Please note that the format of the PO number will be changing to 10 digits.

### **31. What if I'm not in the Marketplace?**

If you are a bid awarded Vendor and your products are not in the Marketplace, schools can still order your goods/services by using a P-Card.

### **32. How will the District handle payments?**

The District will be encouraging vendors to begin accepting ACH payments. ACH forms will be made available on the District's Purchasing website in the near future.

The District will require that Vendors honor the pricing that is submitted to Perfect Commerce. Pricing changes will be made as specified in the Vendor's contract and after approval from the District.

## Commodity Questions

### **33. How will athletic and team sports apparel and equipment vendors be handled?**

We expect standard sporting equipment and apparel to be in the Marketplace. Custom orders should be placed using the P-Card if the order is under \$1000. For orders over \$1000, the District's Purchasing Agent will obtain specifications from the school to complete the order.