

EBO Purchasing/Payment Request Form FAQ

On August 19, 2024, the Engineering Business Office implemented a new purchase/payment request form using a system called Smartsheet. The purpose of the new request form is to streamline the process for requesting a new purchase, a payment, a reimbursement, or a CSU vehicle reservation. The new form helps ensure efficient processing and compliance with purchasing related policies.

This FAQ addresses the form only. For Purchase/Payment related guidance, visit:
<https://www.engr.colostate.edu/operations/ebo/purchasing/>

GENERAL INFORMATION

Why is there additional information requested in the new request form?

The new form requires detailed information to accurately process your request. This helps prevent delays and ensures compliance with relevant policies and procedures.

Can I continue to use the old forms?

If you submit a request using the old forms, it will be returned with note to use the new request form.

SUBMISSION AND PROCESSING

How do I know if my request has been received?

Upon submission of the form, you will receive a confirmation message. If you desire a copy of the submission for your records, click the "Send me a copy of my responses" box at the bottom and enter your email address.

How do I know if my request has been processed?

You will receive an automated email confirmation from Smartsheet when your request has been processed.

What is the processing time for Purchase Payment Requests?

Processing times can vary depending on the complexity of the request and EBO's current workload. Standard processing time is generally within 2 business days.

Why do I need to complete the conflict-of-interest section?

This information is required to comply with relevant purchasing policies.

How do I request an Internal Order number for a CSU vehicle reservation?

CSU vehicle reservations can be requested through the Purchase/Payment request form by selecting the appropriate option under "Request Type". Make sure to provide all necessary details to secure the reservation.

FORM FUNCTIONALITY

Can I submit multiple requests on one form?

No, each request should be submitted individually to ensure accurate processing and tracking.

What happens if my request is denied or requires changes?

If your request is denied or requires changes, you will receive an email with details on the issue and instructions on how to proceed.

Can I save the form and return to it later?

No, the form cannot be saved and returned to later.

Can I edit my request after submission?

Once a request is submitted, it cannot be edited directly. If changes are needed, contact EBO (ebo@engr.colostate.edu) to assist with modifications.

ATTACHMENTS AND EXPENSES

What should I do if I clicked submit before I was able to upload an attachment (e.g. receipt)?

Please email it to EBO (ebo@engr.colostate.edu) and one of our purchasing team members will attach it to your request for you.

If I need to request a purchase but can't get a quote, what do I attach?

Provide a screenshot with a link to what you need.

Do I still need to submit Official Function forms?

When an Official Function form is required, you will be prompted to include it on the Purchase/Payment Request Form. The form needs to be saved and attached to the Purchase/Payment Request prior to submission.

Do I still need to submit Capital Equipment Supplemental forms?

When a Capital Equipment Supplemental form is required, you will be prompted to include it on the Purchase/Payment Request Form. The form needs to be saved and attached to the Purchase/Payment Request prior to submission.

TECHNICAL SUPPORT & FEEDBACK

What should I do if I encounter technical issues with the form?

For technical issues, please reach out to EBO (ebo@engr.colostate.edu) for assistance. Be sure to include details about the issue you're experiencing.

I have feedback to provide about the new form. Who should I send it to?

Please submit feedback [here](#).