

# Comments in BUY.IU

Comments provide a way for BUY.IU users to communicate with each other and to log information for future reference. Comments can be logged on requisition, purchase order, and invoice documents. If you are requesting action from an individual or group, you must tag them by adding an email recipient.

Text entered and documents uploaded in the comments are visible to all BUY.IU users. BUY.IU fields do not securely store critical data. **NEVER** enter critical data in any BUY.IU field or upload attachments which contain critical data such as social security numbers or bank account numbers.

Learn more about critical data and how it should be handled by visiting the [Data Management page](#).

## Contents

- Log a Comment ..... 2
- Request Help from Purchasing, Accounts Payable, or SDM ..... 5
- Reply to a Comment ..... 6
- Review all Comments..... 7

## Log a Comment

Comments can be found in the left-hand menu of every document. Documents which contain comments display the number of comments. Click **Comments** to review them or log a new one.

**Requisitions: 2867022**  
Surface Pro tablets and cases for ADSUP

Status: **Completed**  
Document Total: **10,850.00 USD**  
[View Related Documents](#)

Requisitions ▾

**Summary**

- General
- Shipping
- Billing
- Accounting Codes
- Internal Notes and Attachm...
- External Notes and Attach...
- Integration
- Special Payment Instructions
- Recurring Payments
- Tax Information

PR Approvals

**Comments** 2

Attachment Overview

**Summary** Document Actions ▾ | History | Print | ?

[Expand All](#) | [Collapse All](#)

▾ **General**

Status ✓ Completed (1/16/2020 10:22 AM)

Submitted 1/16/2020 10:17 AM

Cart Name Surface Pro tablets and cases for ADSUP

Description/Business Purpose no value

Prepared by Sarah Chavez

Purchase Order PO0005818 [view](#) | [print](#)

PO Clauses

- 1 Contractor
- 46 New Tax information TLC Editio...
- 99 Taxes

[view all clauses - \(3\)](#)

Owner Phone +1 812-856-4574

Order Restricted? ✗

Has an ICQ been attached or approved for this transaction type in the last 365 days? No

▾ **Shipping**

**Ship To**

ATTN: Sarah Chavez  
Building

Click **Add Comment** in the upper right-hand corner to log a new comment.

**Requisitions: 2867022**  
Surface Pro tablets and cases for ADSUP

Status: **Completed**  
Document Total: **10,850.00 USD**  
[View Related Documents](#)

Requisitions ▸

PR Approvals

**Comments** 2

Attachment Overview

**Comments** Document Actions ▾ | History | Print | ?

Show comments for Requisition ▾ **Add Comment**

**Records found: 2**

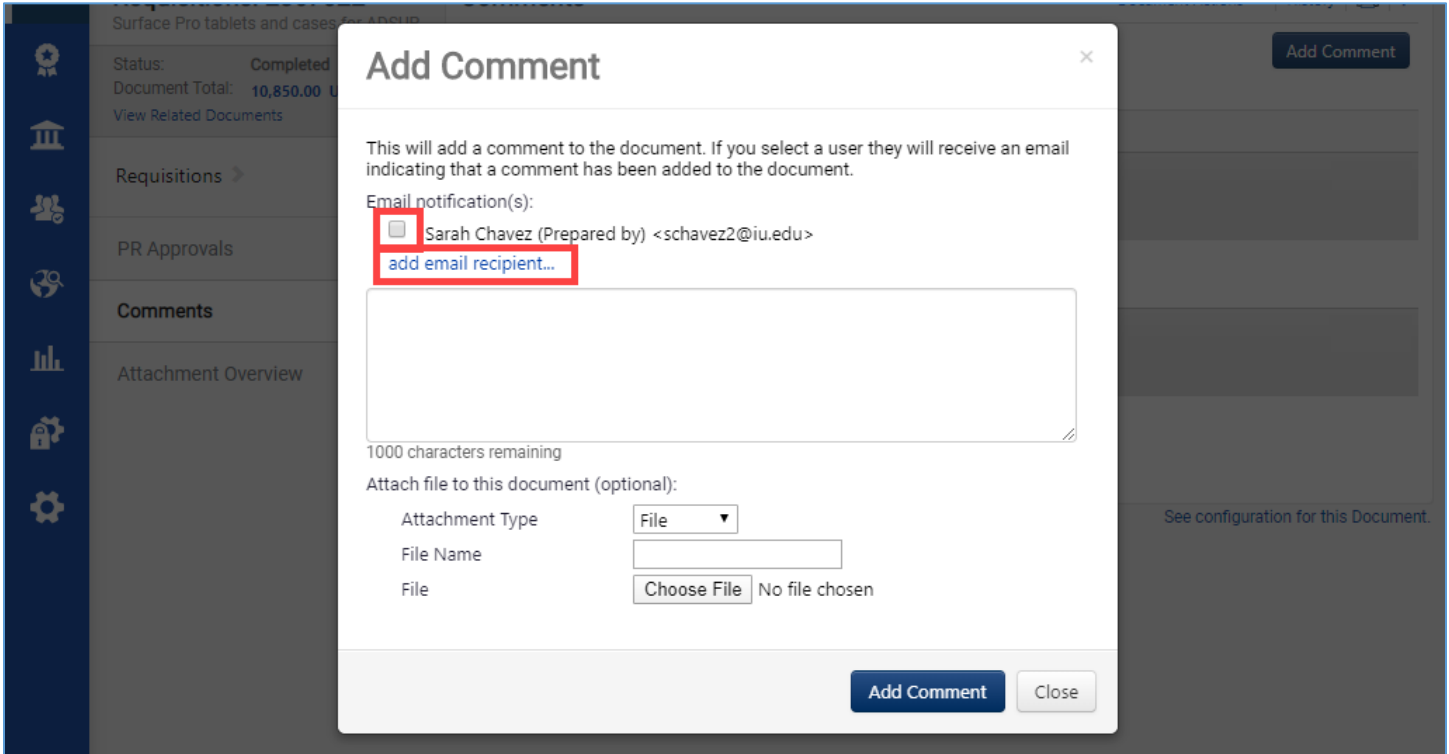
**Sarah Chavez** [\[Reply To\]](#) [\[New Comment\]](#)  
Applies To: Requisition - 2867022  
Comment Added - 3/24/2020 6:40 PM  
Ordering new surface pro tablets for administrative team.

**Sarah Chavez** [\[Reply To\]](#) [\[New Comment\]](#)  
Applies To: Requisition - 2867022  
Expedited - 1/16/2020 10:22 AM

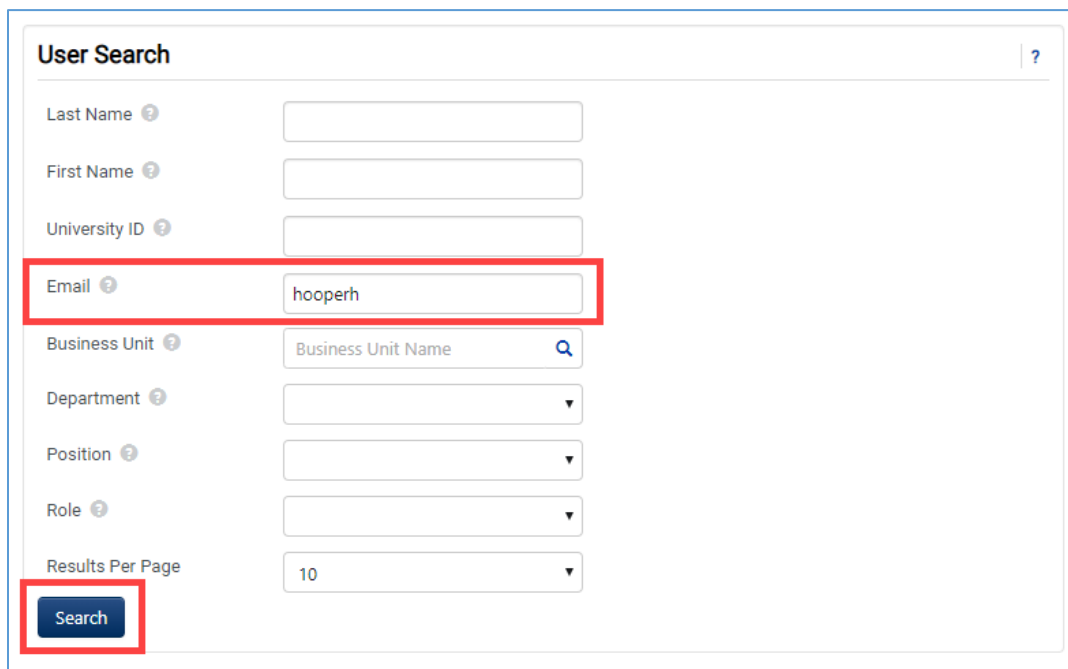
A new window appears. Individuals associated with the document appear under the Email notification(s) header. This could include the document submitter, approver, or others. The information in parentheses after the individual's name describes their relationship to the document.

Users are not notified that a comment has been logged unless they are added as an email recipient. If you expect someone to act on the document, you must add them as an email recipient.

Check the box next to the individual's name or click **add email recipient...** to search for an individual or group account.



A new window opens which allows you to search for users using their name, university ID, or email. We recommend searching for individuals by entering the individual's username in the **Email** field. Click **Search**.



If the user you're looking for does not return, click **New Search** in the upper left-hand corner to enter new search terms. Once you've located the user you wish to notify, click **select** next to their entry to add them as an email recipient.

Name ▲	User Name ▲	Email ▲	Phone	Action
Hooper, Holly	0003548957	hooperh@iu.edu	+1 812-855-9823	[select]

Click **add email recipient...** again and repeat the steps above until all individuals or groups are added.

BUY.IU provides 1,000 characters in the text field. When logging a comment, we recommend addressing the individual you expect to act on the comment and signing it with your name or username.

Attachments can also be uploaded by selecting the **Attachment Type** from the drop-down and entering a name for the attachment in the **File Name** field. Finally, click **Choose File** to search for the file on your machine.

Once all information is added, click **Add Comment** to save your comment and upload the attachment.

Comments cannot be deleted by users once logged. If a comment contains critical data and must be removed, notify the Office of the University Controller by using the [UCO Contact Form](#).

**Add Comment**

This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document.

Email notification(s):

- Sarah Chavez (Prepared by) <schavez2@iu.edu>
- Holly Hooper <hooperh@iu.edu>

[add email recipient..](#)

Holly, This is a high dollar order that will require a signature. These tablets are going to be delivered to the front desk. Please make sure someone is available to receive the order or they will be returned. Thanks! Sarah

777 characters remaining

Attach file to this document (optional):

Attachment Type: File

File Name: Delivery Instructions

File:  PierGroup S...ng Info.png

Comments are displayed in descending order by date. The comment also reflects who was added as an email recipient and what attachments were uploaded.

In this example, Holly Hooper will receive an email which contains the comment text and a link to the document in BUY.IU. The number next to Comments in the left-hand menu updates to reflect 3, and the Attachment Overview section also reflects the file that was uploaded.

## Request Help from Purchasing, Accounts Payable, or SDM

If you need to request action from a Procurement team, search for “helpdesk” in the **Last Name** field when adding an email recipient.

When you click Search, BUY.IU returns email options for all helpdesks available in BUY.IU. Click **[select]** next to the group you need to contact and log your comment.

New Search

Name ▲	User Name ▲	Email ▲	Phone	Action
Helpdesk, Accounts Payable	iuaphelp	askap@iu.edu	+1 000-000-0000	[select]
Helpdesk, Purchasing	purhelp	askpur@iu.edu	+1 000-000-0000	[select]
Helpdesk, Supplier Data Management	supplier	asksdm@iu.edu	+1 000-000-0000	[select]

## Reply to a Comment

Comments must be logged in BUY.IU. It is not possible to reply to an email and generate a comment on a BUY.IU document.

Click the **View Comment** link in the email you received or navigate to the document in BUY.IU.

Comment added to PO PO0005818

support@sciquest.com  
To Chavez, Sarah Julia

Tue 3/24/2020 7:50 PM

Reply Reply All Forward

Action Items + Get more add-ins

Re: COMMENT ADDED TO PO #: PO0005818

Dear Sarah Chavez,

Timothy Wayne Rice has commented on PO PO0005818

Comment: Sarah, I was not notified that this order was increased. Can you please upload the email conversation from your supervisor stating that additional tablets are needed?  
Thank you, trice

To reply to this comment click on the following link

[View Comment](#)

Support Team Contact Information:  
+1 812-855-3720 [purhelp@iu.edu](mailto:purhelp@iu.edu)

Thank you,  
IndianaUTUIT

Once in the comments section, click **Reply To** located above the comment to reply directly to the author or **New Comment** to start a new comment string. In this example we'll click Reply To.

**Purchase Order: PO0005818 Revision 3**  
3044135

Supplier: Pier Group LLC  
Status: Completed  
Document Total: 14,105.00 USD

Status  
Purchase Order >  
Revisions  
PO Approvals  
Shipments

**Comments** Document Actions History ?

Show comments for Purchase Order Add Comment

Records found: 2

**Timothy Wayne Rice** [Reply To] [New Comment]  
Applies To: Purchase Order - PO0005818  
Comment Added - 3/24/2020 7:49 PM  
Sarah, I was not notified that this order was increased. Can you please upload the email conversation from your supervisor stating that additional tablets are needed? Thank you, trice

Email sent: Sarah Chavez <schavez2@iu.edu>

**Sarah Chavez** [Reply To] [New Comment]  
Applies To: Purchase Order - PO0005818  
Change Request Created - 1/16/2020 11:29 AM  
Updating quantities to reflect 13 total tablets and 13 total cases. Purchasing, please distribute updated PO to Pier Group when available. Thanks!

A new window appears, and the author of the comment is automatically selected as an email recipient. [Follow the instructions in the “Log a Comment” section](#) above to log your comment.

### Review all Comments

Comments logged on a related document can be viewed from any other related document. In the comments section, click the **drop-down menu** and select **All**.

**Purchase Order: PO0005818 Revision 3**  
3044135

Supplier: Pier Group LLC  
Status: Completed  
Document Total: 14,105.00 USD

Status  
Purchase Order >  
Revisions  
PO Approvals  
Shipments  
Change Requests 1  
Receipts  
Invoices

**Comments** Document Actions History ?

Show comments for Purchase Order Add Comment

Records found: 3

**Sarah Chavez** [Reply To] [New Comment]  
Applies To: Purchase Order - PO  
Comment Added - 3/24/2020 7:56 PM  
Hi Tim. Attached to this comment is n  
you have any questions or need any a

Email sent: Timothy Wayne Rice <trice+1@iu.edu>  
Attachment Added: Tablet Request (21k)

**Timothy Wayne Rice** [Reply To] [New Comment]  
Applies To: Purchase Order - PO0005818  
Comment Added - 3/24/2020 7:49 PM  
Sarah, I was not notified that this order was increased. Can you please upload the email conversation from your supervisor stating that additional tablets are needed? Thank you, trice

Email sent: Sarah Chavez <schavez2@iu.edu>

**Sarah Chavez** [Reply To] [New Comment]  
Applies To: Purchase Order - PO0005818  
Change Request Created - 1/16/2020 11:29 AM  
Updating quantities to reflect 13 total tablets and 13 total cases. Purchasing, please distribute updated PO to Pier Group when available. Thanks!

Comments from all related documents are now visible. Click the **document number** to access it and see additional details.

### Purchase Order: PO0005818 Revision 3

3044135

Supplier: Pier Group LLC  
Status: Completed  
Document Total: 14,105.00 USD  
[View Related Documents](#)

Status

Purchase Order >

Revisions

PO Approvals

Shipments

Change Requests **1**

Receipts

Invoices

**Comments 3**

Attachment Overview **1**

### Comments

Document Actions | History | ?

Show comments for: All Add Comment

**Records found: 6**

**Sarah Chavez** [Reply To] [New Comment]  
Applies To: Purchase Order - PO0005818  
Comment Added - 3/24/2020 7:56 PM

Hi Tim. Attached to this comment is my email communication with Steve in which he requests 3 additional tablets. Please let me know if you have any questions or need any additional information. Thanks! Sarah

Email sent: Timothy Wayne Rice <trice+1@iu.edu>  
Attachment Added: [Tablet Request \(21k\)](#)

**Timothy Wayne Rice** [Reply To] [New Comment]  
Applies To: Purchase Order - PO0005818  
Comment Added - 3/24/2020 7:49 PM

Sarah, I was not notified that this order was increased. Can you please upload the email conversation from your supervisor stating that additional tablets are needed? Thank you, trice

Email sent: Sarah Chavez <schavez2@iu.edu>

**Sarah Chavez** [Reply To] [New Comment]  
Applies To: [Requisition - 2867022](#)  
Comment Added - 3/24/2020 7:37 PM

Holly, This is a high dollar order that will require a signature. These tablets are going to be delivered to the front desk. Please make sure someone is available to receive the order or they will be returned. Thanks! Sarah

Email sent: Holly Hooper <hooperh@iu.edu>  
Attachment Added: [Delivery Instructions \(21k\)](#)

**Sarah Chavez** [Reply To] [New Comment]  
Applies To: [Requisition - 2867022](#)  
Comment Added - 3/24/2020 6:40 PM

Ordering new surface pro tablets for administrative team.