

# FORUM 2017: Creating Connections Together



## Welcome to eVA Customer Care – Common Vendor Questions

Presented by

Ghania Matias, Hamilton Bryan, and Teresa Evans



- Overview Customer Care
- Trending now
  - Statistics and Feedback
  - Common issues received from Buyers and Vendors
- Examples of Vendor Questions
  - SEV Vendor - How do I update my payment address?
  - Where is my money?
  - How do I get paid?



# What is eVA Customer Care?

- eVA Customer care is a team who is committed to providing and delivering exceptional customer service before, during and after your technical issues are resolved.



# What we do

- Provide Technical Support/Assistance in eVA to
  - 12,000 users
    - 244 agencies
    - 900 Local Public Bodies
    - 100,000+ Vendors
- Assist with testing modules and eVA eMall and Quick Quote training



- Assist Vendors with getting access to resources



dun & bradstreet

SAP Ariba 



# Meet your Customer Care Team

## eVA Customer Care Manager:

Ghania Matias

## Lead Specialists:

Open

Teresa Evans

## Specialists:

Miranda Bowling      Thomas Duck

Sherry Mickens-Green

Natasha Randolph      Joann Ward

Jennifer Wright

## Analyst:

Open



# Issue and Call Stats



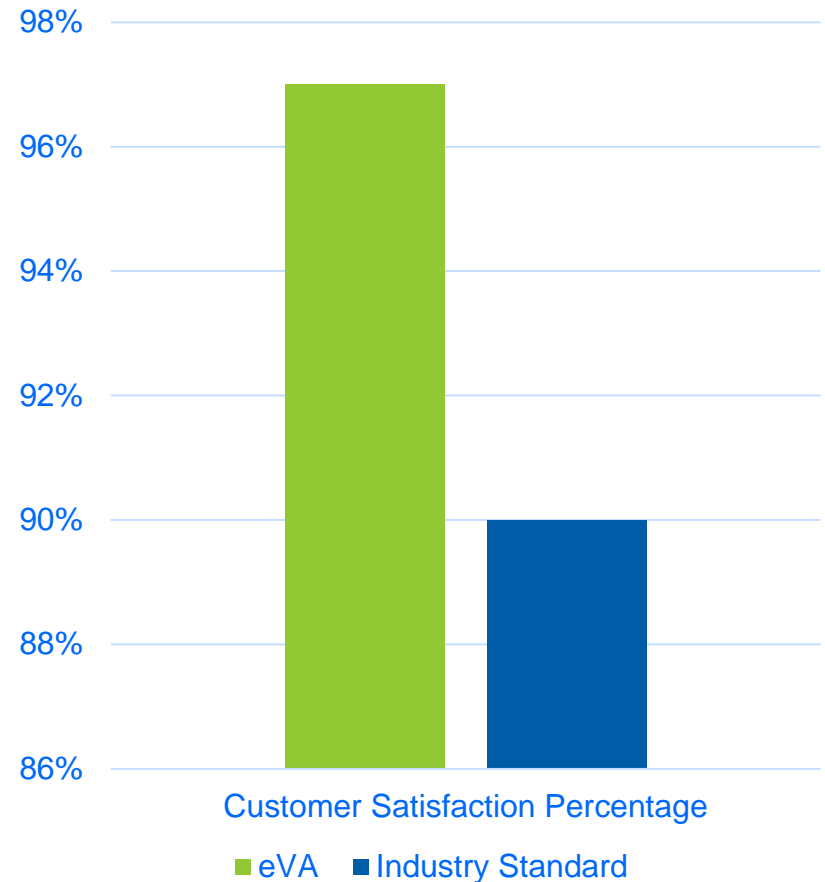
# Your Feedback

- Surveys
  - Opportunity to rate their experience
  - Feedback improves quality and the user's experience in eVA

Responders	Number of Responses
Buyer	1594
Vendor	2658
Other	214
<b>TOTAL</b>	<b>4466</b>

*"It is such a pleasure to communicate with your staff!..." "I am very pleased with the service. God bless!!"*

## Survey Results

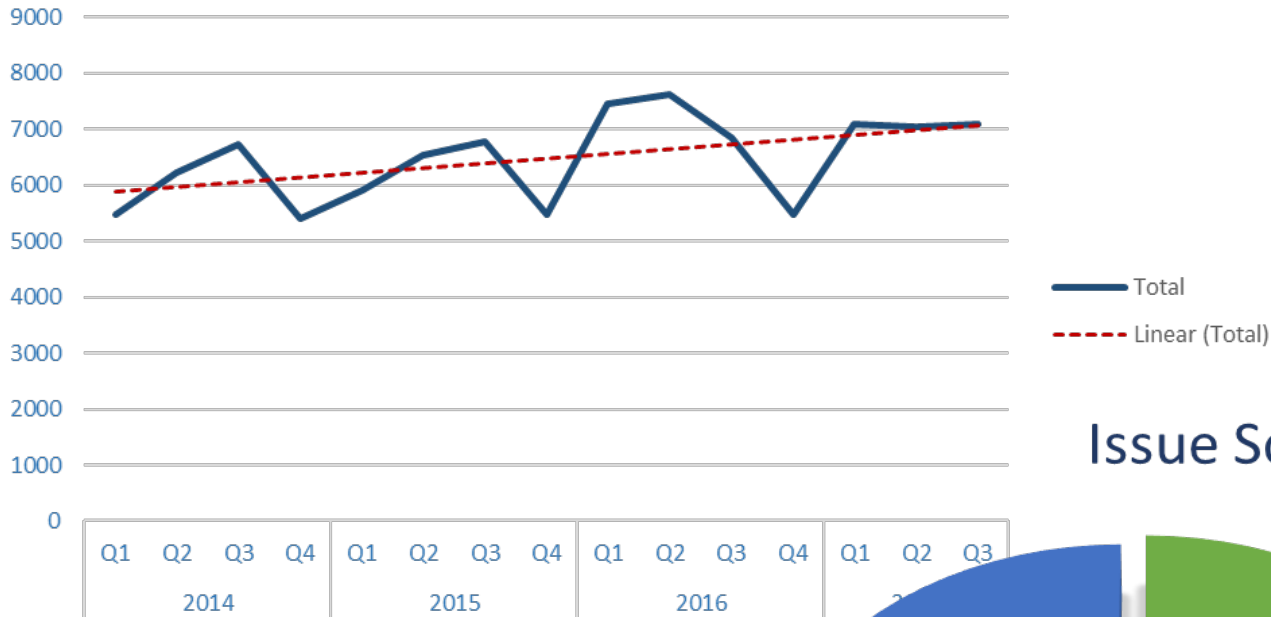




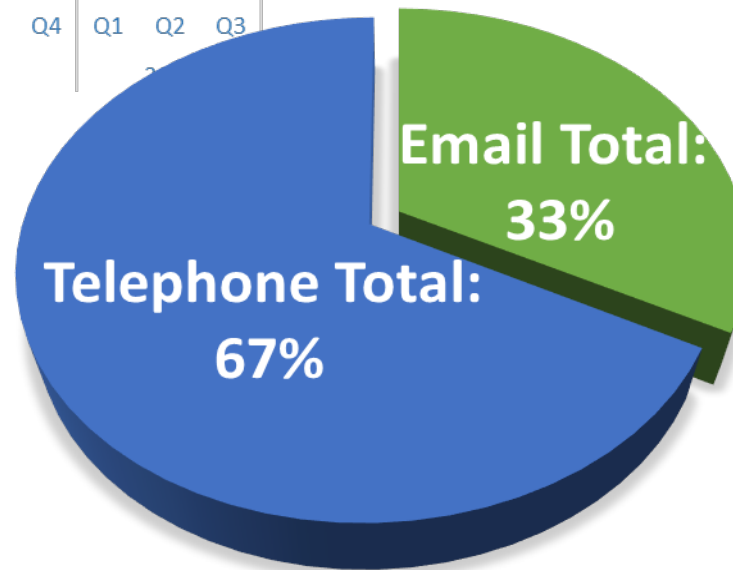
# Calls and Issue Trends



# Issue Volume - Year to Year



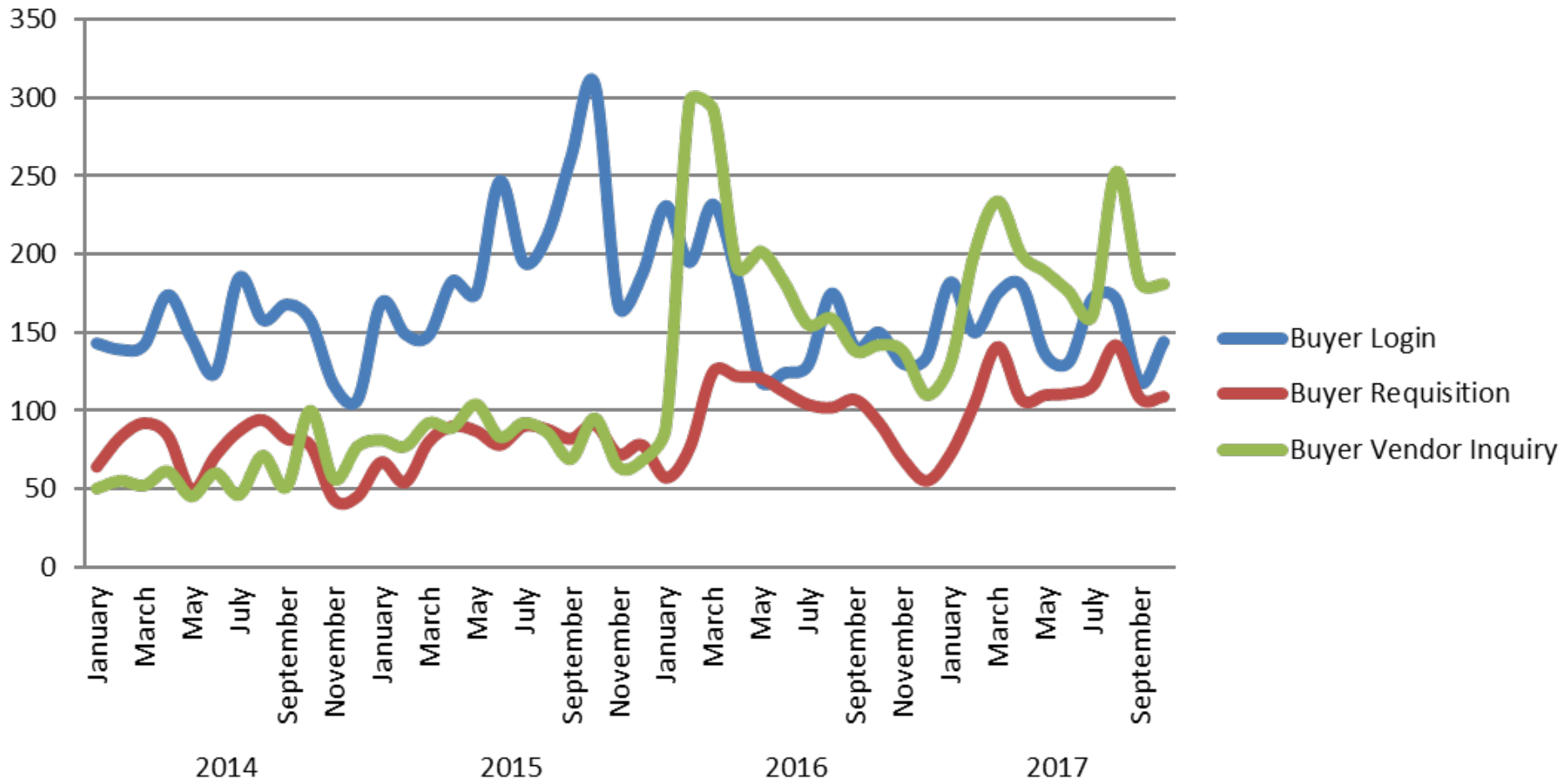
# Issue Sources



- Email Total:
- Telephone Total:



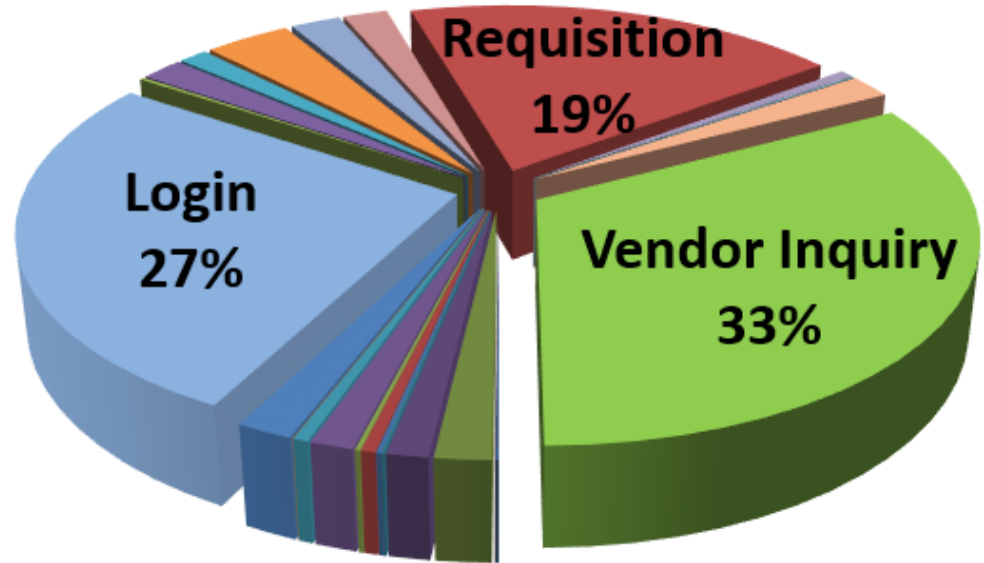
# Buyer Issue Trends



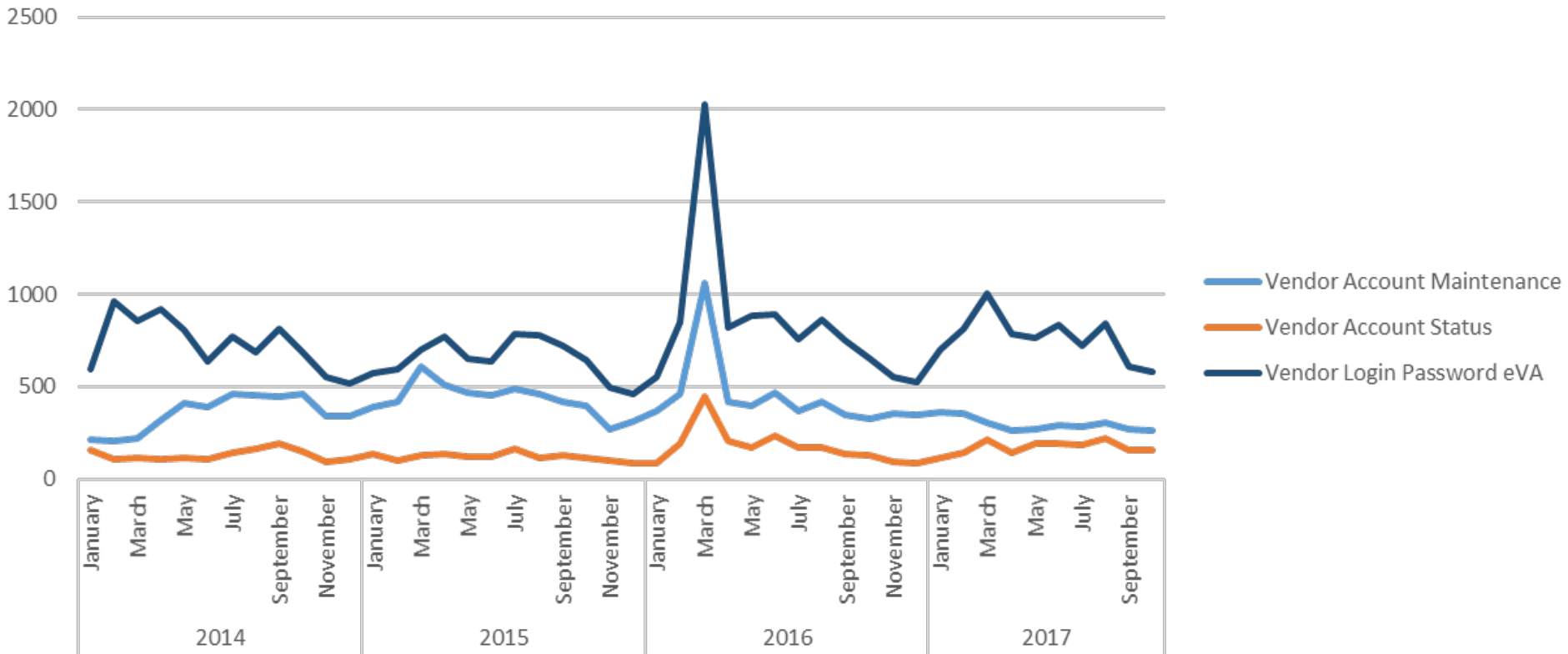
# Buyer Issues for October 2017

- Buyer Vendor Inquiry
- Buyer Login
- Buyer Requisition
- Preferences (Pcard updates, User info, etc.)
- Report & Resource Center/Logi Reports
- Other

**Buyer Issue Percentage**



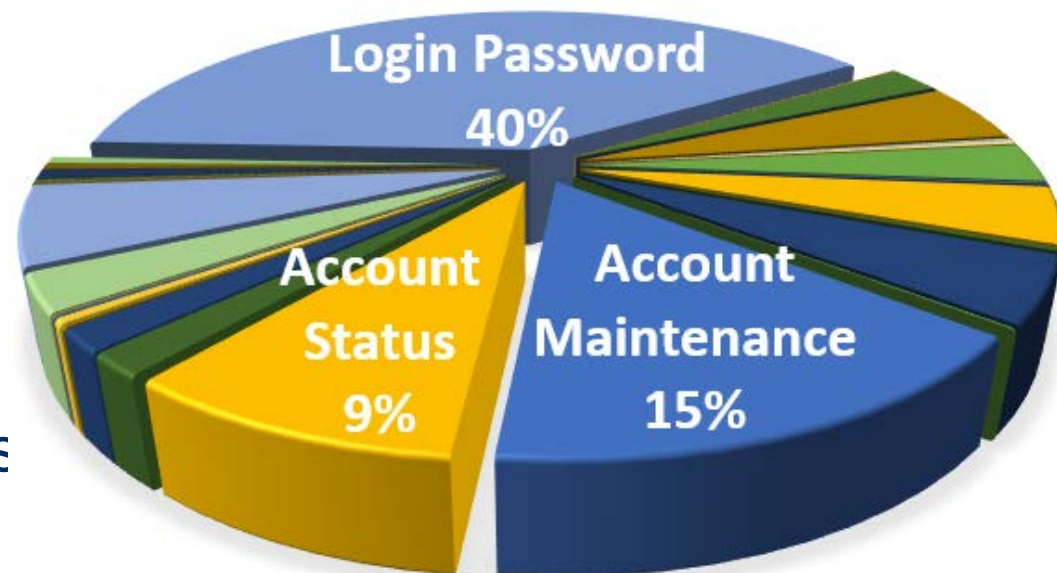
# Vendor Issue Trends



# Vendor Issues for October 2017

- Login/Password Reset
- Vendor Account Maintenance
  - *How do I update my payment address?*
- Account Status
- eVA Registration
- SWAM certification status or how do I get certified?

VENDOR ISSUE PERCENTAGES



## Vendor Question #1



- How do I update my payment address?
  - [VendorCall](#)
  - [Update address and contacts](#)



Self Registered



State Entered







# eVA Vendor List

[Return to eVA Home Page](#)

Search -->  Vendor Name, vendor Customer Code or VLIN  SWAM Type

1-

[Search](#) [View All](#)

Check to use 'Name starts with' search logic.

Vendor names starting with: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Others](#)

First 1,000 vendors listed

To navigate buttons or enter page# and click your TAB key.

Status	HQ	VendorID (Click for Details)	eMail Supplier Name (Vendor Loc. Std Name)	eMail Contact (Location Name)
Active Self	Y	<a href="#">VS0000190122</a>	1-1 A Tactical LLC	1-1 A Tactical LLC
Active State	Y	<a href="#">VS0000177945</a>	1-800-GOT-JUNK	Ivy Office
Active Self	Y	<a href="#">VS0000214388</a>	1-800-Pack-Rat LLC	1-800-Pack-Rat LLC
Active Self	Y	<a href="#">E46805</a>	1-Step Detect Assoc	Jefferson Hills, PA

Registration type





# Virginia's eProcurement Portal

Division of Purchases and Supply

Need Help?



I BUY FOR VIRGINIA

I SELL TO VIRGINIA

TRANSPARENCY

CUSTOMER CARE

BILLING

BUYER LOGIN









VENDOR LOGIN

[Login Help](#) [Register](#)



## eVA Forms & Help?

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- 8. • [Request an eVA Address and /or Contact Information Change](#) 
- 9. • [Request to add additional payment address](#)   
(For use when more than one payment address is necessary) \* 
- 10. • [Request an eVA and Ariba Relationship](#) 
- 11. • [Request to Cancel your eVA Account](#) 
- 12. • [Request the Use of the eVA logo and Name for Your Website, Marketing Materials, Printing](#) 
- 13. • [State Entered Vendor Change Request Form](#)  



# Vendor Question #2



- Where is my money?

Or

- How do I get paid?





Orders and Releases ▾ All Customers ▾ Order Number

### Getting Started with Ariba

- 1 Review Ariba Fee Structure
- 2 Confirm Billing Contact
- 3 Add Users to Your Account

### Review Subscription Pricing



Network Transaction Service



Bronze



Silver



Gold



Platinum

Collaborate with your customers over the Ariba Network for low or no cost until you reach activity thresholds that deliver even greater business value. [Learn More.](#)

### Orders, Invoices and Payments

All Customers ▾ Last 14 days ▾

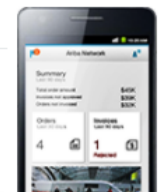
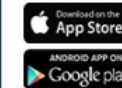
0 New Purchase Orders   0 Orders to Confirm   0 Orders that Need Attention   0 Pinned Documents  

Order Number	Customer	Status	Amount	Date ↓	Amount Invoiced	Action
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You do not have any Orders and Releases.

Now we're mobile.

Check it out.



### Tasks

Update Profile Information





Orders and Releases

Orders and Releases

Items to Ship

► Search Filters

Orders and Releases (5)

Type	Order Number	Ver	Customer ↑	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement
Order	DO1566617	1	Commonwealth of Virginia eVA Electronic Ordering		VMI Physical Plant Lexington, VA United States	Not Specified	\$150.00 USD	21 Feb 2013	New	Invoice
Order	PCO1282283	1	Commonwealth of Virginia eVA Electronic Ordering		Deerfield Correctional Center Capron, VA United States	Not Specified	\$806.31 USD	22 Feb 2013	New	PCard
Order	PCO1280828	1	Commonwealth of Virginia eVA Electronic Ordering		Department of Forensic Science Western Laboratory Roanoke, VA United States DEPARTMENT	Not Specified	\$49.99 USD	20 Feb 2013	New	PCard



Purchase Order: PCO1282283

Done

[Create Order Confirmation](#) | 
 [Create Ship Notice](#) | 
 [Create Invoice](#) | 
 Hide | 
 Print | 
 Download PDF | 
 Export cXML | 
 Download CSV | 
 Resend

Order Detail | Order History



**From:**  
**Southampton Detention Center**  
 Accounts Payable, 14380 Terrapin Drive  
 Capron, VA 23829  
 United States  
 Phone: +1 (434) 6584174  
 Fax: +1 (434) 6583971

**To:**  
**eVA Customer Care Test Account**  
 1111 East Broad Street  
 Richmond, VA 23218  
 United States  
 Phone: +1 (804) 3712413  
 Fax:  
 Email: [Ghania.Matias@dgs.virginia.gov](mailto:Ghania.Matias@dgs.virginia.gov)

**Purchase Order**  
 (New)  
**PCO1282283**  
 Amount: \$806.31 USD  
 Version: 1

Other Information

Ordering Agency: Department of Corrections  
 Terms and Conditions: Department of Corrections copies of which are available at [www.eVA.virginia.gov](http://www.eVA.virginia.gov). The stated price(s) include shipping FOB destination unless otherwise stated in the body of the order. In addition, this order is subject to an eVA transaction fee in accordance with the eVA Fee Schedule a copy of which is available at [www.eVA.virginia.gov](http://www.eVA.virginia.gov). This fee will be invoiced to your company, approximately 30 days after the order issue date specified above, by the Commonwealth of Virginia, Department of General Services. Any modification to these terms must be agreed to in writing by both parties prior to performance of this order.

Routing Status: Sent

[View less >](#)

Ship All Items To

**Deerfield Correctional Center**  
 General Warehouse, 21360 Deerfield Drive  
 Capron, VA 23829  
 United States  
 Ship To Code: A701D7  
 Phone: +1 (999) 9999999  
 Email: [karen.thomas@vadoc.virginia.gov](mailto:karen.thomas@vadoc.virginia.gov)

Bill To

**Southampton Detention Center**  
 Accounts Payable, 14380 Terrapin Drive  
 Capron, VA 23829  
 United States  
 Phone: +1 (434) 6584174  
 Fax: +1 (434) 6583971  
 PCard# 18911 ←  
 Expiration: 01/2014  
 Name: Karen Y Thomas

Deliver To

Central Warehouse/SDC  
 Deerfield Correctional Center

Line Items

Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1	89044	Material	24 (A76)	27 Feb 2013	\$28.59 USD	\$686.16 USD	<a href="#">Details</a>









**REVIEW**

- Overview Customer Care
- Call Statistics and Common issues received from Buyers and Vendors
- Feedback
- Examples of Vendor Response issues
  - Vendor how do I update my payment address? (SEV and Self-registered)
  - Where is my money? How do I get paid?





Hours: 8:00AM – 4:45PM M-F  
TOLL FREE: **866-289-7367**  
OUTSIDE US: **804-371-2525**

or

[eVACustomerCare@DGS.Virginia.gov](mailto:eVACustomerCare@DGS.Virginia.gov)

Thank you for visiting!

