Purchasing Department

Guidelines For Entering A Request For Maintenance Contracts

Please enter a purchase request on the software system. The money for these purchase requests will not come from your current budget but will automatically be encumbered from your new budget with the start of the new fiscal year. Please consider the following when entering your purchase request (PR):

- Assess whether a maintenance contract for the equipment or software licensing agreement in needed in the first place. Things to consider include:
  a) Has the equipment been reliable? What is the downside of foregoing the maintenance contract and paying for a repair on an 'as needed' basis?
  b) Is the equipment old, would it make more sense to put the cost of the maintenance contract into the cost of buying new equipment?
  c) Can you reduce the cost of the maintenance agreement by:
     i) Changing the time when the service will be provided, for example, from 24 hours a day, seven days a week, to 8 am to 5 pm Monday through Friday.
     ii) Returning the equipment to the service center instead of an onsite repair at BU.
- For first-time maintenance contracts please enter a PR on the purchasing system.
- If a renewal, please reference additional information below 'How to Review History of Your Maintenance Purchasing Requests Using Document Overview'.
- Reference and forward any quotes, if you have them.
- Include model and serial number for the equipment.
- Start your short text field on the PR with 'maintenance contract for ...............'. Provide detail as may be necessary in the PR header or long text fields.
- Include the estimated cost, if known, if not use last year's price.
- **IMPORTANT:** Be sure the delivery requested date on the PR is 06/30/xx.
- use appropriate G/L numbers.
- Have your request on the purchasing system by early April each year, sooner would be appreciated, to allow enough time to have the contract put into effect by July..
- The effective date for all contracts will be run from July 1, 20xx to June 30, 20xx.
- Contact Diann Shamburg or Evanna Nolte if you have any questions.

Revision date: May 31, 2013