



## LSC Stores New Service Provider FAQ

New / Updated Questions *(as at August 9<sup>th</sup>, 2017)*

### **Q. When does VWRCATALYST take over the operation of LSC Stores?**

UBC LSC Stores will close on Friday, August 25<sup>th</sup> and the “VWRCATALYST LSC Store” will open on Monday, September 5<sup>th</sup>.

### **Q. Will I be able to order products through LSC or VWRCATALYST between August 25<sup>th</sup> and September 5<sup>th</sup>?**

No. That week will be dedicated to transitioning from LSC management to **VWRCATALYST** management and no new orders will be processed during that time. Final orders must be placed before 12 noon on August 25<sup>th</sup> – and these will be invoiced and delivered to you in the usual way.

### **Q. If I order products from an outside vendor directly during this time, will they be delivered during that week?**

Yes. We will continue to provide our usual product receipt and delivery service during this time.

### **Q. What changes can we expect from the new operator?**

**VWRCATALYST**'s business model is different than LSC's, and as such there are a few things to note:

#### Ordering Products

- **VWRCATALYST** offers an online catalogue for products available in the new Store through their main website. It is slightly different from the current LSC Stores ordering system, but it functions like most online shopping experiences and will be easy to navigate.
- The **VWRCATALYST** online catalogue offers access to variety of products and suppliers – similar to the current system.
- **VWRCATALYST** LSC Store will offer a variety of popular items in-store. There may be some adjustments to the selection during the pilot period based on popularity/ sales. The online catalogue will indicate which items are available in-store.
- Vendor selection online and in-store may be slightly different from the current offering; the roster of vendors is subject to change when needs and/or agreements change.
- Be sure to visit the new Store in person to explore the selection of in-store products and provide feedback if you would like to see other items stocked.
- Customers will continue to be able to buy directly from their preferred supplier, with the same delivery service you are accustomed to currently.



### Customer Account/Profiles

- Many UBC labs are currently VWR customers and therefore already have an account and/or profile in their system, including billing and shipping details. If you currently have an account with VWR because you have ordered direct from them in the past, you will not need to set up a new account.
- **Prior to placing their first order after September 5<sup>th</sup>, all customers will need to have a Web Profile with VWRCATALYST, with a PCard or other credit card number associated with it.**
- We will ensure there is opportunity to setup, adjust or verify your Web Profile and VWR Account Number ahead of the change-over, so you are able to place orders immediately.

### Payment Process

- PCard (or other credit card) payments will replace UBC SpeedChart.
- Customers will receive invoices from **VWRCATALYST**, and must follow the standard UBC credit card reconciliation process.
- The current monthly invoice summary report will no longer be available.
- Arrangements can be made to increase the credit limit on your PCard to allow for bigger product purchases, or to get more PCards for your team.
- Information about PCards can be found in the handbook: [https://finance.ubc.ca/sites/finserv.ubc.ca/files/procure-pay/PCard Program Handbook.pdf](https://finance.ubc.ca/sites/finserv.ubc.ca/files/procure-pay/PCard%20Program%20Handbook.pdf)
- VWR utilizes ISO27001/2 and NIST 8000 as guiding requirements to ensure confidentiality, availability and integrity.

### Pricing

- Product prices will essentially stay the same. There may be some minor product price variances depending on VWR's specific supplier agreements, but overall they are expected to be in a similar range.
- Fees for shipping and delivery will not change. **VWRCATALYST** will continue to receive and deliver products you order through the **VWRCATALYST** website/ your VWR Account with no additional fees.
- Shipping fees charged by suppliers you order from directly continue to be your responsibility.

### Product Delivery

- In-stock products can be picked up at any time in-store. Available in-stock items will be easy to identify on the **VWRCATALYST** website.
- Delivery of products ordered through **VWRCATALYST** will continue as usual: customers will receive notification of estimated delivery dates when placing an order and these will be delivered directly to you.



- VWR will not be involved in direct orders from other suppliers. Direct orders will continue to be shipped to the LSC loading bay, be received and delivered to you by the LSC building receiver.

#### Customer Service

- Staffing in the Store will be **VWRCATALYST** employees who are familiar with scientific products and well trained in customer service.
- **VWRCATALYST** values UBC's scientific community business, and is committed to providing excellent service. They will conduct periodic surveys with customers to ensure they are delivering on this promise; and they will be open to hearing customer concerns in the interim.

#### **Q. When will we see the new ordering site?**

The online catalogue will resemble VWR's product website, however, **VWRCATALYST** is customizing it to display the same product offering our customers currently order from LSC Stores. They are also creating a colour-coded view of what's available in-store. These are expected to be complete and ready in the coming weeks.

Feel free to visit the VWR website at any time, to familiarize yourself with the look and feel and basic ordering/ cart process: <https://ca.vwr.com/store/#> in advance of the change-over.

#### **Q. Will we need training on how to order products or set up accounts?**

VWR's online catalogue is similar to other suppliers' websites and other online shopping experiences; however, there is always an adjustment to a new process. The **VWRCATALYST** team will offer training on how the catalogue works in advance of the change-over, as well as ongoing support during the weeks following their launch. They are also committed to helping customers ensure their accounts and profiles are complete so there is no time lost in placing orders.

#### **Q. What did the survey results say?**

Our customer survey in June told us a few things:

- while there will be an adjustment period, most of you will only be minimally impacted by this change; only 21% reported that they will need to make many adjustments
- there was an even divide between liking and not-liking the move to PCards for payment; many find SpeedChart more efficient, many find PCards more current
- some expressed concerns about increased costs for products and delivery
- maintaining product selection, supplier selection and pricing were top concerns
- a number of "suggestions for improvement" were offered (and shared with VWR)



## Previous FAQs *(June 21, 2017)*

### **Q. What is the need for a new service provider?**

The LSC Stores operation has not been financially viable for a number of years. Numerous efforts to improve sales and create a break-even situation have not succeeded, and as such, the Faculty of Medicine has made the decision to move to a new business model. Because we know how valuable the service is to the work you do, we elected to continue to offer you the service using an outside supplier.

### **Q. Why was VWRCATALYST selected?**

VWR has been a scientific supplies vendor at UBC for many years, and is currently the preferred vendor offering UBC competitive pricing and a wide range of services; and many UBC labs order from them regularly.

UBC Financial Operations recommended and engaged VWR's Laboratory Services division, **VWRCATALYST**, who provides a similar stores/stockroom function to other universities. We have **VWRCATALYST**'s assurances that they will work collaboratively to meet your needs.

### **Q. Why are you calling this a pilot? Will the Stores close if it doesn't work out with VWRCATALYST?**

The LSC Stores operation has been financially challenging for a number of years – it's the catalyst for the need to change providers. **VWRCATALYST** has accepted the opportunity to deliver a service that follows a similar model with a few differences they believe will make it more viable. A pilot period allows UBC Financial Operations, **VWRCATALYST** and customers to assess and refine the model in order to meet both operational and service needs, and to decide future direction.

**VWRCATALYST** has committed to gathering customer feedback throughout, in effort to provide a valuable service on UBC's behalf.

### **Q. When does the change happen?**

UBC LSC Stores will close on Friday, August 25<sup>th</sup> (last order must be received by 12 noon). There will be a one-week closure for the transition, and then will re-open as "**VWRCATALYST** LSC Store" on Monday, September 5<sup>th</sup>.

### **Q. What happens if my orders haven't arrived after Aug 25th or Sept 5th?**

We will ensure all orders placed prior to 12 noon on Friday, August 25<sup>th</sup> are received on your behalf and delivered to you.

### **Q. Why must it be closed between operators, and how will I receive supplies during this time?**



LSC Stores and **VWRCATALYST** needs time to go through the transition process; and the **VWRCATALYST** team also needs time to set up their systems and organize themselves in the space.

To ensure you are not inconvenienced, we will send reminders to order ahead, and we will continue to deliver previously ordered items during the brief closure.

**Q. I have not had great experiences with VWR, what guarantee is there that they will provide the standard of service and products that UBC LSC Stores has to date?**

There are no guarantees, however, we're working closely with **VWRCATALYST** to ensure there is a shared understanding of your needs, and that the service model will be appropriate. **VWRCATALYST** is committed to seeking feedback from customers throughout the pilot period, and you are always welcome to share comments or concerns with us or with UBC Financial Operations. We will also be available for support where appropriate.

**Q. Will we get training on how the new provider's ordering system works?**

Yes. **VWRCATALYST** will provide orientation to their ordering system closer to the handover date (so it's easier to remember when the time comes to use it).

**Q. Where can I get more information?**

If you have any questions or concerns in the period leading up to the handover on September 5<sup>th</sup>, please contact:

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**VWRCATALYST** will provide appropriate contact information for their team closer to the handover date.