



LSC Stores New Service Provider FAQ

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 25th (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 5th.

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 25th are received and delivered.



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

LSC Stores and **VWRCATALYST** need 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. What will be different from the way we use the service now, and what will stay the same?

The new store will be managed and operated by **VWRCATALYST**. As the business model will be slightly different, there will be a few changes:

- Only in-stock products will be available in the **VWRCATALYST** LSC Store.
- P-card (or other credit card) payments will replace UBC SpeedChart.
- Customers will need to order non-stock products directly from vendors.
- Invoicing process will be different; the current monthly invoice summary report may not be available.
- Staffing in the Store will be **VWRCATALYST** employees.

What's not changing:

- Product offering will be similar to what's currently available, both in-stock and online.
- Breadth of available vendors will be similar; customers will have the opportunity to buy stocked products from their preferred source.
- Product pricing will remain the same.
- Receipt and delivery processes will not change.

Q. I have not had great experiences with VWR [OR: VWR is not my "preferred" vendor], 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?

We will continue to provide updates in the coming months. If you have any questions or concerns in the period leading up to the handover on September 5th, please contact:

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