

# RIVERSIDE COMMUNITY COLLEGE DISTRICT

## GALAXY On-Line Requisitions

### F A Q

(Frequently Asked Questions)

1. **What if I don't have access to *Galaxy* or I don't have the menus that I need?**

Contact Adrienne Fisher (Administrative Assistant, Finance) at [adrienne.fisher@rccd.edu](mailto:adrienne.fisher@rccd.edu)

2. **What if I need help when entering a requisition on-line?**

Contact staff in Purchasing:

Majd Askar	951.222.8444	<a href="mailto:majd.askar@rccd.edu">majd.askar@rccd.edu</a>
Melissa Griffith	951.222.8645	<a href="mailto:melissa.griffith@rccd.edu">melissa.griffith@rccd.edu</a>
Melissa Elwood	951.222.8042	<a href="mailto:melissa.elwood@rccd.edu">melissa.elwood@rccd.edu</a>

3. **What if I try to log on to *Galaxy* and forget my password or use an incorrect password?**

*Galaxy* gives you three chances to get it right. If you try 3 times and fail, then you will not be able to log on until you call the Riverside County help desk to have your password reset. The RCC Business Office does not have your password information.

Good Tip: After 2 failed log-in attempts, completely log out of *Galaxy*, and re-open a new *Galaxy* Screen and your 3 allotment limit will start over.

**RCOE Password Reactivation: 951-826-6524**

4. **What if I have an emergency and need a purchase order and/or check immediately?**

Enter the *Galaxy* requisition and e-mail the requisition number to Budget Office and Purchasing with 'High Importance' flagged on your email to ask that the requisition be approved and converted as soon as possible. Every effort will be made to help you meet your deadline.

5. **What if my manager is gone and I need a requisition approved before he/she returns?**

Since every department has its own unique requirements, each department will need to work out its own way of handling such situations. The Budget Office can provide suggestions if needed, and can assign substitute approvers.

6. **How do I track my requisition to see where it is in the approval process?**

Select the "**View Purchase Requisition**" Navigation menu option. Enter the purchase requisition number in the "**Purchase Requisition**" field or select from the drop-down menu and click "**Find**". Click on the various tabs for requisition information.

Click the "**Details**" tab and view the status of the requisition, located in the "P.R. Status" field. Click the "**Approvals**" tab to see if the requisition has been approved.

To view the purchase order number, click on the "**Items**" tab. Drag the scroll bar located on the bottom of screen to the right. The purchase order number is located below "P.O. Line Numbers."

7. **When do I obtain quotes for material, equipment and supply purchases?**

- \$1,000 to \$9,999 - obtain 3 informal price quotes
- \$10,000 to \$81,000 – obtain 3 written price quotes

*Always request an educational institute discount when obtaining quote.*

- \$81,000 and over - contact Purchasing for formal bid procedures
- If purchasing computer equipment or software, please put in a request through your RCCD Outlook e-mail to Helpdesk for a Quote from Micro Support. This will ensure that your equipment will be maintained and supported by the Micro Support Department.

8. **How do I submit quotes and attached lists to the Purchasing Department?**

Be sure to reference the **Galaxy** requisition number on any back-up documents (i.e., attached lists, quotes) and forward it to the Purchasing Department. If you do not send relevant back-up information, this will cause a delay in processing the requisition.

9. **Can I submit an order to a vendor with an approved requisition?**

**Absolutely not!!** Never submit an order without an approved Purchase Order. For most orders, Purchasing staff will place your order by either faxing or mailing out a District issued signed Purchase Order. Purchases made without an authorized PO may be considered an obligation of the person making the purchase and not an obligation of the District. If you have a rush or emergency order, Purchasing will assist in expediting the requisition process.

10. **What if I need to use a vendor that is not in the system?**

Contact your new vendor and ask them to complete and return to you the Vendor Maintenance Information Form and a W-9. Then forward to Purchasing and they will create a file for the vendor and email you back the vendor # to use in Galaxy. Remember, if they are an out-of-state vendor, we now have the California 587 form that we need from them. If you do not have these forms, please email Purchasing and they will send them to you.

11. **When is the ‘Authorized Purchaser’ tab required to be filled out?**

Open Purchase Requisitions must include the names of all authorized purchasers.

Click on the “Authorized Purchaser” tab and provide the names of staff that will use the open purchase order to buy goods. Some vendors will not allow purchases to be made without the names of the authorized purchasers listed.

12. **What if I get the message “Insufficient Funds, Do you want to override? Yes or No”?**

Only staff in Budget Office can approve a budget override. Answer No or OK to the prompt and the requisition will still be sent on to Budget Office where they will check availability of funds by major object code.

If you know that you do not have enough funds, you must submit a budget transfer before the requisition can be approved. It is helpful if you enter an internal comment if you require special handling.