WISBUY Frequently Asked Questions

WISBuy	
What is WISBuy?	WISBuy is the State of Wisconsin's eProcurement shopping website that features suppliers on mandatory State contracts. WISBuy consists of two separate websites that feature the same products but allow for different purchasing methods: the PCard Marketplace (for payments with PCards) and the eCatalog (for payments by purchase orders).
Who can use WISBuy?	The PCard Marketplace is available to UW, Municipalities, and State employees through a secure website. Users are required to create an account on the PCard Marketplace website to gain access to the supplier catalogs and pay for their orders using a PCard.
What are the benefits of using WISBuy?	WISBuy allows you to easily locate and purchase items at State contracted prices from multiple vendors at once, compare prices between vendors, access order histories from multiple vendors in one location.
Can I use WISBuy if I don't have a PCard?	All payments for WISBuy orders must be made through the PCard. However, if you do not have a PCcard you can still create a login, do your shopping and reassign your created cart to an authorized or PCard holder in your Business Unit to complete your purchase.
My agency has specific procurement policies. Will WISBuy be set up with these policies for me?	Always follow your agency's procurement policies. The PCard Marketplace does not prevent users from purchasing items (with the exception of IT, medical, and dental supplies).
Navigation	
What is the difference between a hosted catalog and a punchout catalog?	Hosted catalogs are contained within the WISBuy website and can be searched using the WISBuy search bar. Punchout sites are links to supplier websites but still contain the negotiated State pricing. These websites do not require a second login and when users are done shopping at the punchout site, they are returned to WISBuy.
Where can I view the total cost of my purchase?	You will be able to see your cart's total in the toolbar next to the cart icon at the top of your screen, on the right-hand side.

Where can I find my order history on WISBuy?	If you click on the cart icon on the tool bar on the left side of your screen, click "Shop," then "My Carts and Orders," and finally "View My Orders (Last 90 Days)", you will be able to view your recent orders. You may also click on the Requisition Number and the "History" tab to view your complete purchase history.
Search	
Can I search all catalogs at once using the search bar on the home screen?	The search bar can only search through the hosted catalogs (i.e., the catalogs contained within the WISBuy website) and not the punchout sites. If you would like to search the punchout sites, you will need to go to each site you want to search. You can still compare prices from the punchout sites by adding items to your cart and bringing them back to the WISBuy website.
I'm getting too many results when I search for an item. How do I filter my results?	On the Search Results page, there are several filters that can be set to narrow your search. The available filters include adding a keyword, category, supplier, UOM, and manufacturer.
What should I do if I can't find a product or contract on WISBuy?	You will need to go to VendorNet and search for the desired product or contract on that site.
When I search for an item my results aren't exactly what I was looking for. How can I refine my search?	WISBuy has an Advanced Search option where you can search using multiple words. To access this function, go to the "Shop at the Top" bar and click on the "Advanced Search" link.
PCard Marketplace	
I created my account but it hasn't been approved yet. Who approves my account and when will it be done?	Each Agency has an Administrator who is responsible for approving all new accounts. If your account hasn't been approved yet, it may be because you have not yet completed the required training. You should check with your Agency Admin for more information. If you're not sure who your Agency Admin is, you can find a complete list at http://doa.wi.gov/Divisions/Enterprise-Operations/State-Bureau-of-Procurement/WISBuy.
What do I do if I forget my password?	To reset your password, click on the "Forgot Your Password" link on the WISBuy Log In page. If you set up your Security Questions when you created your profile, you will be able to reset your own password. If you didn't set up the Security Questions, you will need to contact your Agency Admin.

Will WISBuy automatically update my PCard information when my current card expires?	No. You will need to update this information manually by clicking on the dropdown menu next to your name at the top of the screen and selecting "View My Profile." On the left side of the screen, you will need to select "Default User Settings," then "Payment Options." This will allow you to update your PCard information.
Can I edit the name of my cart so that it's easier to find it later to make repeat purchases?	Once you have placed items into your cart, you can view the contents of your cart by clicking on the cart icon on the right-hand side of the toolbar at the top of your screen. Once completed, you will see "Shopping Cart for (User Name)" with a space below that will allow you to edit the name of the cart. You may rename the cart to something more familiar so you can easily find it when you return later to make a repeat order.
Shipping	
Can I add multiple shipping addresses or have an order sent to another address?	You may add as many of the pre-loaded addresses to your profile as you like. If you need an address that isn't already in the WISBuy system, you'll need to contact your BU Admin.
What if I don't have a building/room number?	This is not a required field and may be left blank.
Can I ship to multiple addresses on a single order?	Yes. You can alter the Ship To Address for each item on an individual order. If you place one order with multiple vendors you would need to change/edit the ship-to address for each line item.
Supplier Catalogs	
I'm having problems accessing a supplier's punchout site.	Most supplier punchout sites require some type of authentication to access their site. Supplier's use the preset Ship To Nickname for this authentication. If you altered your address' Ship To Nickname, the system may no longer recognize you. Check the addresses you have added to your profile and make sure you have selected one of them to be your Default Address (it will be **bold** in the list). Check to make sure that you have not change the information in the Nickname field. If you are still having issues, contact your BU Admin.