Frequently Asked Questions on BEST:

**BEST Helpdesk: 562-922-8888**

1. I cannot find the right commodity to use for an item that I would like to purchase?

   Please contact Purchasing when looking for assistance to find a commodity on BEST (see separate “Common FIN Commodity Codes_06-24-19” excel file)

2. I cannot find the vendor I want to use on BEST?

   Please contact Purchasing when you cannot find a vendor on BEST. You may have to send the vendor information to Purchasing so they can enter the vendor on BEST.

3. Do I need to enter a “service to” and “service from” date when creating an XREQ?

   A “service to” and “service from” date is only needed when creating a XREQ for a service (also for Open PO's)

4. Do I always need to have a commodity when creating an XREQ?

   Yes, you will always need to have a commodity when creating an XREQ.

5. Which program do I use to create Print Shop requisitions?

   Print shop requisitions will be created using BOSS.

6. Which program do I use to create Position requisitions?

   Position requisitions will be created using BOSS.

7. My password hint is not working when I am having trouble signing into BEST, what do I need to do?
Please make sure that you changed the password hint in BEST. By doing this, you will be able to use the “forgot password” button when you are having trouble logging in. If your problem continues or your account gets locked, please contact the LACOE BEST help desk.

8. Requisition returned-- how do I see the reason for the rejection?

Open the req → At the top under “Phase:” select the dropdown and choose “Document Comments.” Here you will see the reason for the requisition being returned.
9. Payments from balance sheet accounts need to be through a GAX documents.

10. When putting comments into BEST:
   - Document Description - Please give the best description on what the order is for. Please refrain from putting your department or site in the document description section.
     - I.E. Cleaning supplies or Office supplies
   - Internal Comments - For specific instructions on the order. Not for a commodity or buyout description.
   - Additional Commodity Information - To describe in detail the commodity information (needs to be clear enough so that another person not familiar with the purchase can read it and clearly understand what the purchase is for).
     - I.E. Invoice#, Period, Conference attended, item description of what you’re buying, why, for who, etc.

11. Fields to keep blank when creating requisitions. If users enter these items when creating a requisition errors will occur in the system. This will apply for XREQ and XSRQ.
   - Record Date
   - Budget Year
   - Fiscal Year
   - Period
12. On Monday, August 5, 2019, for Requisition (XREQ) or Stock Requisition (XSRQ) documents only, the inactive ‘Reject’ button will be replaced with an active ‘Reject All’ button in the BEST Advantage System – Financial (FIN).

Previously, the ‘Reject’ button within the document was present but disabled, and the ‘Reject All’ functionality was activated via the pull-down Workflow menu. ‘Reject All’ from the Workflow menu will continue to be active.

Additionally, on Monday, August 5, 2019, the inactive ‘Reject’ link will be removed from the Worklist view.
Previously, the ‘Reject’ link in the Worklist view, was visible, but not active.

12. Which req do I review when there are two versions of the req I created?

Please use the most recent version of the requisition
13. If we receive a quote that has a discount how do we apply that to our requisition?

As an XREQ creator, we cannot enter discounted amounts or negative values in the commodity section. Per LACOE, put the regular value of the item in the unit price and put information regarding the discount in the internal comment section and additional commodity information section of your req. The Accounting Department should be able to adjust the discounted amount on BEST once they have received the PO from Purchasing.

14. How to look up your budgets

To look up your budgets

- Go to search and select page search

- Enter *BQ* under the section that says “Page Code.” Press Browse
● Select K12E Expenditure Budget Level 4 or BQK12EL4

● Type in the pertinent information needed in the pop up that appears to fulfill your search
Your results should appear. If you want to find a specific code budget you will need to fill in more information on the search window.
15. How to check if a PO number has been issued for your Requisition

Go to Document Catalog

Doc Code: XREQ

Doc District/Agency: 73445

Doc ID: The requisition number

1. Click to open your requisition
2. Click on the View Procurement Folder

On the next page, scroll down to Documents and you will see if a PO has been issued and status (example: Pending or Final).

16. Can we modify REQS after a PO has been finalized?
If a requisition needs to be modified, please contact the Purchasing buyer assigned to the req. If Purchasing cannot make the change, purchasing will reach out to the requisitioner to request the change.

17. How do I find out what is the remaining balance on an Open PO?

First we have to know the PO number.

1. Go to Document Catalog

   - Enter Doc Code: XREQ
   - Enter Doc District/Agency: 73445
   - Enter Doc School Location/Dept: (Optional)
   - Enter Doc ID: The requisition number

![Document Catalog with filled details]

2. Click to open your requisition

   - Click on the View Procurement Folder
3. On the next page, scroll down to Documents and you will see if a PO has been issued and status (example: Pending or Final).
If a PO has been issued, please write down the PO number and the type of PO (PO1W, PO2W, PO3W)
  - PO1W = Open PO
  - PO2W = No Delivery Needed
  - PO3W = Delivery Needed

Now that we have the information needed (PO type, PO Number) we have the information needed to check to see what our balance is on our OPEN PO.
4. Go to Document Catalog

- Enter Doc Code: either PO1W, PO2W, or PO3W
- Enter Doc District/Agency: 73445
- Enter Doc School Location/Dept: (Optional)
- Enter Doc ID: The PO number
- Click Browse

5. Click to open your PO

- You should be able to see the actual amount of the Open PO (original req amount) and the Open Amount (amount that is left).

18. How do I check for all POs for my site/department?
Go to Document Catalog
Enter Doc Code: XREQ
Enter Doc District/Agency: 73445
Enter Doc School Location/Dept: (enter your site/department location code)
Doc ID: Leave Blank
Click Browse

18. How to look up the status of a Req

Go to Document Catalog
Enter Doc Code: XREQ
Enter Doc District/Agency: 73445
Enter Doc School Location/Dept: (Optional)
Enter Doc ID: The requisition number

2. Click to open your requisition
3. At the bottom you will see a tab that says Workflow (you may need to click F11 to see the full screen)
   - Click the tab
   - Click track work in progress

4. Once you select “track work in progress” you should be able to see where the req is at before it reaches the Purchasing Department.
   - The routing will be different depending on the user/site/department/location

How to look up what is left on an Open PO
19. How do I check for reqs created by my site/location?

- Go to Document Catalog
  - Enter Doc Code: XREQ
  - Enter Doc District/Agency: 73445
  - Enter Doc School Location/Dept: (enter your site/department location code)
  - oc ID: Leave Blank
  - Click Browse

20. How do I check if a PO number has been issued for your Requisition.

- Go to Document Catalog
  - Enter Doc Code: PO1W or PO2W or PO3W
- Enter Doc District/Agency: 73445
- Enter Doc School Location/Dept: (enter your site/department location code)
- Doc ID: Leave Blank
- Click Browse

A list of your issued POs based on your school location or department entered should appear