

# FAQ: WorkQuest Oklahoma

*Common questions and answers for the Oklahoma State Use Program*

- **What are the customer benefits of a Central Nonprofit Agency (CNA)?**

The CNA business model is designed to provide:

- Streamlined management of State Use Program requirements and processes
- Set aside products and services are available through one portal, WorkQuest Oklahoma's website - [okstateuse.com](http://okstateuse.com), allowing what would previously be multiple orders to be combined into one order across multiple suppliers.
- Centralized technical assistance and customer service, with a responsive and effective resolution of issues related to orders, service or product delivery, invoicing, and all other related State Use issues.
- Facilitation and support for development of statement of work documents
- Increased contract oversight
- Continuity of operations, consistency across processes, steps and forms within the program.

- **What is a Qualified Nonprofit Agency (QNA)?**

QNAs are the suppliers approved by OMES to provide products and services through the State Use Program. These organizations are private nonprofit entities that employ individuals with disabilities to fulfill State Use contracts facilitated by WorkQuest Oklahoma.

- **How can I find the list of products and services that are under the State Use Program (items that are set aside with fair market values approved by OMES)? What if WorkQuest Oklahoma does not provide a product or service that I need?**

All products and services available on [okstateuse.com](http://okstateuse.com) have been set aside as OMES-approved fair market value and are included under the State Use Program. Every State Use item is available through this site.

If a product or service is not on [okstateuse.com](http://okstateuse.com), then it does not fall on the procurement schedule for State Use. If State Use does not offer a product or service, state customers should check Oklahoma Correctional Industries at [ocisales.com](http://ocisales.com). If

neither entity offers the product or service, then follow open-market procurement procedures.

Categories for the set aside products and services that fall under the State Use Program can be found on the State Use Procurement Schedule. The most current schedule can be found at: [2022 State Use Procurement Schedule](#). We are in the process of updating the schedule and will publish the updated version on our website at [okstateuse.com](#).

- **Do Janitorial contracts fall under WorkQuest Oklahoma?**

Yes. A full list of services can be found [here](#).

- **Who will agencies work with to resolve outstanding problems with State Use Suppliers, damages, returns, or any other customer service issues?**

WorkQuest Oklahoma will lead liaison efforts between QNAs and their state agency customers. For product-related issues, submit an email to [wqokcustomerservice@okstateuse.com](mailto:wqokcustomerservice@okstateuse.com), call 405-693-0655, or submit a customer service inquiry via [okstateuse.com](#). For service-related issues, contact WorkQuest Oklahoma's Nicole Dansereau at [nicole.dansereau@okstateuse.com](mailto:nicole.dansereau@okstateuse.com). You may contact WorkQuest Oklahoma directly to resolve issues without OMES involvement.

- **Are we ceasing to order office supplies provided by State Use vendors via Staples Advantage?**

All set aside State Use products that were previously ordered through Staples will now only be provided and purchased at [okstateuse.com](#). These OMES-approved, fair-market-value items will no longer be available on the Staples portal as of July 1, 2024. Suitable to procure, or non-mandatory, items will still be available through Staples and are not available on the WorkQuest Oklahoma website.

- **May state agencies purchase items through Amazon?**

All set aside State Use products are required to be purchased through the WorkQuest Oklahoma website, [okstateuse.com](#), and may not be purchased from any other vendor, including Amazon.

- **Do Products and Services offered by State Use suppliers designated as Suitable to Procure (non-mandatory) go through WorkQuest Oklahoma?**

No, Suitable to Procure products and services are not available via WorkQuest Oklahoma. Only State Use Program products and services with OMES-approved fair market value are purchased through WorkQuest Oklahoma.

- **How will exceptions for back orders / timelines / shipping deadlines be handled?**

WorkQuest Oklahoma is gathering delivery and lead times for each item, which will be included in item descriptions at [okstateuse.com](https://okstateuse.com). For exception resolution and accommodation, submit a customer service inquiry via [okstateuse.com](https://okstateuse.com), email [wqokcustomerservice@okstateuse.com](mailto:wqokcustomerservice@okstateuse.com), or call 405-693-0655. If no resolution can be reached, contact Ryan Gold at [Ryan.Gold@omes.ok.gov](mailto:Ryan.Gold@omes.ok.gov),

- **Is there a minimum amount for ordering on the WorkQuest Oklahoma website, [okstateuse.com](https://okstateuse.com)?**

There is no minimum order amount; however, certain items may require minimum order quantities, which are specified in the detailed item description.

- **What are payment options for WorkQuest Oklahoma payments?**

Beginning July 1, 2024, all invoices for product orders will be emailed along with a secure link to make a payment with your P-Card/credit card. WorkQuest Oklahoma also accepts payments via check, as well as ACH and EFT.

- **What is WorkQuest Oklahoma's Supplier ID?**

0000562476

- **Are all State Use products and services increasing by 5%?**

Yes, as outlined in statute, the Central Nonprofit Agency's services are paid for by a fee assessed on all products and services. OMES has approved a 5% management fee for WorkQuest Oklahoma and all State Use Program products and services will include this fee as of July 1, 2024.

- **Do we have to cut a check to WorkQuest Oklahoma for every invoice purchased against a PO or can we pay via EFT?**

We are currently working on this through OMES. You will be able to pay by EFT/ACH. Payment remittance detail for these transactions should be emailed to [ach@okstateuse.com](mailto:ach@okstateuse.com) to ensure correct application of payment to your account.

- **Are all fees already included on product prices on WorkQuest Oklahoma's website?**  
Yes, prices on [okstateuse.com](http://okstateuse.com) include a 5% fee and a 1% OMES levy. This is the final selling price that customers will be invoiced.

- **Are we required to make payments through WorkQuest Oklahoma?**  
Yes. All invoices will be sent by and payable to WorkQuest Oklahoma.

- **If not paying with a P-Card, can payment be submitted through PeopleSoft?**  
Yes, WorkQuest Oklahoma is set up in PeopleSoft as a location under WorkQuest Oklahoma (0000562476). The State Use contract that has been issued by OMES to WorkQuest Oklahoma is PeopleSoft #7387.

- **Do we have to wait for a WorkQuest Oklahoma invoice to pay or can we pay at time of order with P-Card?**

A secure link to pay with P-Card will only be sent after WorkQuest Oklahoma is notified by the supplier that shipment has been completed and an invoice is sent.

- **We have some cardholders with a STL of \$2,500 and others (CPOs) with a STL of \$5,000. We prefer they handle transactions within their card limits for WorkQuest Oklahoma transactions. If the transaction is higher than their STL, is it possible to set up a workflow for the transaction to escalate to someone else to approve / handle?**  
This is not currently an option. Invoices will be sent to the invoicing department for payment, not during the time of ordering. The state agency must decide if they need to pre-approve purchases or not before setting up website users.

An alternate approach is to set up P-Card holders in the WorkQuest Oklahoma system as Approvers, which allows them to place orders directly without approval. If their order exceeds their individual limit, they could either email their shopping cart for internal approval prior to placing the order — or they could submit a requisition to the central purchasing department for that order to be entered by one of the Approvers.

- **Will the SW0001WQ products be available from the drop-down menu in WORKS? Has WorkQuest Oklahoma been registered / entered into AgileAssets?**

Yes, OMES has confirmed that SW0001WQ has been added in Works and will be set up as a vendor in AgileAssets.

- **What is the UOM on the WorkQuest Oklahoma Peoplesoft service contract?**

The unit of measure is “each.”

- **We have already created most of our FY25 POs — do all state agencies need to create new POs for all FY25 services?**

Yes. Before services can flow through WorkQuest Oklahoma, new POs will need to be created. To begin the process, please see the steps outlined below:

- **Step 1:** Submit copies of all of your current State Use service contracts to WorkQuest Oklahoma directly to [nicole.dansereau@okstateuse.com](mailto:nicole.dansereau@okstateuse.com).
- **Step 2:** WorkQuest Oklahoma will calculate and provide updated pricing as well as an amendment template to be signed by the state agency, the QNA, and WorkQuest Oklahoma.
- **Step 3:** After you receive new pricing, you must (A.) cancel your old state agency Peoplesoft purchase orders that were previously set up with the QNA and (B.) issue a new purchase order to WorkQuest Oklahoma using #7387.

- **When should CPOs send a PO to WorkQuest Oklahoma?**

WorkQuest Oklahoma does not need a PO for you to order. You may add your PO numbers as a reference number, and/or denote special instructions when ordering. When submitting an order, you will receive an order number. All invoices will

reference the corresponding order number and your internal PO/reference number, if provided.

- **How do we obtain a Statement of Work (SOW) for State Use services POs?**  
WorkQuest Oklahoma will work with you to define your needs and develop and SOW. To begin, email Nicole Dansereau at [nicole.dansereau@okstateuse.com](mailto:nicole.dansereau@okstateuse.com).
- **When an order has multiple deliveries resulting in multiple invoices, will each of the invoices have a common data point, such as an order number so that we are able to reference all connected invoices back to the original agency request/order?**  
Yes, each separate invoice will reference the original order number.
- **Will invoices itemize the management fees for WorkQuest Oklahoma and OMES?**  
No, the invoices will not itemize the fees for WorkQuest Oklahoma or OMES. These fees will be included in the selling price of each item and/or service provided through the State Use Program.
- **Can we have standing POs in place for products such as trash bags, bath tissue, and paper towels on each PO line (thus reducing the number of P-Card purchases) with WorkQuest Oklahoma? And, if we create a PO for goods using contract #7387 on each PO line with WorkQuest Oklahoma as the vendor, can we keep our annual fiscal year POs in place to continually place orders against the PO?**  
Yes, there is a field in the shopping cart that allows you to add an agency PO Number. Each order will have its own WorkQuest Oklahoma-generated Order Number as well.
- **What address ID# do we use for purchases?**  
The original PO #7387 was set up with WorkQuest's Austin headquarters address. We since have added the Oklahoma address to our supplier profile and are working with OMES to get #7387 updated. Use the following address: 1205 S. Air Depot, Box 132, Midwest City, OK 73110-4807

- **Invoicing piecemeal causes small charges on P-Cards for individual items for federal / state orders; how can we avoid that to save money?**

While entering your order, enter into the comments section “HOLD ALL ITEMS UNTIL THEY CAN SHIP TOGETHER. PLEASE DELIVER AS ONE SHIPMENT.” WorkQuest Oklahoma will reach out to the QNA to ensure instructions are understood and followed carefully. If multiple items on the same order are provided by more than one QNA, those QNAs will ship their items separately, resulting in multiple invoices.

- **Will WorkQuest Oklahoma be handling end-of-year evaluations for QNAs?**

As part of its CNA duties, WorkQuest Oklahoma will monitor QNA contract performance to maximize customer satisfaction. For QNA service performance issues, email WorkQuest Oklahoma’s Marketing Manager at [nicole.dansereau@okstateuse.com](mailto:nicole.dansereau@okstateuse.com). You also may contact WorkQuest Oklahoma customer service via phone at 405-693-0655 and via email [wqokcustomerservice@okstateuse.com](mailto:wqokcustomerservice@okstateuse.com) or submit a request through the [Customer Service Portal](#).

- **If we don’t use PeopleSoft, how do we procure temporary services?**

Whether or not you use PeopleSoft, request Temporary Services by contacting WorkQuest Oklahoma. Job Titles approved as part of the State Use Program are listed on [WorkQuest Oklahoma’s website](#) and are:

- General Labor
- Groundskeeper
- Janitor
- General Maintenance
- Material Management Specialist (document management)
- Optical Imaging Specialist (document scanner)
- Warehouse Specialist
- Training Specialist - Developmental Disability Council of OK
- Student Apprentice/Student

- **How do we document for audit purposes when the timeline to get all of this paperwork switched to WorkQuest Oklahoma?**

We don't want services to be interrupted, or to not be paid if we are not meeting the timeline requirements. There will not be a disruption of services for contracts that are currently issued or are in place. The amendment document that you will sign to amend your existing service contracts will provide the documentation to support the transition.

- **Why is there a Freight Inquiry form under the Customer Service Portal on [okstateuse.com](http://okstateuse.com)?**

Most products have freight charges included, but there are a few QNAs, or Providers, that do not include freight charges and list "freight will be added as an additional charge" in the item description. Because you may need to know these charges, you can submit a [Freight Inquiry](#) with the item number and quantity, to which you'll receive a quote for the item. Please note that in these instances, your invoice total will be different from the order total, since freight charges are applied after ordering. You can also note if you'd like the item to be picked up instead.

- **If all the statewide contracts within PeopleSoft are going away and being replaced by the two WorkQuest Oklahoma contract IDs (either product or service), how does that affect setting up a PO that is a fixed fee item, or a flexible fee item? As of now, if the item is a fixed fee item, that fee is locked as soon as you source it to the contract. If there are only two umbrella contracts, how does that work?**

There is one Peoplesoft Purchase Order issued to WorkQuest Oklahoma (#7387) that contains two line items. Line 1 is for State Use products and Line 2 is for State Use Services. Both lines are set up with the UOM of EA or "Each.". If you are utilizing a release purchase order for your order of products or services, you would use the quantity of 1 and use the total of your order for the price. You can reference the quote (for services) or the order # (for products) to support the total price on your purchase order, or you can enter more detailed pricing information in the line comments.



- I keep all orders just under \$5,000 (my P-Card limit per transaction), and anything over \$25,000 is sent to my CPO, and anything higher goes to OKC to pay. On invoices, are items that I put in my shopping cart and send on my invoice, or could items appear on other invoices, possibly giving me an invoice larger than I can pay? All orders are processed individually. No orders are combined at any time. There will be no invoice amounts billed larger than the total amount of each order placed.

Regarding okstateuse.com website user registration:

- **Can you provide WorkQuest Oklahoma's website registration user definitions?**

User roles for online catalog purchases

- Purchaser - approval required to purchase
- Approver - can approve/edit other user's purchases & make purchases
- Agency Admin - can approve/edit, purchase, & view all agency orders

This information should be provided to WorkQuest Oklahoma through the agency's primary CPO. For more information, contact customer service.

- **Can customers have more than one agency admin?**

You are allowed to have as many Agency Admins as you need.

- **Our Agency has many different shipping addresses tied to Requesters; can we add those during registration?**

All users will have the ability to add shipping addresses. The website registration spreadsheet is to set up user accounts and billing addresses.

- **What if we need to add, change, or remove users?**

Please send new users in a new spreadsheet. If you need assistance, contact WorkQuest Oklahoma customer service via email at [wqokcustomerservice@okstateuse.com](mailto:wqokcustomerservice@okstateuse.com) or submit a request through the [Customer Service Portal](#).

- **Is there a relationship between Purchaser and Approver or will the Purchasers select from the list who the Approver would be?**

The Approver is the person who will receive emails to approve any orders placed by the Purchasers under the same agency. Multiple “sub-agencies” can be set up under a parent agency, and different sub-agencies can be assigned to different Approvers. If no approval is needed, then you can have the user be an Approver.

- **Does Agency Admin / Approver route all purchase notifications or is it a super user-type account that has access if needed but not actively involved in orders?**

The Agency Admin is meant for supervisors who need to see what orders were placed by all users within your agency. However, an agency admin can approve and place orders as well.

Approval email notifications are not sent to Agency Admins; only approvers receive approval emails. Typically, state agencies set up a designated general email where they receive their approval emails. This is an email where multiple users have access.

- **When Purchasers use their information for accounts payable, are invoices sent just to them or is it possible to send them also to the agency AP mailbox?**

The invoices can be sent to a centralized email address if provided during the agency’s setup of their billing email.

- **If we are a Purchaser, we can only load goods into the shopping cart and the approver will have to approve and pay for everything and order, correct?**

Yes, correct. Payment is not requested until after items are shipped. An invoice, along with a secure link to make the payment, is sent to the billing email address specified at the time of user registration.