FAQs – Online Service Agreements

Question: Why is the Index Line required on the form, and how do I use it?

A: The index line is required for routing purposes. Any service agreement utilizing grant or federal funds must have the grant or federal funds index listed.

Question: Who has access to the online service agreement software module, and who can create online service contracts?

A: Any employee who has access to VandalWeb can utilize the service agreements application and generate contracts for approval.

Question: If I am spending grant monies on a contract, do I need to enter OSP as an approver in the approver section of the online service agreements form?

A: No. If you enter a grant or federal funds index into the index line, the agreement will automatically include OSP as part of the approvals process.

Question: We do several contracts per year with international service providers. Can I enter an international address in the online service contract?

A: Yes, you can enter an international address. List the city name in the address field and the country in the "City Name" field.

Question: How do I enter services provided? Also, how in-depth do I need to be in my description of the services?

A: The scope of work / description of services can be uploaded into the application as a Word or pdf document. The scope of work document should answer the questions of what work is being performed, what are the deliverables for the project, what is the timeline for delivery, and any other pertinent information.

Question: What if I don't have an insurance certificate? Can I complete the contract anyway?

A: All contracts must have either a certificate of insurance or a waiver of the insurance requirements from Risk Management. Certificates and waivers can be uploaded as either a Word or pdf document. You cannot submit your agreement for approval without this.

Question: How will I accomplish software agreements? Will these still be sent through e-mail to purchasing for review?

A: Software agreements should be loaded into the application. When submitting your software agreements please select "Other Party's Form" as the contract type and upload your document as either a Word file or pdf.

Question: Why do I have to answer so many questions about the individual contractor vs. employee before I can even start a contract?

A: The list of questions you are being asked is the IRS 20 question checklist to determine independent contractor status. The checklist will provide an initial test and review to determine whether or not the services being performed should be classified as employment or meet the criteria for an independent contractor.

Question: Can we pay a service provider's travel costs?

A: Yes.

Question: What if the services have already been provided and I need a contract in order to pay the vendor/service provider?

A: In the event services have been performed without a contract or before the contract has been completed, you will need to complete an "After The Fact" payment request. The form is located on the Contracts and Purchasing Services website. The form will need to be reviewed and approved by the Director of Contracts and Purchasing. Once the request has been approved, users will attach this form to a Claim Voucher for payment.

Please note that repeated requests for "After the Fact" payments will be forwarded to the Internal Auditor for corrective action.

Question: If I list three people as approvers on a service agreement, will they all receive notification at the same time once I press 'submit contract'?

No. The approvals are sequential, meaning they will be notified in the order they are listed to approve. The fiscal officer will be the last level of departmental/unit approval with OSP (if applicable) and Contracts and Purchasing to follow.