

# Self-Service Kiosk Provides Real-Time Supplies Insight at Emory University

Atlanta-based Emory University, home to nine major academic centers, wanted to provide transparency to the inventory available in its chemistry stockroom to:

- Better support research initiatives and ongoing experiments requiring consumables.
- Improve reporting of inventory usage, including chemicals.
- Automate reordering based on accurate, real-time inventory records.

The time had arrived for the chemical stockroom at the University to be better controlled, user-focused and self-funded with confidence to service users faster and at a lower – and known – total cost. Thus, Emory needed to migrate from a “home-grown” application for processing orders and tracking inventory to a system that could accurately and frequently reconcile and match transactions.

## KEY CHALLENGES

Ordering inventory from the chemical stockroom at Emory was challenging. University staff had to make phone calls, check clip boards or walk to the stockroom to verify the availability of inventory items. The lack of accurate and easily shared information created many challenges that required a solution – and fast. Emory needed to:

- Reliably know and share chemistry stockroom inventory levels.
- Confidently communicate item locations and usage to support EH&S requirements.
- Quickly reduce rush order fees and expedited shipping charges from last-minute reorders required to avoid stock outs.
- Significantly modify the check-out process to create an unassisted, self-service environment.
- Easily reconcile inventory and billing monthly, rather than at longer intervals which perpetuated inventory errors.

### INDUSTRY:

Higher Education

### EMPLOYEES:

26,212 faculty and staff

### ENROLLMENT:

12,338 (from 50 states, 110 countries)

### LOCATION:

Atlanta, GA

### CLIENT SINCE:

2007

### SCIQUEST SOLUTIONS:

Spend Director  
Supplies Manager

### TECHNOLOGY ENVIRONMENT:

“Home grown:” developed by Emory, E-Plus

“Implementation was very fast and smooth. We closed the stockroom for one day to convert systems and went live the next day ... Inventory levels are now accurate and visible to the Emory community.”

Wade Sanner, Business Analyst

# Emory University

## SCIQUEST SOLUTION

SciQuest Supplies Manager, a module within the SciQuest source-to-settle procurement solution suite, was selected by Emory because it delivers:

- Flexibility, allowing for real-time changes to ensure accuracy.
- A consistent method of carrying and tracking inventory costs across the campus, enabling proper checks and balances to satisfy accounting’s matching of mark-up’s against expenses.
- Expert support from SciQuest’s dedicated implementation team, supporting the smooth roll-out of the chemistry stockroom self-service kiosk.

## RESULTS

- Rush orders are significantly reduced and used only for special requests.
- End users are happy with the ease, simplicity and speed of check-out and timely billing.
- Information is accurately and instantly available to University accounting.
- Fund transfers occur daily with minimal manual intervention.
- Cycle counts are generated regularly based on Emory’s selected criteria and performed by staff to monitor and maintain inventory accuracy.

## WHAT’S NEXT?

Facilities Management will move to implement Supplies Manager in multiple warehouses across campus. Freezer program management and other business units will use SciQuest Supplies Manager to track and maintain all types of campus inventory. Additionally, Supplies Manager coupled with the implementation of SciQuest’s Spend Director module, an intuitive online shopping platform, will quickly and easily enable reordering from external suppliers for all of Emory’s inventory locations.