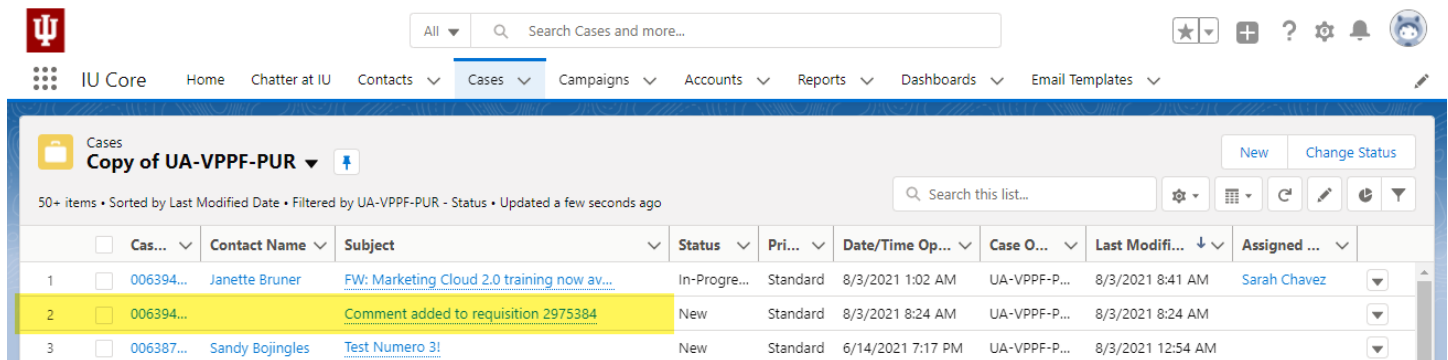# BUY.IU Comments and Cases

When a department tags a group account in a BUY.IU in a comment, the email will create a case in CRM from the email address buyiu.noreply@iu.edu.
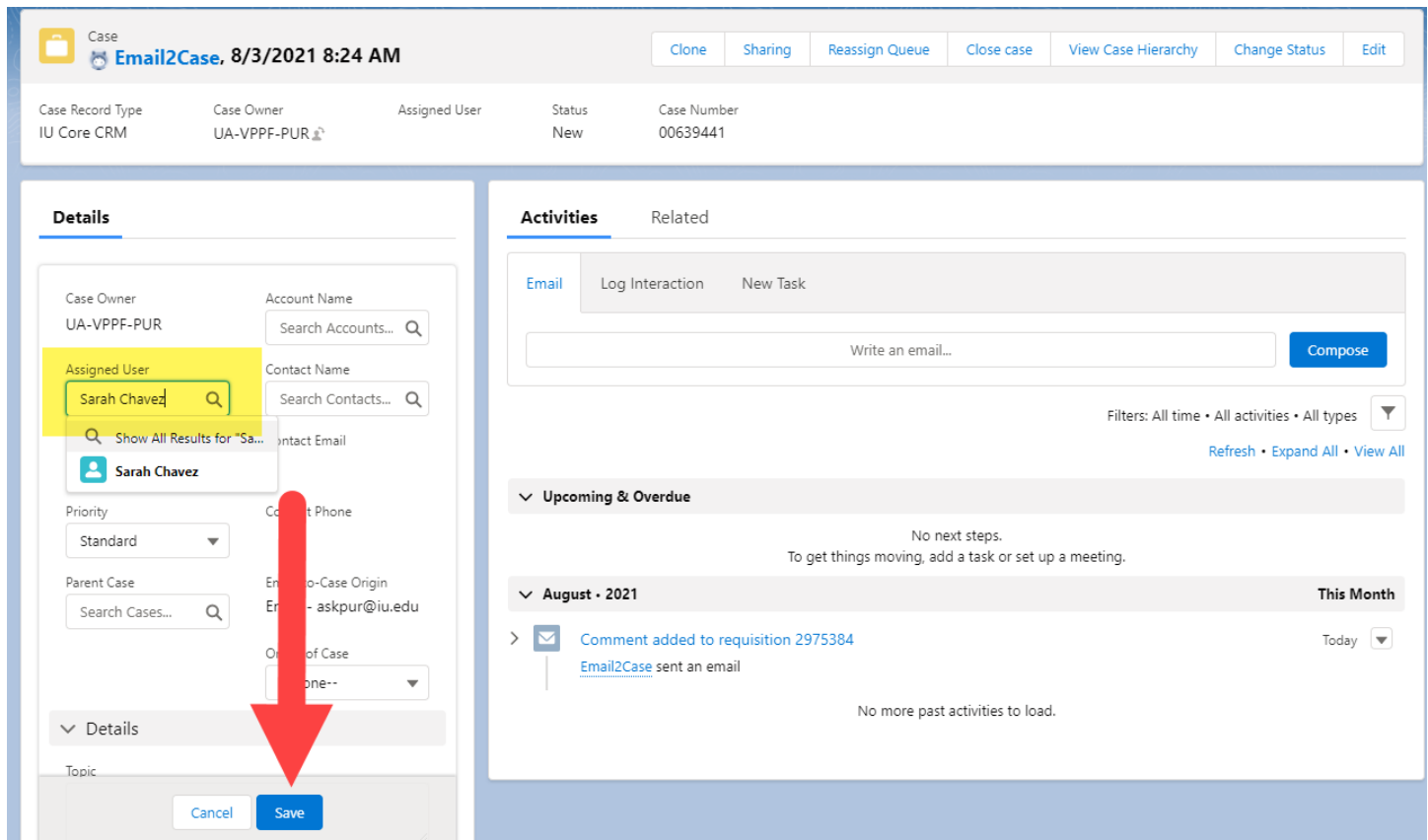
After acting on the comment in BUY.IU, close the case in CRM.

The case will have a subject line like the one pictured below, "Comment added to requisition [doc number]." Click the **case number** to open the case.

Click the **pencil icon** next to Assigned User, search for your name, then click **Save**.

You will respond to the comment in BUY.IU _not_ CRM. Scroll down the case page to the **Description** field to access a direct link to the BUY.IU document.

> You must already be logged into BUY.IU to access the link. If you have not logged into BUY.IU yet that day you will receive an error message when clicking the link.

Return to CRM and close the case by clicking **Close case** in the upper right-hand corner.

Enter "Responded to comment in BUY.IU." in the **Internal Comments** field and click **Save** to close the case.

If another comment is logged on the BUY.IU document a new case will be created and appear in the unassigned list view.