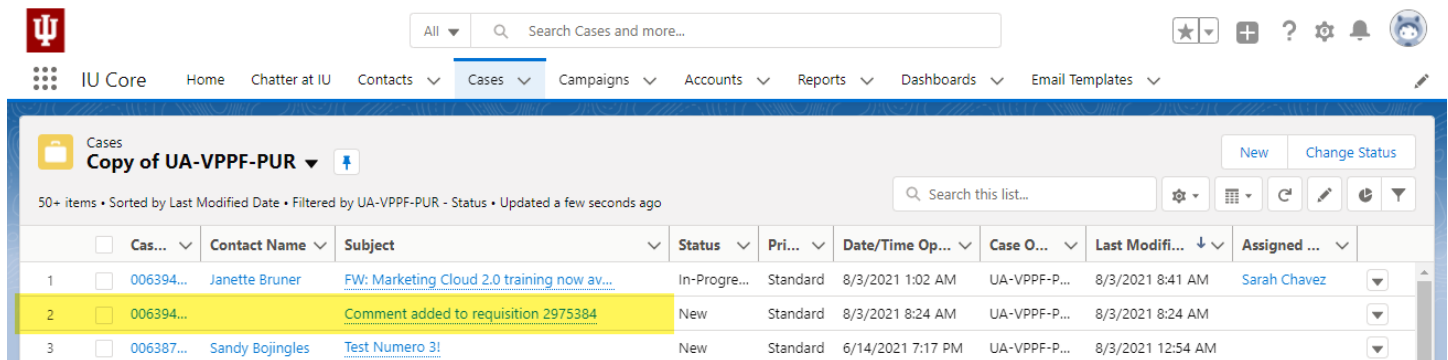


BUY.IU Comments and Cases

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.

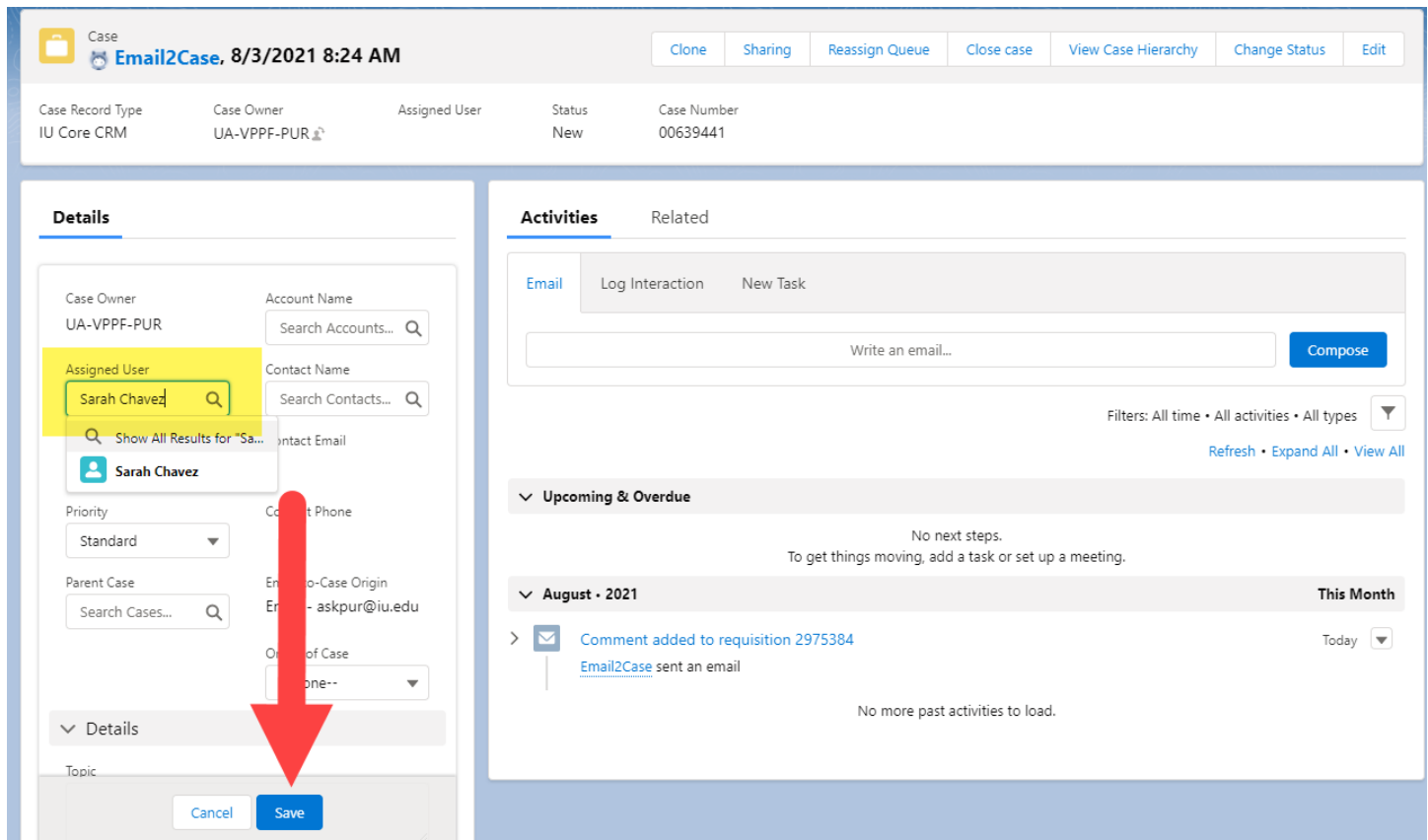
After acting on the comment in BUY.IU, close the case in CRM.

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.



	Cas...	Contact Name	Subject	Status	Pri...	Date/Time Op...	Case O...	Last Modifi...	Assigned ...
1	006394...	Janette Bruner	FW: Marketing Cloud 2.0 training now av...	In-Progre...	Standard	8/3/2021 1:02 AM	UA-VPPF-P...	8/3/2021 8:41 AM	Sarah Chavez
2	006394...		Comment added to requisition 2975384	New	Standard	8/3/2021 8:24 AM	UA-VPPF-P...	8/3/2021 8:24 AM	
3	006387...	Sandy Bojingles	Test Numero 3!	New	Standard	6/14/2021 7:17 PM	UA-VPPF-P...	8/3/2021 12:54 AM	

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



Case: Email2Case, 8/3/2021 8:24 AM

Case Record Type: IU Core CRM | Case Owner: UA-VPPF-PUR | Assigned User: Sarah Chavez | Status: New | Case Number: 00639441

Details

Case Owner: UA-VPPF-PUR | Account Name: Search Accounts... | Contact Name: Search Contacts... | Contact Email: | Priority: Standard | Parent Case: Search Cases... | Email-to-Case Origin: askpur@iu.edu | Opened Case: | Details: | Cancel | Save

Activities

Log Interaction | New Task

Write an email... | Compose

Filters: All time • All activities • All types | Refresh • Expand All • View All

Upcoming & Overdue

No next steps.
To get things moving, add a task or set up a meeting.

August - 2021 | This Month

Comment added to requisition 2975384
Email2Case sent an email

No more past activities to load.

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.

The screenshot shows a Salesforce case record titled "Email2Case" dated 8/3/2021 8:24 AM. The left sidebar contains fields for Topic, Subject, and Description. The Description field contains a comment from Sarah Chavez and a link to a BUY.IU document. A red arrow points to this link. The right sidebar shows a comment history section with a single entry: "Comment added to requisition 2975384" by Email2Case. Below this, it says "No more past activities to load."

Case: **Email2Case**, 8/3/2021 8:24 AM

Clone Sharing Reassign Queue Close case View Case Hierarchy Change Status Edit

Topic

Subject

Comment added to requisition 2975384

Description

[IndianaUTUIT]

Re: COMMENT ADDED TO REQUISITION #: 2975384

Cart Name: FY21 Training Refreshments

Prepared by: Sarah Chavez

Dear Purchasing Helpdesk,

Sarah Chavez has commented on Requisition 2975384

Comment: Hello Purchasing Team. This REQ has been sitting forever and I need it ASAP. Please let me know what I can do to help. Thanks! Sarah

To reply to this comment click on the following link

View

Comment<https://userest.sciquest.com/apps/Router/ViewReqComments?ReqId=2975384&AuthUser=6061861&NavLevel1=Nav_Document_Search&NavLevel2=Nav_Document_Simple_Search&tmstmp=1627993421862>

Support Team Contact Information:

+1 812-855-3720 purhelp@iu.edu

Comment added to requisition 2975384

Email2Case sent an email

No more past activities to load.

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

The screenshot shows the Salesforce CRM interface. The top navigation bar includes "IU Core", "Home", "Chatter at IU", "Contacts", "Cases", "Campaigns", "Accounts", "Reports", "Dashboards", and "Email Templates". The "Cases" tab is selected. The main content area shows a case record for "Sarah Chavez" dated 8/3/2021 9:34 AM. The "Close case" button is highlighted with a red arrow. The left sidebar shows details for the case, including Case Owner (UA-VPPF-PUR), Assigned User (Sarah Chavez), Status (New), and Case Number (00639441). The right sidebar shows activities related to the case, including a "Compose" button.

Case: **Sarah Chavez**, 8/3/2021 9:34 AM

Clone Sharing Reassign Queue **Close case** View Case Hierarchy Change Status Edit

Case Record Type: IU Core CRM

Case Owner: UA-VPPF-PUR

Assigned User: Sarah Chavez

Status: New

Case Number: 00639441

Details

Case Owner: UA-VPPF-PUR

Account Name

Assigned User: Sarah Chavez

Contact Name

Status: New

Contact Email

Activities

Related

Email Log Interaction New Task

Write an email...

Compose

Filters: All time • All activities • All types

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



The screenshot shows a Salesforce interface with a 'Close case' modal window. The modal has a title bar with a close button (X). Inside the modal, there is a 'Status' field with a red asterisk, a dropdown menu showing 'Closed', and an 'Internal Comments' text area containing the text 'Responded to comment in BUY.IU.'. At the bottom right of the modal are two buttons: 'Cancel' and 'Save'. A large red arrow points from the top right towards the 'Save' button. The background shows a Salesforce page with a sidebar, a header with the user name 'Sarah Chavez', and a case ID '00639441'.

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