University of Delaware EXCHANGE

Troubleshooting Tips

Revised 7/16/2024

University of Delaware

Common Questions and Issues in UDX

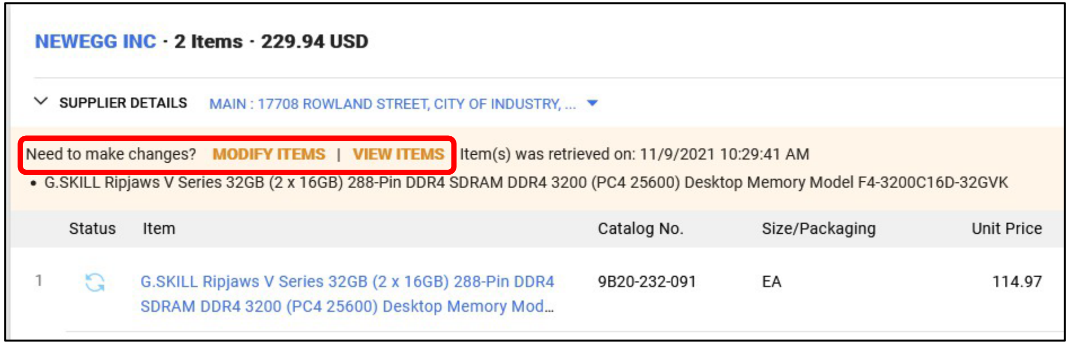
- This guide addresses some common error and issues experienced in UDX as well as answers some common questions
- The table of Contents lists each issue/question. Click on each topic to be taken directly to the slide that addresses your question.

Table of Contents

Can I modify a catalog order?

Some catalog suppliers allow you to return to the cart you assembled on their website and make changes by adding, removing items or quantities.

The **modify** links on the lines in your UDX cart will take you to that shortcut.

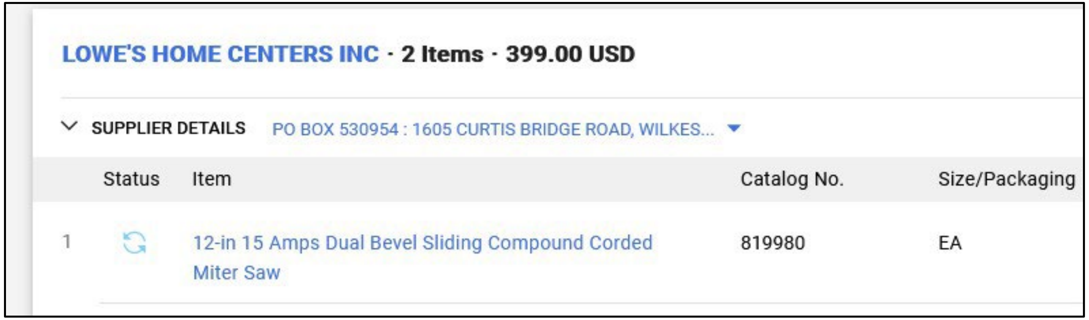


Can I modify a catalog order?

However, other catalog suppliers do **not** let you access your cart on their site once it has been brought back into UD Exchange, so you will not see “modify” links on the lines.

Removing an item can be done in the UDX cart, but any other changes, including increasing quantity of an item in your cart, will have to be accomplished through a new punchout shopping session on their site.

Please note that Amazon orders will fail if you attempt to edit your cart in UDX or combine multiple shopping sessions in one cart.



I added items to my cart, but there is already information and/or other items in it!

Possible causes:

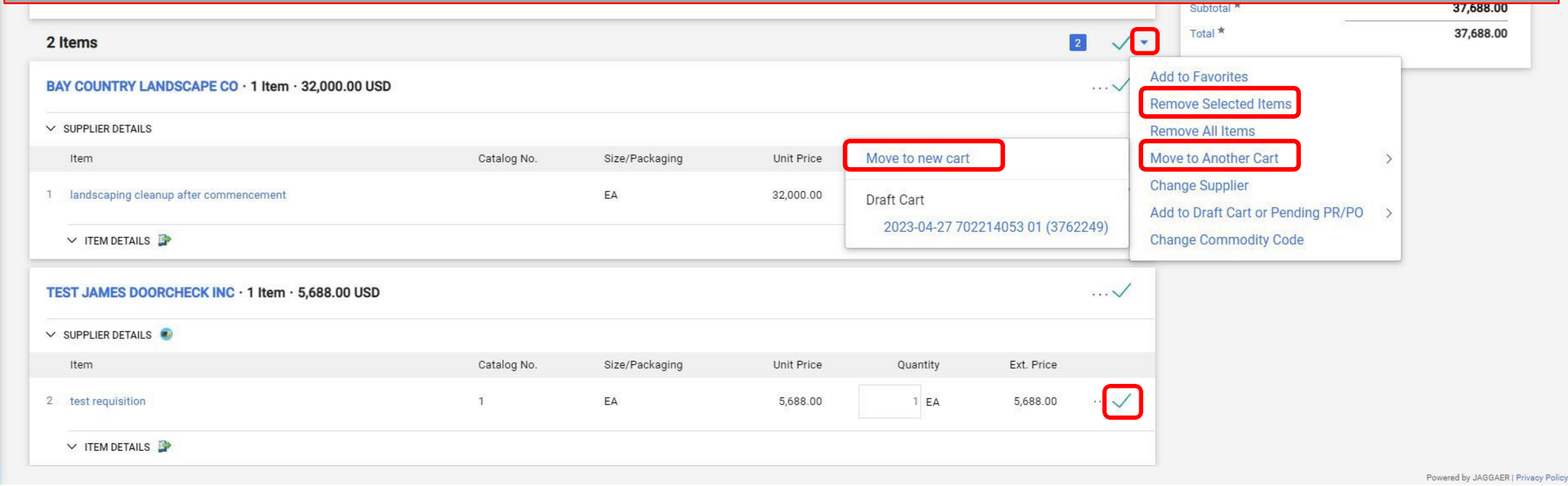
- You previously added items to a cart and named it, you may have deleted the items from the cart if you changed your mind, but you did not delete the empty, named cart. It is still your Active Cart.
- You previously added items to a cart and did not submit it for approval and it is still your Active Cart.
- You submitted a previous cart for approval, but it was returned to you, so it is now your Active Cart.

If you shop and add items to your cart, and then see that there are already items in your cart from a previous shopping search, you can select the **line actions menu** and either:

- Select the previous items and choose **Remove Selected Items** from the Items menu if you no longer want them.

OR

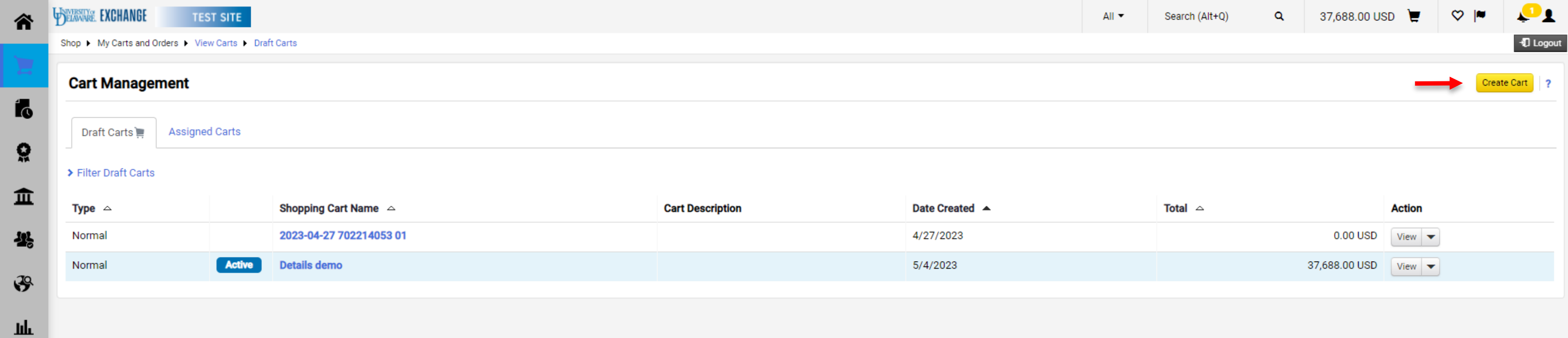
- Select the previous items and choose **Move to Another Cart** from the Items menu.
    - Note: This option will not work for punchout catalog items (an error message will appear in the new cart).



I received an error message that says I can't add something to my cart ("contains a 'do-not-mix form'")

Possible causes (see also slides 5 &6):

- UDX carts can contain a mixture of catalog and non-catalog items, but *form requests*, such as subawards, Non-PO Payment requests (NPOPs), and Honorarium Payment Request forms need their own carts.
- To prevent this error, it is recommended that you *fully* complete carts by assigning the cart, placing the order, or deleting the cart.
- If this is not possible, **create a new cart** before you begin a new form or punchout session.



From the home page, navigate to Shopping > My Carts and Orders > View Carts.

Once on the View Carts page, you will see at least one cart there, with one cart indicated as Active.

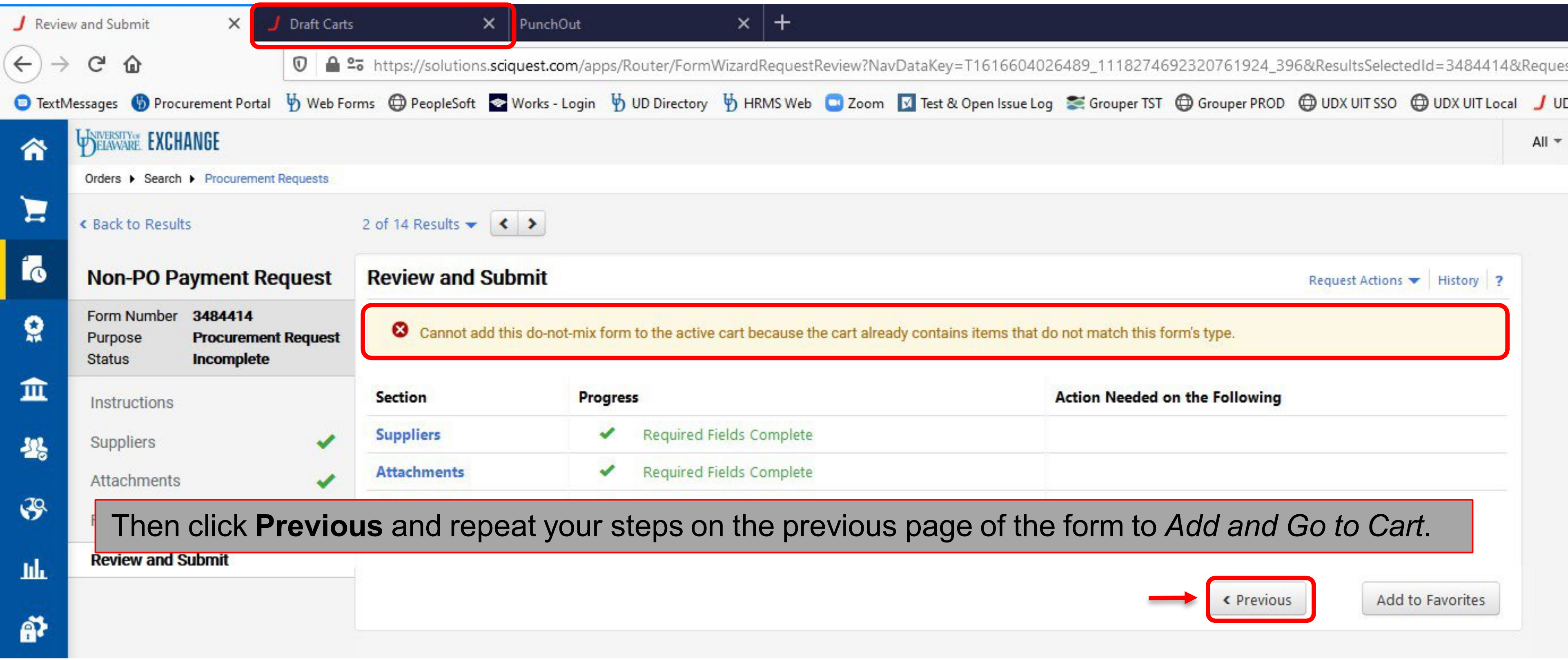
Click **Create Cart**.

Once you have clicked **Create Cart,** the new, empty cart will become your **active** cart and you can proceed.

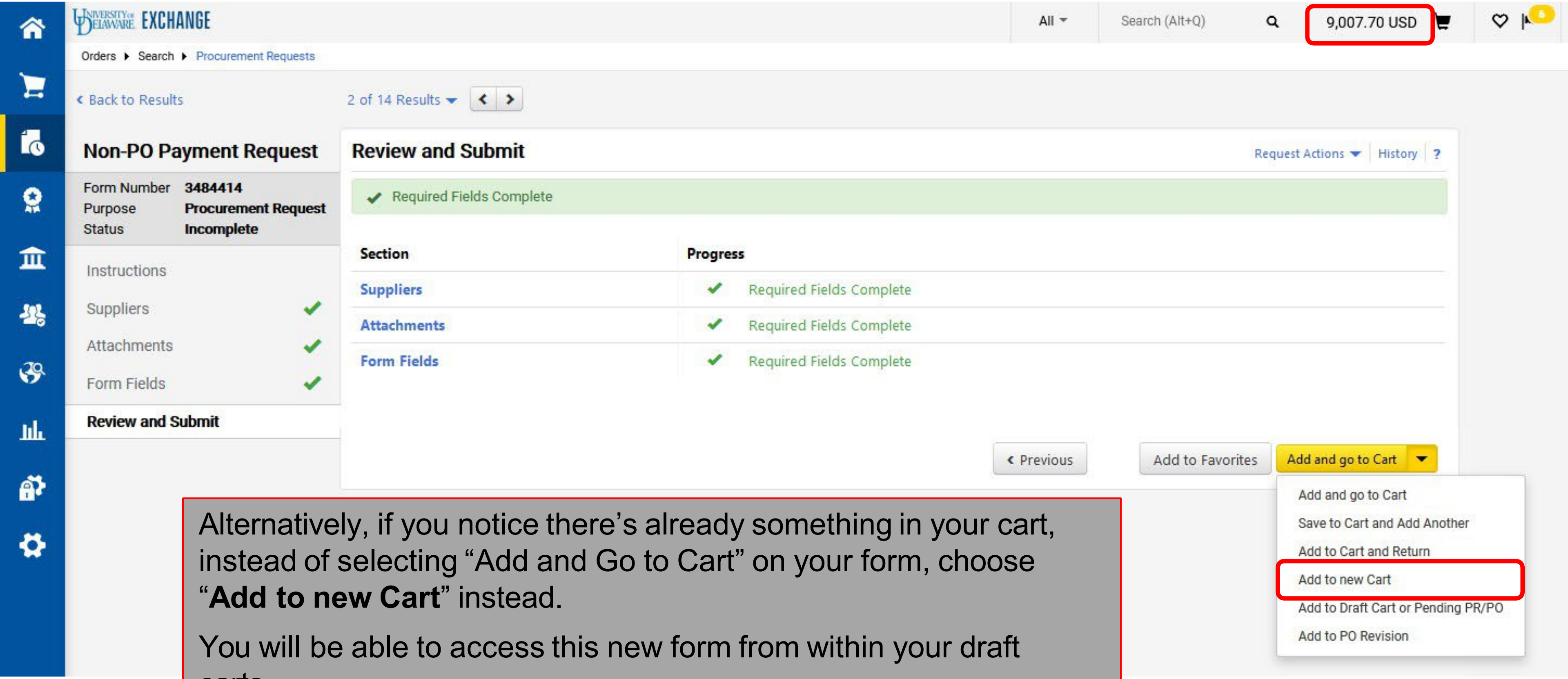
If you were shopping with a catalog supplier, you may have already lost your punch-out session.

If you were trying to add a form to a cart, your draft form request should be saved in **Orders > Search > Procurement Requests** so you can add it to your new active cart.

Pro Tip: Try duplicating your browser tab so that you can **resolve the cart issue on the second tab** while keeping your UDX form open.



Then click **Previous** and repeat your steps on the previous page of the form to *Add and Go to Cart*.



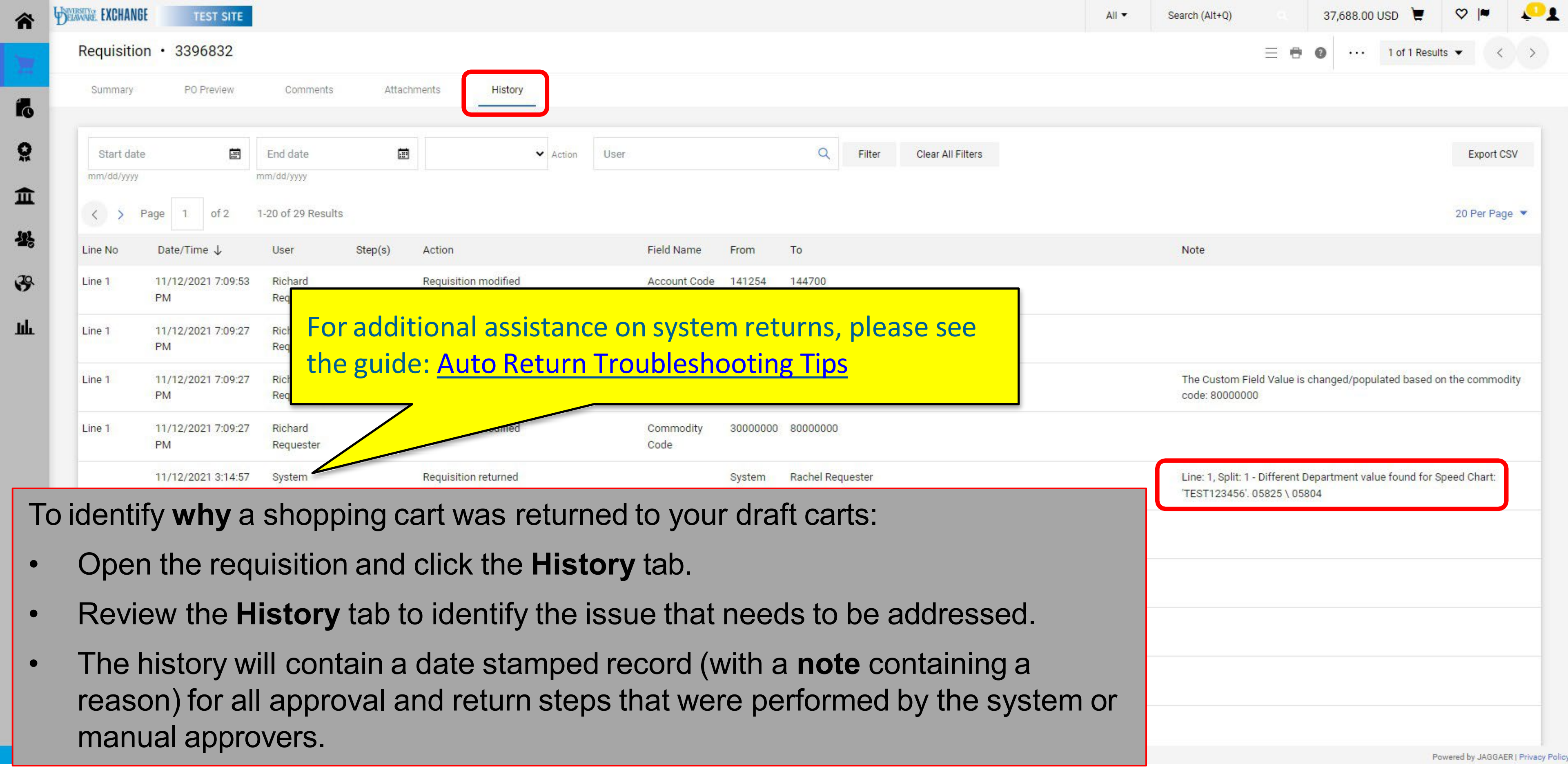
Alternatively, if you notice there's already something in your cart, instead of selecting "Add and Go to Cart" on your form, choose "**Add to new Cart**" instead.

You will be able to access this new form from within your draft carts.

I submitted my cart, but it's back in my draft carts!

Possible causes:

- There are multiple reasons that a shopping cart could be returned to your draft carts after you submit it.
- A shopping cart could be returned to your draft carts by an Approver, or as part of the automated checks performed by UD Exchange.
- Possible return reasons for the *automatic* return include:
  - Combo edit, invalid commodity code, expired project date, supplier issues, budget restrictions.
  - These are covered in detail in the Auto Return Troubleshooting Tips guide.



For additional assistance on system returns, please see the guide: Auto Return Troubleshooting Tips

To identify **why** a shopping cart was returned to your draft carts:

- Open the requisition and click the **History** tab.
- Review the **History** tab to identify the issue that needs to be addressed.
- The history will contain a date stamped record (with a **note** containing a reason) for all approval and return steps that were performed by the system or manual approvers.

I can't find the Account Code I need …

Possible causes:

- The account code has been *replaced* by a new one for use in UD Exchange
- You are used to using an *incorrect* account code for this *type* of purchase
- The item should be purchased in a *different* area of UD Exchange.

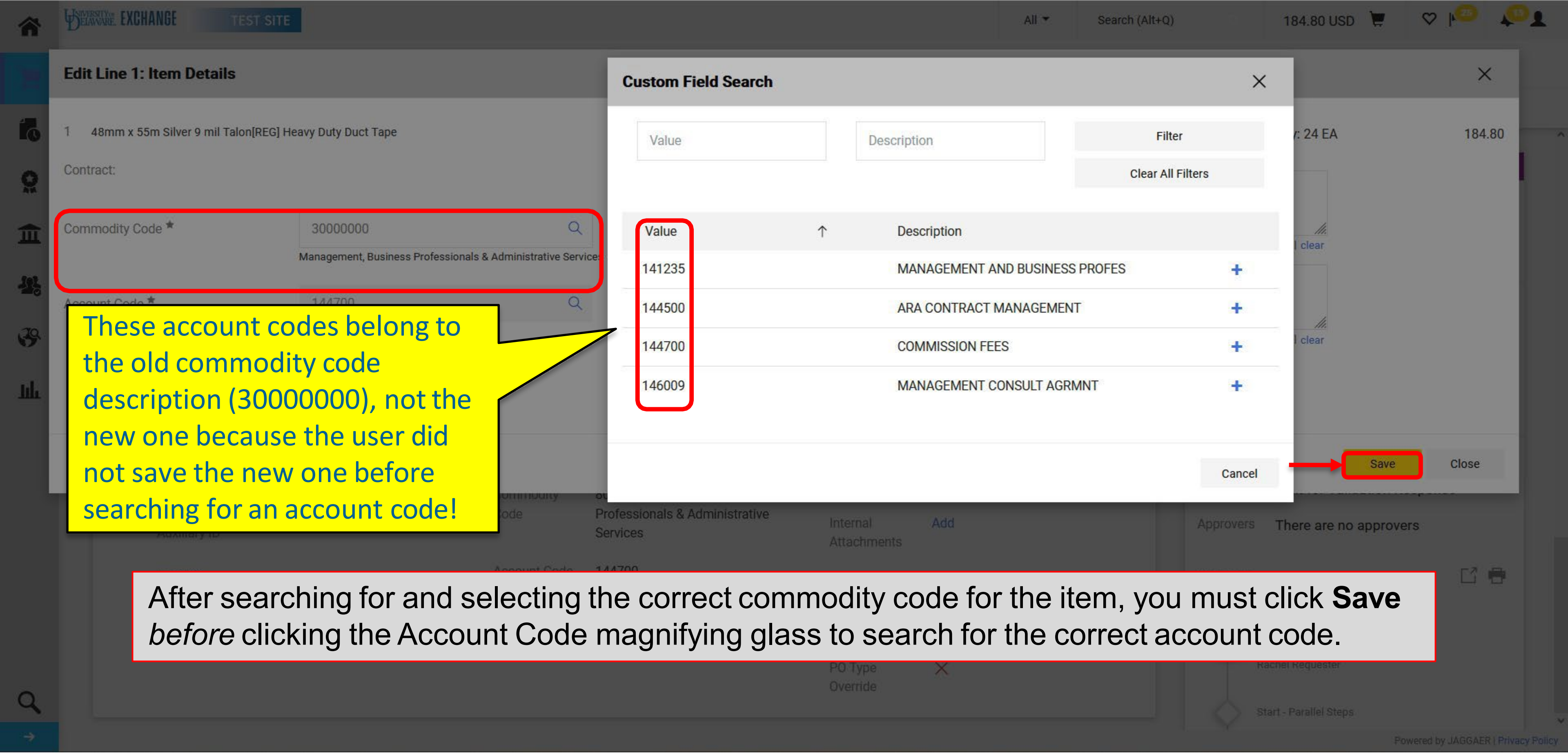
Solution:

- Revisit the Guided Buying , Commodity/Account Code Crosswalk, Non-PO Payment Matrix and NPOP Account Codes references linked from the UD Exchange Home Page.
- Always think about what the item ***IS***, not what it is ***FOR***

I changed the Commodity Code, but I still can’t find the right Account Code

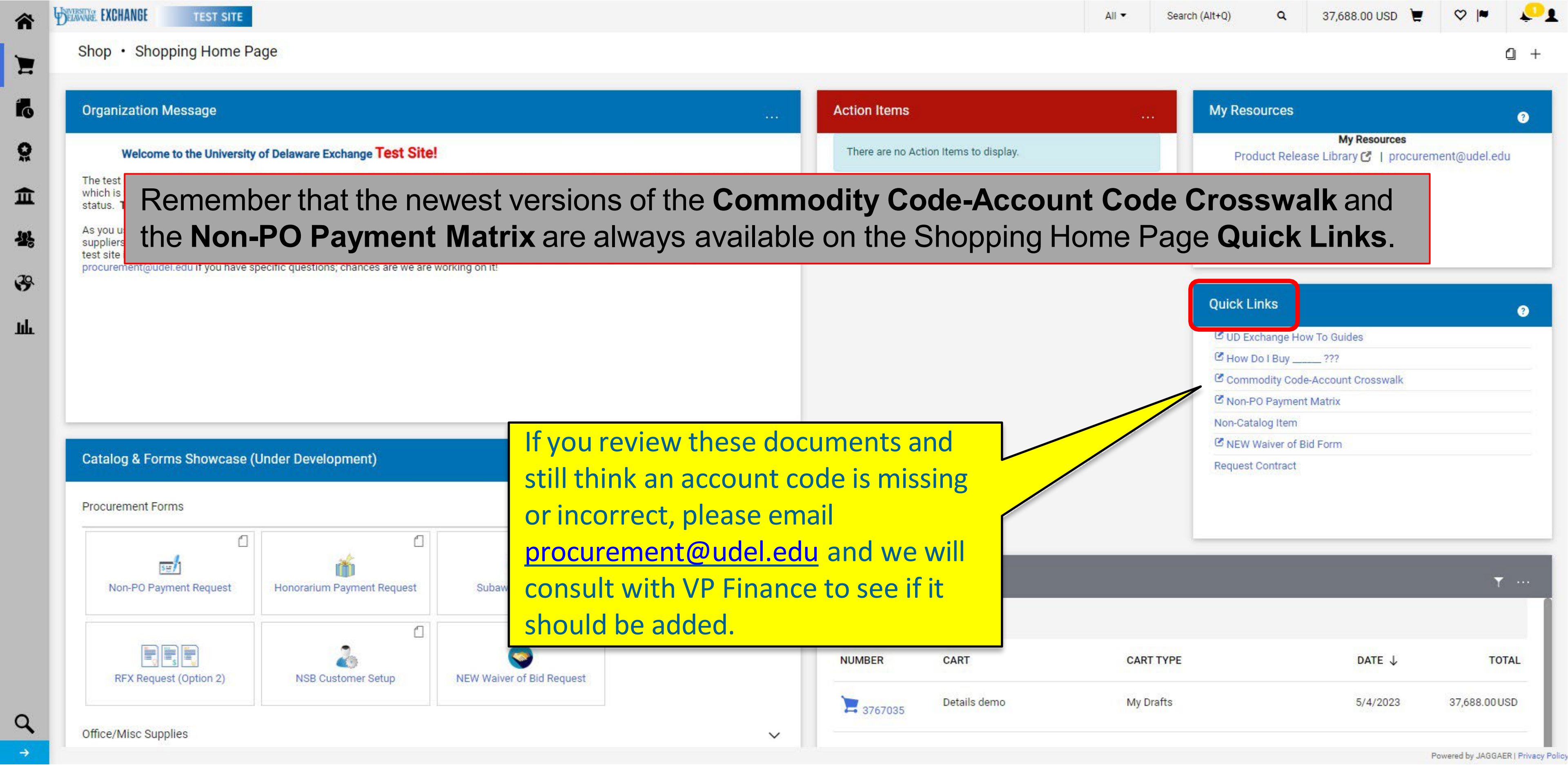
Possible causes:

- You did not *save* the new commodity code to the item before searching for a new account code.
- The commodity code is not mapped to the account code you want.
  - Remember, account code use is regulated in UD Exchange with codes restricted to where they should be used.



These account codes belong to the old commodity code description (30000000), not the new one because the user did not save the new one before searching for an account code!

After searching for and selecting the correct commodity code for the item, you must click **Save** *before* clicking the Account Code magnifying glass to search for the correct account code.



Remember that the newest versions of the **Commodity Code-Account Code Crosswalk** and the **Non-PO Payment Matrix** are always available on the Shopping Home Page **Quick Links**.

If you review these documents and still think an account code is missing or incorrect, please email procurement@udel.edu and we will consult with VP Finance to see if it should be added.

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I Can’t Find the SpeedType I Need…..

Possible causes:

- The SpeedType you are searching for may have expired or there may not yet be a Cost Object Approver listed for it with the Controller’s Office.

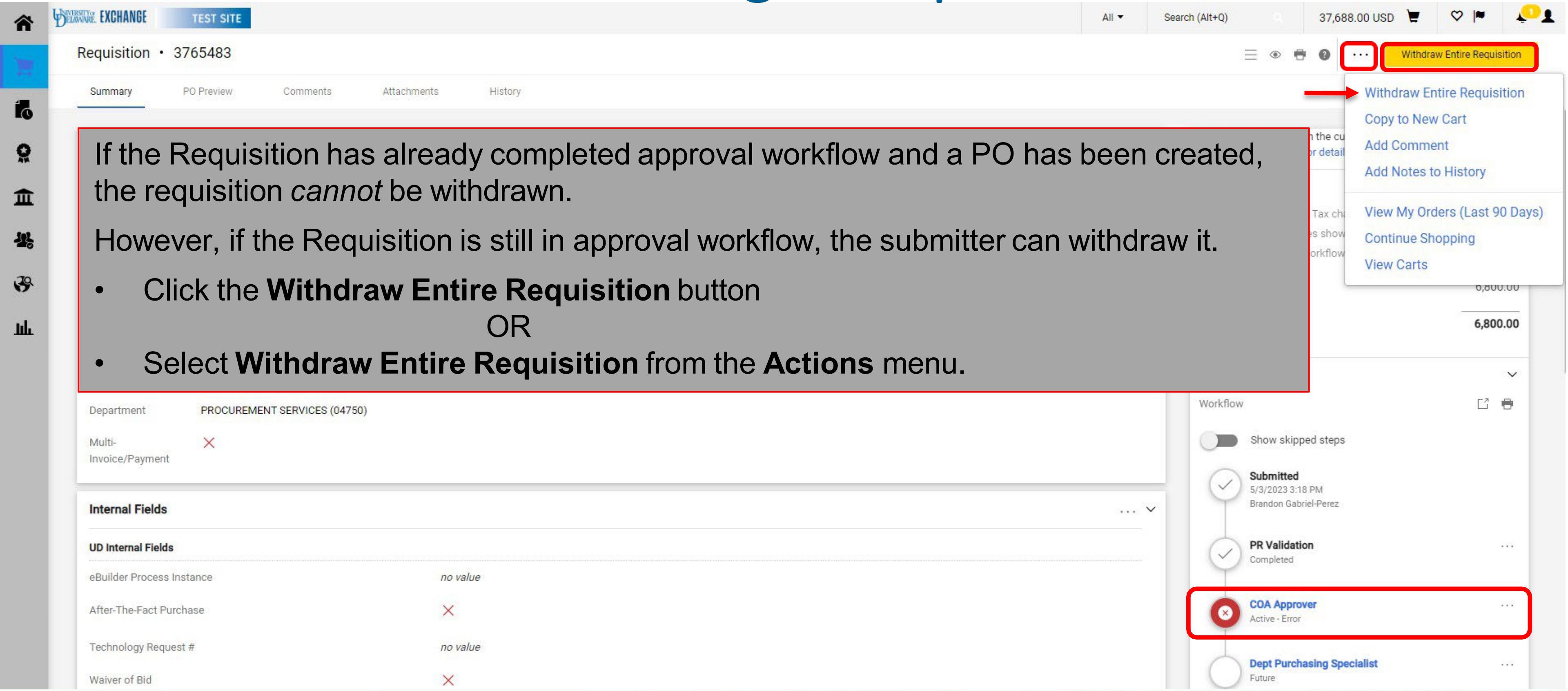
Solution:

- Contact the Controller’s Office at coa-finance@udel.edu for assistance in adding a primary COA or confirming that the SpeedType is active.

I want to recall my Requisition

- Users can *withdraw* their requisition, **but** this is the equivalent of a “self-reject” – the requisition **cannot** be submitted back into workflow.
- Withdrawn requisitions can be copied to a new cart and resubmitted, **but** punchout orders will need to be re-done in new punchout shopping sessions.
- If you want to have the requisition ***returned*** **to you in draft mode** to make changes and resubmit, please see Having a Requisition or Voucher Returned starting on **slide 66**.

Withdrawing a Requisition



If the Requisition has already completed approval workflow and a PO has been created, the requisition *cannot* be withdrawn.

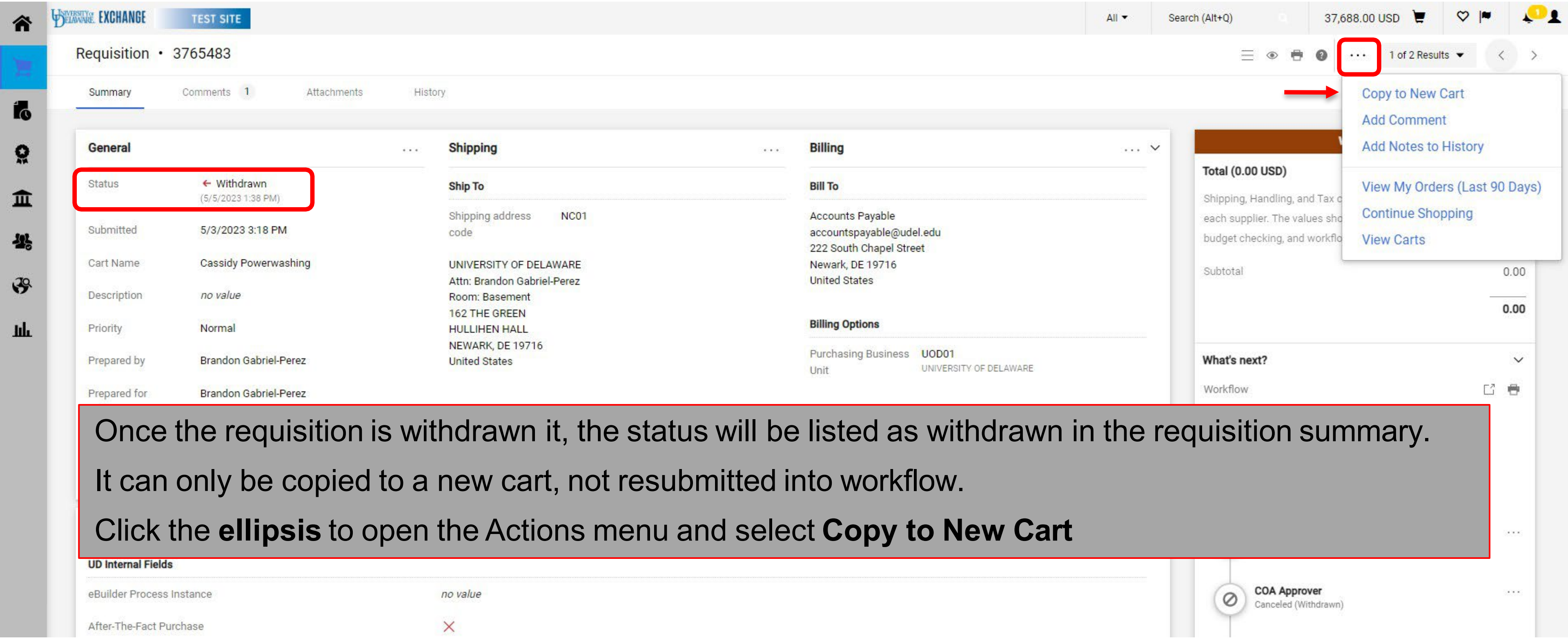
However, if the Requisition is still in approval workflow, the submitter can withdraw it.

- Click the **Withdraw Entire Requisition** button

OR

- Select **Withdraw Entire Requisition** from the **Actions** menu.

Withdrawing a Requisition



Once the requisition is withdrawn it, the status will be listed as withdrawn in the requisition summary.

It can only be copied to a new cart, not resubmitted into workflow.

Click the **ellipsis** to open the Actions menu and select **Copy to New Cart**

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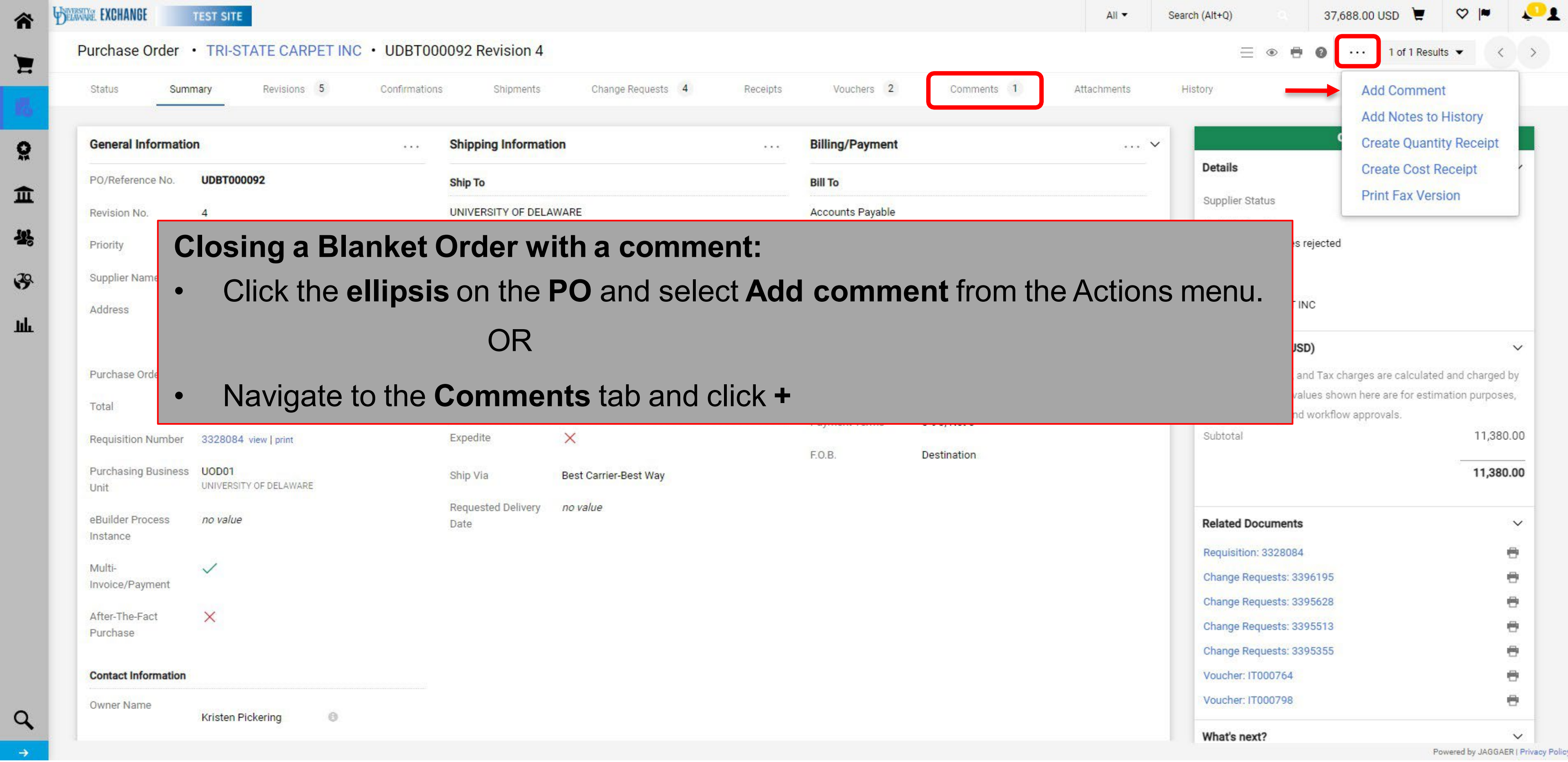
I want to Close a Purchase Order

- Purchase orders will auto-Close when they have been fully invoiced.
  - Once an order has been fully invoiced, it enters “Soft Close” status. During this 15-day period, the PO can still be reopened to issue credits.
  - When the Soft Close time period has ended, the PO is considered fully closed, enters Closed status, and updates in PeopleSoft.
- If a PO has not been fully invoiced and should be Closed to release the obligation in PeopleSoft/UDataGlance, this can be accomplished with a comment tagging Procurement Help.
- The most frequent use for Closing a PO is for a blanket purchase order. Standard POs should have lines Canceled if they are not going to be invoiced.

I want to Close a Purchase Order: **Blanket POs**

- PO Close requests are most frequently used for a blanket purchase order.
  - For example, a PO was created for a blanket dollar amount because the user did not know precisely how much a repair would cost, or how long the supplier's services would be engaged.
- Blanket purchase orders can be Closed with a PO Comment to Procurement Help once the user determines that all invoices have been paid.

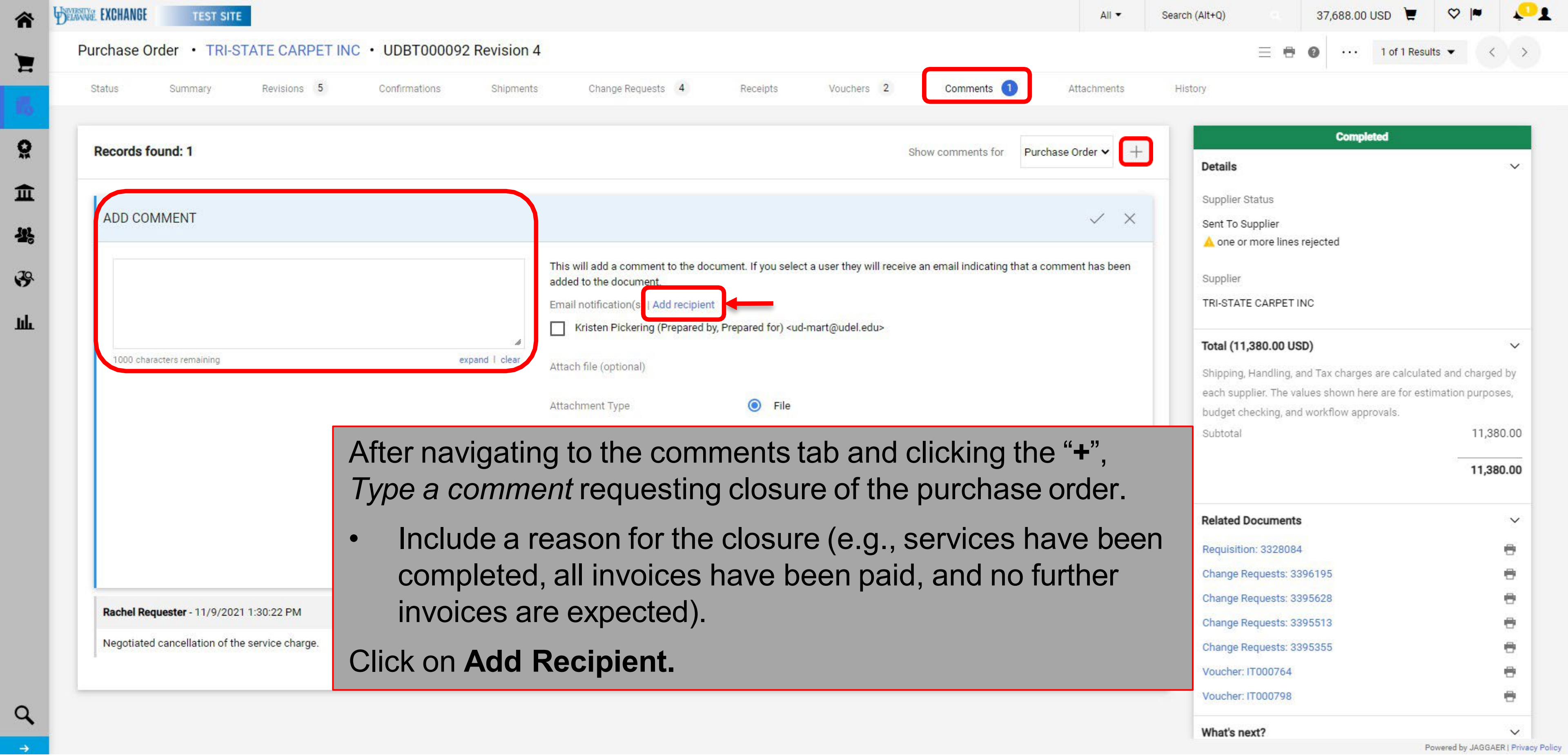


Closing a Blanket Order with a comment:

- Click the **ellipsis** on the **PO** and select **Add comment** from the Actions menu.

OR

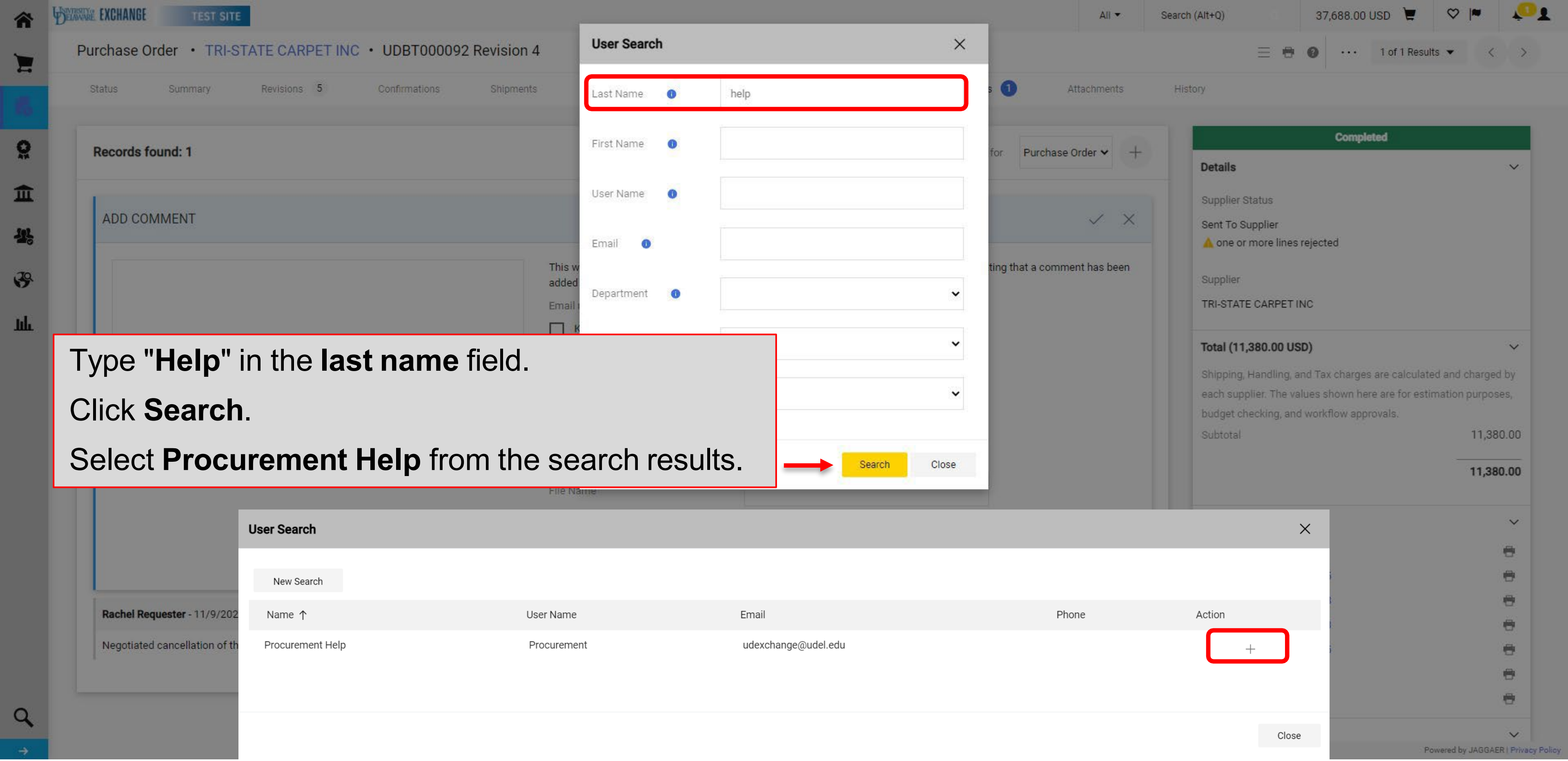
- Navigate to the **Comments** tab and click **+**



After navigating to the comments tab and clicking the "**+**", *Type a comment* requesting closure of the purchase order.

- Include a reason for the closure (e.g., services have been completed, all invoices have been paid, and no further invoices are expected).

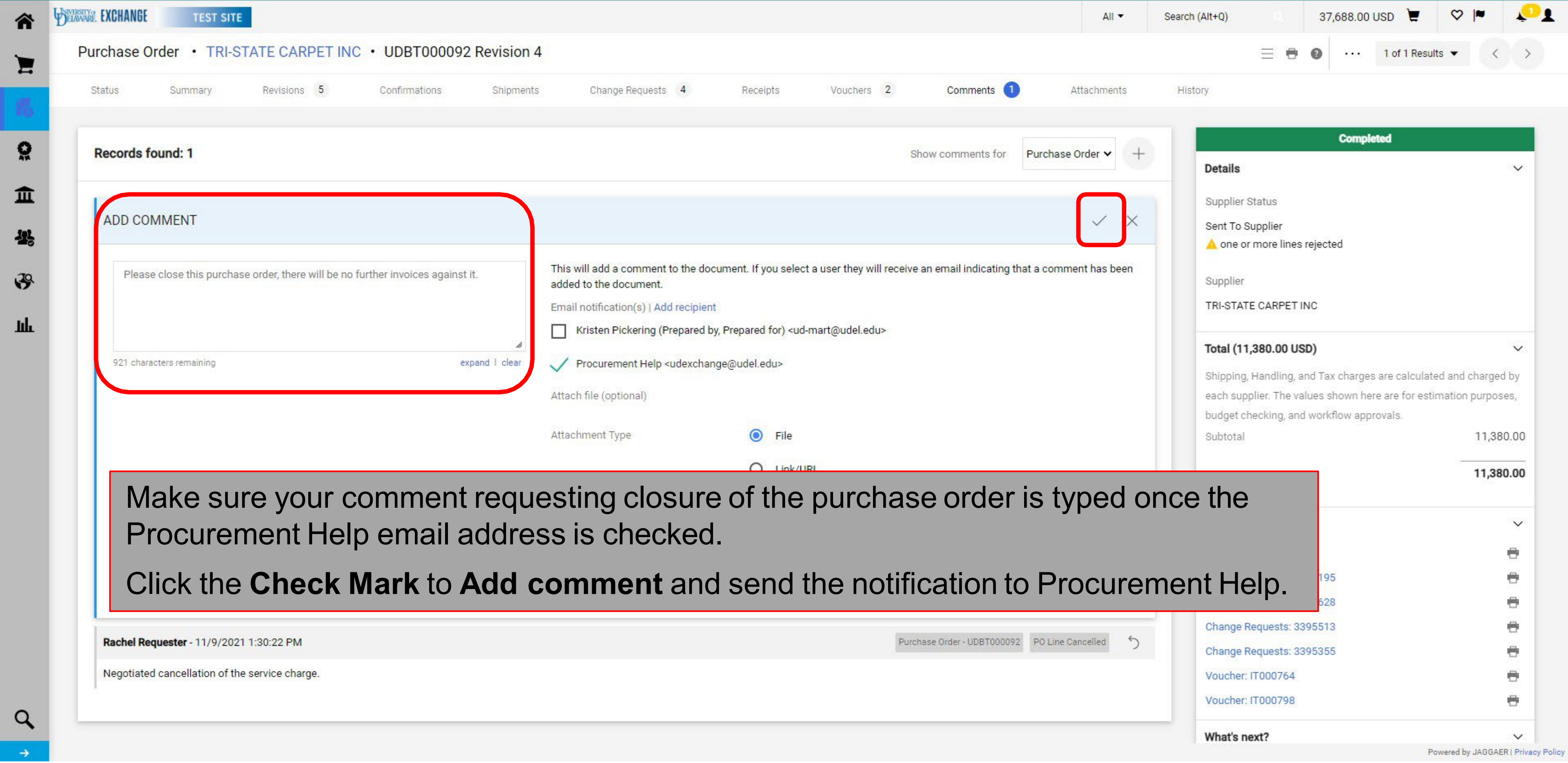
Click on **Add Recipient.**



Type "**Help**" in the **last name** field.

Click **Search**.

Select **Procurement Help** from the search results.



Make sure your comment requesting closure of the purchase order is typed once the Procurement Help email address is checked.

Click the **Check Mark** to **Add comment** and send the notification to Procurement Help.

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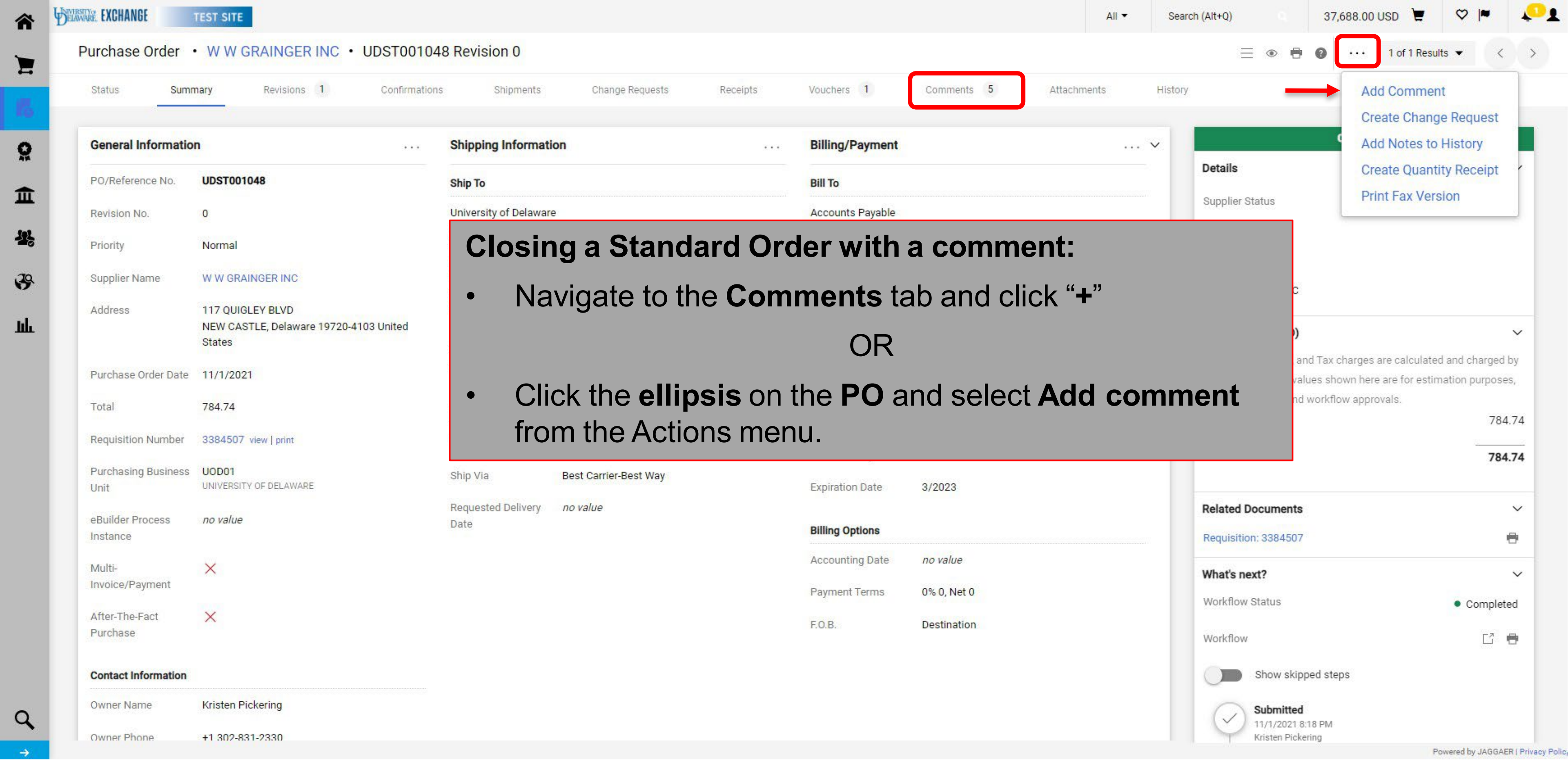
I want to Close a Purchase Order: **Standard POs**

- Standard purchase orders should be set up by quantity – the order would be precise as to what we are ordering, and once that line/quantity is invoiced, the line is closed.
- A standard purchase order closes once all quantities have been invoiced, regardless of price.
- Therefore, standard purchase orders should normally include a reason why we are not going to fully pay for all items ordered, such as a cancellation by the supplier.
- ***For catalog orders, you MUST attach documentation that you have already completed the cancellation with the supplier.*** For other order types, we can cancel as part of the process.



Closing a Standard Order with a comment:

- Navigate to the **Comments** tab and click "**+**"

OR

- Click the **ellipsis** on the **PO** and select **Add comment** from the Actions menu.

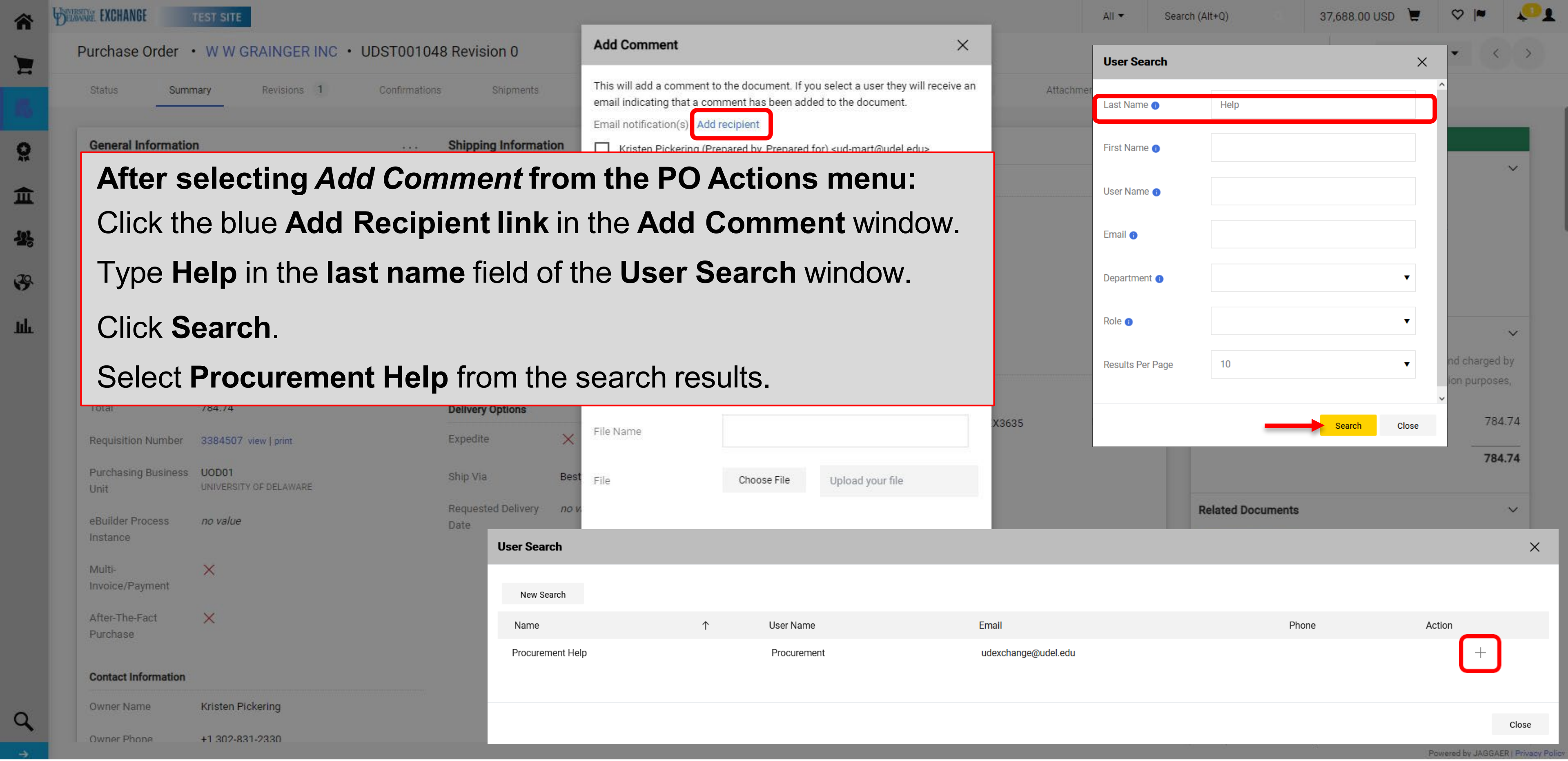
After selecting *Add Comment* from the PO Actions menu:

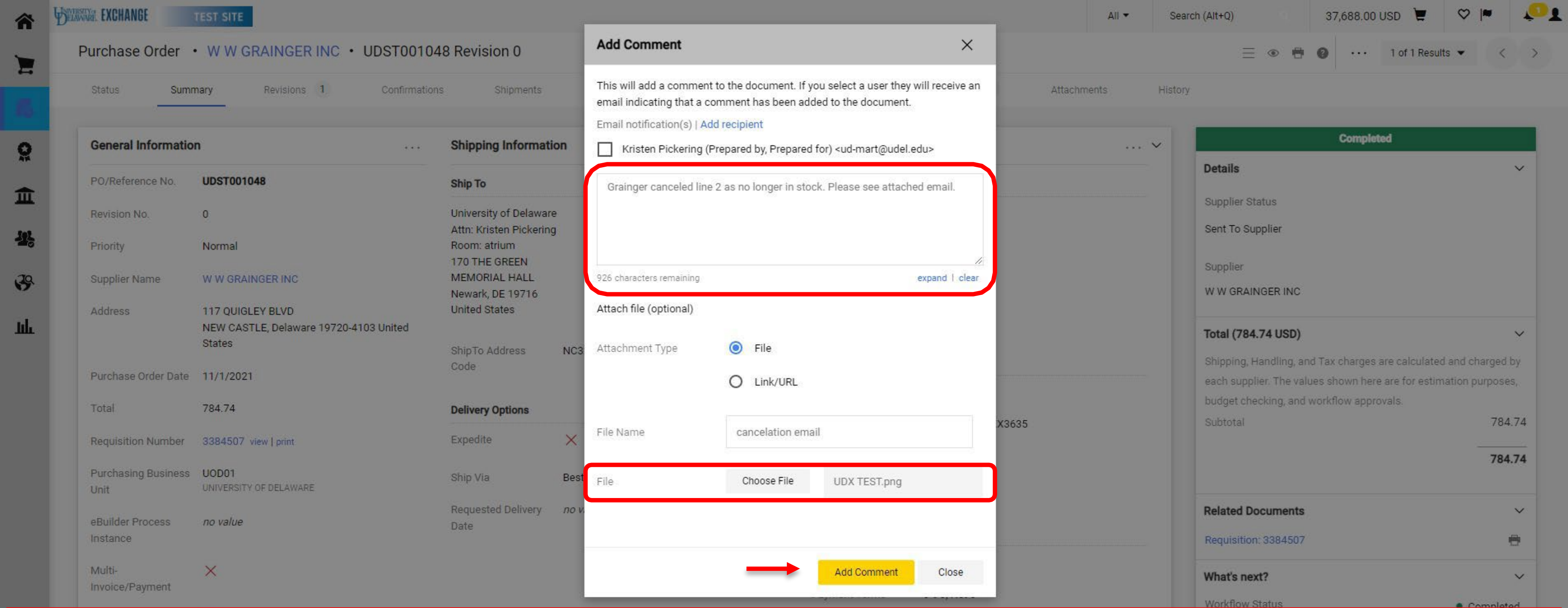
Click the blue **Add Recipient link** in the **Add Comment** window.

Type **Help** in the **last name** field of the **User Search** window.

Click **Search**.

Select **Procurement Help** from the search results.





Type a comment requesting closure of the purchase order once the Procurement Help email address is checked.

Attach documentation using **Choose File.**

Click **Add comment.**

I have received Multiple Invoices for a Standard PO

- Standard (UDS) purchase orders can invoice once per quantity per line.
  - All catalog purchase orders should be Standard.
- Blanket (UDB) purchase orders will change the quantity in PeopleSoft to 1 and will then allow multiple invoices against a line as an amount-only (declining) purchase order.
- If you did not set up a Multi-Invoice/payment PO but need to pay multiple invoices against a quantity of one on one line item, you will need to amend that line using the PO Type Override Box.
  - **This can only be done if the line has not been invoiced.**
  - Please refer to the Purchase Order Type Override (POTO) Box Guide for details.

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I Can’t Find My Order!

The UDX Shopping Home Page has an array of saved searches, including:

- My Requisitions and My Purchase Orders.
  - These default searches are for the documents on which you are the PO Owner (Prepared For user).

Even if a Requester processed a cart for you as a Shopper, you remain the PO Owner and you will see the order on your home page.

- The Prepared For user on a PO is the driving force behind the order and who will know whether it’s been fulfilled.
- The Prepared For user on a PO *can* be changed.
- The Prepared By user is always the person who *places the order.* This is recorded by UDX and *cannot* be manually changed.

If there is a lot of collaboration in your department, it is possible you originated a requisition and assigned it, but you are neither the Prepared For or Prepared By user.

My Purchase Orders is a list of POs on which you are listed as the PO Owner (Prepared For).

If you scroll down the Shopping Home Page to **Requisitions on Which I am Participant,** you will see a list of requisitions which involve you in some way – possibly as an approver, or in another capacity.

There may be requisitions in this list where you are neither the Prepared For nor the Prepared By user.

Note that if they are owned by an employee in a department to which you do not have access, you may not be able to view the requisition you created.

My Purchase Orders (last 90 days)

View as Graph   View as List

Number	Supplier	Requisition	Date	Total
UDP0000087	NCURA	3100163	2/22/2021	190.00 USD
UDB0000062	ATLANTIC TRACTOR LLC	3179300	2/22/2021	71,635.01 USD
UDB0000060	ATLANTIC TRACTOR LLC	3181392	2/18/2021	71,635.01 USD
UDB0000059	ATLANTIC TRACTOR LLC	3170528	2/9/2021	2,835.01 USD
UDB0000058	OLIVER SPRINKLER CO INC	3170525	2/9/2021	5,200.00 USD

Displaying 5 of 5

Search My Purchase Orders

Requisitions on which I am Participant (last 90 days)

Total Requisitions: 5

Approx. Total Amount: 151,398.81 USD

Requisition Number	Supplier	Requisition Status	Submitted Date	Total Amount
3262378	ANIXTER INC.	Completed	5/3/2021 5:26:29 PM	93.78 USD
3181392	ATLANTIC TRACTOR LLC	Completed	2/18/2021 5:46:33 PM	71,635.01 USD

Owner Changes for a Purchase Order

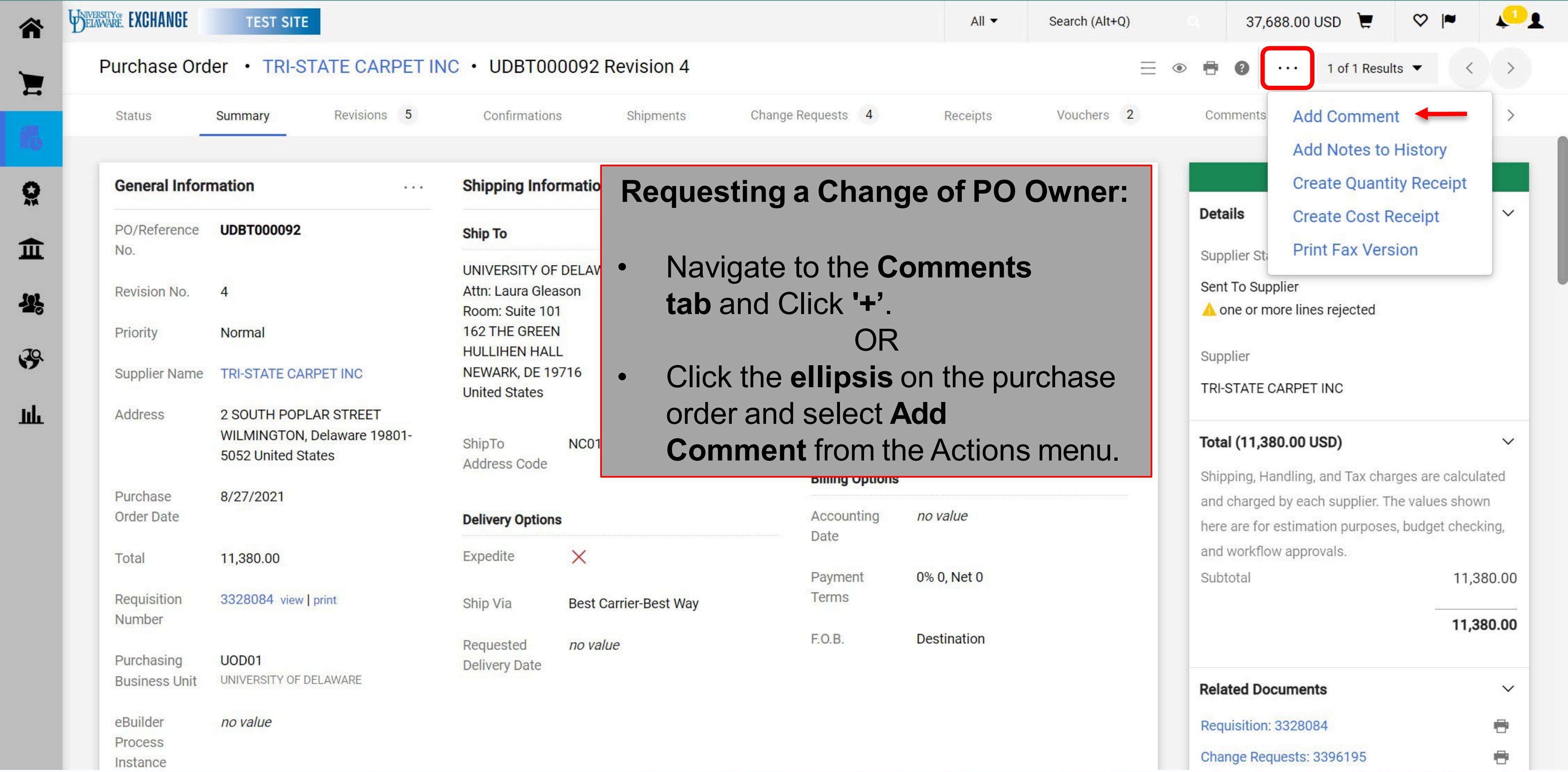
- Occasionally, it may be necessary to change the Owner of a PO
  - Example: the Owner has changed departments
- To change the owner of a PO, someone should post a comment in the PO tagging Procurement Help naming the new PO owner
- Department Access will also change based on the new PO owner's department.
- Changes affect vouchers created after the change is complete – if there are vouchers pending, please see the "Approving Vouchers in UD Exchange" guide for options to handle pending vouchers.

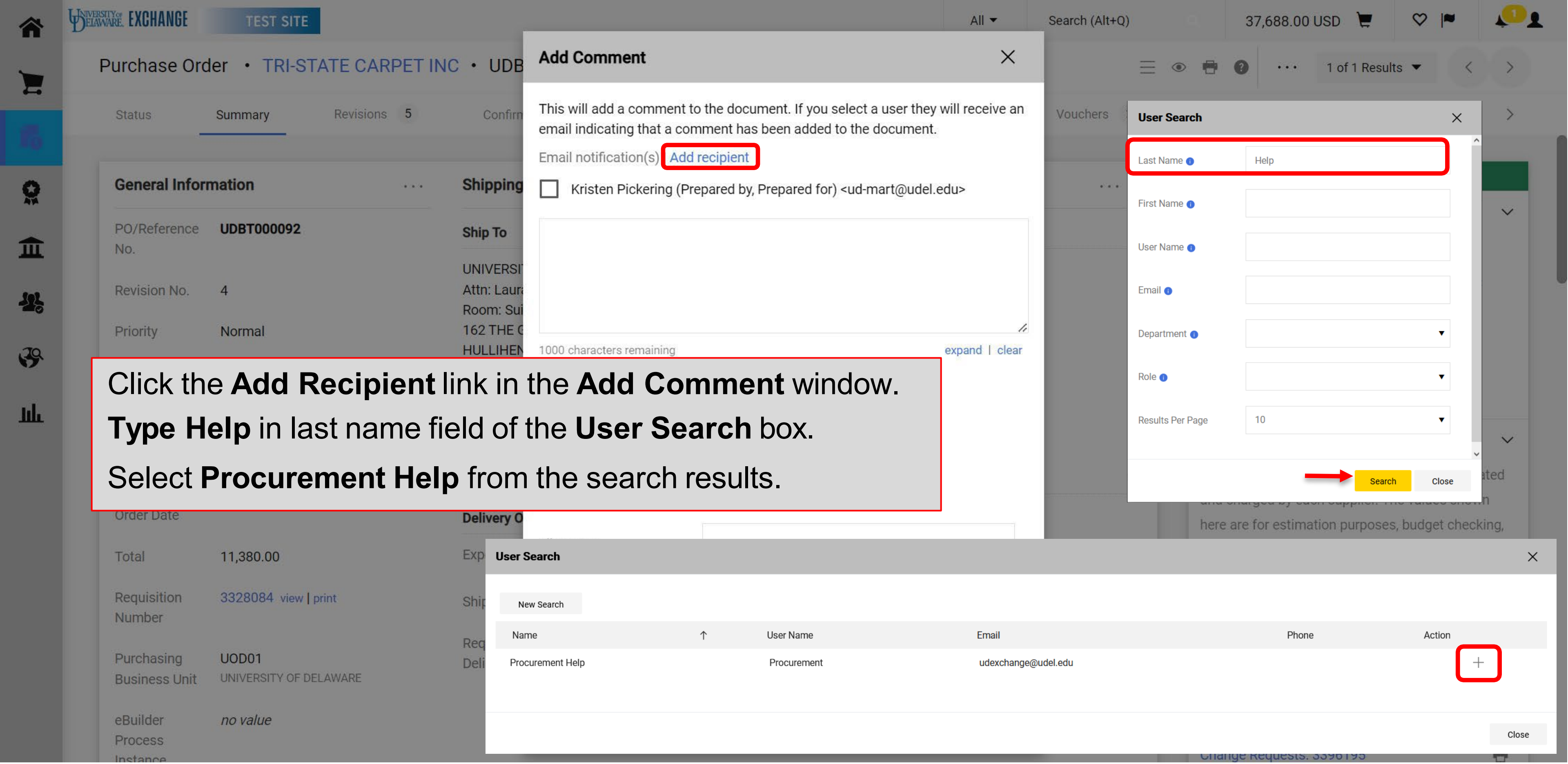
Requesting a Change of PO Owner:

- Navigate to the **Comments tab** and Click **'+'**.

OR

- Click the **ellipsis** on the purchase order and select **Add Comment** from the Actions menu.

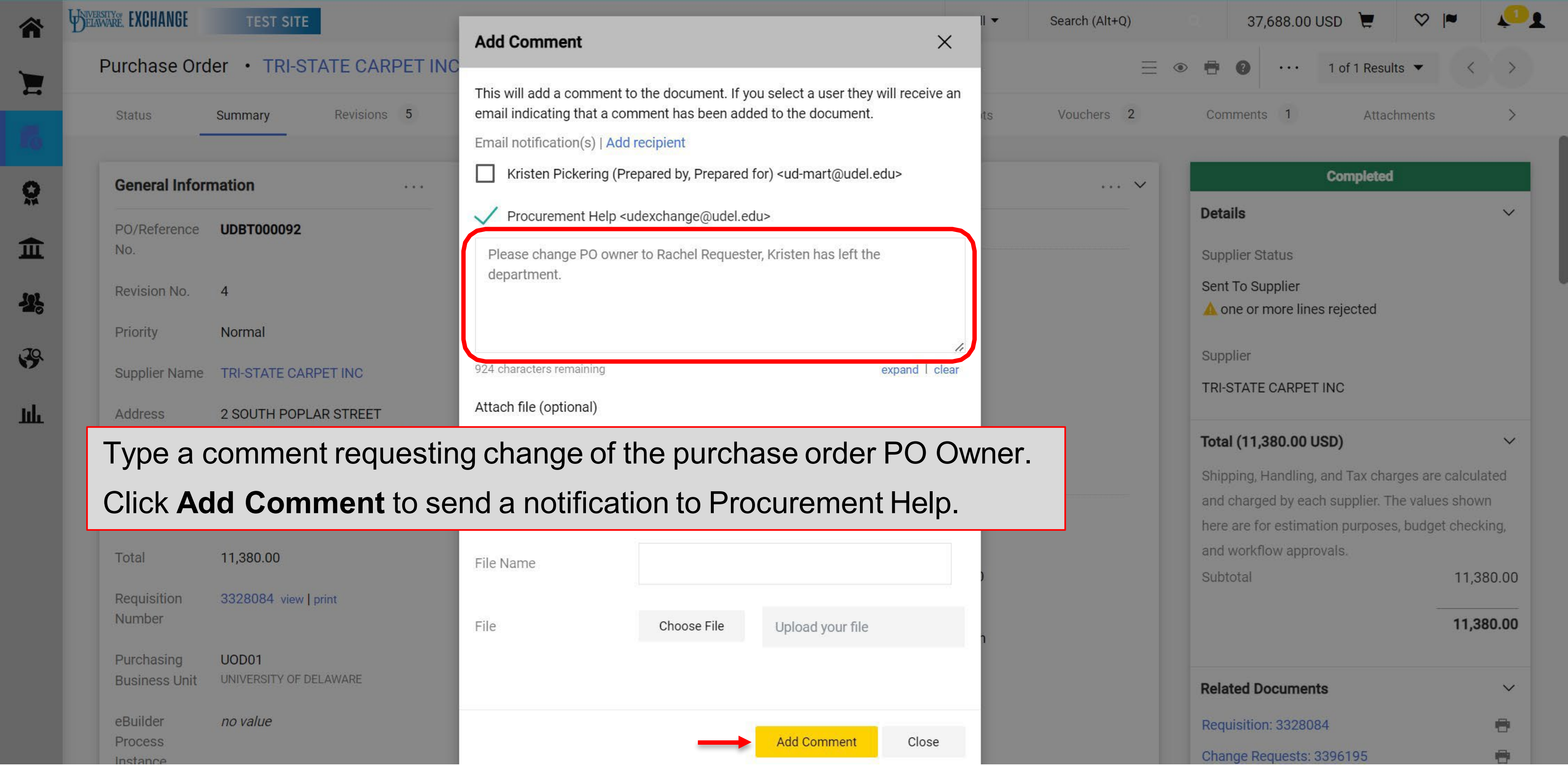




Click the **Add Recipient** link in the **Add Comment** window.

Type Help in last name field of the **User Search** box.

Select **Procurement Help** from the search results.



Type a comment requesting change of the purchase order PO Owner.

Click **Add Comment** to send a notification to Procurement Help.

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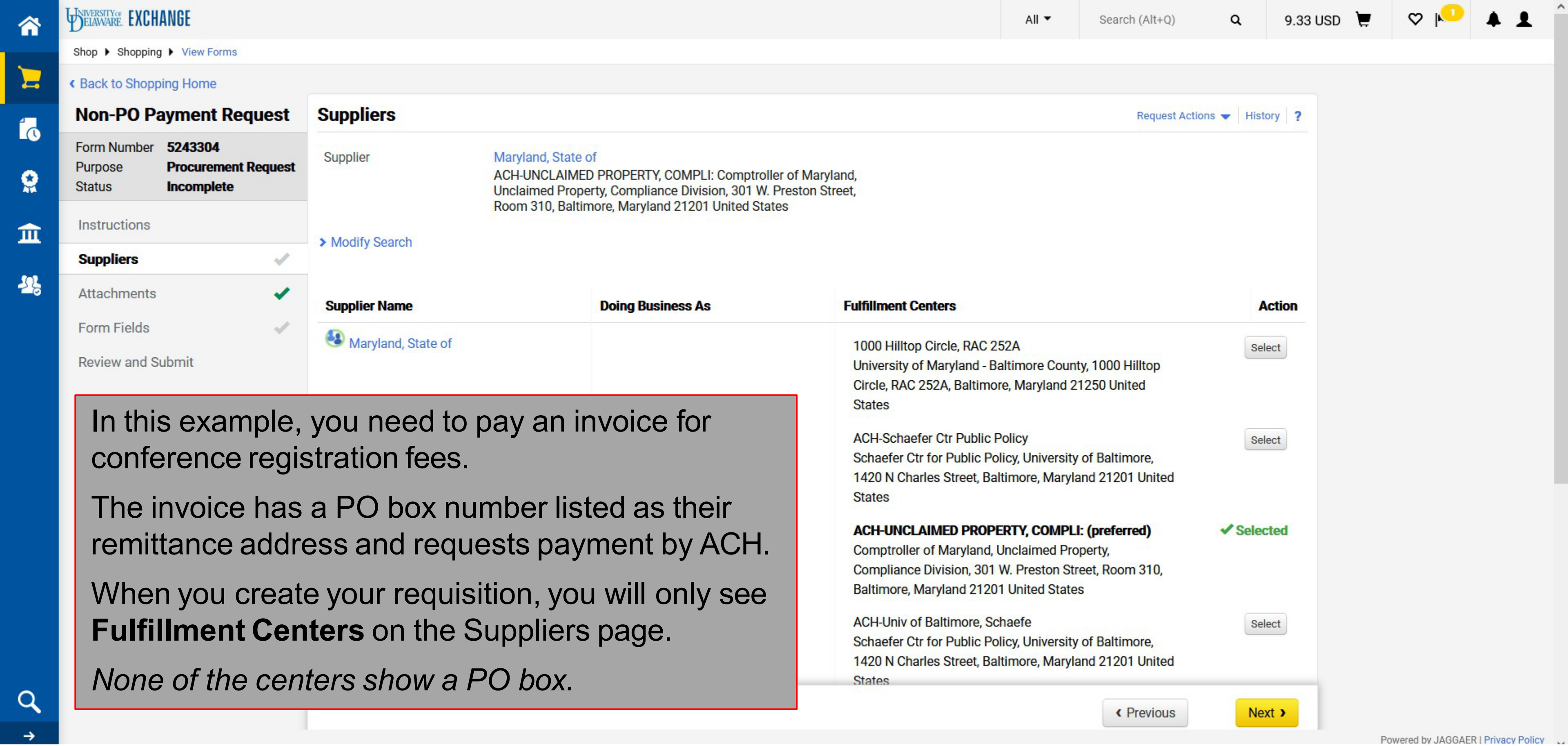
I Can’t Find My Supplier’s Address

- In webforms, you could choose any one of a supplier’s addresses from a list regardless of what kind of address or payment method was used. This resulted in a lot of manual review by Accounts Payable to adjust to the right payment method for that supplier.
- In UD Exchange, you see and select the Fulfillment Centers for the supplier – this is where the order is sent.



In this example, you need to pay an invoice for conference registration fees.

The invoice has a PO box number listed as their remittance address and requests payment by ACH.

When you create your requisition, you will only see **Fulfillment Centers** on the Suppliers page.

None of the centers show a PO box.

If you navigate to the **Supplier Profile, Contacts and Locations > Fulfillment Centers**, you can browse various Fulfillment centers to view the remittance addresses associated with each one.
Here, you see that the remittance address associated with the Schaefer Center for Public Policy is PO Box 2016.

State of Maryland

Supplier Number	0000038885
Registration Status	Approved
Registration Type	Full Supplier Registration

- About
- Contacts and Locations
  - Fulfillment Centers
- Workflow and Review
- Accounts Payable
- eProcurement

View History

Fulfillment Centers

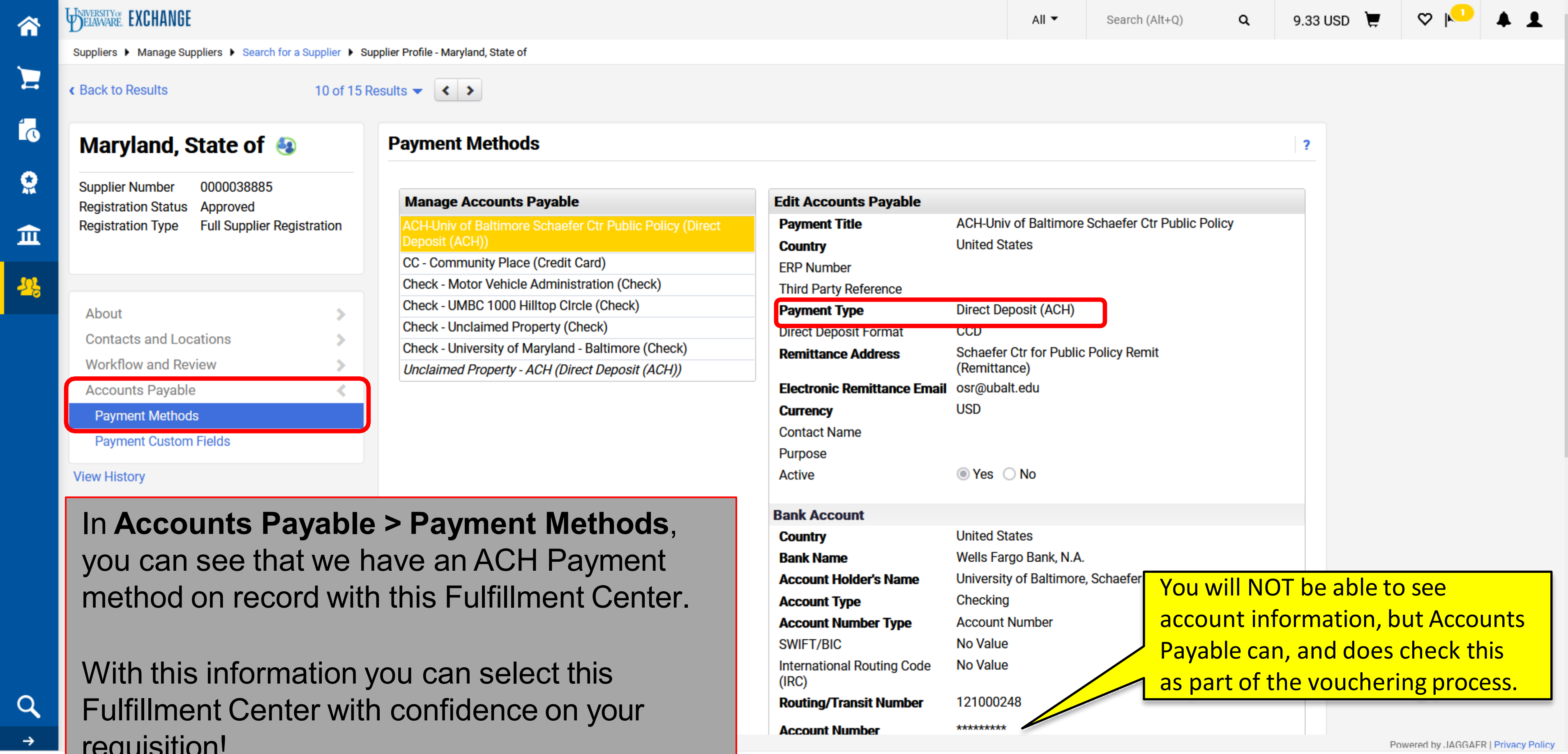
Fulfillment Centers

- Default Settings for this Supplier
- 1000 Hilltop Circle, RAC 252A
- 11975 Homewood Road
- ACH-Comptroller of Maryland
- ACH-Morgan State University
- ACH-Schaefer Ctr Public Policy
- **ACH-UNCLAIMED PROPERTY, COMPLI**
- ACH-Univ of Baltimore, Schaefe
- ACH-Univ of MD, Ctr for Enviro
- CC-100 COMMUNITY PLACE
- MOTOR VEHICLE ADMINISTRATION
- Revenue Administration Divisio
- St Mary's College of Maryland
- Terps Lacrosse Club-University
- University of Maryland - Balti
- University of Maryland Extensi
- UOM-B- PO Box 41427
- *UOM-B- PO Box 41427*

General | Ordering | Order Distribution | Custom Data | History

Name	ACH-Univ of Baltimore, Schaefe
Address ID	00005
3rd Party Address ID	*No Value*
Active	✓
Primary Address (used as default in application)	✗
Current Primary Address	ACH-UNCLAIMED PROPERTY, COMPLI
Associated Addresses	**Selected Addresses**

Active Fulfillment Address	**Active Remittance Address**
Univ of Baltimore, Schaefer Ctr for Public Policy	Schaefer Ctr for Public Policy Remit
Schaefer Ctr for Public Policy	Schaefer Ctr for Public Policy
University of Baltimore	University of Baltimore
1420 N Charles Street	PO Box 2016
Baltimore	Baltimore
Maryland, 21201	Maryland, 21203
United States	United States
No Active Contact Provided	*No Active Contact Provided*



In **Accounts Payable > Payment Methods**, you can see that we have an ACH Payment method on record with this Fulfillment Center.

With this information you can select this Fulfillment Center with confidence on your requisition!

You will NOT be able to see account information, but Accounts Payable can, and does check this as part of the vouchering process.

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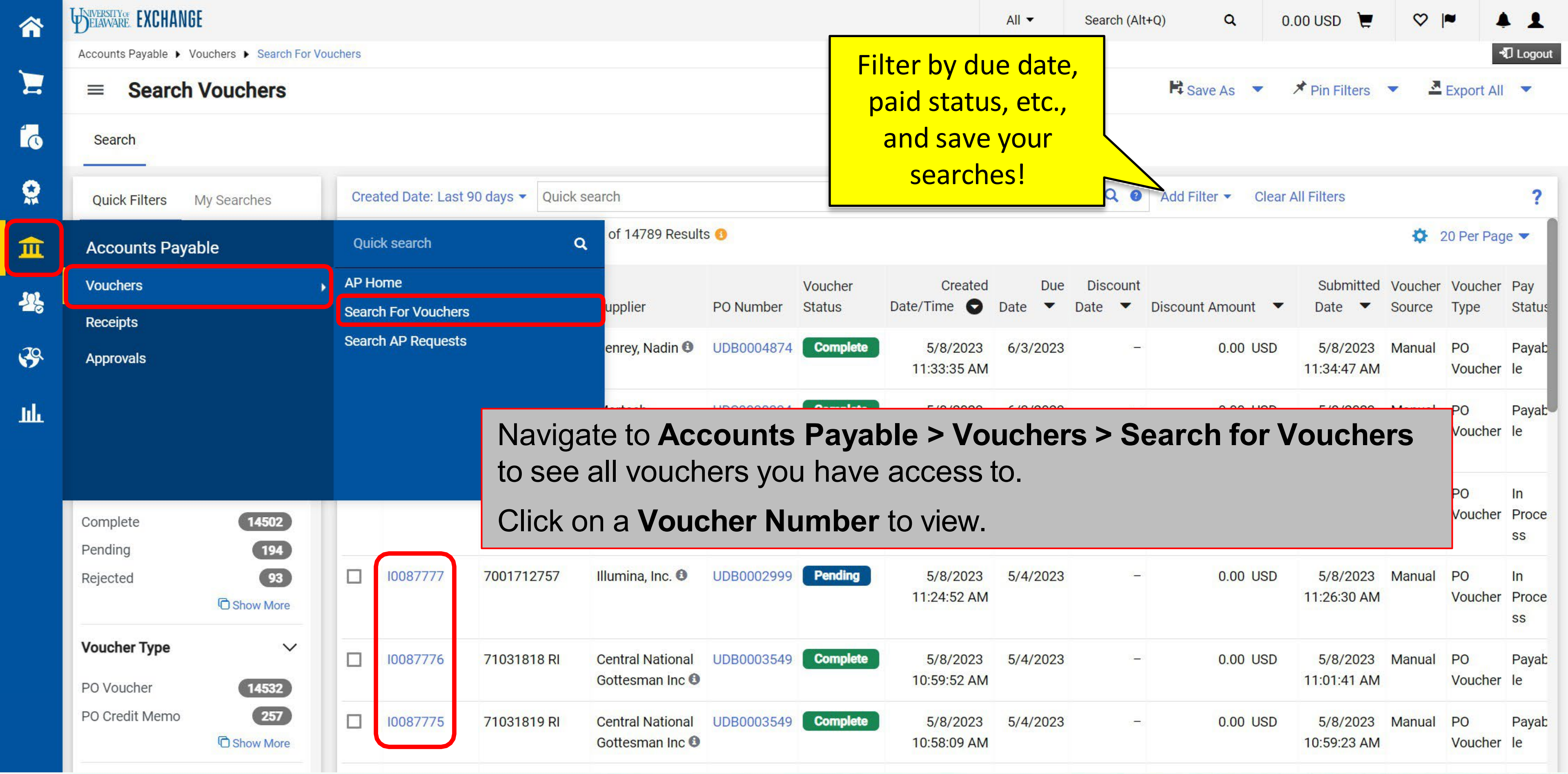
Did My Invoice Pay? How Can I Tell?

- **Payment Activity is NOT recommended to track UD Exchange payments**; more information is visible in UDX than Payment Activity.
- Additionally, if there is a problem with a payment voucher, Accounts Payable will place a comment on the UDX voucher for documentation purposes.



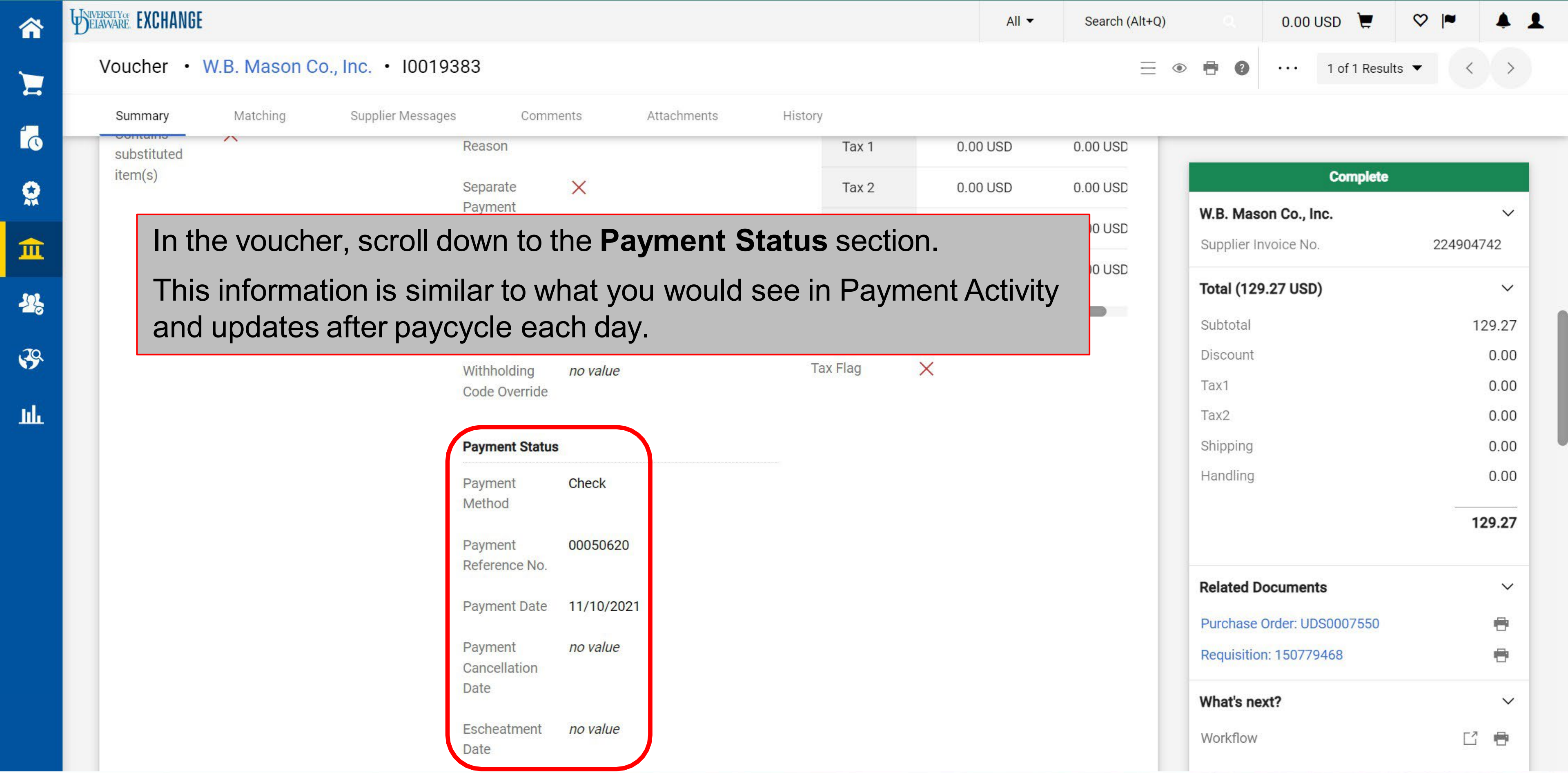
Filter by due date, paid status, etc., and save your searches!

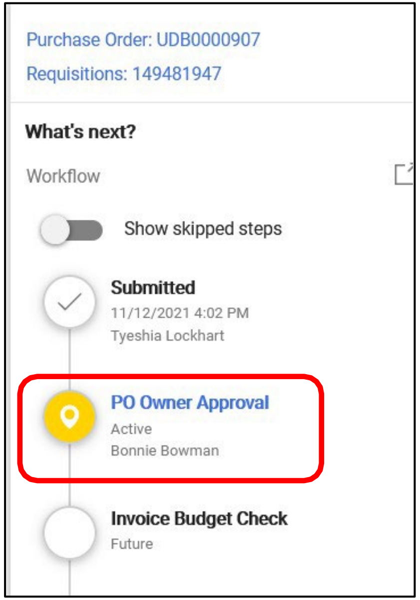
Navigate to **Accounts Payable > Vouchers > Search for Vouchers** to see all vouchers you have access to.

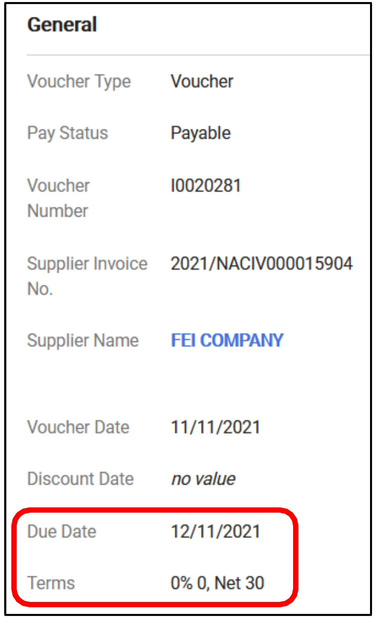
Click on a **Voucher Number** to view.

In the voucher, scroll down to the **Payment Status** section.

This information is similar to what you would see in Payment Activity and updates after paycycle each day.

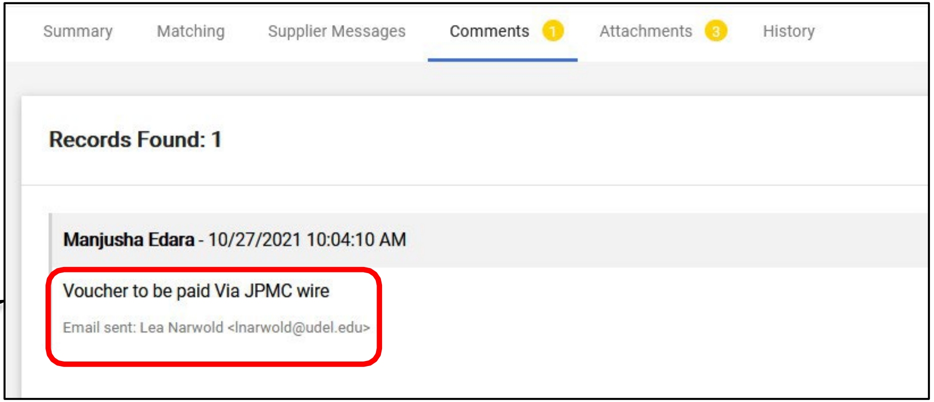






If something is *not paid*, check:

- Is it still awaiting an approval step?
- Has the due date (according to the PO terms) passed yet?
- Is there a comment about this voucher from an Accounts Payable staff member, explaining further?

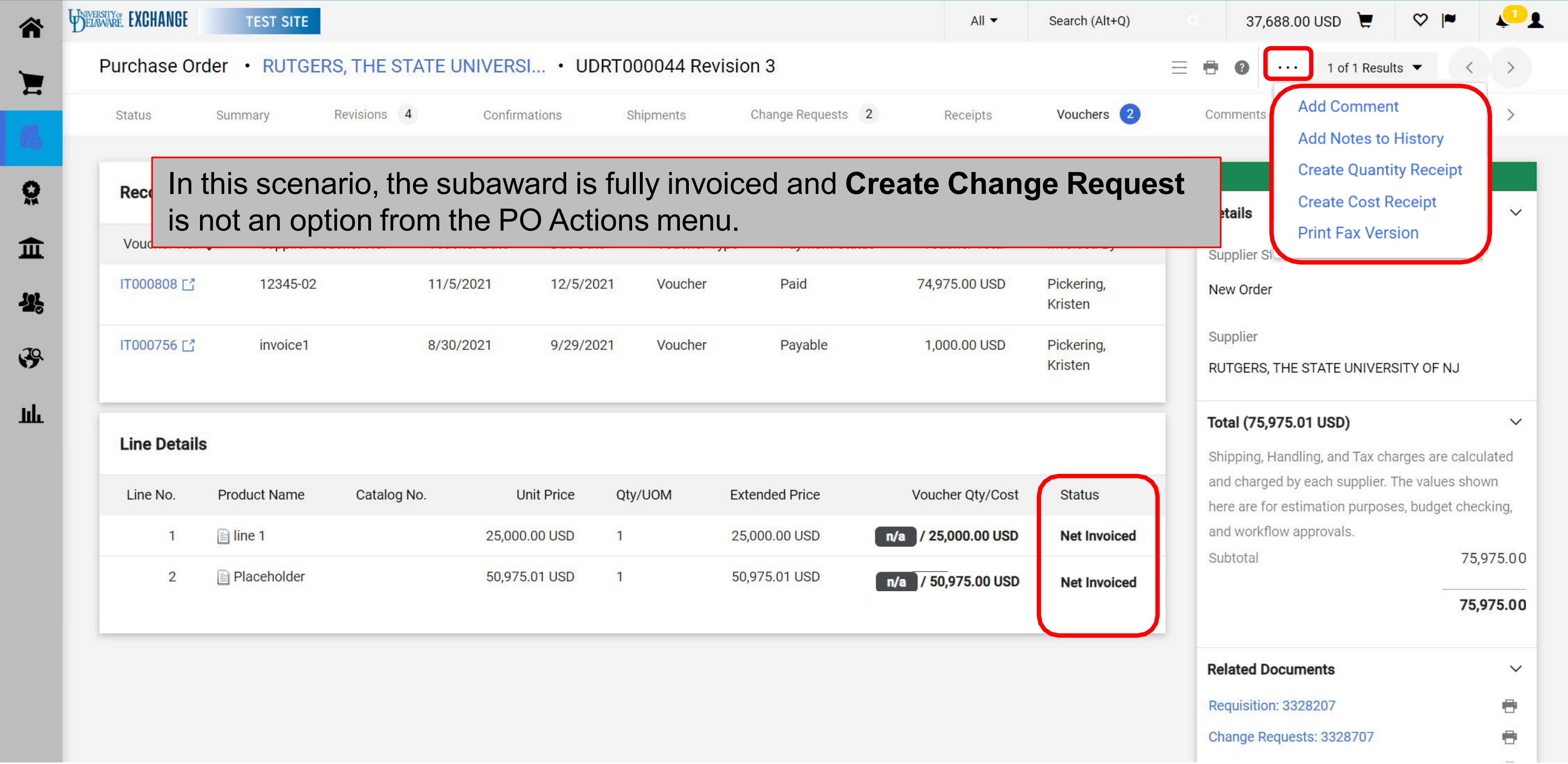


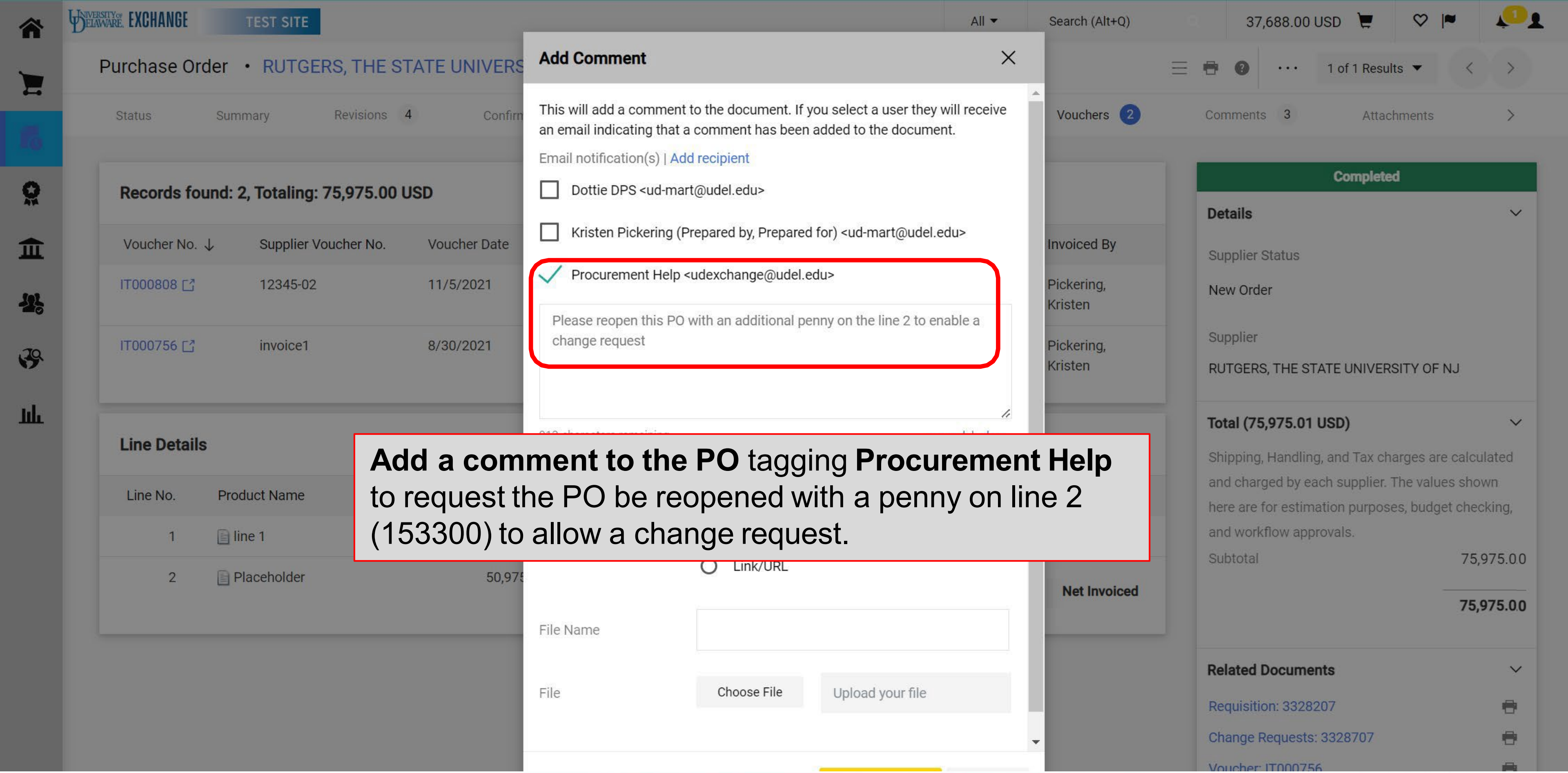
Remember – wires pay outside of Procurement systems with coordination from Treasury, and the update is done last, after any currency conversion.

I Need to Increase a Closed PO

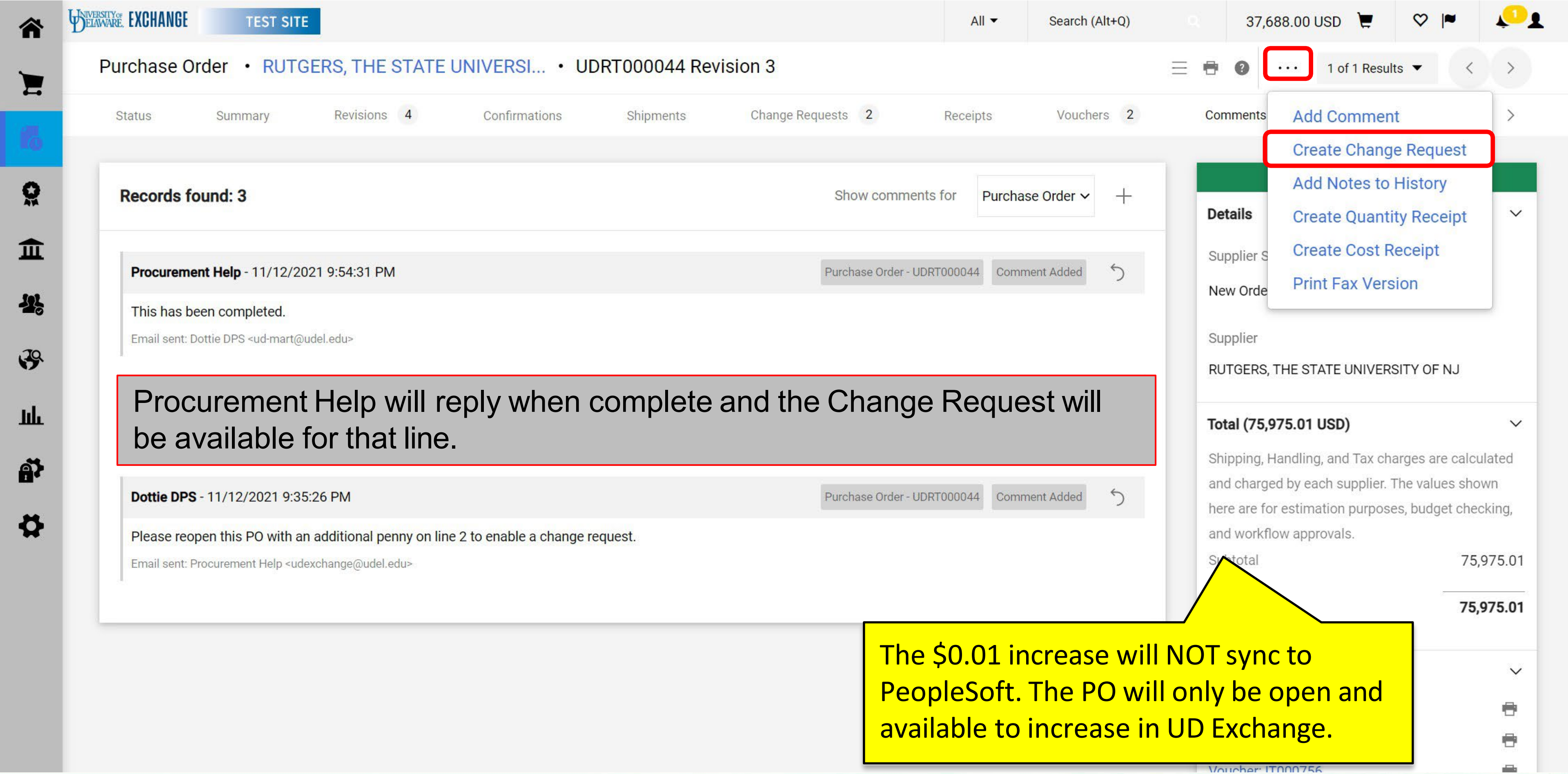
- When purchase orders are fully invoiced, they soft close to await any credits and for vouchers to move to paid status. After 15 days, they close fully in UD Exchange and PeopleSoft (assuming all vouchers are paid).
- Fully invoiced purchase orders cannot be updated with a change request – even if reopened from soft close status. The option is just not there.
- On occasion, it *may* be necessary to add funds to a PO *after* it is fully vouchered, such as in a subaward where funds have not yet arrived. **This scenario should be extremely rare!**
- Generally speaking, all POs should be set up for the full amount before any invoices arrive, and increased before fully vouchered, if needed. In most cases, a new PO is more appropriate.

In this scenario, the subaward is fully invoiced and **Create Change Request** is not an option from the PO Actions menu.





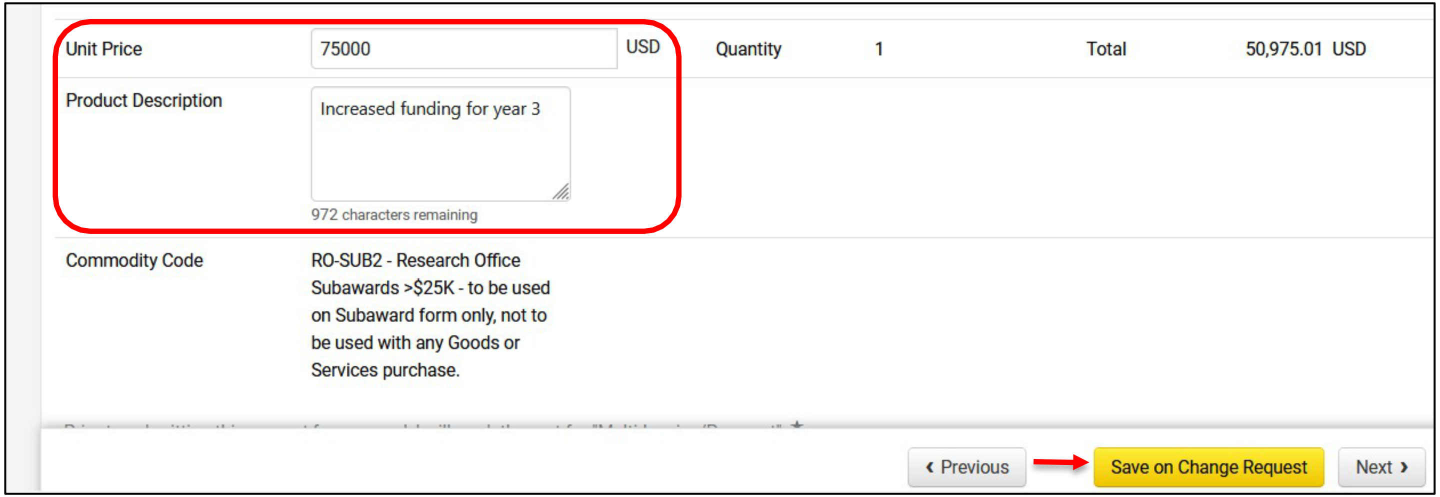
Add a comment to the PO tagging **Procurement Help** to request the PO be reopened with a penny on line 2 (153300) to allow a change request.



Procurement Help will reply when complete and the Change Request will be available for that line.

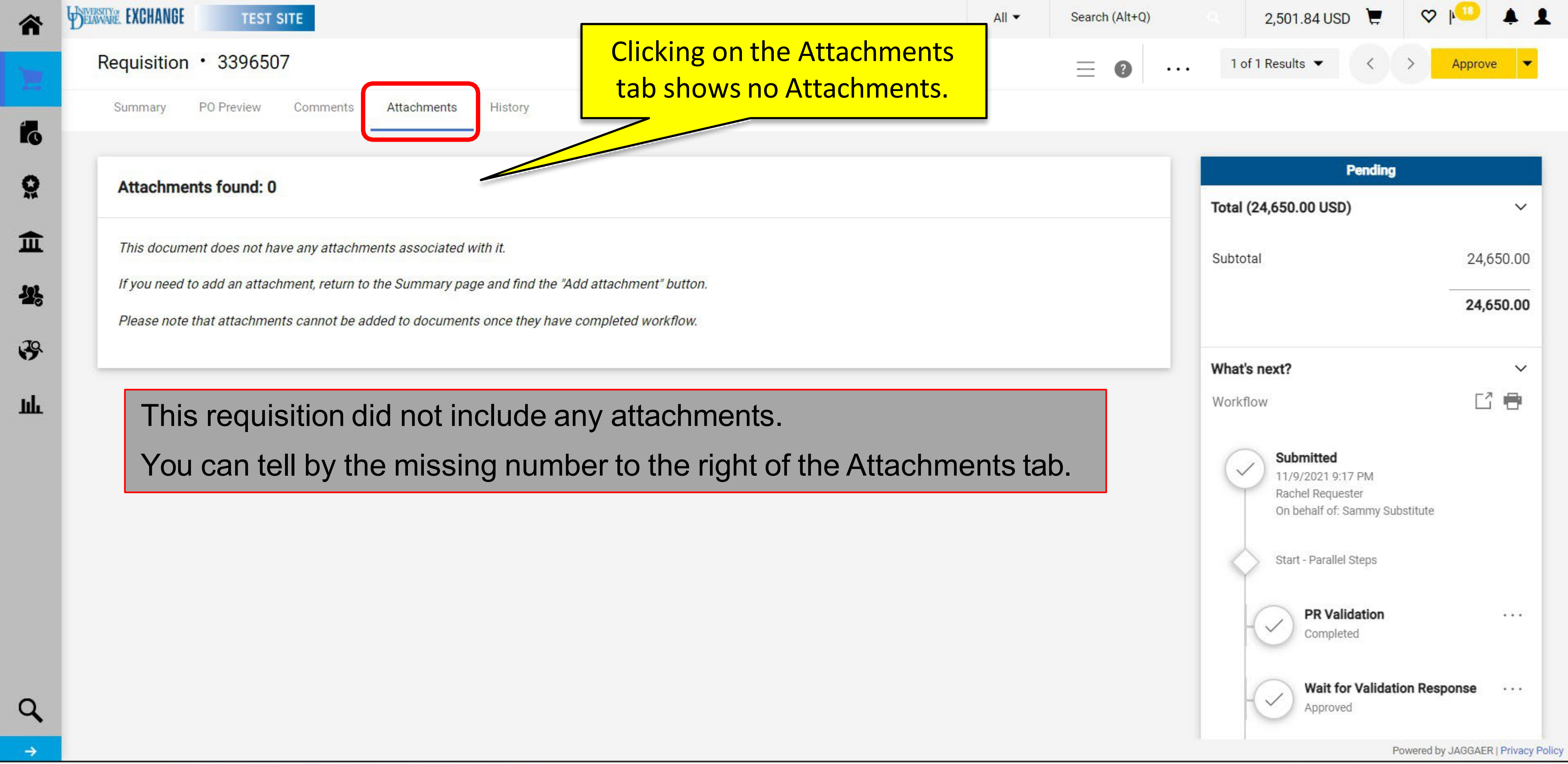
The $0.01 increase will NOT sync to PeopleSoft. The PO will only be open and available to increase in UD Exchange.

Proceed as normal to add the increase, which will go through all required approvals.



I Forgot My Attachments!

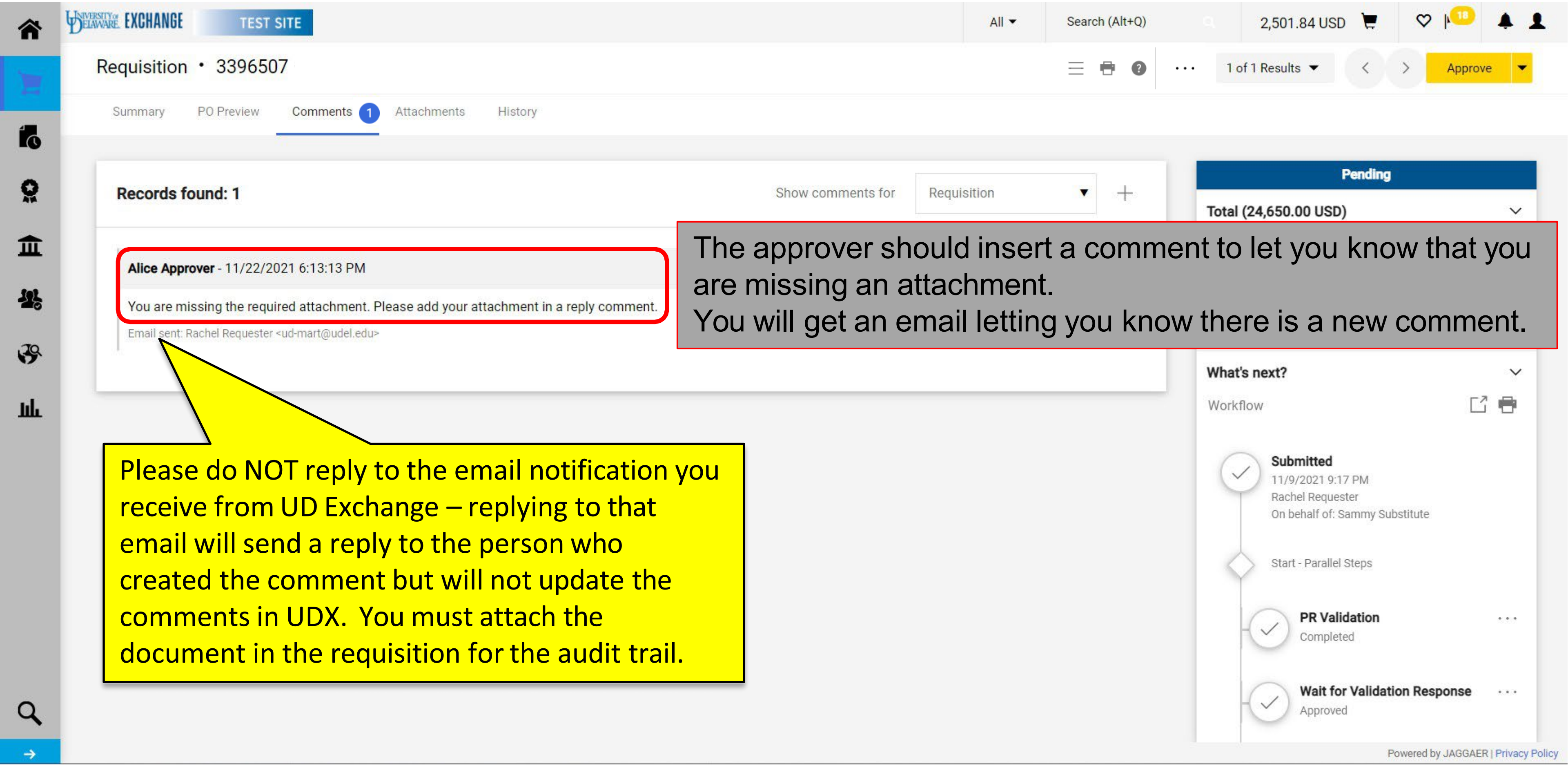
- Attachments are required for every type of UDX request/order:
  - On NPOPs, the required attachment for each payment type is outlined on the NPOP matrix.
  - On purchase orders, you must have at least a quote; multiple competitive quotes can be required per the Guided Buying matrix in many circumstances.
  - If you are attaching invoices to a PO, you are outside compliance policy! Please ensure you are obtaining your PO **prior** to any supplier engagement!
- Approvers should not approve without reviewing the attachments. They may place the document on hold and send you a comment asking you to upload attachments. It is not necessary for them to return your document to you.



Clicking on the Attachments tab shows no Attachments.

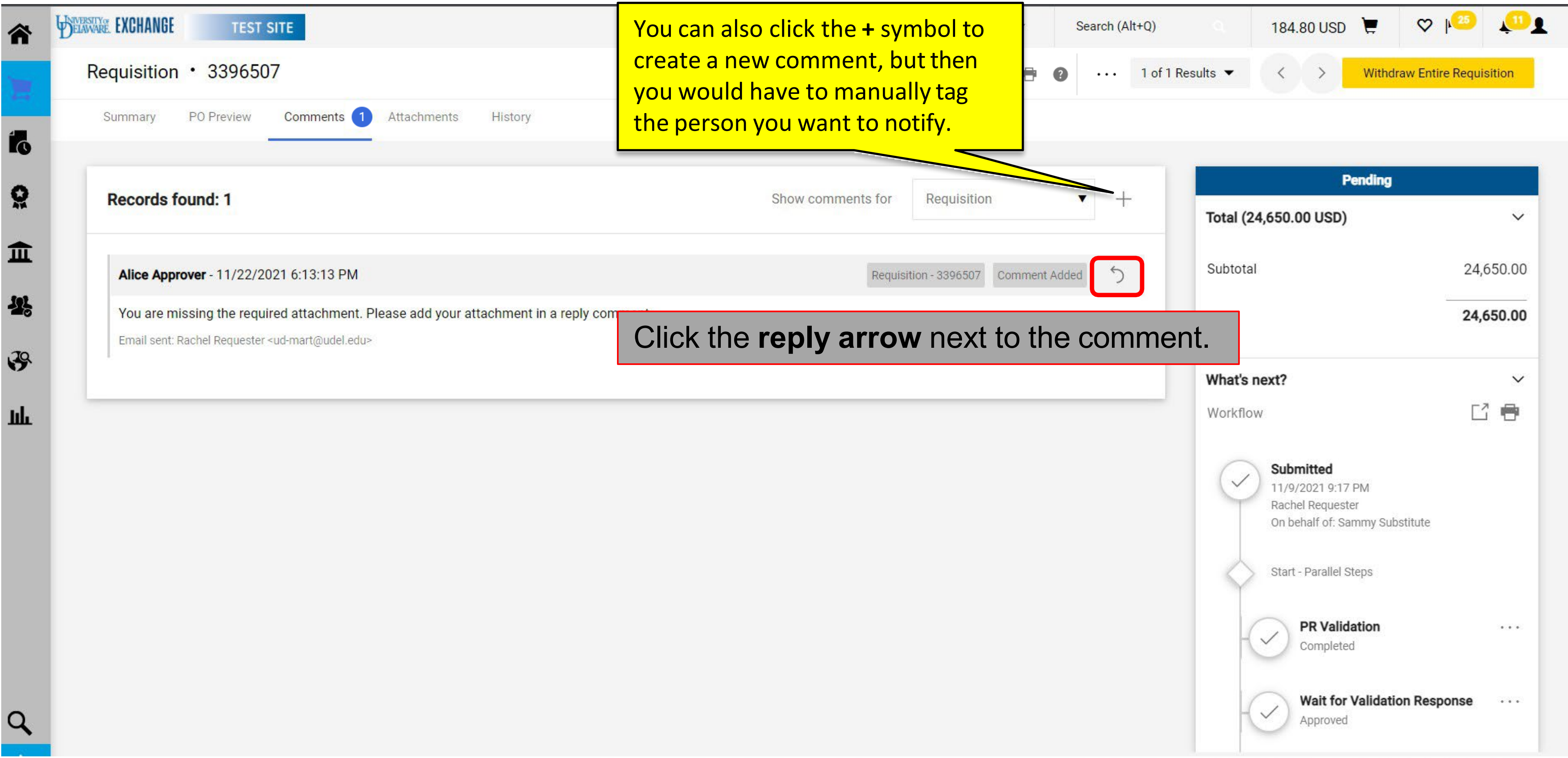
This requisition did not include any attachments.

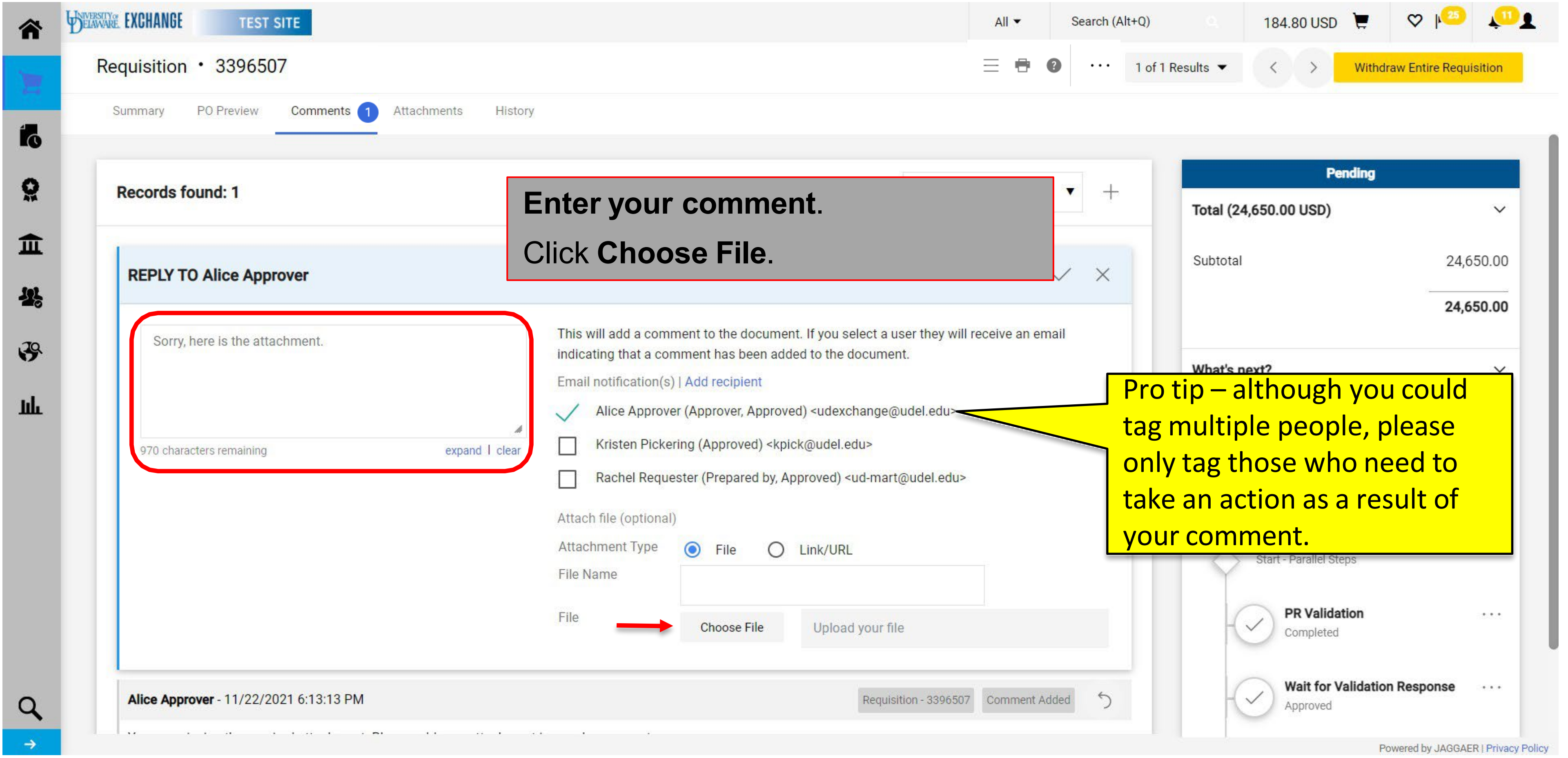
You can tell by the missing number to the right of the Attachments tab.



The approver should insert a comment to let you know that you are missing an attachment.
You will get an email letting you know there is a new comment.

Please do NOT reply to the email notification you receive from UD Exchange – replying to that email will send a reply to the person who created the comment but will not update the comments in UDX. You must attach the document in the requisition for the audit trail.


You can also click the + symbol to create a new comment, but then you would have to manually tag the person you want to notify.
Click the reply arrow next to the comment.
EXCHANGE
TEST SITE
Search (Alt+Q)
184.80 USD
Requisition • 3396507
1 of 1 Results
Withdraw Entire Requisition
Summary
PO Preview
Comments 1
Attachments
History
Records found: 1
Show comments for
Requisition
Alice Approver - 11/22/2021 6:13:13 PM
Requisition - 3396507
Comment Added
You are missing the required attachment. Please add your attachment in a reply com
Email sent: Rachel Requester <ud-mart@udel.edu>
Pending
Total (24,650.00 USD)
Subtotal
24,650.00
24,650.00
What's next?
Workflow
Submitted
11/9/2021 9:17 PM
Rachel Requester
On behalf of: Sammy Substitute
Start - Parallel Steps
PR Validation
Completed
Wait for Validation Response
Approved



Enter your comment.

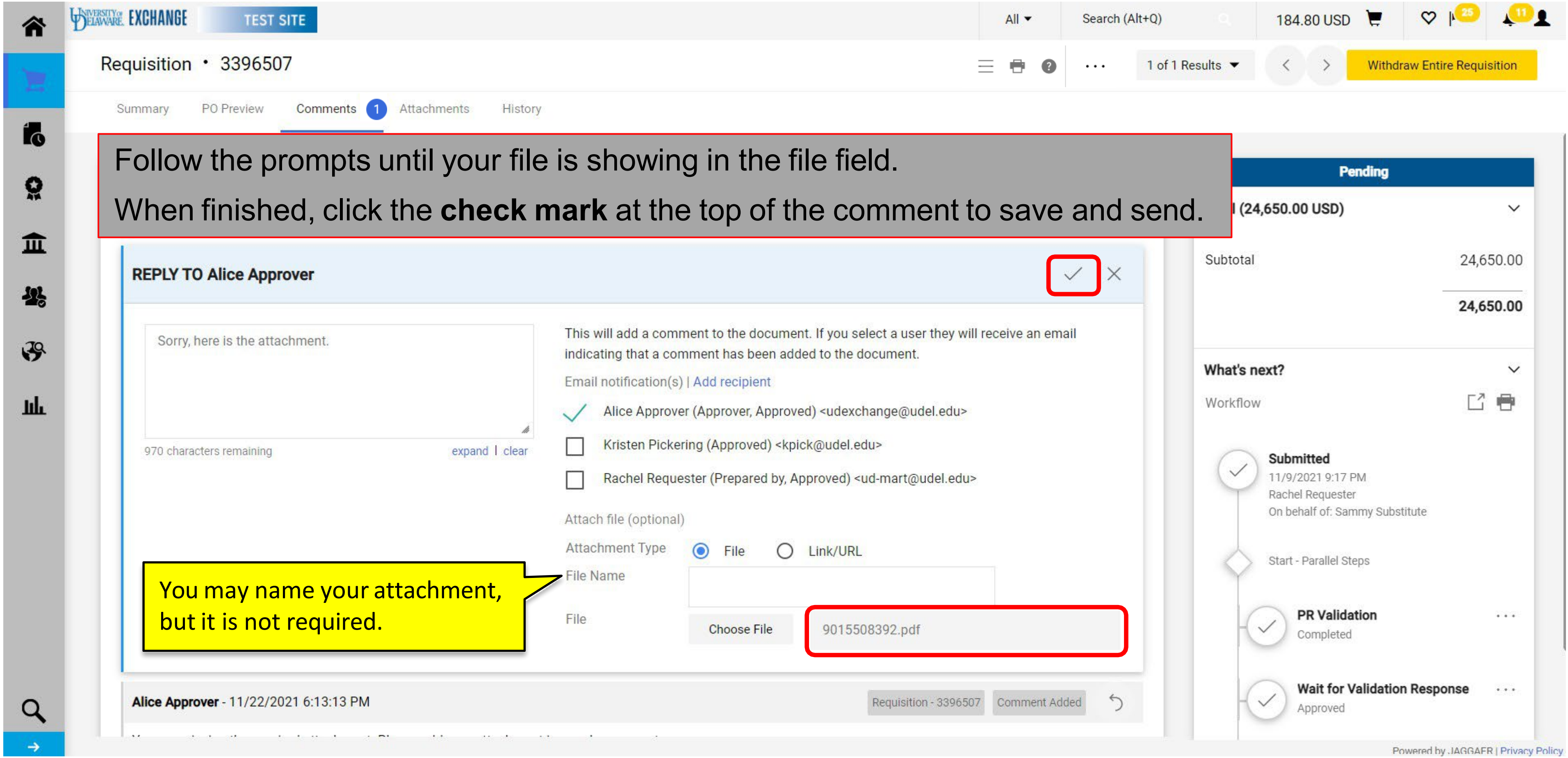
Click **Choose File**.

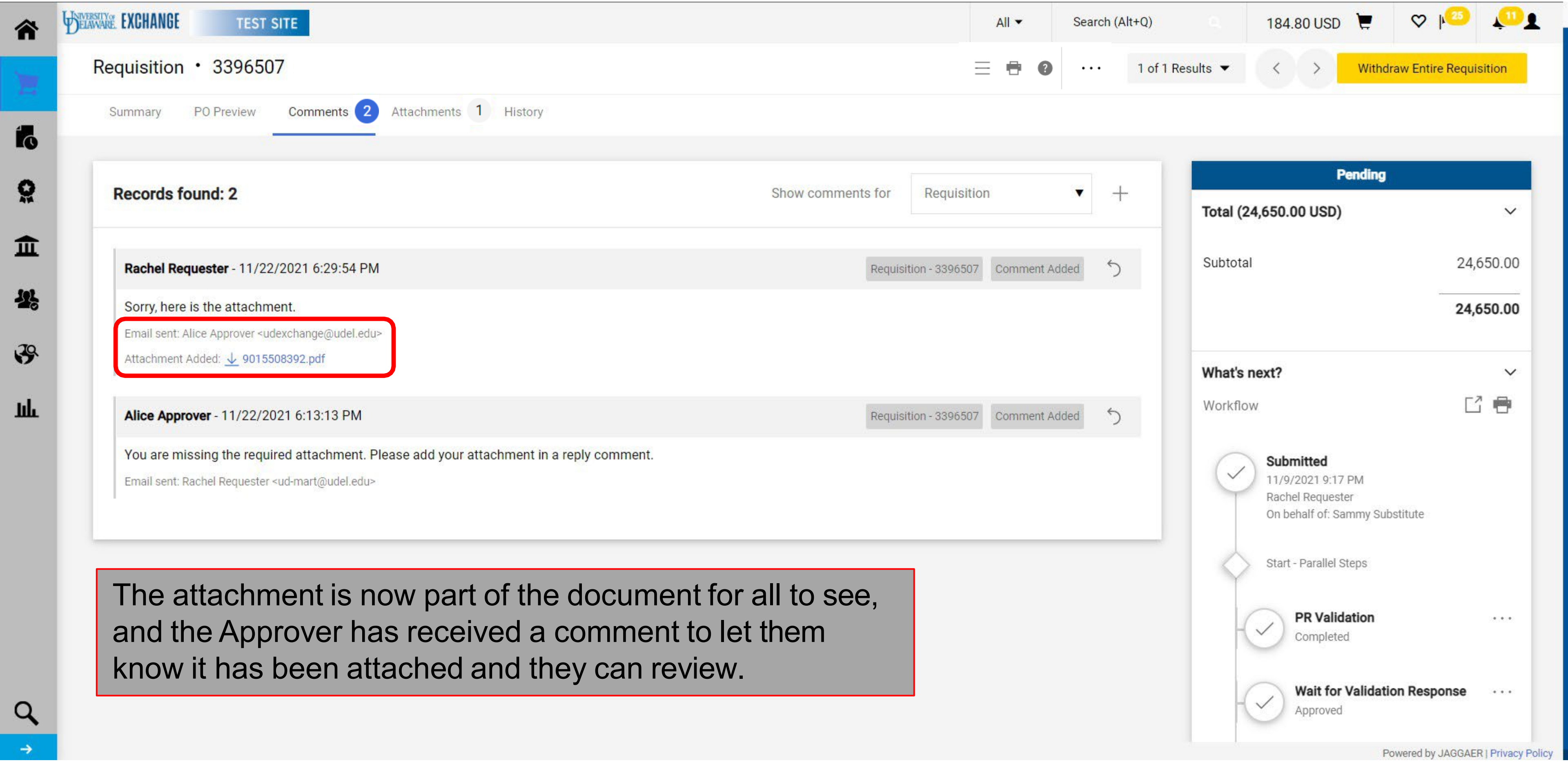
Pro tip – although you could tag multiple people, please only tag those who need to take an action as a result of your comment.

Follow the prompts until your file is showing in the file field.

When finished, click the **check mark** at the top of the comment to save and send.

You may name your attachment, but it is not required.

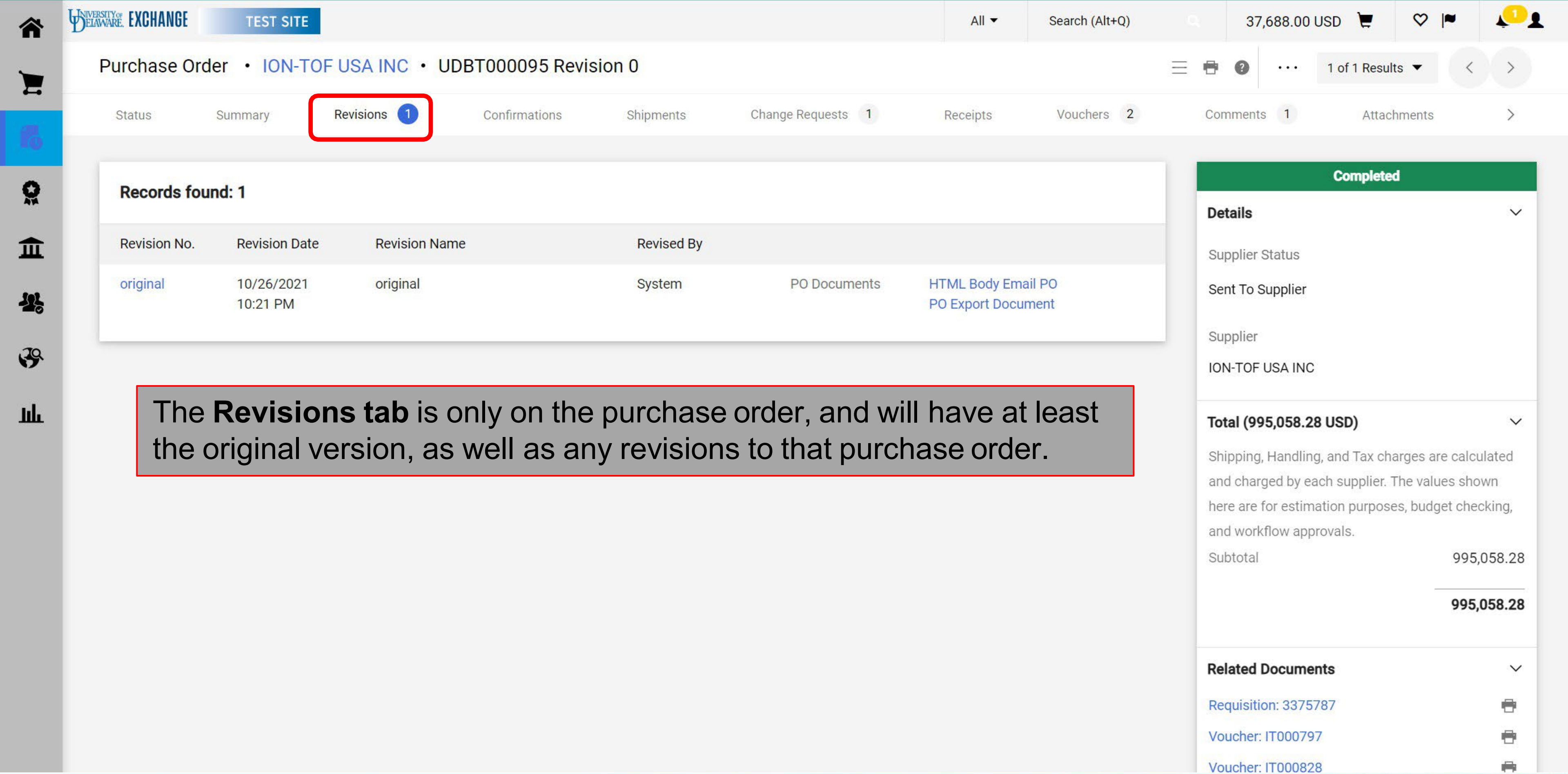




The attachment is now part of the document for all to see, and the Approver has received a comment to let them know it has been attached and they can review.

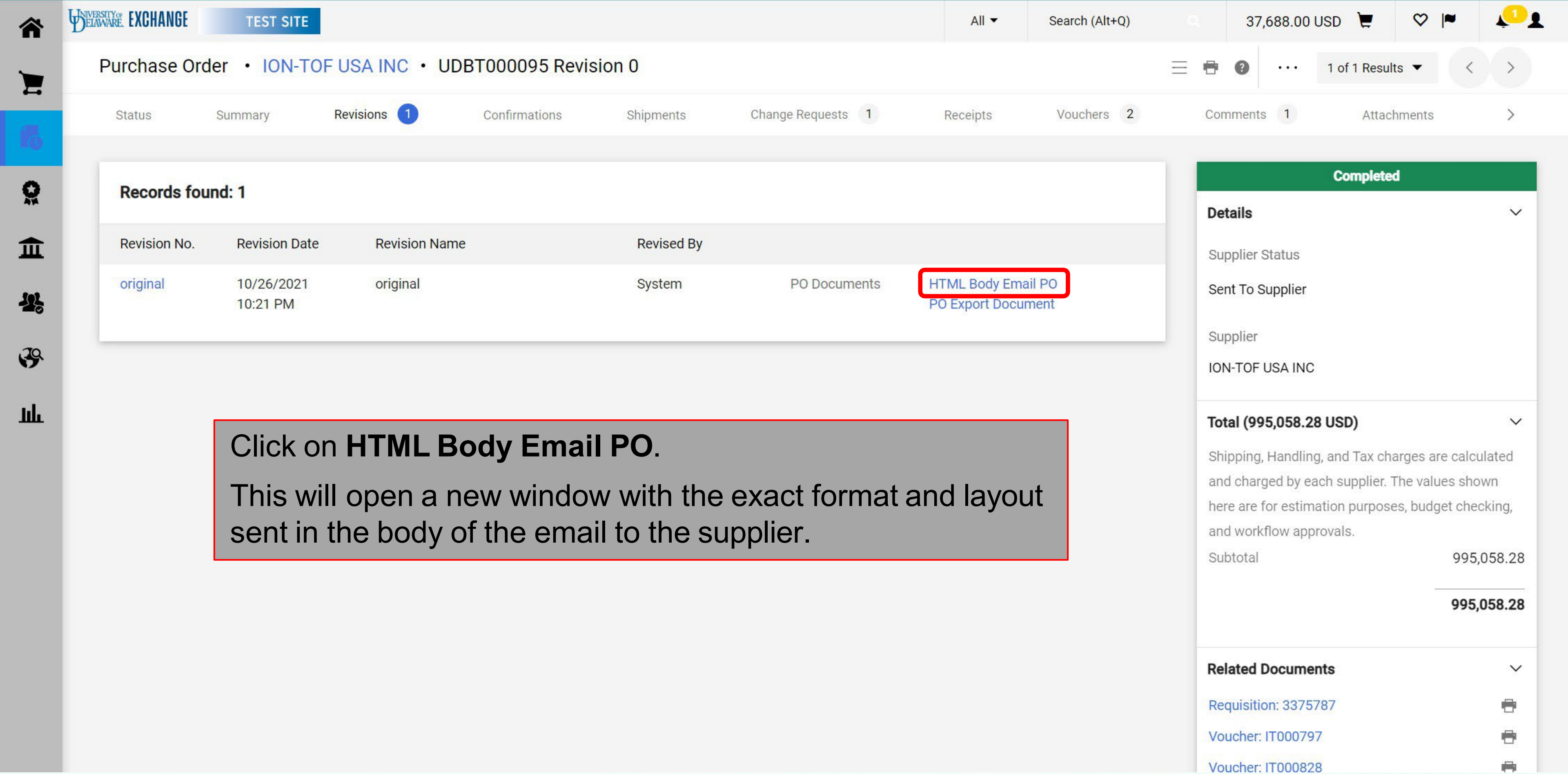
What was sent to the supplier?

- You can view the PO that was sent to the supplier if it was a non-catalog or waiver of bid order.
  - Nothing is sent to suppliers for NPOPs or subawards
  - Catalog orders are sent electronically directly into the suppliers' ERPs
- To view the PO, save it, resend it, etc., navigate to the Purchase Order itself and click on the Revisions tab.



The **Revisions tab** is only on the purchase order, and will have at least the original version, as well as any revisions to that purchase order.

UNIVERSITY OF DELAWARE



Click on **HTML Body Email PO**.

This will open a new window with the exact format and layout sent in the body of the email to the supplier.

TEST PO-PLEASE DO NOT FULFILL	Purchase Order	
Purchase Order Date	PO/Reference No.	Revision No.
Oct 26, 2021	**UDBT000095**	**0**

Important Billing Information

Please send all invoices via email attachment to accountspayable@udel.edu, referencing the PO number on the invoice and in the subject line. Invoices sent via postal mail or to any other email address will delay payment. Invoices without a PO number will be discarded.

Supplier Information

Supplier Name	ION-TOF USA INC
Address	100 RED SCHOOLHOUSE ROAD BUILDING A CHESTNUT RIDGE, New York 10977-7049 United States
F.O.B.	Destination
Additional Notes to print on PO	*no note*

Delivery Information

Delivery Address

University of Delaware

University of Delaware

Attn:	Kristen Pickering
Room:	atrium

170 THE GREEN
MEMORIAL HALL

Newark, DE 19716
United States

ShipTo Address Code	NC32

Delivery Information

	No
	Best Carrier-Best Way

You can create a PDF from this if you need to send it to someone else at the supplier.

Buyer Name	Buyer Email	Buyer Phone
no value	*no value*	*no value*

Line No.	Product Description	Catalog No.	Size / Packaging	Unit Price	Quantity	Ext. Price
1 of 2	Waiver of Bid Request - TOF-SIMS 5 time-of-flight secondary ion mass spectrometer. The price for equipment & accessories net of the discount of $391,375.72 is $933,058.28. The total cost of the equipment without the discount and including the service contract is $1,386,434.44.			933,058.28 USD	1	933,058.28 USD
	ADDITIONAL INFO	Commodity Code		41000000		
		Unit Price		933,058.28 USD		

UD EXCHANGE TEST SITE

All | Search (Alt+Q) | 37,688.00 USD

Purchase Order • TRI-STATE SECURITY & CONTROLS • UDBT000104 Revision 2

1 of 1 Results

Status | Summary | Revisions 3 | Confirmations | Shipments | Change Requests | Receipts | Vouchers 13 | Comments | Attachments 1

Records found: 3

Revision No.	Revision Date	Revision Name	Revised By		
2	10/31/2022 9:01 AM	PO Revision	System	PO Documents	HTML Body Email PO PO Export Document
				Attachments	proposal.pdf (Header)
1	7/29/2022 5:23 PM	PO Revision	System	PO Documents	HTML Body Email PO PO Export Document
				Attachments	proposal.pdf (Header)
original	1/3/2022 1:19 PM	original	System	PO Documents	HTML Body Email PO PO Export Document
				Attachments	proposal.pdf (Header)

If attachments are referenced, **do not assume that these were sent** with the document.

Completed

Details

Supplier Status

Sent To Supplier

Supplier

TRI-STATE SECURITY & CONTROLS

Total (50,000.00 USD)

Shipping, Handling, and Tax charges are calculated and charged by each supplier. The values shown here are for estimation purposes, budget checking, and workflow approvals.

Subtotal 50,000.00

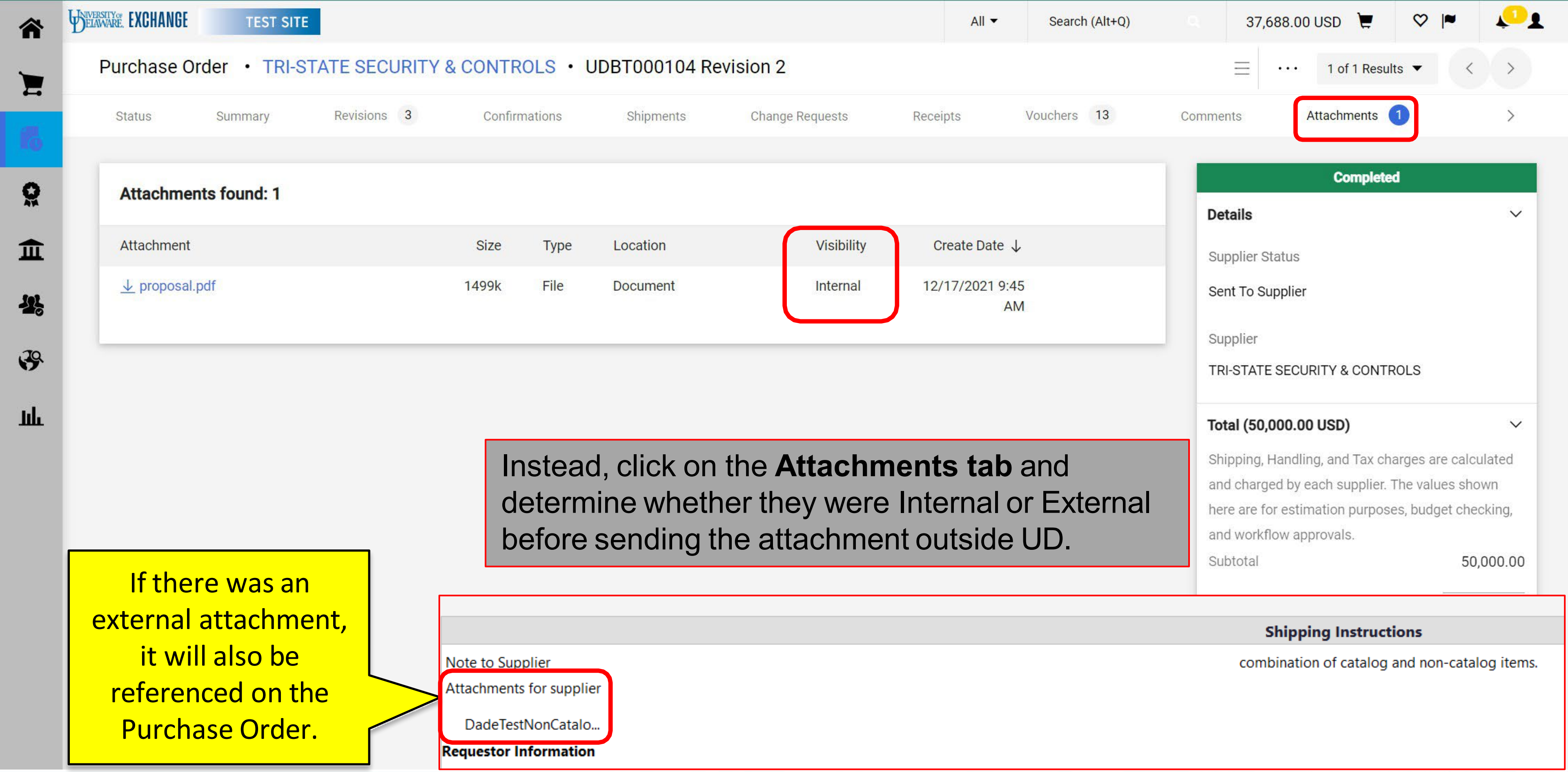
50,000.00

Related Documents

Requisition: 3428826

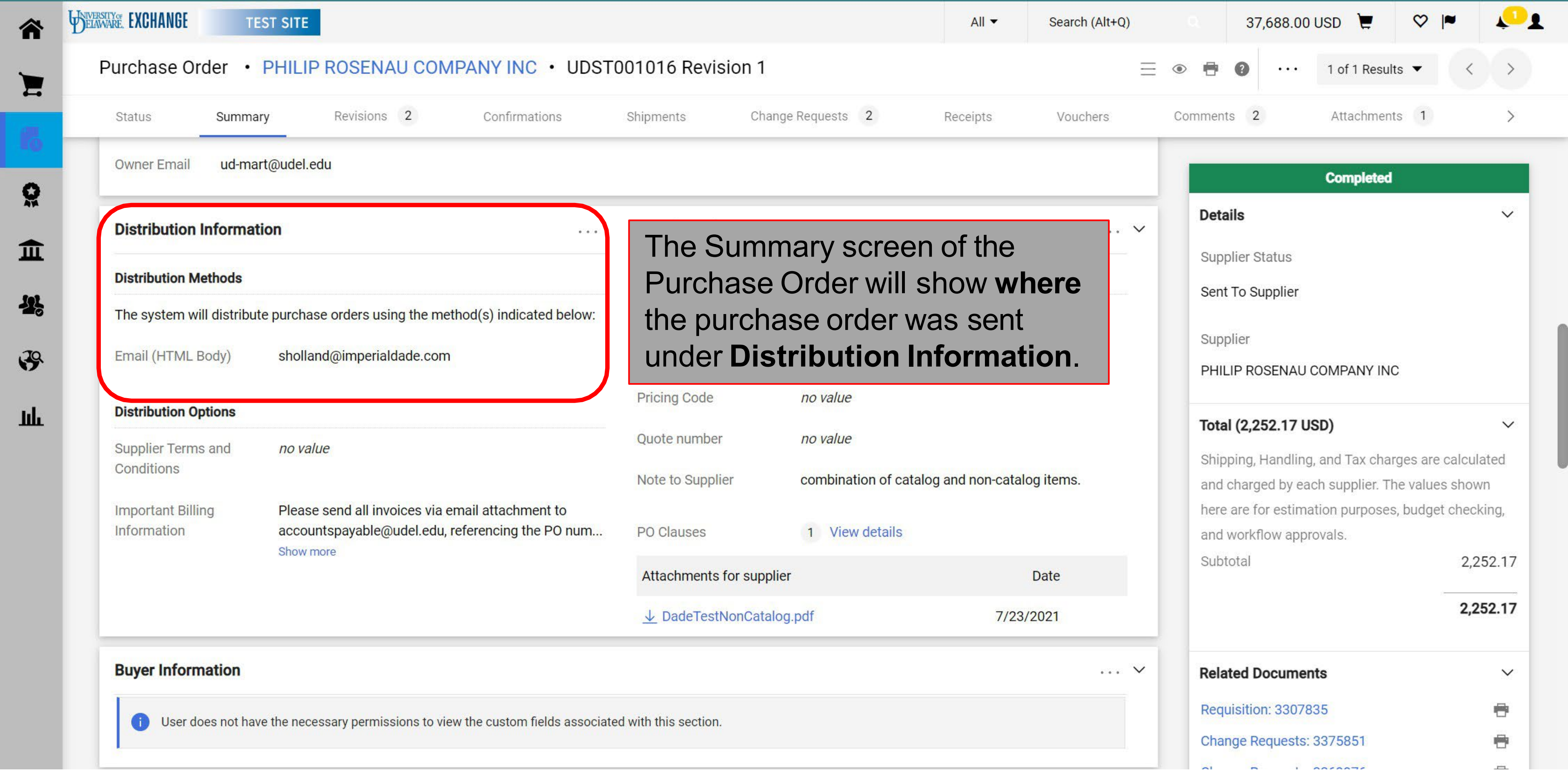
Voucher: IT000940

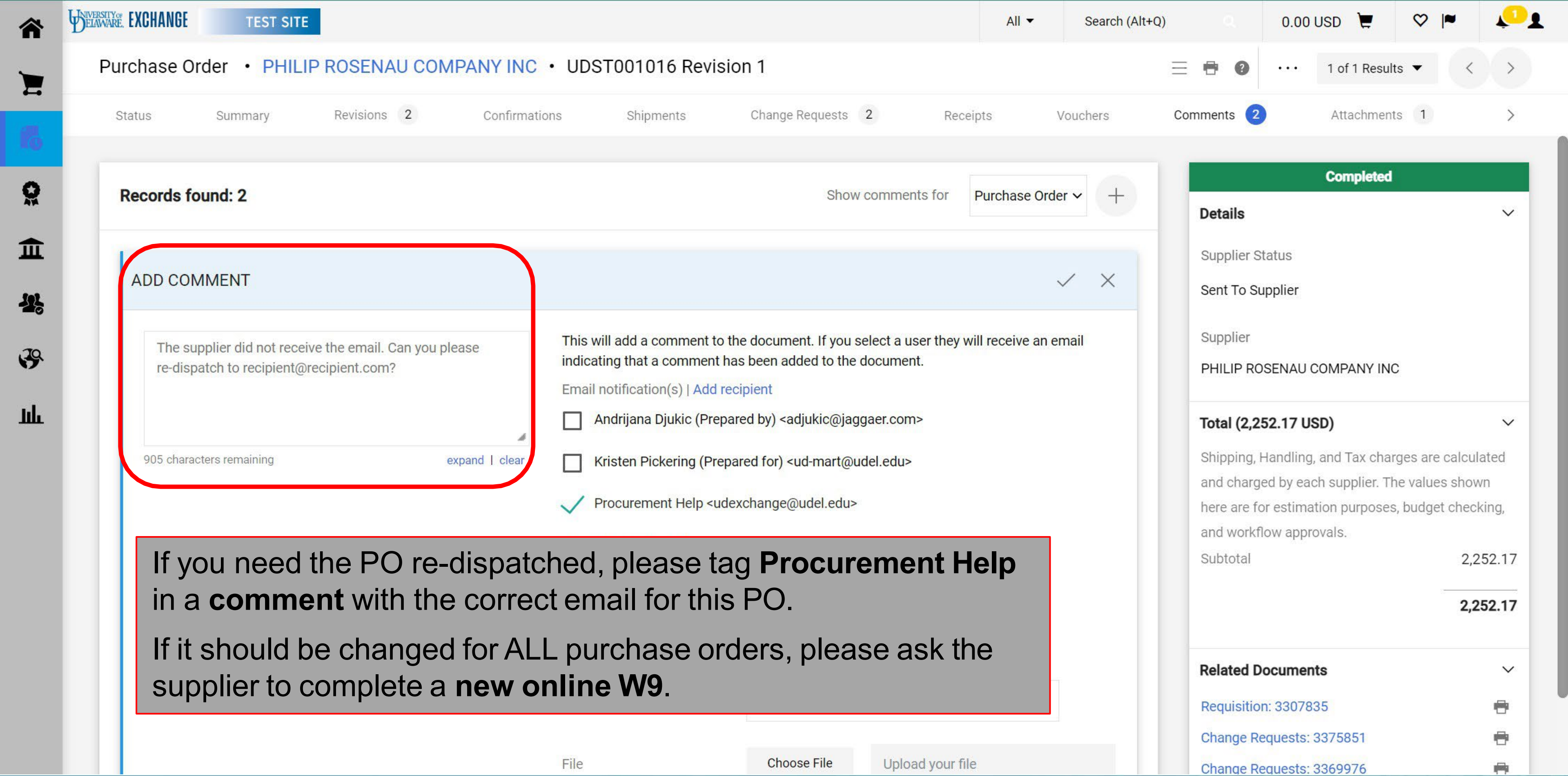
Voucher: IT000962



Instead, click on the **Attachments tab** and determine whether they were Internal or External before sending the attachment outside UD.

If there was an external attachment, it will also be referenced on the Purchase Order.


UNIVERSITY OF DELAWARE EXCHANGE
TEST SITE
All
Search (Alt+Q)
37,688.00 USD
Purchase Order • PHILIP ROSENAU COMPANY INC • UDST001016 Revision 1
1 of 1 Results
Status
Summary
Revisions 2
Confirmations
Shipments
Change Requests 2
Receipts
Vouchers
Comments 2
Attachments 1
Owner Email ud-mart@udel.edu
Distribution Information
Distribution Methods
The system will distribute purchase orders using the method(s) indicated below:
Email (HTML Body) sholland@imperialdade.com
Distribution Options
Supplier Terms and Conditions no value
Important Billing Information Please send all invoices via email attachment to accountspayable@udel.edu, referencing the PO num...
Show more
The Summary screen of the Purchase Order will show **where** the purchase order was sent under **Distribution Information**.
Pricing Code no value
Quote number no value
Note to Supplier combination of catalog and non-catalog items.
PO Clauses 1 View details
Attachments for supplier
Date
DadeTestNonCatalog.pdf
7/23/2021
Buyer Information
User does not have the necessary permissions to view the custom fields associated with this section.
Completed
Details
Supplier Status
Sent To Supplier
Supplier
PHILIP ROSENAU COMPANY INC
Total (2,252.17 USD)
Shipping, Handling, and Tax charges are calculated and charged by each supplier. The values shown here are for estimation purposes, budget checking, and workflow approvals.
Subtotal 2,252.17
2,252.17
Related Documents
Requisition: 3307835
Change Requests: 3375851



If you need the PO re-dispatched, please tag **Procurement Help** in a **comment** with the correct email for this PO.

If it should be changed for ALL purchase orders, please ask the supplier to complete a **new online W9**.

Having a Requisition or Voucher Returned

- A requisition or voucher can only be returned if it has not completed workflow.
- If return of a requisition is required in order to make a substantive change (e.g., increase the amount), please tag the current approver in a comment request to return it to you in draft.
- If a minor change is needed (e.g., check the multi-invoice box), please tag the Procurement Approver to make the change at their approval step.
- Documents *cannot be returned to the previous approver*, only back to the beginning/draft form.
- POs do not go through workflow, so this applies only to requisitions and vouchers.

UNIVERSITY OF DELAWARE EXCHANGE TEST SITE

All | Search (Alt+Q) | 0.00 USD

Requisition • 3457935

1 of 1 Results

Summary | Comments | Attachments 1 | History

Status shows as Completed, so this requisition **cannot** be returned and the PO would have to be amended to make changes.

General

Status	Completed (2/7/2022 4:28 PM)
Submitted	2/7/2022 4:27 PM
Cart Name	copy prod UDB0000858
Description	*no value*
Priority	Normal
Prepared by	Kristen Pickering
Prepared for	Kristen Pickering
Purchasing Business Unit	UOD01 UNIVERSITY OF DELAWARE
eBuilder Process Instance	*no value*
Multi-Invoice/Payment	✓
After-The-Fact	✗

Shipping

Ship To

University of Delaware
Attn: Kristen Pickering
Room: atrium
170 THE GREEN
MEMORIAL HALL
Newark, DE 19716
United States

Accounts Payable
accountspayable@udel.edu
222 South Chapel Street
Newark, DE 19716
United States

Delivery Options

Expedite	✗
Ship Via	Best Carrier-Best Way
Requested Delivery Date	*no value*

Billing Options

Accounting Date	*no value*

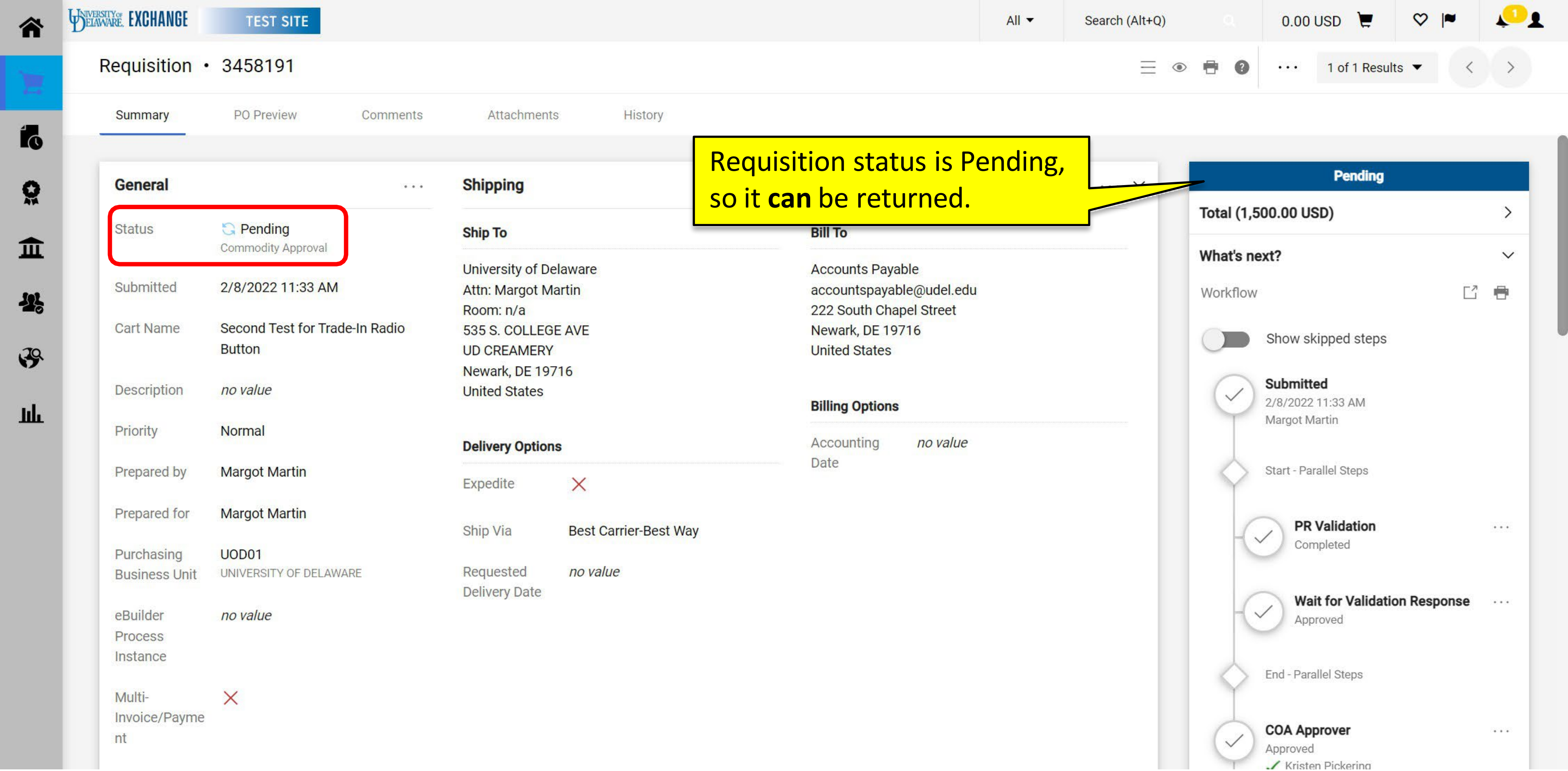
Completed

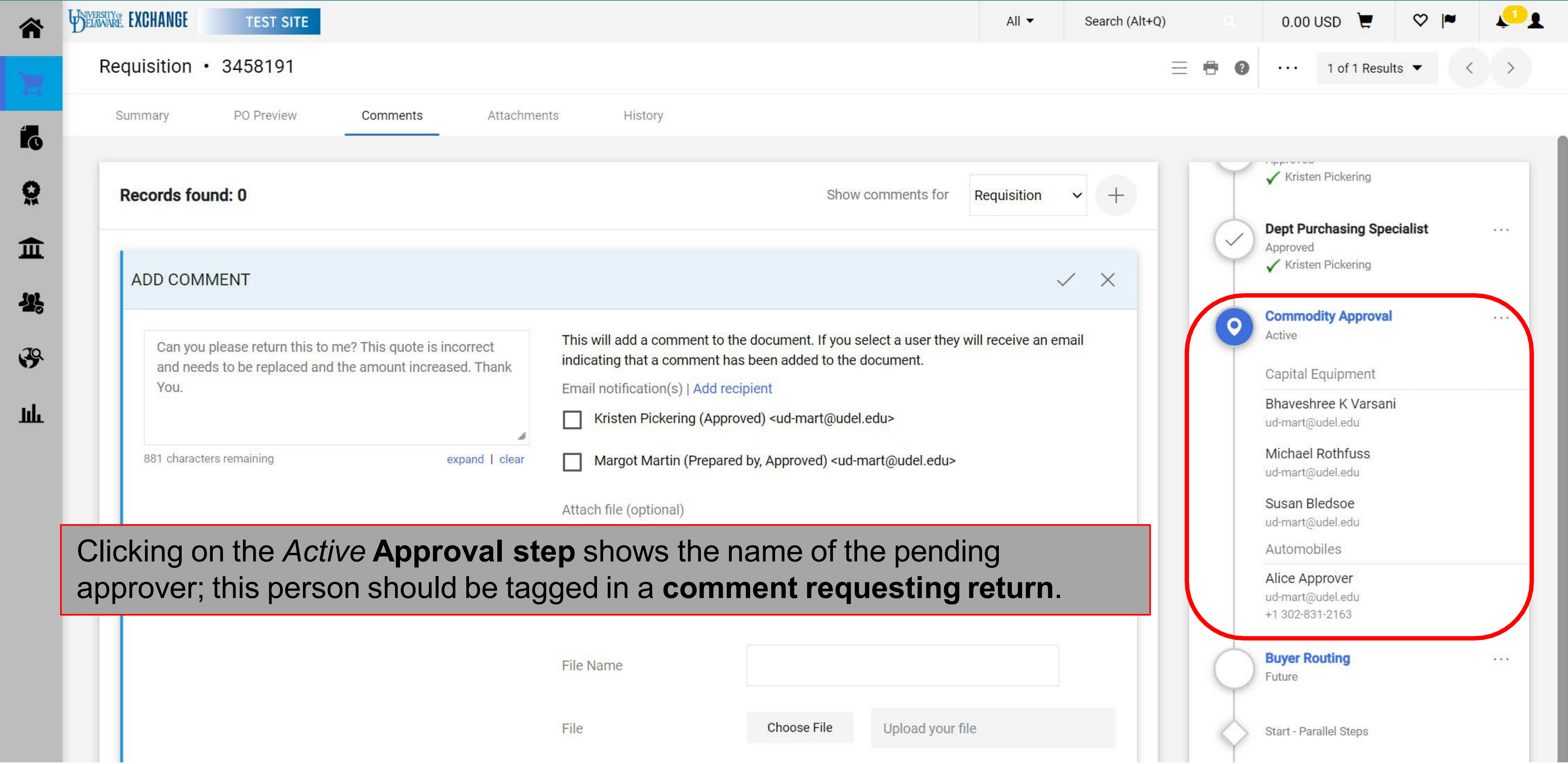
Total (23,890.00 USD)

Related Documents

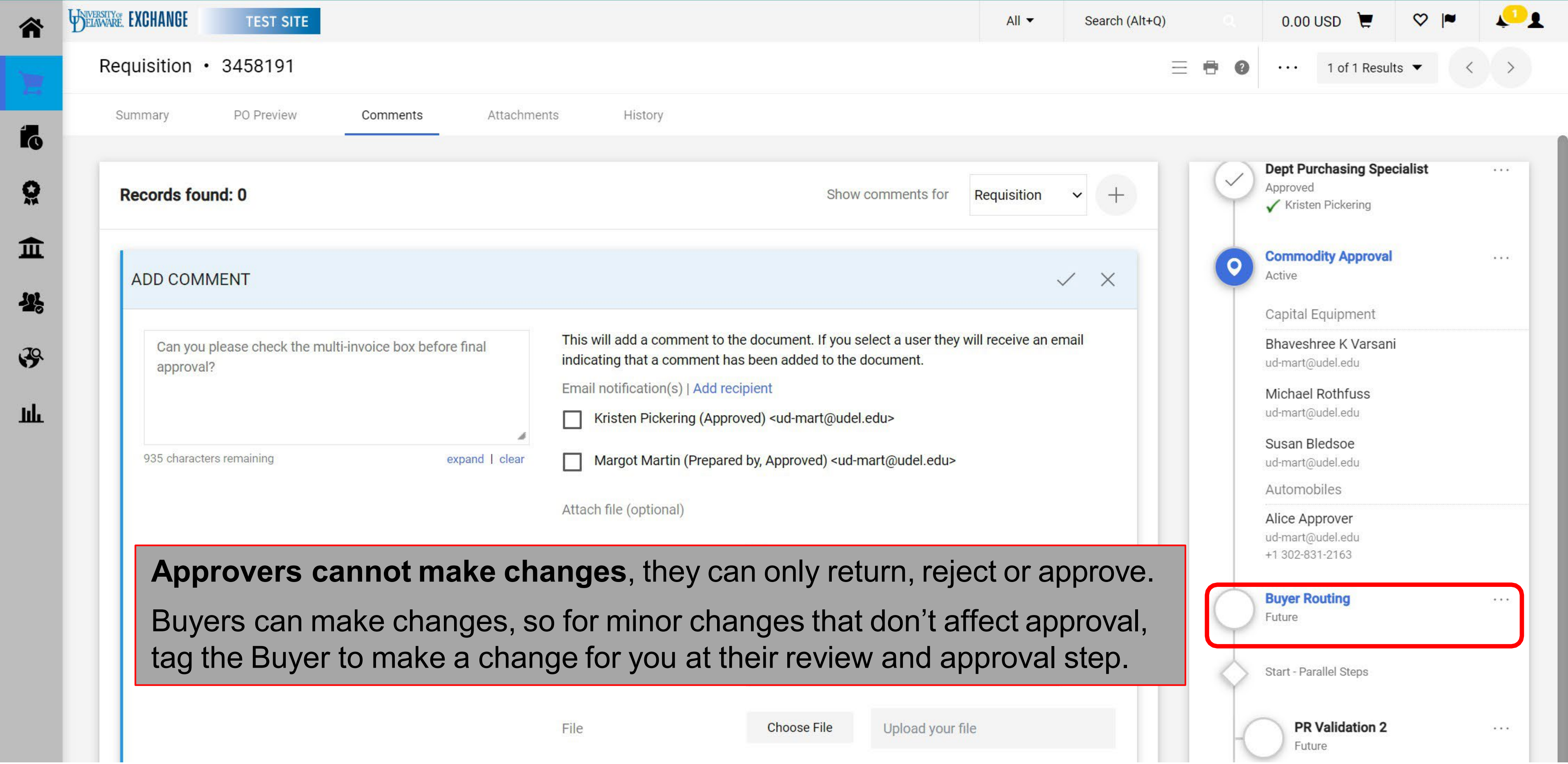
Purchase Order: UDBT000106
Voucher: IT000941
Voucher: IT000955

What's next?


Requisition status is Pending, so it **can** be returned.
UNIVERSITY OF DELAWARE EXCHANGE
TEST SITE
All
Search (Alt+Q)
0.00 USD
Requisition • 3458191
1 of 1 Results
Summary
PO Preview
Comments
Attachments
History
General
Status
Pending
Commodity Approval
Submitted
2/8/2022 11:33 AM
Cart Name
Second Test for Trade-In Radio Button
Description
no value
Priority
Normal
Prepared by
Margot Martin
Prepared for
Margot Martin
Purchasing Business Unit
UOD01
UNIVERSITY OF DELAWARE
eBuilder Process Instance
no value
Multi-Invoice/Payment
Shipping
Ship To
University of Delaware
Attn: Margot Martin
Room: n/a
535 S. COLLEGE AVE
UD CREAMERY
Newark, DE 19716
United States
Delivery Options
Expedite
Ship Via
Best Carrier-Best Way
Requested Delivery Date
no value
Bill To
Accounts Payable
accountspayable@udel.edu
222 South Chapel Street
Newark, DE 19716
United States
Billing Options
Accounting Date
no value
Pending
Total (1,500.00 USD)
What's next?
Workflow
Show skipped steps
Submitted
2/8/2022 11:33 AM
Margot Martin
Start - Parallel Steps
PR Validation
Completed
Wait for Validation Response
Approved
End - Parallel Steps
COA Approver
Approved
Kristen Pickering

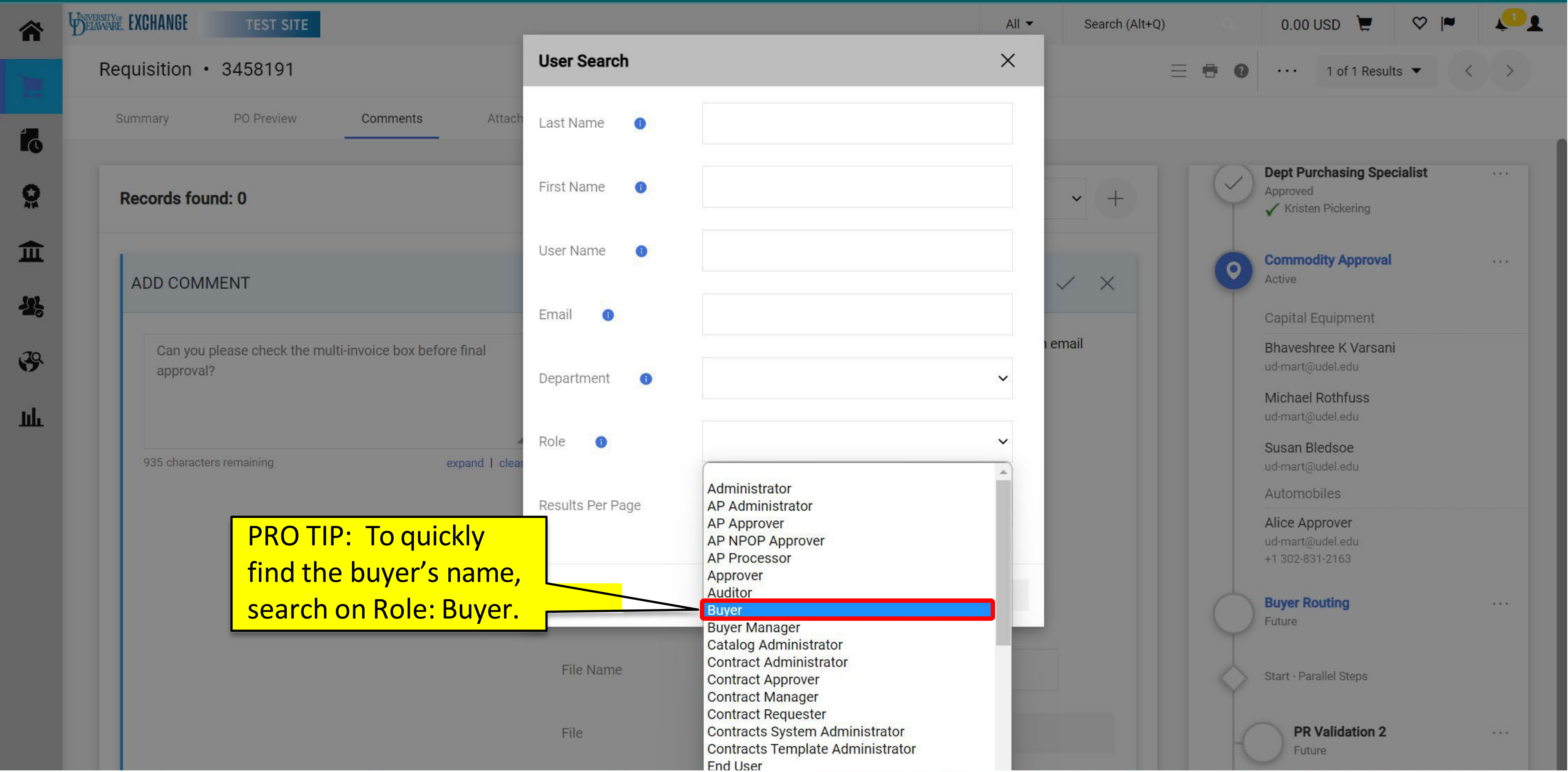


Clicking on the *Active* **Approval step** shows the name of the pending approver; this person should be tagged in a **comment requesting return**.



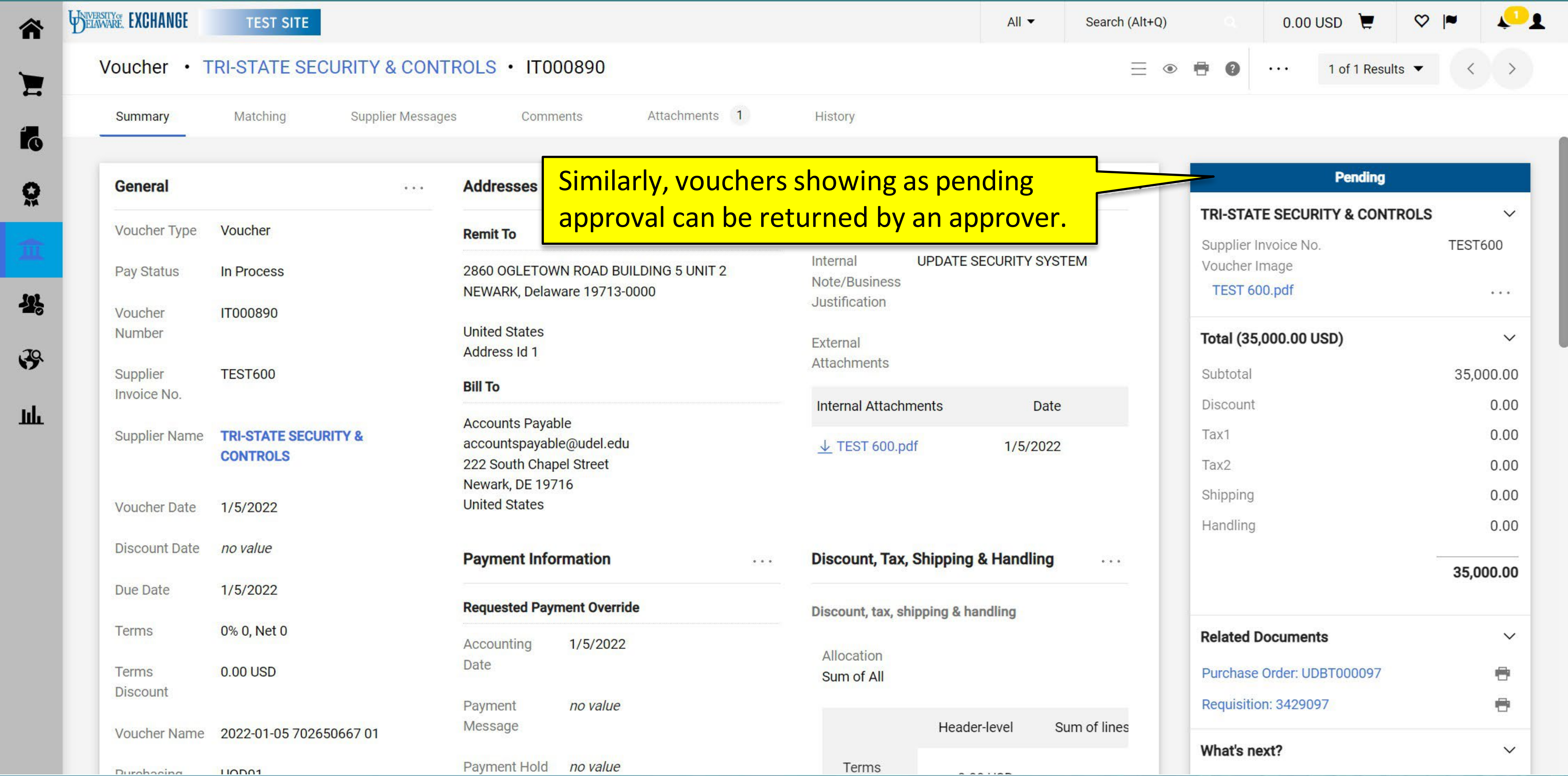
Approvers cannot make changes, they can only return, reject or approve.

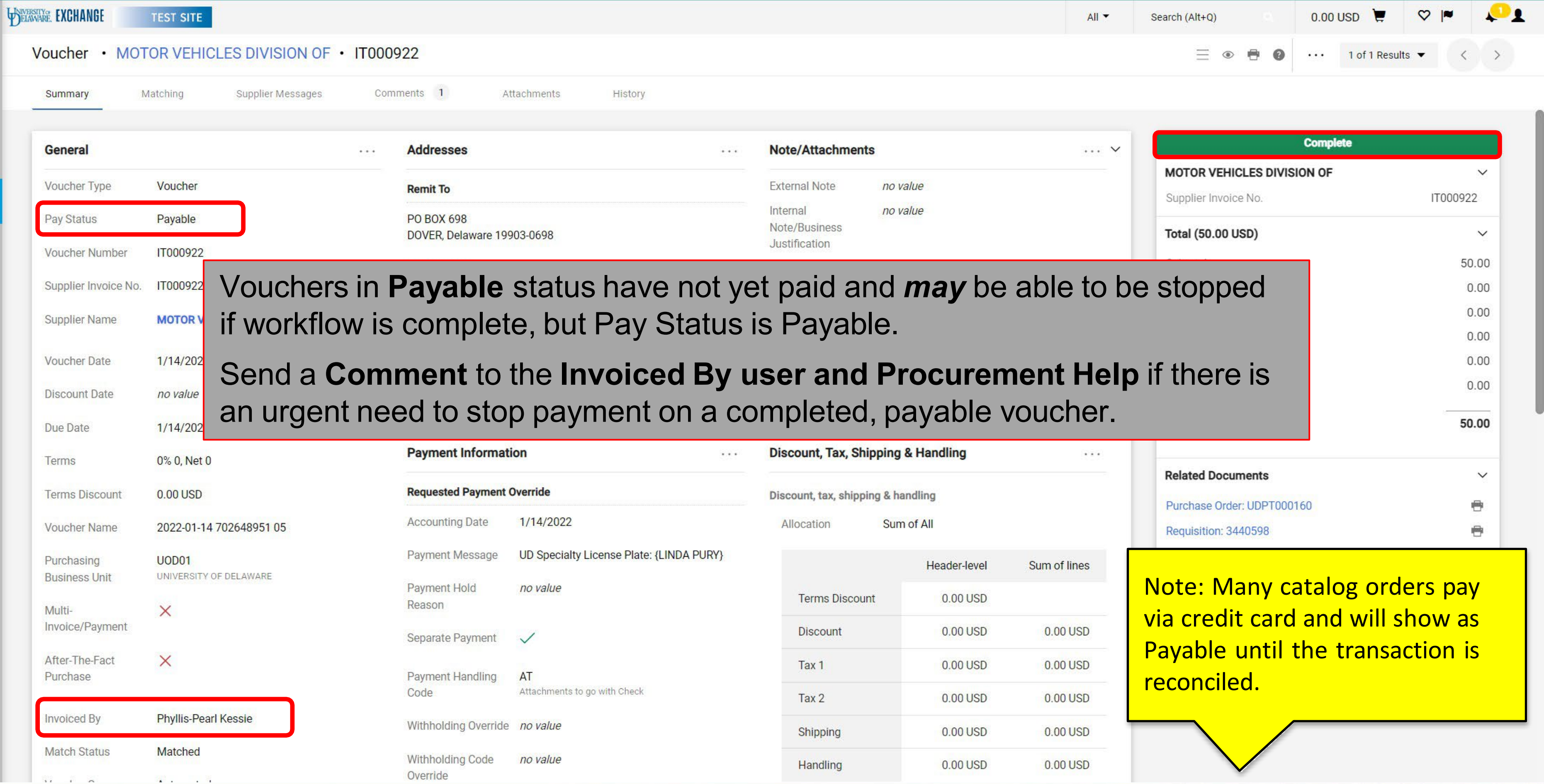
Buyers can make changes, so for minor changes that don't affect approval, tag the Buyer to make a change for you at their review and approval step.



PRO TIP: To quickly find the buyer's name, search on Role: Buyer.

Similarly, vouchers showing as pending approval can be returned by an approver.





Vouchers in **Payable** status have not yet paid and ***may*** be able to be stopped if workflow is complete, but Pay Status is Payable.

Send a **Comment** to the **Invoiced By user and Procurement Help** if there is an urgent need to stop payment on a completed, payable voucher.

Note: Many catalog orders pay via credit card and will show as Payable until the transaction is reconciled.

UNIVERSITY OF DELAWARE

UNIVERSITY OF DELAWARE EXCHANGE TEST SITE

All | Search (Alt+Q) | 0.00 USD

Voucher • DELMARVA POWER • IT000903

1 of 1 Results

Summary | Matching | Supplier Messages | Comments | Attachments | History

General

Voucher Type	Voucher
Pay Status	Paid
Voucher Number	IT000903
Supplier Invoice No.	400000007256-12202
Supplier Name	DELMARVA POWER
Voucher Date	12/16/2021
Discount Date	*no value*
Due Date	1/15/2022
Terms	0% 0, Net 30
Terms Discount	0.00 USD
Voucher Name	2022-01-11 702648951 01
Purchasing	UOD01

Once the voucher shows as **Paid**, *nothing further can be done.*

You will have to work with the supplier to obtain a credit memo for processing.

Addresses

Remit To

Bill To

Accounts Payable
accountspayable@udel.edu
222 South Chapel Street
Newark, DE 19716
United States

Payment Information

Requested Payment Override

Accounting Date	1/11/2022
Payment Message	400000007256
Payment Hold	*no value*

Note/Attachments

External Note ***** Seq: 1 | Payment Ref:

Attachments

Internal Attachments

Discount, Tax, Shipping & Handling

Discount, tax, shipping & handling

Allocation
Sum of All

	Header-level	Sum of lines
Terms		

Complete

DELMARVA POWER

Supplier Invoice No. 400000007256-122021

859.11 USD)

	25,859.11
	0.00
	0.00
Tax2	0.00
Shipping	0.00
Handling	0.00
	25,859.11

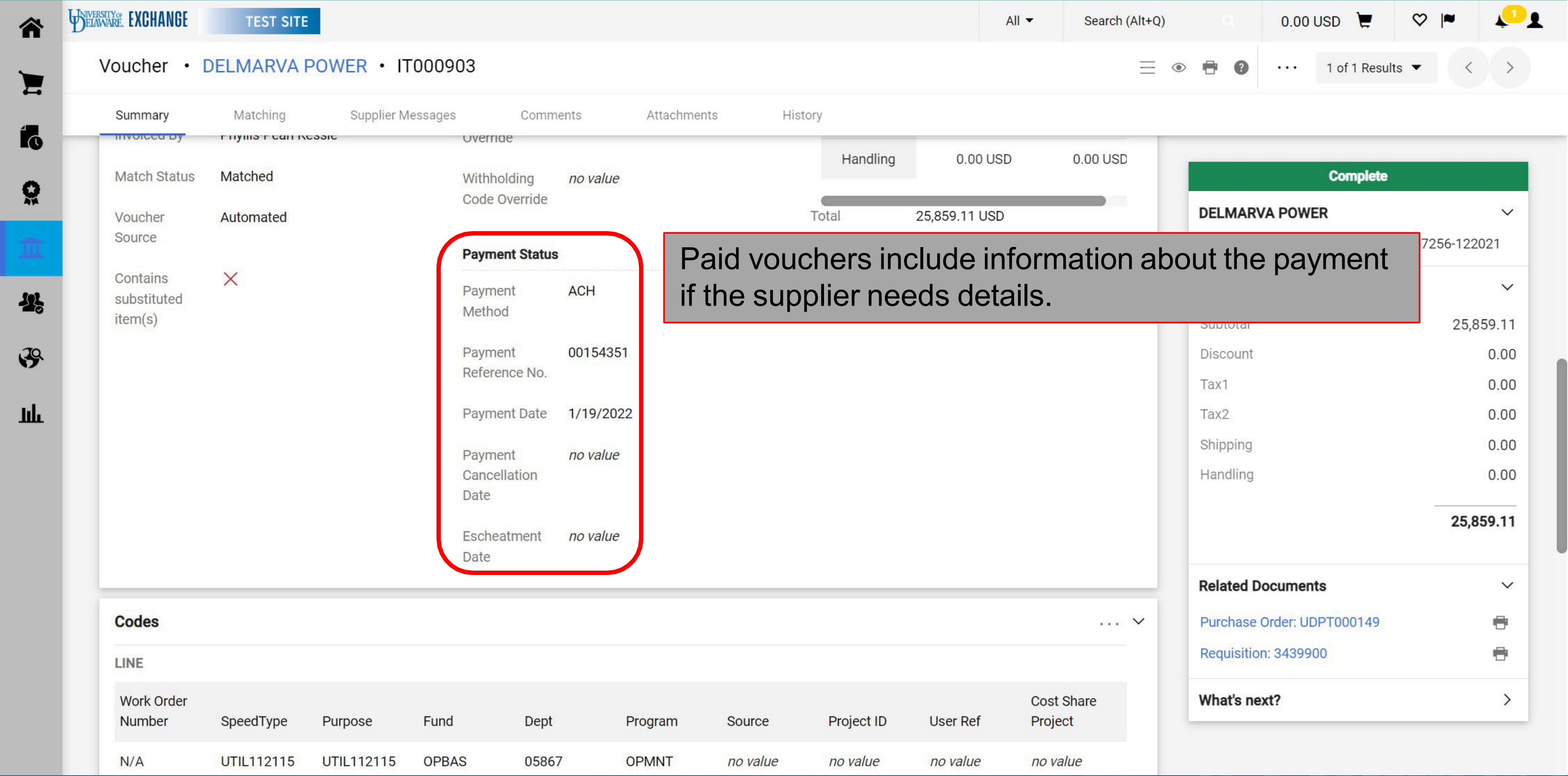
Related Documents

Purchase Order: UDPT000149

Requisition: 3439900

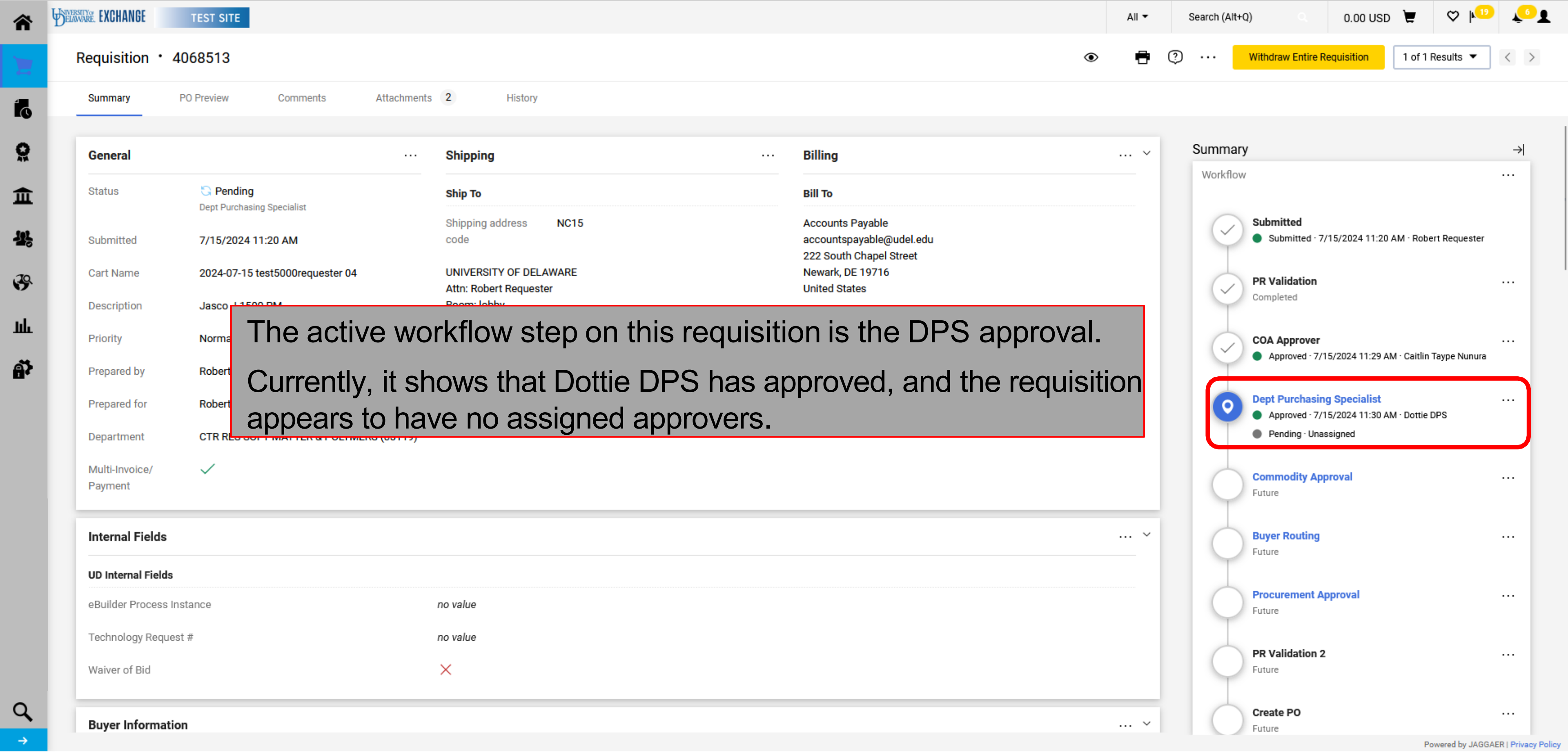
What's next?

Paid vouchers include information about the payment if the supplier needs details.



Who is the Pending Approver?

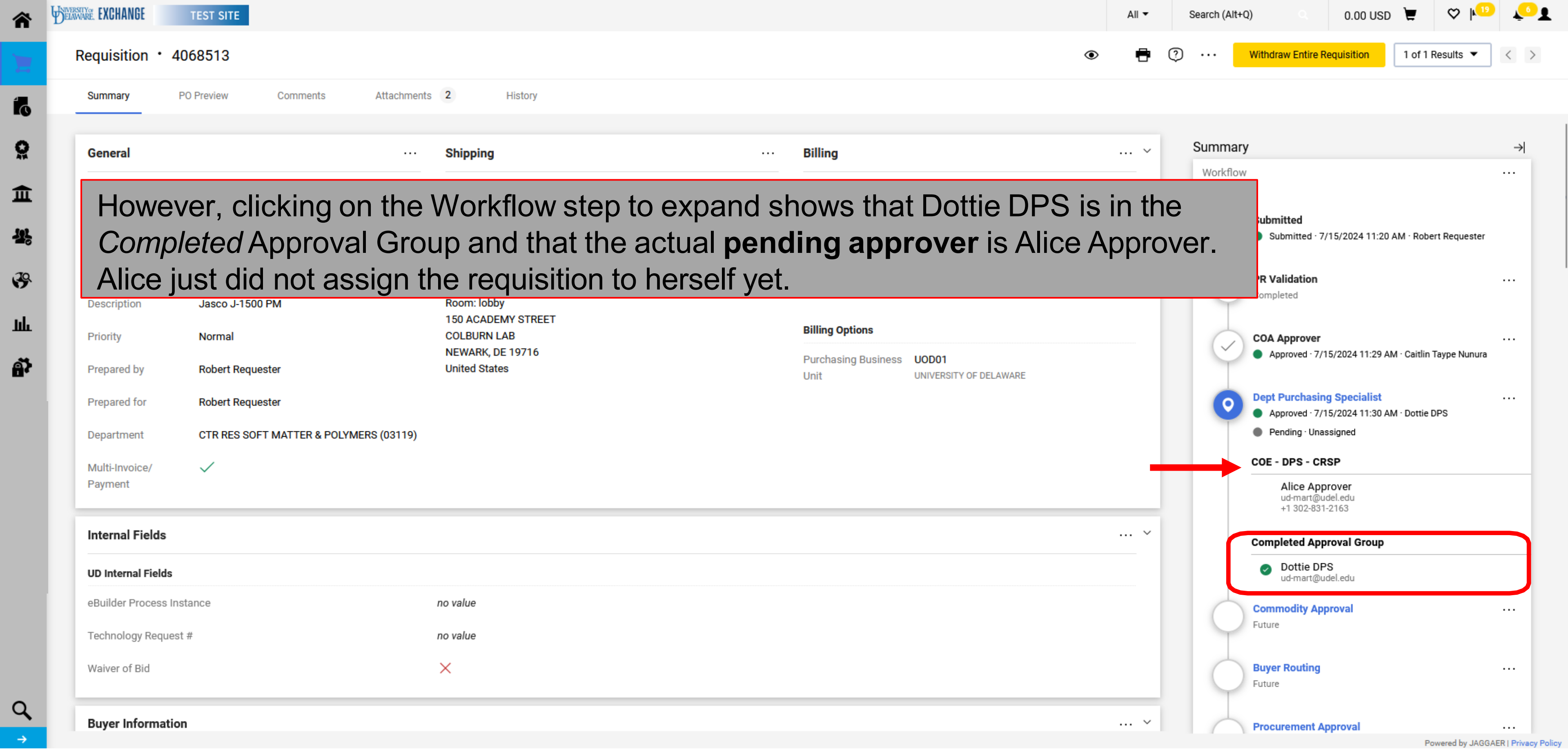
- Expanding the What's Next sidebar on a document will show you a preview of workflow steps.
- It is easy to identify the Active workflow step, which will also have the name of an approver associated with it.
- Depending on the type of workflow step, the current approver may or may not be automatically shown.
- When more than one approver is required, the workflow step will not show all approvers until you click to expand the workflow step unless multiple approvers have assigned the requisition to themselves at the same time.
- Details can also be found in the document history.



The active workflow step on this requisition is the DPS approval.

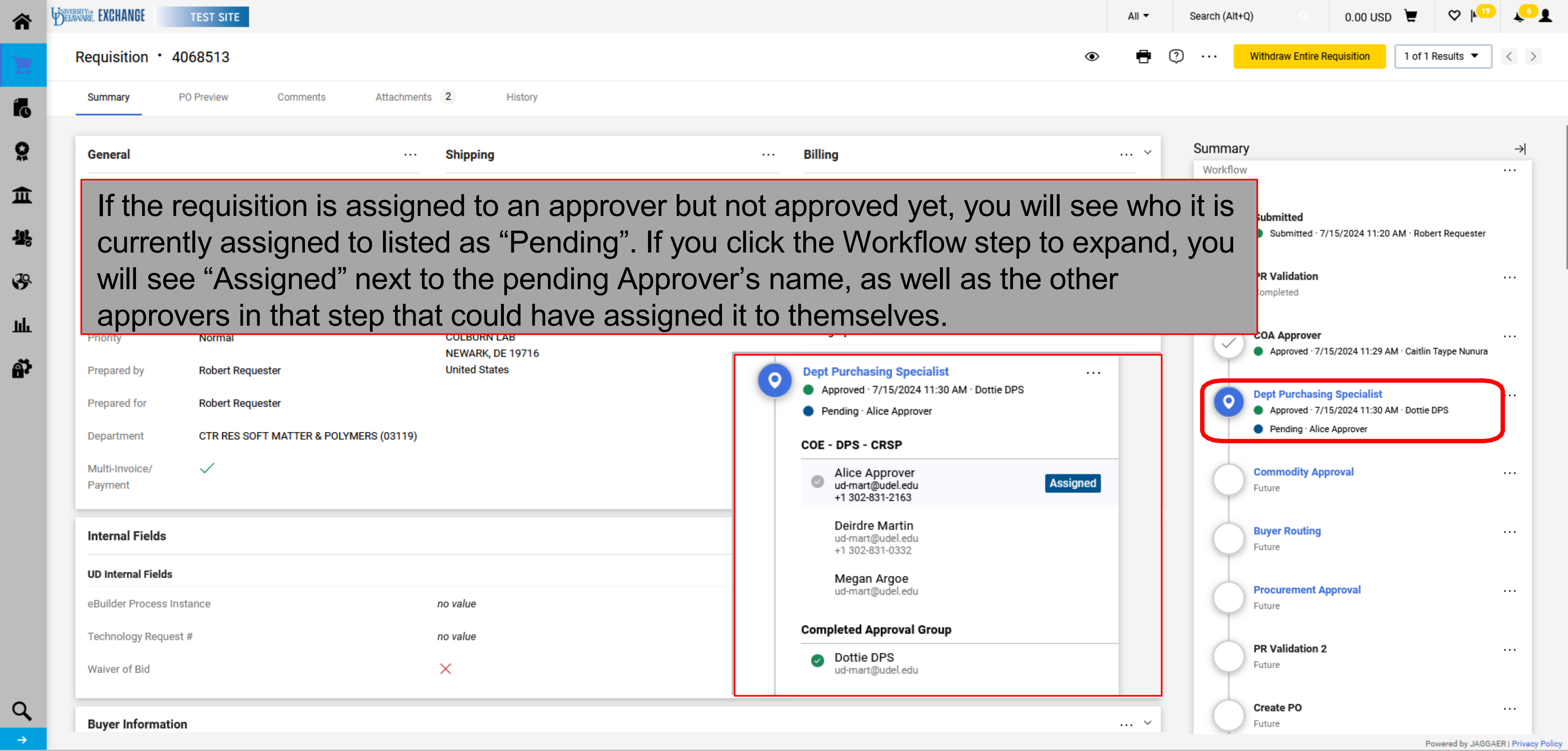
Currently, it shows that Dottie DPS has approved, and the requisition appears to have no assigned approvers.

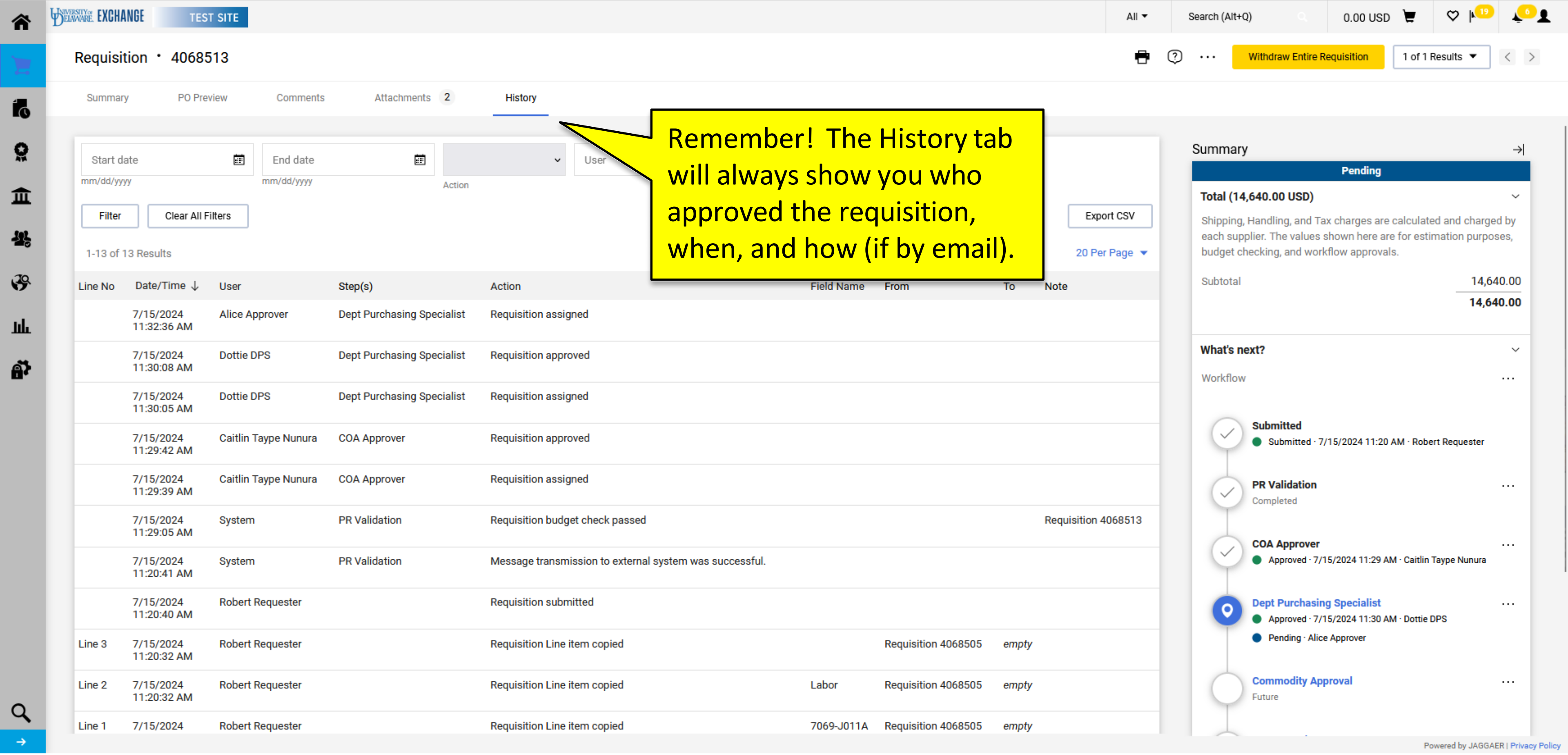
However, clicking on the Workflow step to expand shows that Dottie DPS is in the *Completed* Approval Group and that the actual **pending approver** is Alice Approver. Alice just did not assign the requisition to herself yet.



UNIVERSITY OF DELAWARE

If the requisition is assigned to an approver but not approved yet, you will see who it is currently assigned to listed as “Pending”. If you click the Workflow step to expand, you will see “Assigned” next to the pending Approver’s name, as well as the other approvers in that step that could have assigned it to themselves.





UNIVERSITY OF DELAWARE

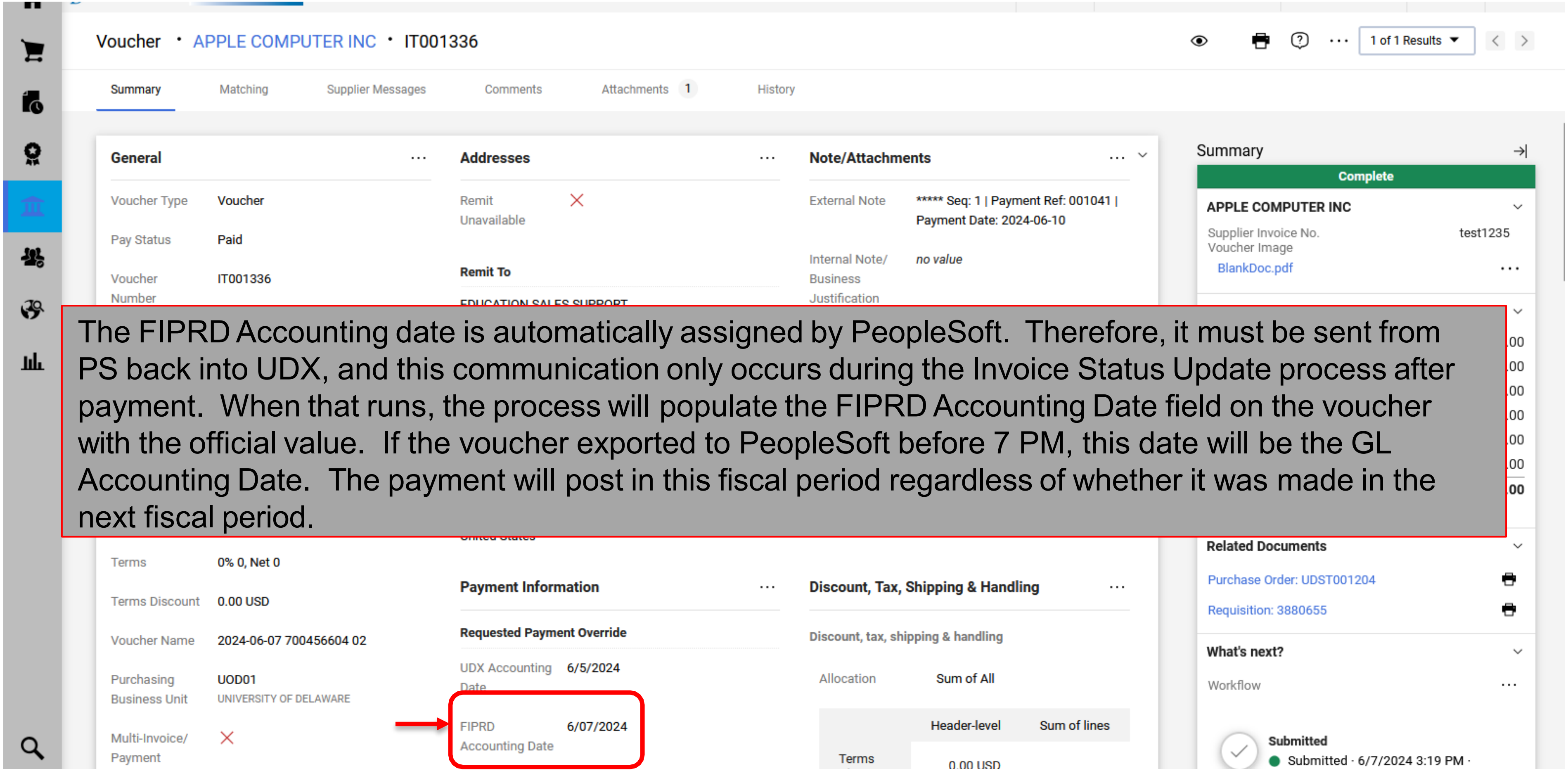
Did this process in time for fiscal year end?

- At the conclusion of a fiscal year, Controller's Office posts closing procedures and deadlines on their website. These involve Procurement deadlines for invoices to be processed against the current fiscal year's funds.
- A voucher does not have to ***pay*** in the current fiscal year to ***post*** in that fiscal year.
- The determination as to whether the voucher will post in the current fiscal year is the GL (General Ledger) Accounting Date.
- The GL Accounting date is generated when the Production PeopleSoft (FIPRD) record posts to the Reporting PeopleSoft (FIRPT) instance every evening.

Did this process in time for fiscal year end?

- Generally speaking, the GL Accounting Date will be the same as the PeopleSoft (FIPRD) Accounting Date. However, if the voucher does not export from UDX to PeopleSoft until after the posting process runs at 7 PM, the FIRPT/GL Accounting Date will be a day behind.
- **As of June, 2024, the FIPRD Accounting Date is brought from PeopleSoft into UDX at the time that payment is processed.** The existing Accounting Date field has been renamed “UDX Accounting Date” to avoid confusion.

University of Delaware



The FIPRD Accounting date is automatically assigned by PeopleSoft. Therefore, it must be sent from PS back into UDX, and this communication only occurs during the Invoice Status Update process after payment. When that runs, the process will populate the FIPRD Accounting Date field on the voucher with the official value. If the voucher exported to PeopleSoft before 7 PM, this date will be the GL Accounting Date. The payment will post in this fiscal period regardless of whether it was made in the next fiscal period.

Questions:

- procurement@udel.edu

Resources:

- Procurement Services Website
- Auto Return Troubleshooting Tips guide