WIVERSITY OF EXCHANGE

Troubleshooting Tips

Revised 06/06/23



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.





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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.

LO	WE'S HO	DME CENTERS INC · 2 Items · 399.00 USD		
~	SUPPLIER	DETAILS PO BOX 530954 : 1605 CURTIS BRIDGE ROAD, WILKES	3 ▼	
	Status	Item	Catalog No.	Size/Packagin
1	G	12-in 15 Amps Dual Bevel Sliding Compound Corded Miter Saw	819980	EA





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

Possible causes:

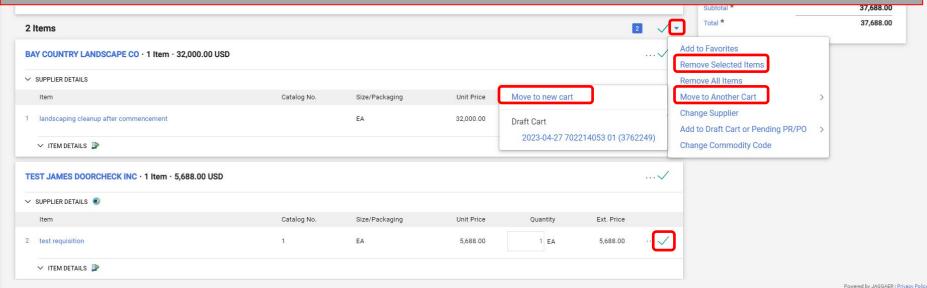
- You previously added items to a cart and named it, you may have deleted the items from the cart if you changed your mind, but you did not delete the empty, named cart. It is still your Active Cart.
- You previously added items to a cart and did not submit it for approval and it is still your Active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





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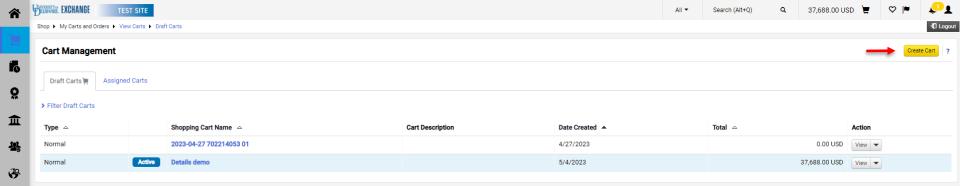
I received an error message that says I can't add something to my cart ("contains a 'do-not-mix form'")

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.

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

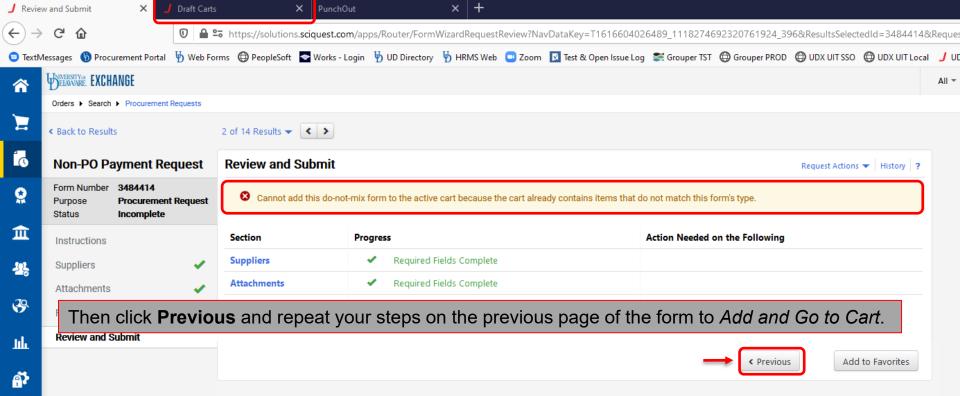
If you were shopping with a catalog supplier, you may have already lost your punch-out session.

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.



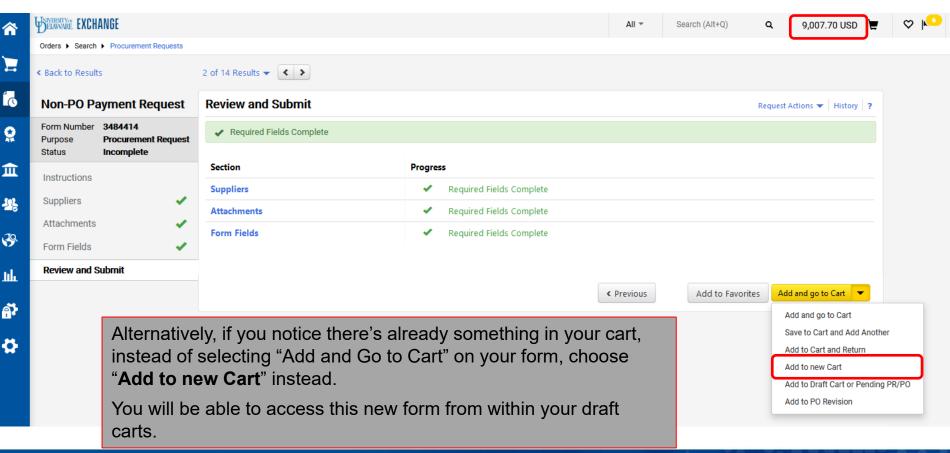


Pro Tip: Try duplicating your browser tab so that you can **resolve the cart issue on the second tab** while keeping your UDX form open.













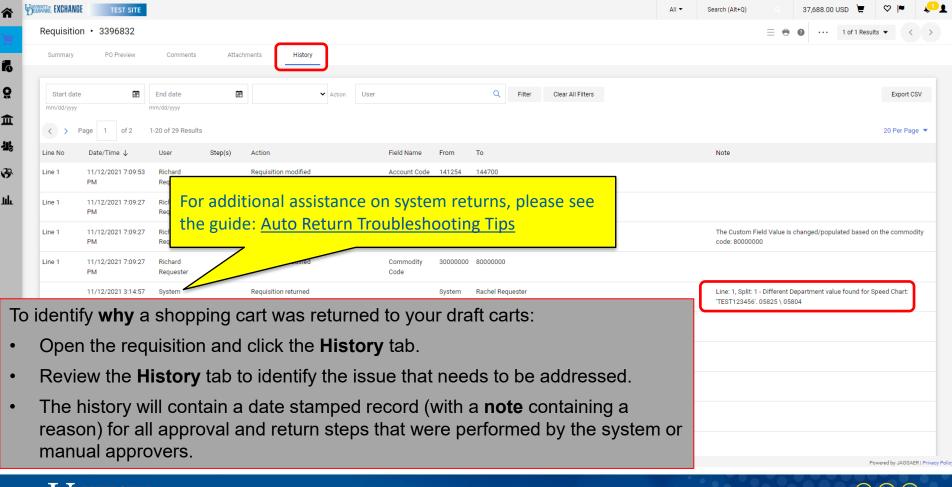
I submitted my cart, but it's back in my draft carts!

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 <u>Auto Return Troubleshooting Tips guide</u>.









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





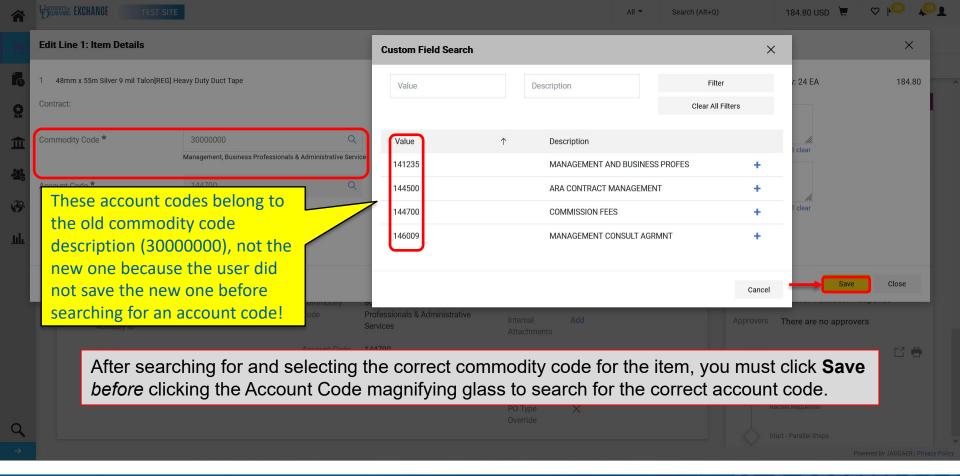
I changed the Commodity Code, but I still can't find the right Account Code

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.

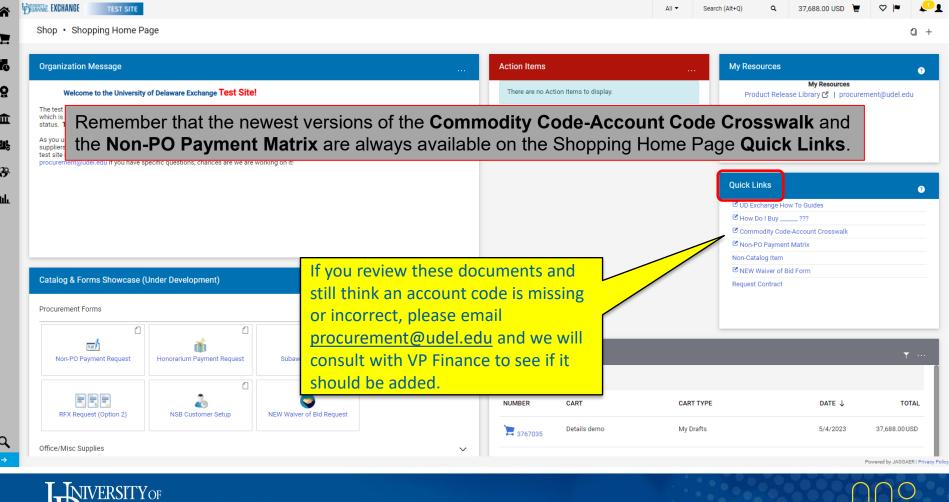
















I Can't Find the SpeedType I Need.....

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.





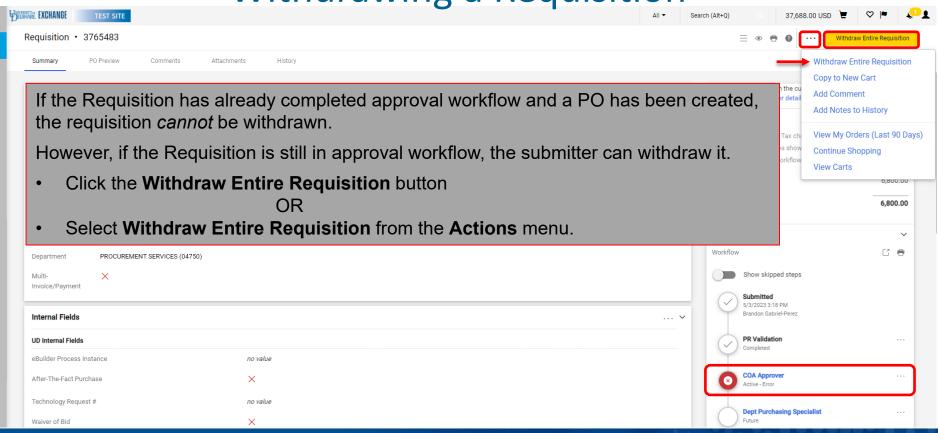
I want to recall my Requisition

- 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.



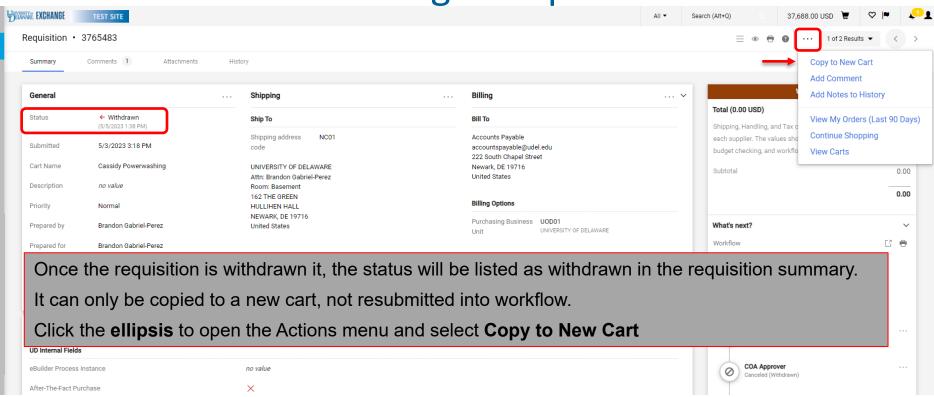


Withdrawing a Requisition





Withdrawing a Requisition





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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.



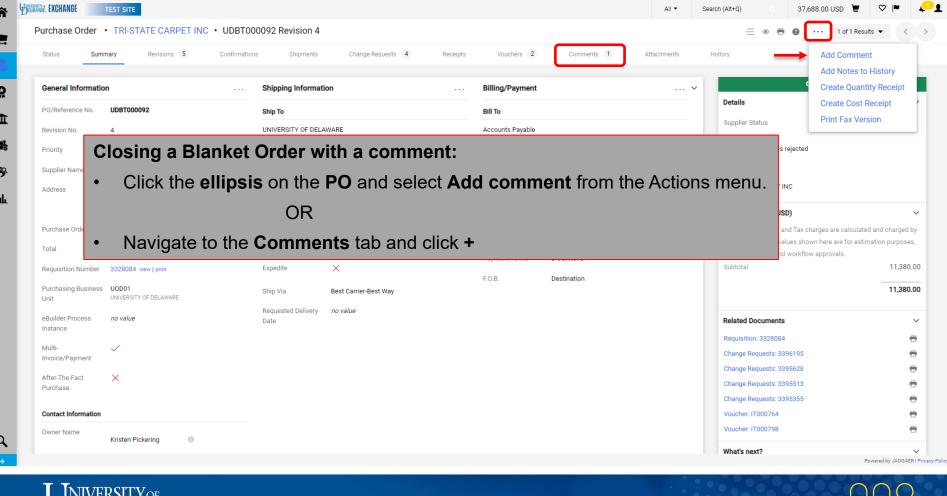


I want to Close a Purchase Order: Blanket POs

- 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.

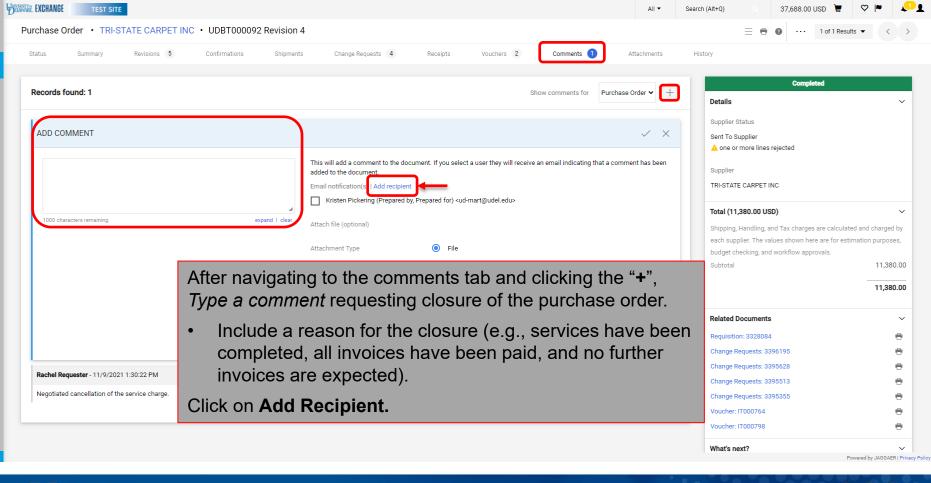








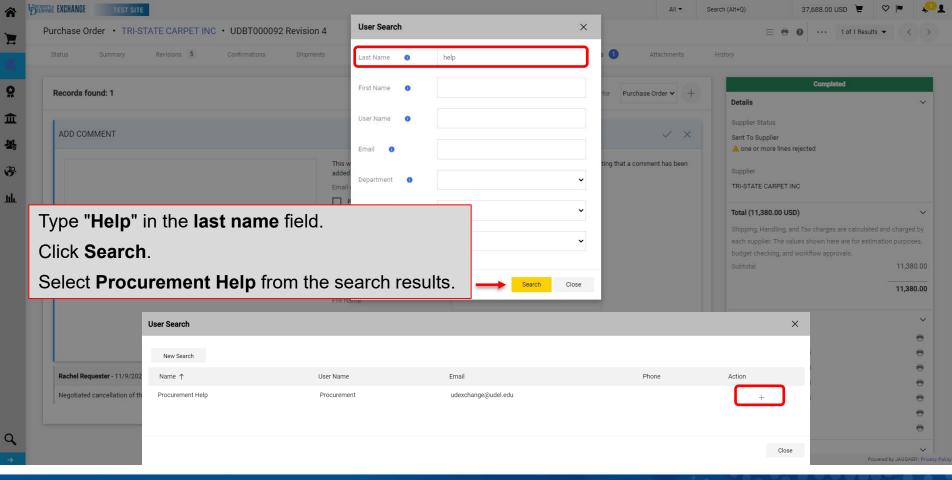






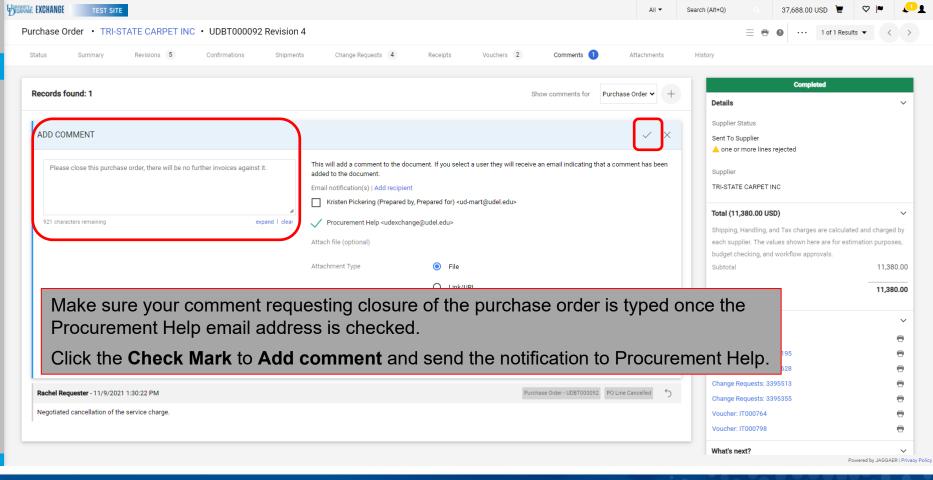
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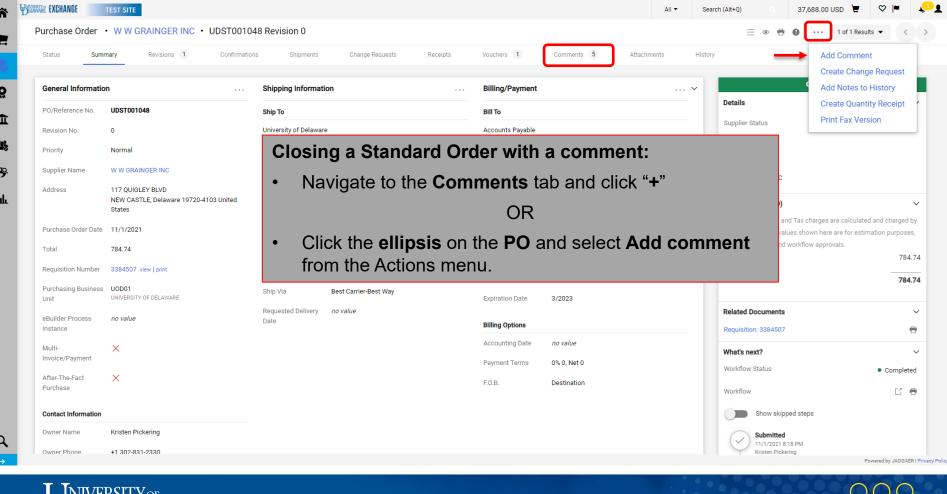


I want to Close a Purchase Order: Standard POs

- 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.

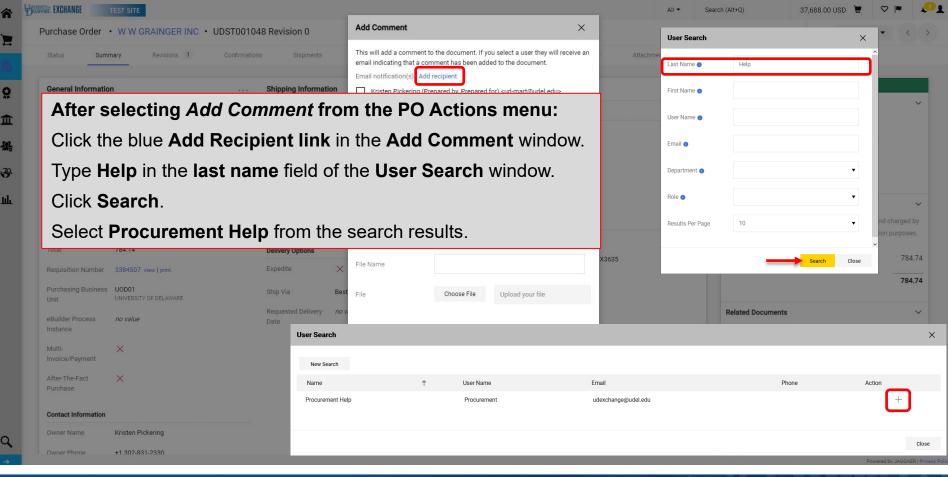






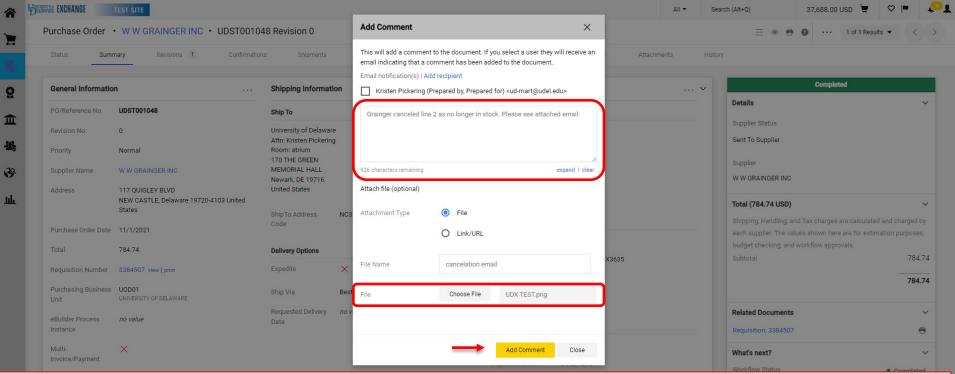












Type a comment requesting closure of the purchase order once the Procurement Help email address is checked. Attach documentation using **Choose File**.

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 <u>Purchase Order Type Override (POTO) Box Guide</u> for details.





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

equisitions on which	l am Participant (last 90 days)	
----------------------	---------------------------------	--

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





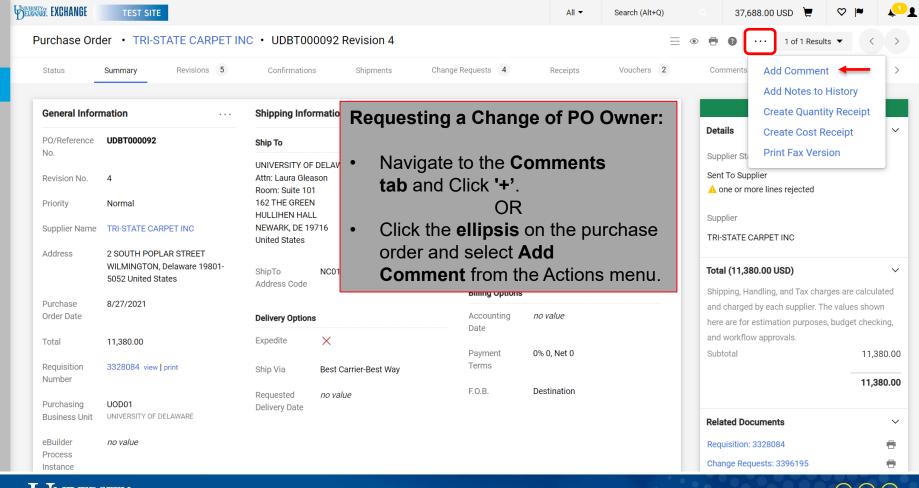
Total Requisitions: 5

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.





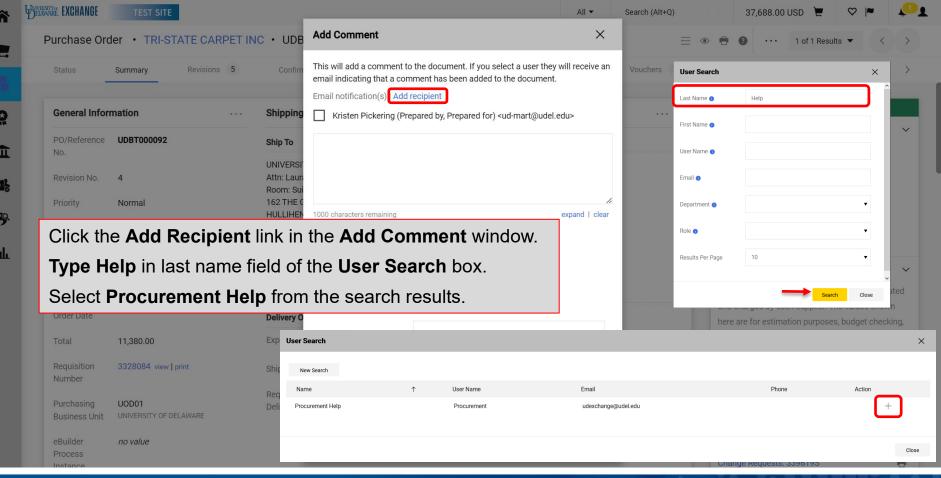




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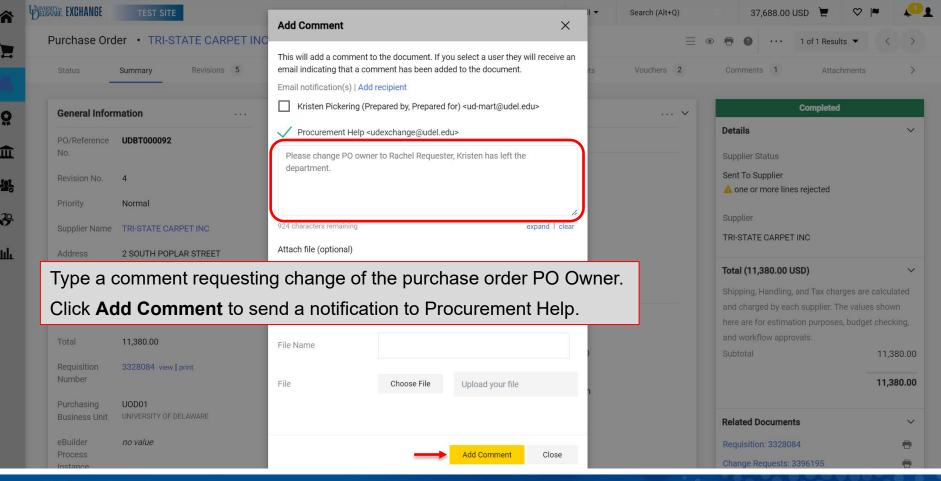
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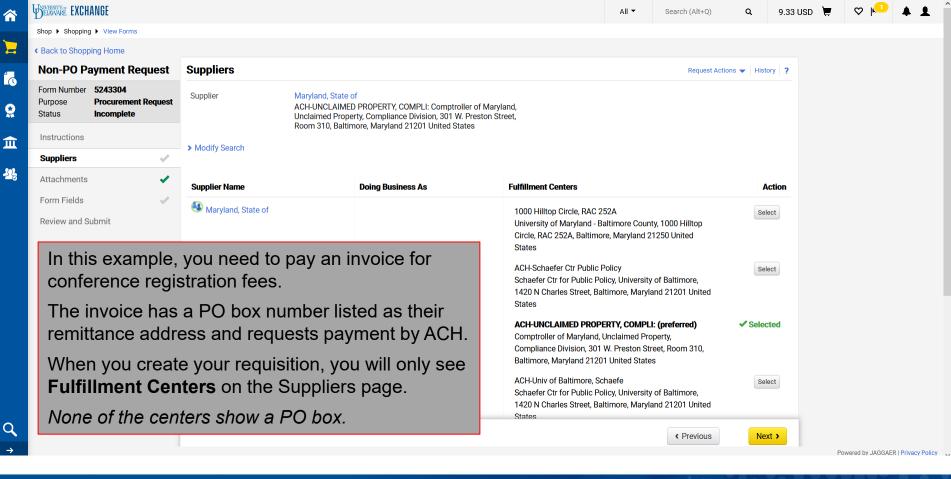


I Can't Find My Supplier's Address

- 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.

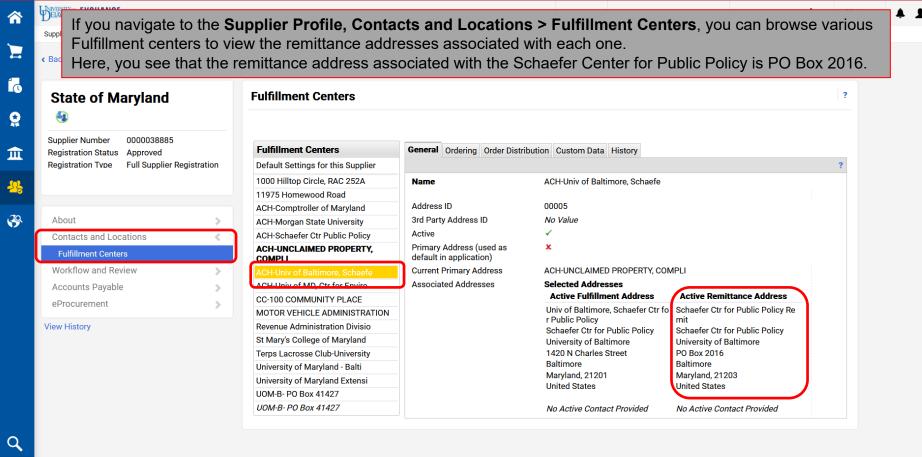








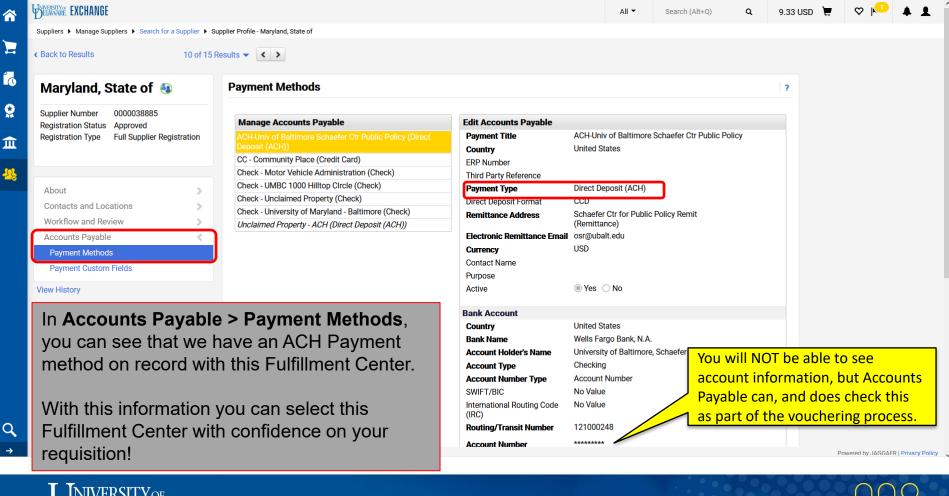








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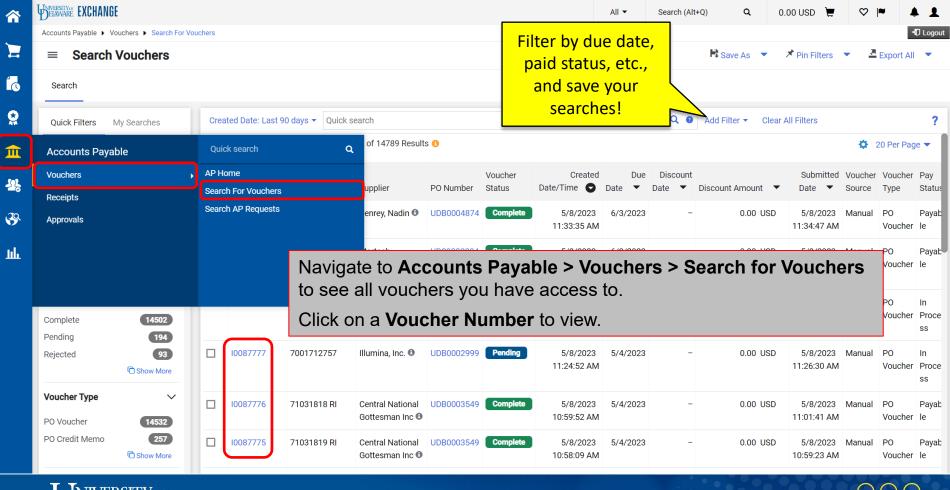


Did My Invoice Pay? How Can I Tell?

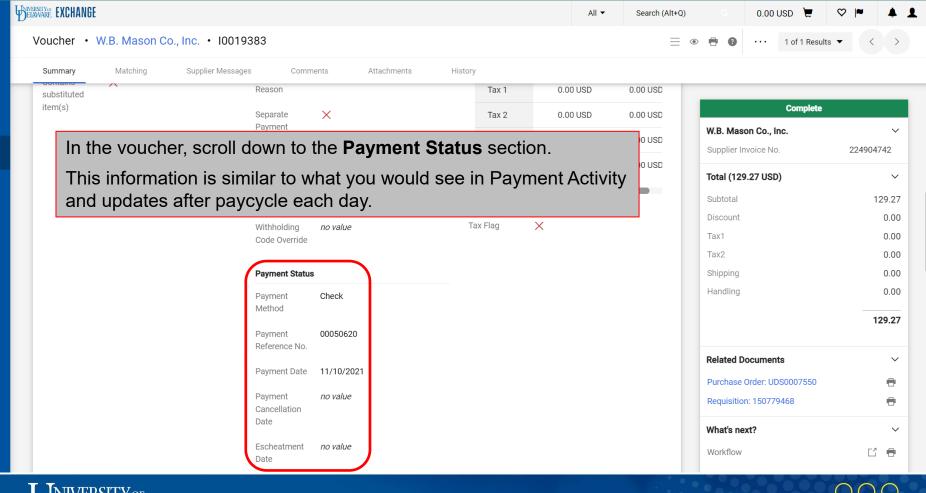
- Payment Activity is NOT recommended to track UD Exchange payments; more information is visible in UDX than Payment Activity.
- Additionally, if there is a problem with a payment voucher, Accounts Payable will place a comment on the UDX voucher for documentation purposes.







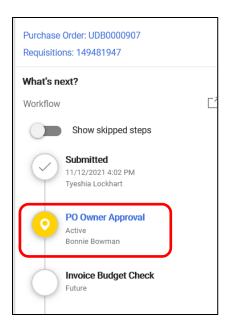






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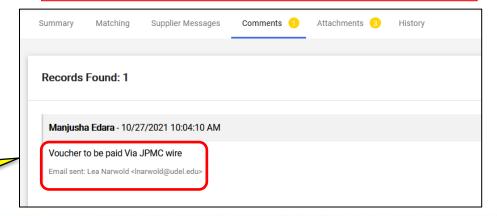




Remember – wires pay outside of Procurement systems with coordination from Treasury, and the update is done last, after any currency conversion.

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?





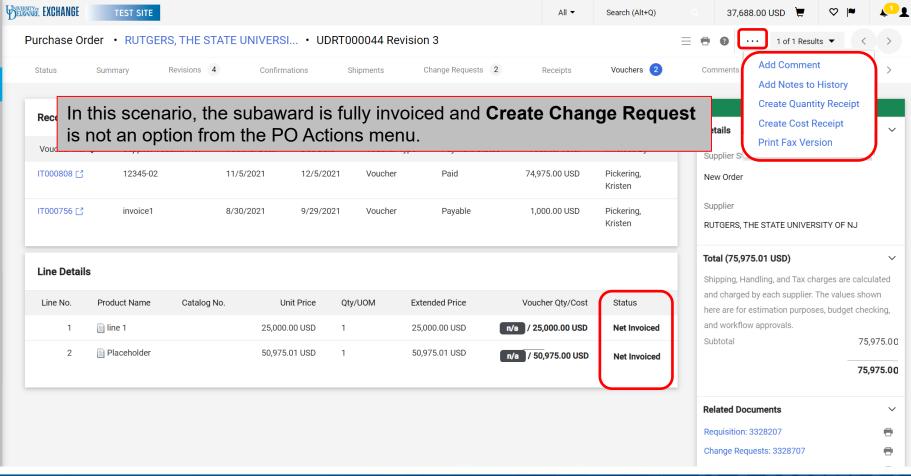


I Need to Increase a Closed PO

- 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.







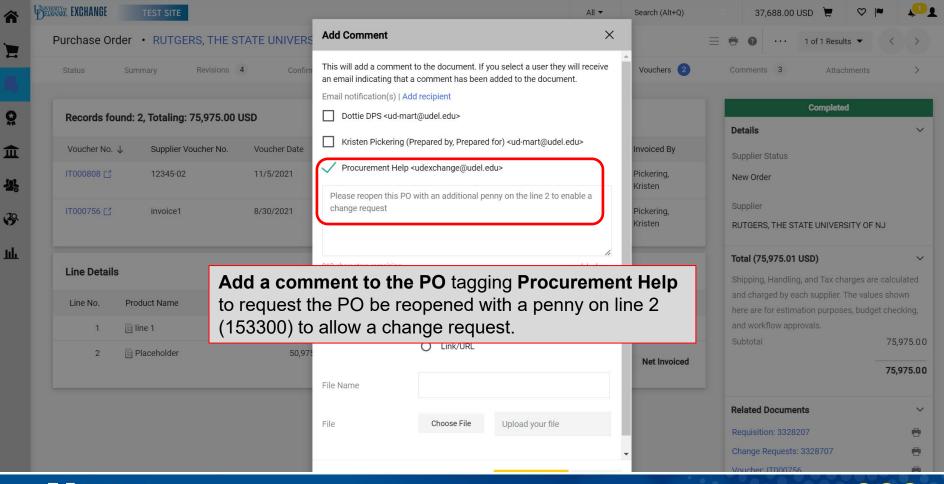


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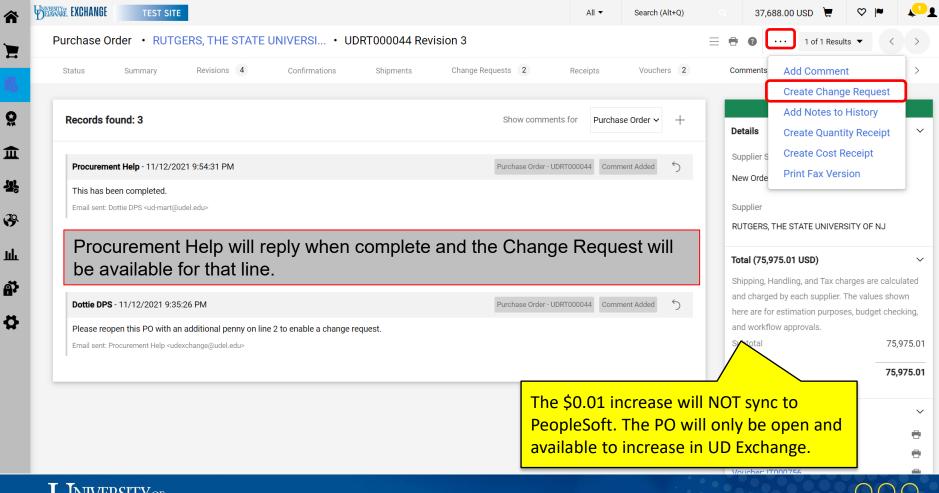
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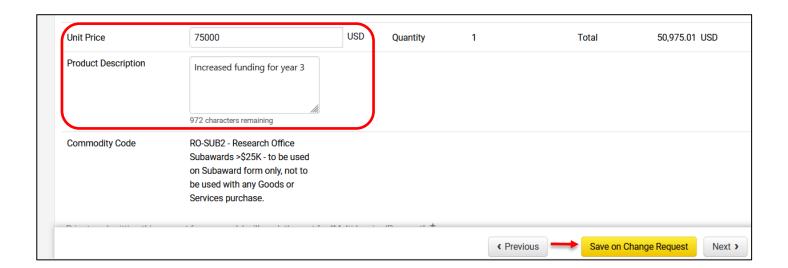








Proceed as normal to add the increase, which will go through all required approvals.





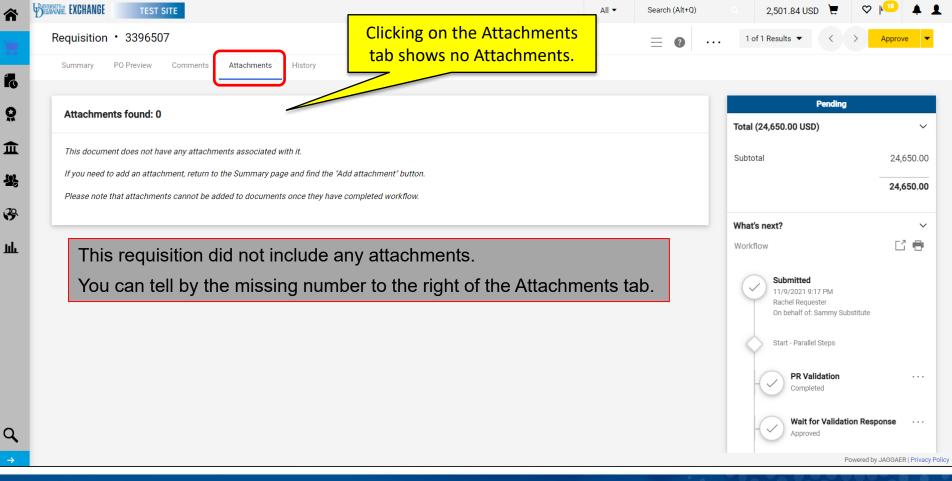


I Forgot My Attachments!

- 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.

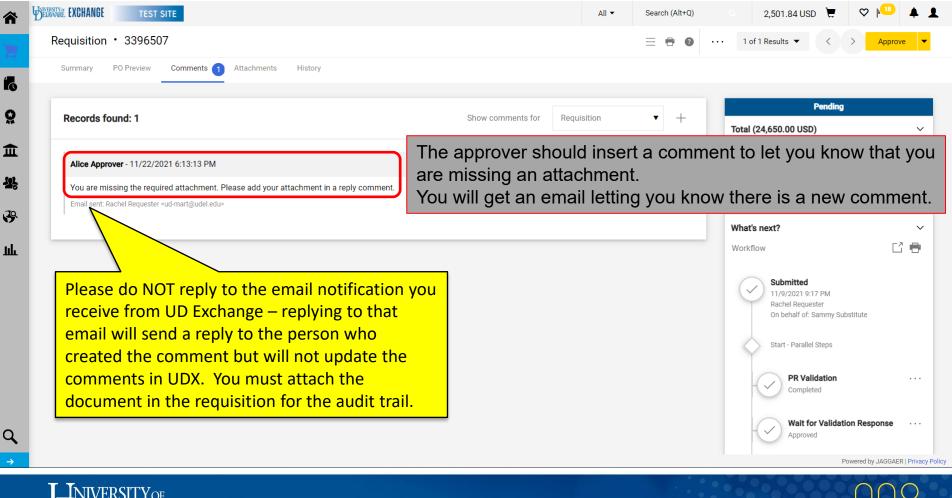






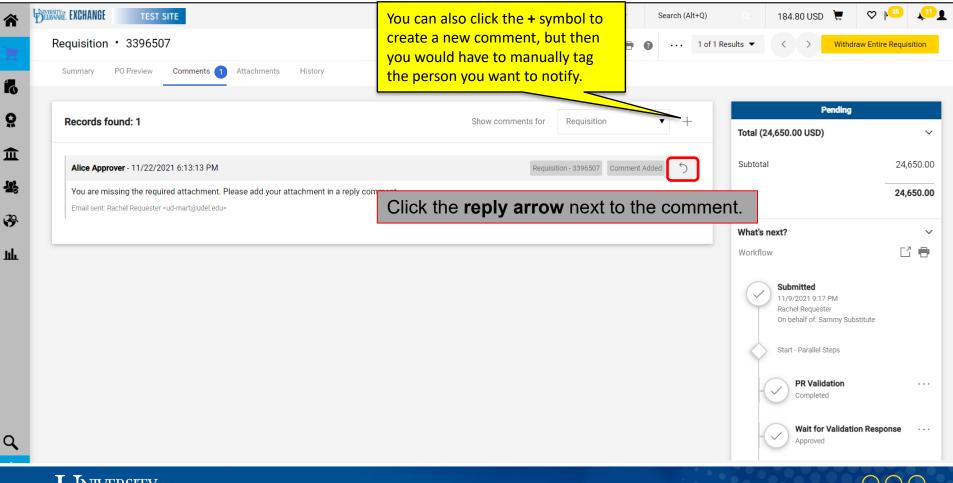




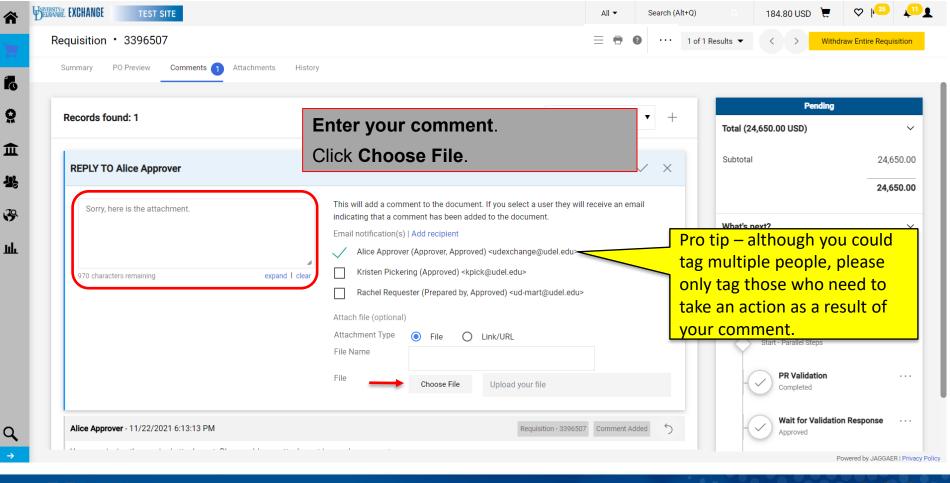








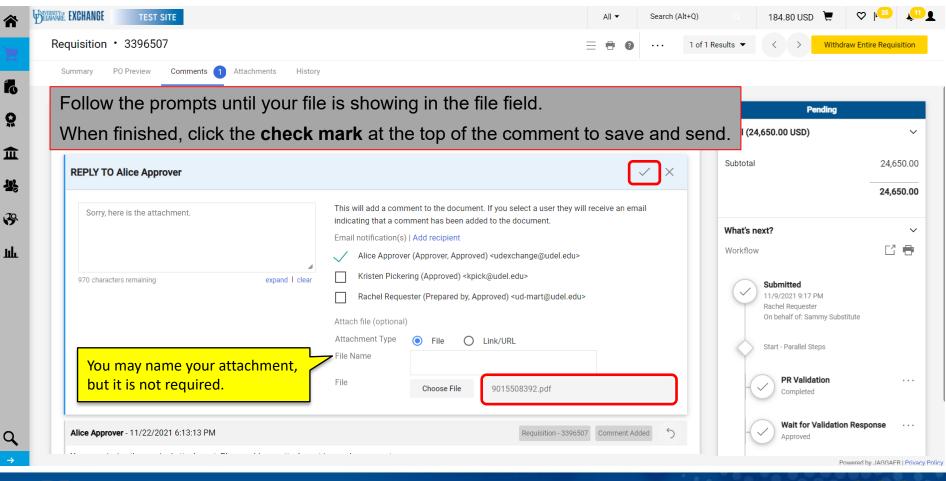






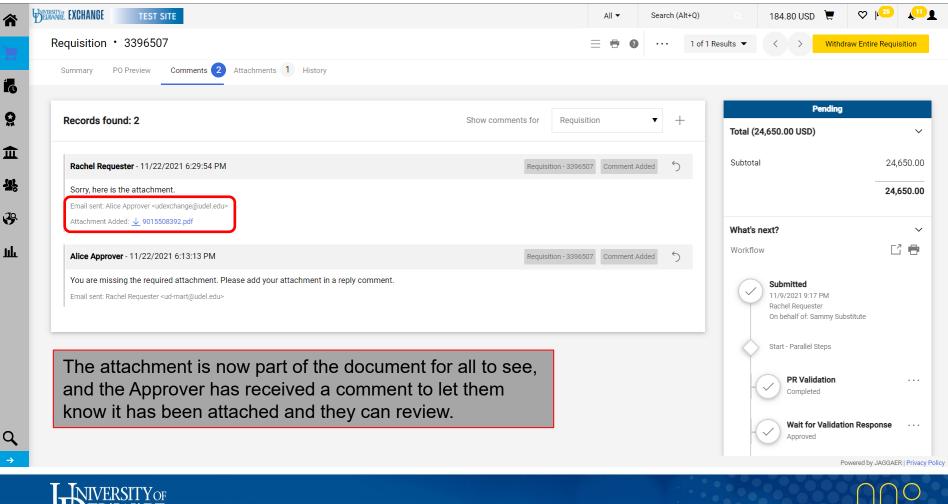
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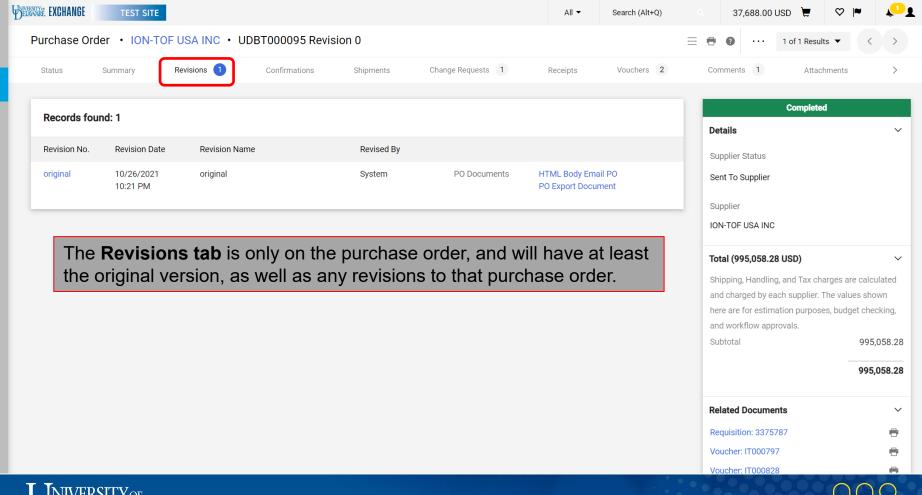


What was sent to the supplier?

- 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.



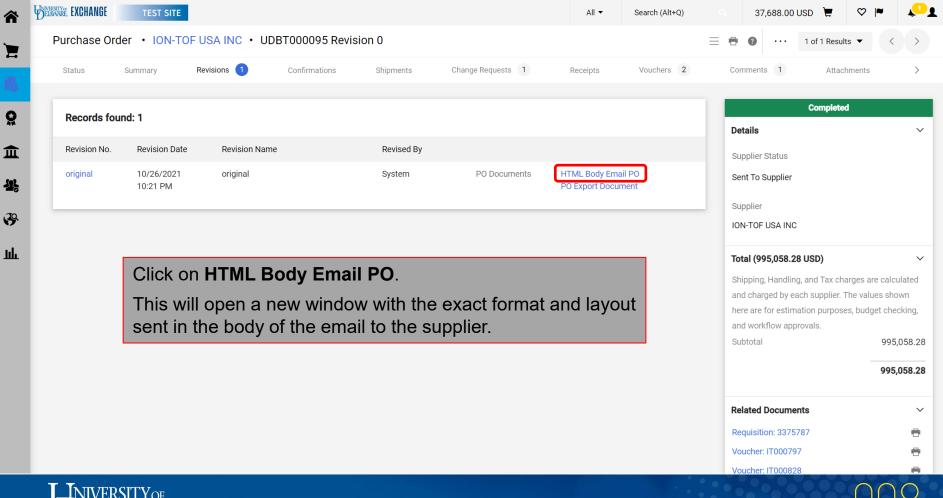






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TEST PO-PLEASE DO NOT FULFILL	Purchase Order					
Purchase Order Date	PO/Reference No.	Revision No.				
Oct 26, 2021	UDBT000095	0				

Delivery Information

41000000

933,058.28 USD

Important Billing Information

Supplier Name

Address

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.

Delivery Address

University of Delaware

University of Delaware

	CHESTNUT RIDGE, New York 10977-7049 United States			Attn:			Kristen Pickering			
F.O.B. Destination				Room:			atrium			
Additional Notes to print on PO no note		no note			170 THE GREEN MEMORIAL HALL					
			Newark, DE 19716 United States ShipTo Address Code Delivery Information			NC32				
			You can create a PD to send it to someone		F from this if you need e else at the supplier.			Way		
Buyer Name no value			Buyer Email no value				Buyer Phone			
							no value			
Line No.	Product Description			(Catalog No.	Size / Packa	ging	Unit Price	Quantity	Ext. Price
1 of 2			ndary ion mass spectrometer. The price for equipment The total cost of the equipment without the discount a					933,058.28 USD	1	933,058.28 USD



ADDITIONAL

<u>INFO</u>

the service contract is \$1,386,434.44.

Supplier Information

ION-TOF USA INC

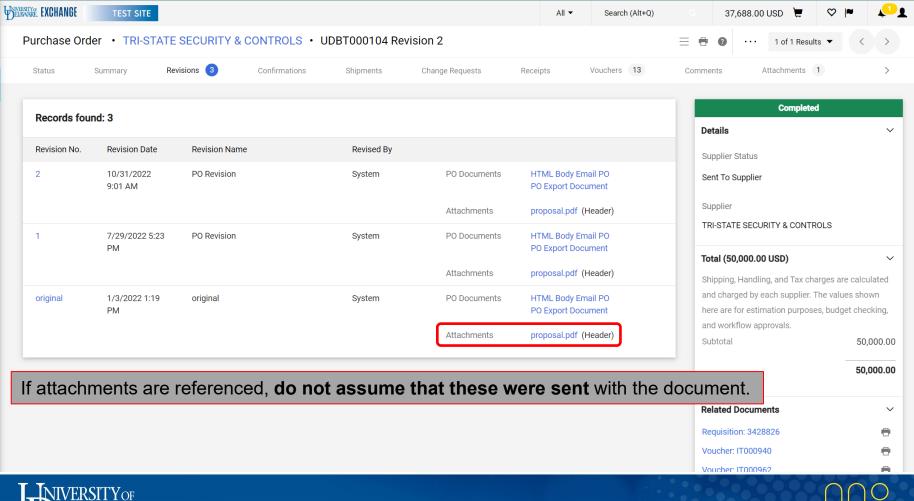
BUILDING A

100 RED SCHOOLHOUSE ROAD



Commodity Code

Unit Price





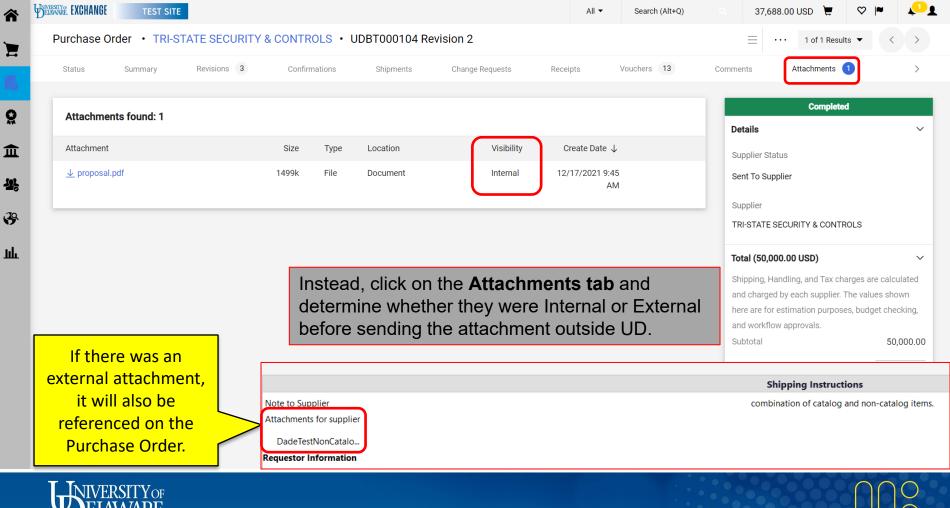
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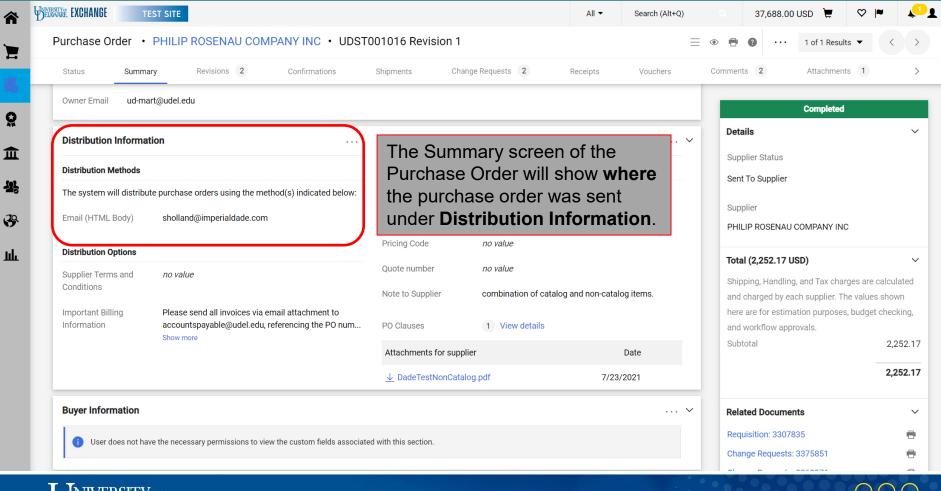
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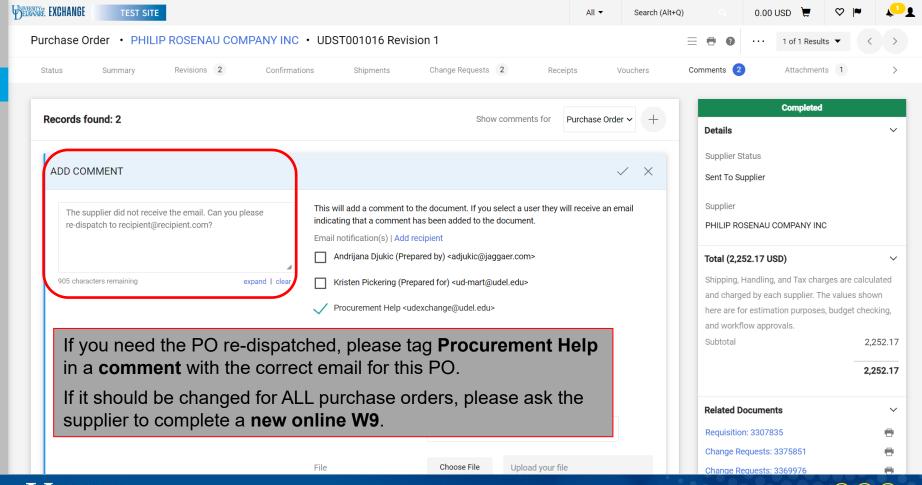








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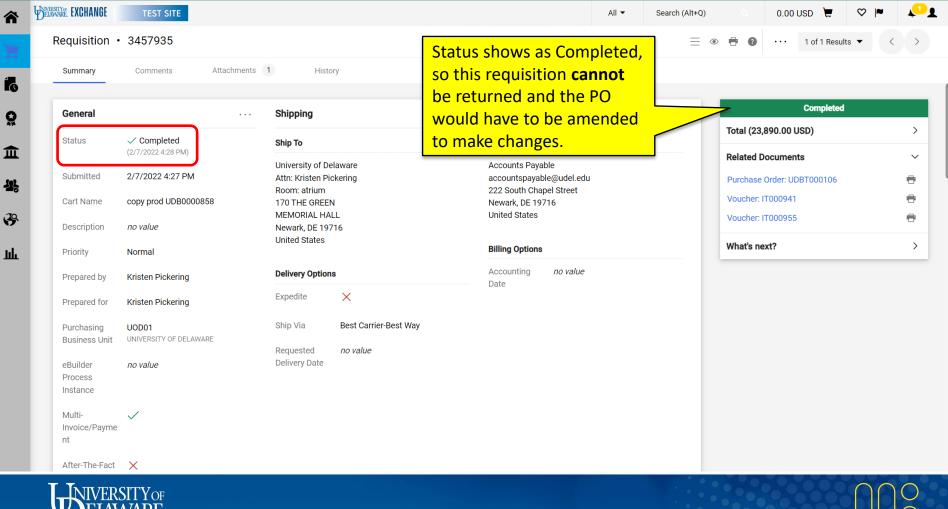
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Having a Requisition or Voucher Returned

- 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.

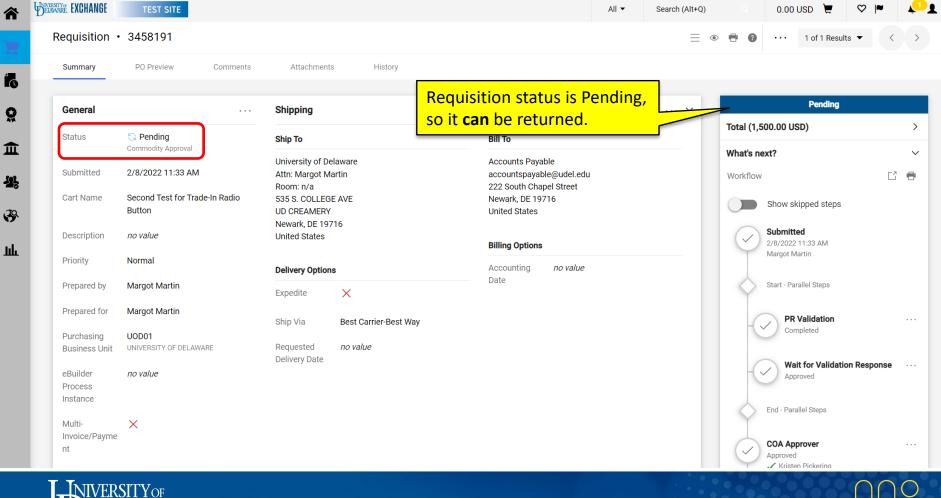






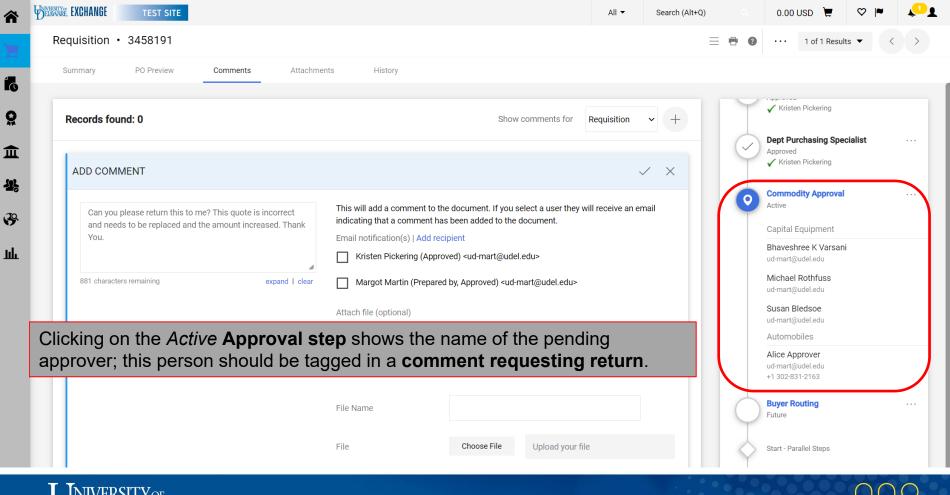


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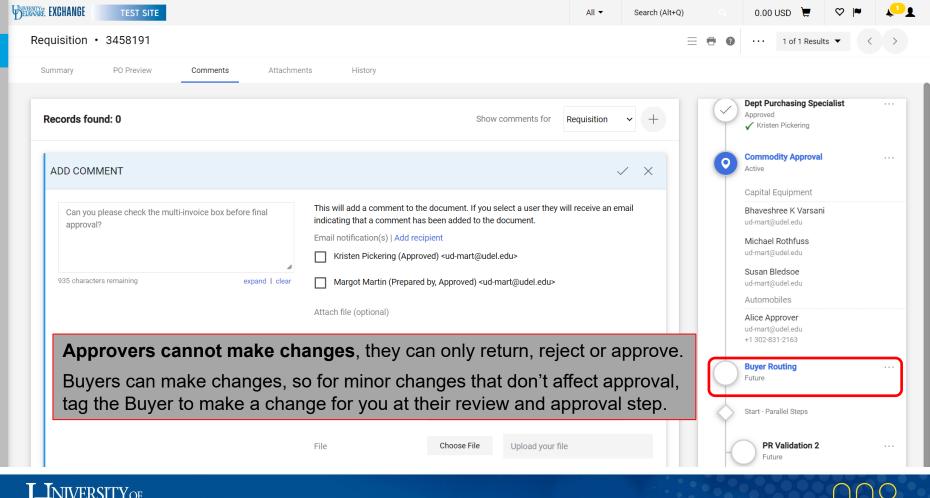










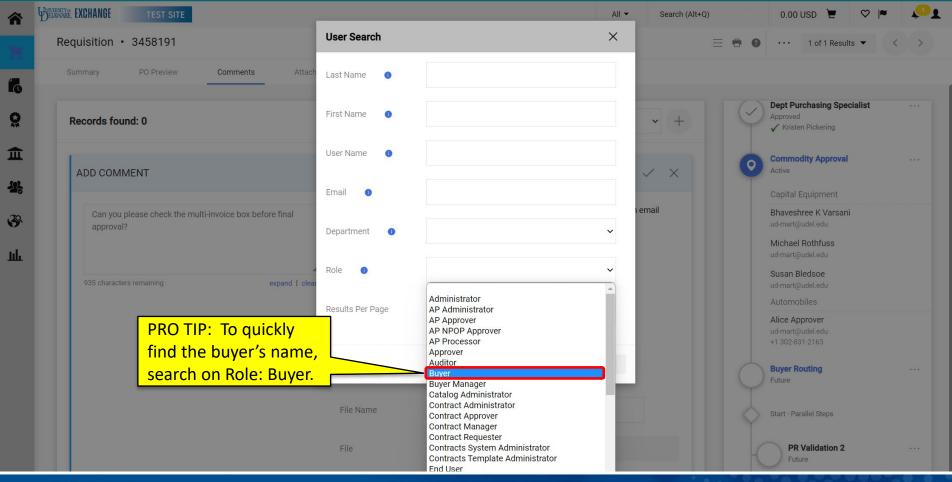




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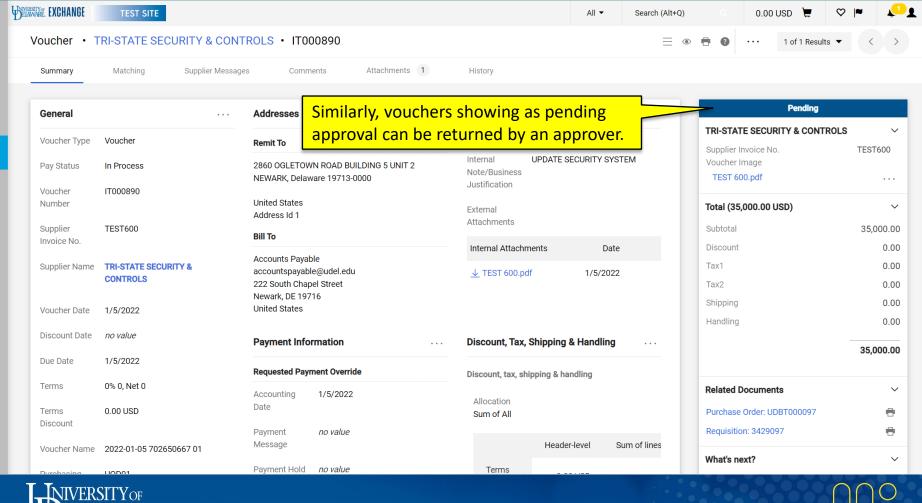
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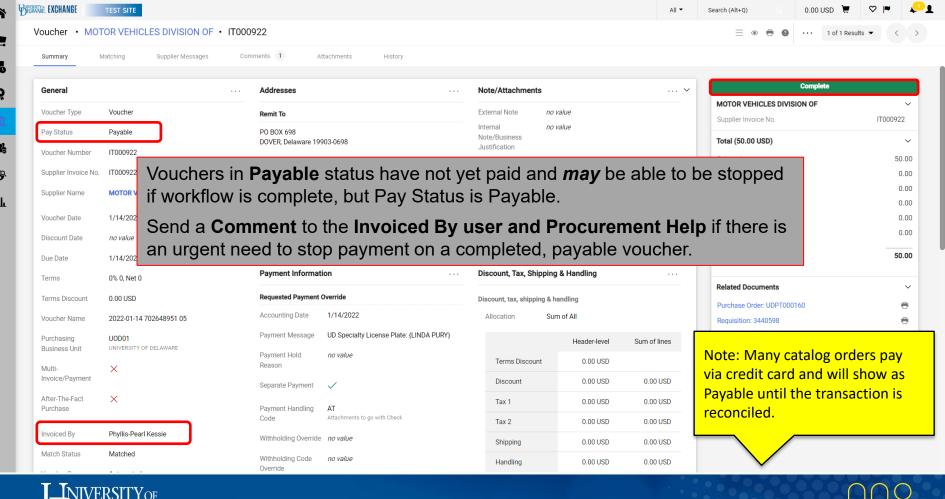




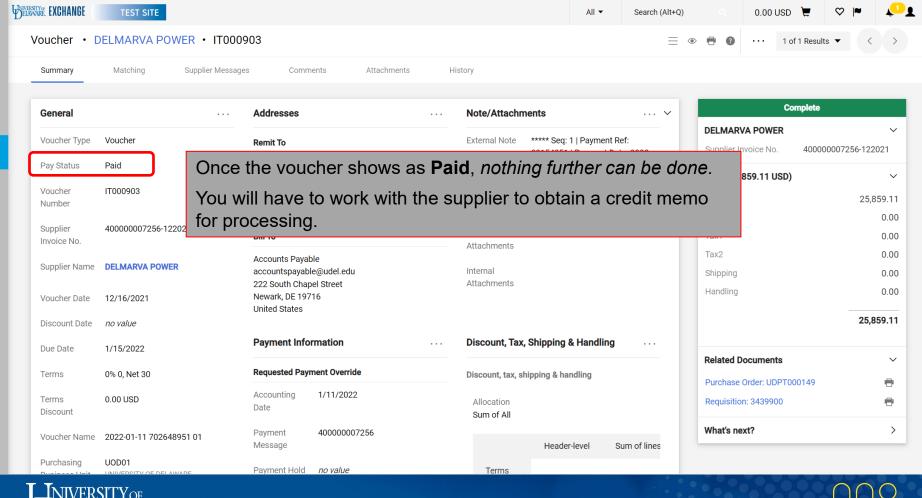








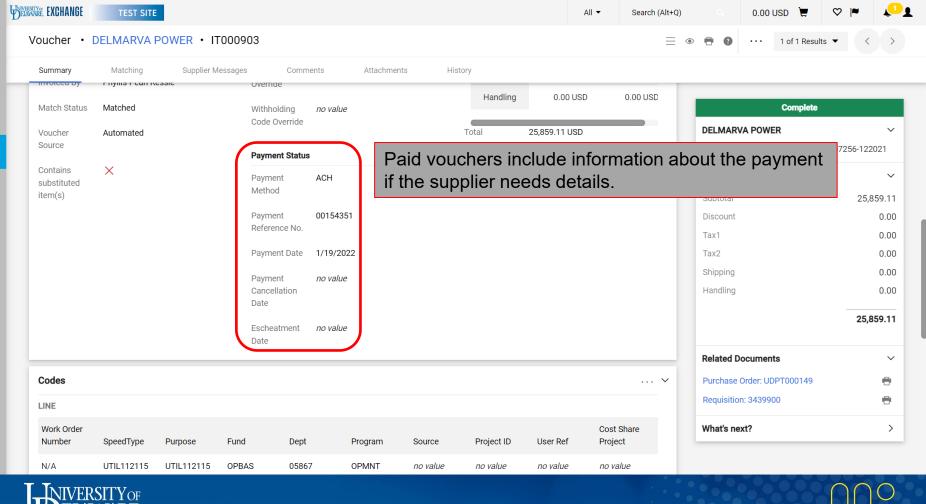






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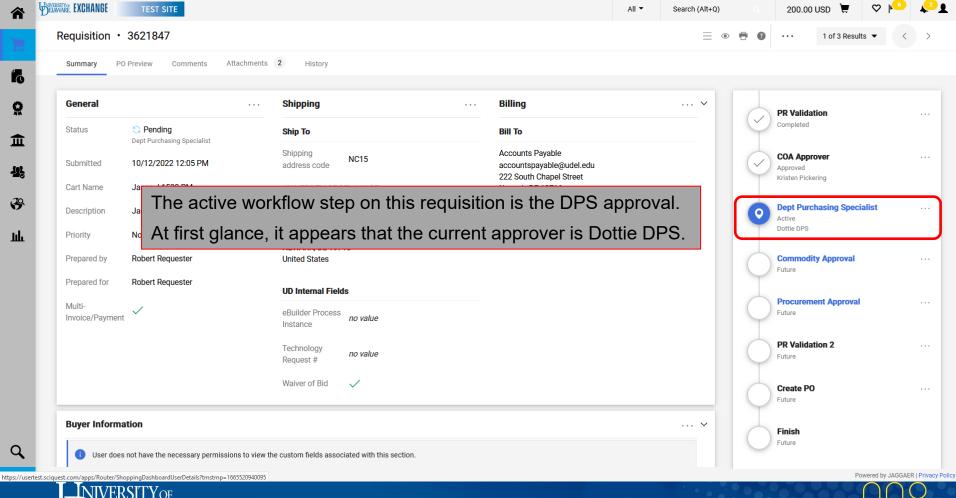


Who is the Pending Approver?

- 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.
- Details can also be found in the document history.

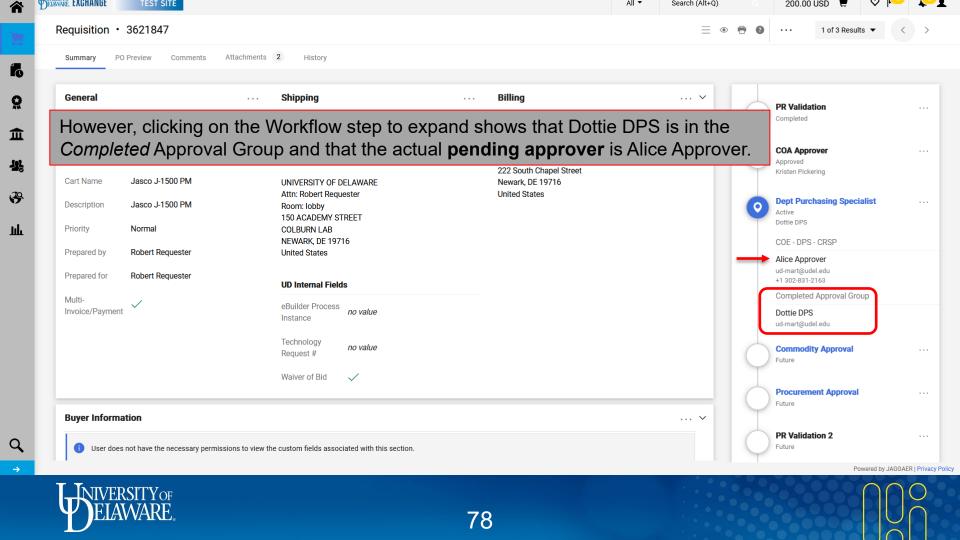


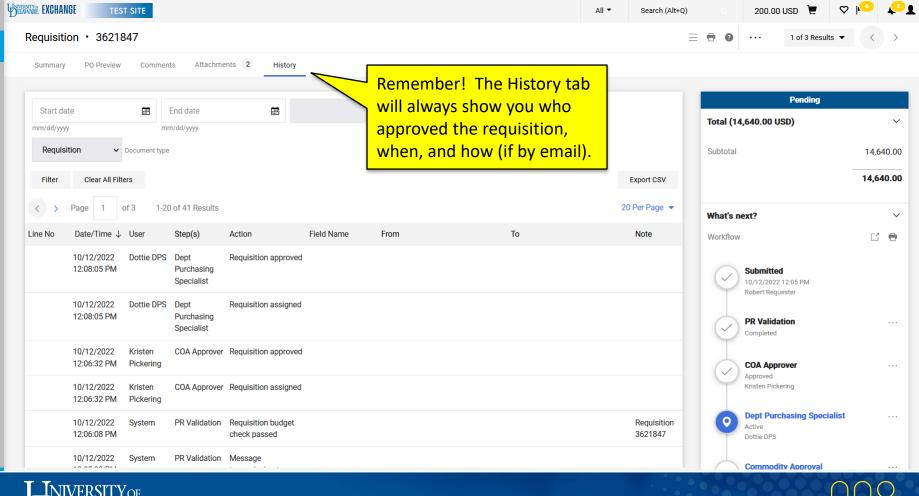






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Questions:

• <u>procurement@udel.edu</u>

Resources:

- Procurement Services Website
- Auto Return Troubleshooting Tips guide



