Advanced Change Requests

FOR REQUESTER/DPS roles only
Please also refer to
“Creating and Processing a PO Change Request”
What this Guide Will Cover

- Changing Funding on a Voucher Purchase Order
- Zero dollar lines
- Closing vs. Cancelling Purchase Orders
- Change Requests to form-based Purchase Orders, including Subawards, Waiver of Bid Requests, and NPOPs
- Handling Closed Purchase Orders
The five basic rules of change requests are as follows:

1. You can only create a change request on an open, completed purchase order.
2. Only one change request can be in process for any PO at a time.
3. Change requests go through the same workflow as reqs, but for the cumulative total dollar amount.
4. You cannot change a line that’s been fully invoiced.
5. Always check for the account code since it will let you submit without one.
Changing Funding on an Invoiced PO

• Rule #4 of Change Requests means you cannot change a line that’s been fully invoiced.
• Because of this rule, you will not see a fully invoiced line on a Change Request, but it’s still on the purchase order! This means caution is needed when changing values in the header of a purchase order, or on any line that has invoices against it.
• Standard (quantity-based) and Blanket (amount-based) purchase orders have different approaches to funding changes.
Changing Funding on an Invoiced PO: Standard (quantity based) POs

• Standard (quantity based) POs need to separate the quantities already paid for (whether you can see them on your change request or not) from those not yet paid for.

• The following slides show two different scenarios:
  1. Changing the funding on open lines when at least one line has been fully invoiced
  2. Changing the funding on open quantities when some quantities on that line have been fully invoiced
**Scenario 1:** This is a standard (Quantity-Based) purchase order that has been invoiced against line 2. I need to change the funding source for the open lines.
On the change request, it is tempting to just change the value in the header, but that would change it for ALL lines, including the line that’s already been invoiced.

REMEMBER! you may only change 2 lines on the change request, but there are still 3 lines on the purchase order!
Instead of the header, change the funding on the open, un-invoiced line by choosing Override Accounting Codes after clicking the ellipsis.
1. Once you have entered the new fund source, click the document symbol to copy to other lines.
2. In the pop-up window, check the boxes for the lines you want to override, and
3. Click Copy.
The original fund source is still in the header, but each line is overridden.

PRO TIP! Click the eyeball to View Accounting Codes Only.
The PO shows changes to lines 1 and 3 only, and successful sync with PeopleSoft.

PRO TIP! Click the “hamburger” to minimize the sidebar and see more on your screen.
**Scenario 2:** This is a standard (Quantity-Based) purchase order that has been *partially* invoiced against both lines. I need to change the funding source for the open *quantities*.
It is still tempting to just change the value in the header, but that would change it for ALL items, including those that have already been invoiced.

Note that the change request is displaying the *original* quantity, not the ordered quantity less the quantity invoiced!
Here, you will have to change the quantity on the line and split the funding by quantity between what was invoiced and what is open.

The three invoiced items are under the old funding code; the 7 open items are under the new code.
The original fund source is still in the header (and should never be changed), but each line is overridden and split by quantity.
The PO shows changes to funding and quantities on each line, and successful sync with PeopleSoft.
Changing Funding on an Invoiced PO: Blanket (amount based) POs

- Blanket (amount based) POs count down a lump sum to zero.
- This is most often used for services engagements, such as consultant hours.
- For this reason, when a funding change occurs, it is best to close out the line with the old funding to limit it to the amount paid and move the balance to a new line with new funding.
- This scenario can also be applied to any non-catalog order by quantity with funding splits and partial invoicing.
This is a blanket (Amount Based) purchase order that has been partially invoiced against its only line. I need to change the funding source for the open amount.
You cannot change accounting at the header since it has already been invoiced.

You could change accounting at the line by percentage, but this would apply to all future invoices in that split.
In this case, the best practice would be to keep the old values in the header and line 1 and move the balance to a new line.

Click the ellipsis and select Add Non-Catalog item to begin.
- Copy and paste the Description from line 1.
- Enter the balance remaining on the PO after current vouchers into the Price field.

Click Save.
You will now have 2 lines on the change request. For the original line, click on the blue description link to edit the Price down to the paid amount. Click Save.
The total of the PO should be back to where it was before adding the second line.

Next, override the accounting codes on line 2 to the new funding source.
The old value should still be in the header and on line 1, and the new value for the balance showing in the new line 2.

COAs from both funding sources will be in the approval routing.

The Change Request highlights what changes were made in aqua.
Once the Change Request has completed workflow, there will be only one line open for AP to voucher against, and only one line for users to edit on future change requests.
Zero Dollar Lines

- POs are by default quantity based – they count down a quantity to zero.
- By checking the multi-invoice/payment box at the header, you set the PO to amount based – it ignores quantity and counts down the amount to zero.
- As a result, if you have that multi-invoice/payment box checked, you cannot start a line at zero dollars. The system believes you have finished your PO line before it’s even started!
- To override this, you must check the PO Type Override (POTO) box for that line.
- HOWEVER! When you add funds to a zero dollar line on a change request, you must uncheck that box so that it too can count down to zero.
This subaward was initially set up with a placeholder on line 2 for future funding. The PO Type Override box is checked to accommodate the zero dollar value.
For change requests to subawards and other forms, you must return to the form to make changes. The form is linked in blue with the name of the form type.
Click ahead to the Form Fields area in the left to make changes to the lines.
Make the necessary changes in price and description on each line. When changes are ready, click **Save on Change Request**.
Once the changes are saved click Back to Change Request in the top left.
Now remember your POTO box! Since you’ve added funding to line 2, uncheck the POTO box on that line by clicking the pencil.
Click on the check mark to uncheck it, and then when an empty POTO box is showing (as on line 1), click **Save**.

This step is important because a) subawards do not route to Procurement to be reviewed and fixed, and b) if that box is not unchecked, only one invoice of any amount will close the line.
Closing and Canceling – What’s the Difference?

• Both closing a PO and canceling a PO release the obligated funds.
• However, closed POs can be reopened, and canceled POs cannot be restored.
• Closed PO requests are most often used on purchase orders with a remaining balance for which no more invoices are expected.
• Canceled PO requests are required when we need to communicate to the supplier that we no longer want what is on the PO.
• REMEMBER! UDX Catalog suppliers are different than Non-Catalog suppliers and cannot be communicated with through a PO revision/change request.
Closing POs

Closing POs is ALWAYS done by Procurement Help via PO Comment and not by Change Request!

<table>
<thead>
<tr>
<th></th>
<th>Catalog Order</th>
<th>Non-Catalog Order/Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UDS/Quantity based POs</strong></td>
<td>Attach documentation that uninvoiced items will not be fulfilled</td>
<td>Include reasoning for why further invoicing will not occur</td>
</tr>
<tr>
<td><strong>UDB/Amount based POs</strong></td>
<td>n/a - no catalog orders should ever be multi-invoice</td>
<td>Most common scenario - no further invoices, close PO</td>
</tr>
</tbody>
</table>

NOTE: POs cannot be closed until all vouchers are paid. If any voucher is in In Process or in “Payable” status, your PO will be *Soft Closed* instead – meaning that it will automatically move to Closed 15 days after the invoice pays.
Canceling POs

Canceling a _line_ on a PO should be done on a change request, canceling the _entire PO_ should be done by Procurement Help via PO Comment

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</thead>
<tbody>
<tr>
<td>One or More Items</td>
<td>Attach documentation that uninvoiced items were canceled with/by the supplier</td>
<td>PO change request for items</td>
</tr>
<tr>
<td>Full Order</td>
<td>Attach documentation that uninvoiced items were canceled with/by the supplier</td>
<td>Comment to Procurement Help with documentation as to reason order is being canceled (e.g., lag time too long and placed with a different supplier)</td>
</tr>
</tbody>
</table>
Canceling POs

We do not cancel POs for the entire order via change request because documents route for approval based on the total dollar amount. The system would not know where to route a zero dollar requisition.
Changes to Form-based POs

- Subawards, NPOPs and Waivers of Bid Requests (prior to FY23) are done on forms, as opposed to non-catalog orders, which can add and remove line items.
- Change requests involving forms behave differently. In most cases, you will not have the opportunity to make changes without assistance from Procurement Help, especially after a line has been fully invoiced.
- Please refer to the following slides for best practices in managing change requests for each of these payment types.
Changes to Form-based POs: Subawards

- Subaward forms always add two lines to the order: one for each account code, 153200 and 153300
- Users are instructed to zero out a line with no funds – whether or not it will be increased later – and check the POTO box (see slides 25-32)
- For users who wish more visibility as to each year’s funding, they are instructed to add multiple forms to their initial requisition
- If the funding changes during the life of the subaward, Procurement Help is required to add an additional form to the subaward as follows:
This subaward has had a funding change. The only invoice is against line 1 overhead, but because it has been invoiced, we cannot override the line’s funding. Line 2 can be changed with no issue.
A change request for a subaward has no option for users to add another line.
A PO Comment tagging Procurement Help will result in two empty lines being added to the PO.
Once Procurement Help has added two new placeholder lines, you can create a change request. Lines 1 and 2 can be reduced to the paid amount. The new funding can be added to lines 3 and 4 only with the POTO box UNCHECKED to allow for invoicing after they are increased.
Changes to Form-based POs: NPOPs

- The purpose of an NPOP (Non-PO Payment) is different from a purchase order: it is only a vehicle for payment.
- The distinction between a PO and an NPOP is whether the payment is sourceable: are there multiple suppliers? Are price and terms negotiable?
- NPOPs can be used to make scheduled payments over the course of the NPOP, such as a lease.
- Change requests are NOT suggested for NPOPs: if an NPOP with recurring payments has a funding change, please request that Procurement Help close the existing NPOP, releasing the funds, and submit a new NPOP for the balance.
Changes to Form-based POs: Bid Waivers

- The current (spring 2022) Waiver of Bid Request form requires users to check off up to ten boxes, depending on how many line items are needed on the PO.
- If additional lines are needed, users are advised to add an additional bid waiver form to their draft cart.
- This form makes change requests difficult to handle, especially for later additions and deletions from the form.
- For this reason, for FY23, Procurement Services will transition to Non-Catalog POs for bid waivers, with a required attachment justifying the waiver.
- Changes to Waiver of Bid Request forms created prior to the transition are handled as follows:
**Scenario 1:** This PO has been partially paid and I want to cancel the temperature recorder on line 5.
From the PO, create a Change Request then click on the link to the Waiver of Bid Request Form to navigate to the form itself. It is tempting to uncheck the box on Line 5, but this will cause major issues with PeopleSoft.
Instead, scroll to line 5, add “Cancel” to the description, and change the price to zero.

Click Save on Change Request.
Return to the Change Request using the “Back to Change Request” link in the top left.
If it’s a UDB purchase order, don’t forget to check that POTO box line to tell it to accept a zero dollar item!

Click on the Pencil to edit the item details, including the POTO box.
Cancellations must route to the supplier. Please be sure you’ve selected “Resend to Suppliers on Change Request” by navigating to External Communication before submitting.
Scenario 2: This PO already has ten line items and I need more lines for additional items or to accommodate funding changes.
The only way to do this is to request Procurement Help to add an additional Bid Waiver form to this PO via a PO Comment.
Procurement Help will add another form to the PO with the capacity of up to 10 more lines. You can now initiate a change request and begin your changes on the newly added Waiver of Bid Request. Remember to un-check the POTO box on zero dollar lines!
Handling Closed Purchase Orders: Standard

- Standard (UDS) POs soft close once the quantity is fully invoiced.
- You will be able to initiate a change request if the PO is under or over the PO amount, but not if it is exact.
- Requesting that Procurement Help reopen a fully invoiced/voucher PO will not allow you to initiate a change request since there is nothing to change.
- ALWAYS submit the purchase order for the full amount budgeted for the expense. Do NOT try to “trick” the system into adding a line item just to keep a PO open for potential future expenses.
The PO is fully invoiced and soft closed. The Requester is asking Procurement Help to reopen the PO.
The PO is reopened but there is still no option to create a change request since all lines are closed.
The new request asks to reopen AND add a line for a penny so that user can proceed with a change request. The change request will ONLY allow the user to edit the new line.
The user now has the ability to initiate a change request.
The change request offers only this new line to change.
Handling Closed Purchase Orders: Blanket

- Blanket (UDB and UDR) POs soft close once the dollar amount is fully invoiced.
- You will be able to initiate a change request if the PO is under or over the PO amount, but not if it is exact.
- Requesting that Procurement Help reopen a fully invoiced/voucher PO will not allow you to initiate a change request since there is nothing to change.
- ALWAYS submit the purchase order for the full amount budgeted for the expense. Do NOT try to “trick” the system into adding a penny or other nominal amount just to keep a PO open for potential future expenses.
In this situation, the PO has been over invoiced on lines 2 and 4, and a change request is required to release the voucher from a match exception and pay the voucher.
The user ONLY has the ability to edit the overinvoiced lines – those fully invoiced do not show up on the change request.
Once the Change Request is complete and all lines are fully invoiced for amount, there is no further ability to create a change request.
If there is a need for further changes, the comment should include whether a line should be increased incrementally, or a new line added for changes.
The addition of funds to an amount-based line makes it available for editing on a change request.
Handling Closed Purchase Orders

• NOTE: any administrative edits to purchase orders in order to initiate a change request do NOT move through to PeopleSoft. They exist only to open or create a line to edit on a Change Request.

• Change Requests must still go through all required approvals before they are merged with the PO and sent through to PeopleSoft.

• If you have questions or issues with creating a change request, do not tag Procurement Help; send training-related questions to procurement@udel.edu or bring them to a drop-in session for the support team to assist.
In Summary:

- If a PO has been invoiced and changes to funding are necessary, leave the header intact and make any changes at the line.
- For blanket or split funding, consider closing out the line to the vouchered amount and creating a new line with the new funding source and line balance.
- Remember to uncheck the POTO box if adding funds to a UDR or UDB line that was initially set to $0.
- Forms require special handling and may need assistance from Procurement Help to add lines for funding changes.
- Procurement Help is only for specific technical issues and not training support.
Resources

Procurement Services
procurement@udel.edu

See also, “Creating and Processing a PO Change Request”
and “About Procurement Help: What it is and when to use it”