Advanced Change Requests

FOR REQUESTER/DPS roles only
This guide should be used as a supplement to:
“Creating and Processing a PO Change Request”
What this Guide Will Cover

• Reminder: The five basic rules of change requests *(see slide 2)*
• Changing Funding Sources on a Vouchered Purchase Order *(see slide 3)*
  – Standard (quantity based) POs *(see slide 4)*
  – Blanket (amount based) POs *(see slide 16)*
• Zero dollar lines (subaward example) *(see slide 25)*
• Change Requests to form-based Purchase Orders *(see slide 33)*
  – NPOPs *(see slide 34)*
  – Subawards *(see slide 35)*
  – Legacy Waiver of Bid Requests *(see slide 40)*
• Handling Closed Purchase Orders *(see slide 50)*
  – Standard (quantity based) POs *(see slide 51)*
  – Blanket (amount based) POs *(see slide 57)*
• Summary Notes *(see slide 63)*
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 requisitions. If dollar amounts have been adjusted, the approval workflow will be adjusted for cumulative total dollar amount.
4. You cannot change a line that’s been fully invoiced and vouchered.
5. Always check for the account code since UDX will let you submit a change request without one.

Note: Change Requests should NOT be initiated for the following: Closing or Canceling entire POs, making changes to Catalog Orders.
Changing Funding Sources on an Invoiced PO

• Rule #4 of Change Requests means you cannot change a line that’s been fully invoiced and vouchered.
• Because of this rule, a fully invoiced line will not be visible on a Change Request, but it’s still on the purchase order! This means caution is needed when changing funding sources 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 that have already been 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 other 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. You need to change the funding source for the open lines.
On the change request, it is tempting to just change the value of the funding source in the **Accounting Codes** header, but that would change it for ALL lines on the PO, including the line that’s already been invoiced.

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**Accounting Codes**

<table>
<thead>
<tr>
<th>Work Order Number</th>
<th>SpeedType</th>
<th>Purpose</th>
<th>Fund</th>
<th>Dept</th>
<th>Program</th>
<th>Source</th>
<th>Project ID</th>
<th>User Ref</th>
<th>Cost Share Project</th>
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<tbody>
<tr>
<td>N/A</td>
<td>PURC10000</td>
<td>PROCUREMENT SERVICES</td>
<td>PURC10000</td>
<td>R&amp;E PROCUREMENT SERVICES</td>
<td>OPERATING BASIS</td>
<td>04750</td>
<td>ADALL</td>
<td>no value</td>
<td>no value</td>
</tr>
<tr>
<td>N/A</td>
<td>PURC10000</td>
<td>PROCUREMENT SERVICES</td>
<td>PURC10000</td>
<td>R&amp;E PROCUREMENT SERVICES</td>
<td>OPERATING BASIS</td>
<td>04750</td>
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<td>no value</td>
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<td>PURC10000</td>
<td>R&amp;E PROCUREMENT SERVICES</td>
<td>OPERATING BASIS</td>
<td>04750</td>
<td>ADALL</td>
<td>no value</td>
<td>no value</td>
</tr>
</tbody>
</table>

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**Purchase Order**

- **Total (56.03 USD)**
- **Subtotal**: 56.03

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**Remember!** You may only change the 2 lines that are visible 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:

Click the ellipsis then select Override Accounting Codes.
Once you have entered the new funding source, you can click the **document icon** to copy it to other lines. In the **Copy To Other Lines** window, **check the boxes** for the lines you want to override. **Click Copy.**
The original fund source is still in the header, but each line has been 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.

<table>
<thead>
<tr>
<th>Line No</th>
<th>Revision No.</th>
<th>Date/Time</th>
<th>User</th>
<th>Step(s)</th>
<th>Action</th>
<th>Field Name</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>5/10/2022</td>
<td>5:22:27 PM</td>
<td>System</td>
<td>Batch PO Export</td>
<td>PO Export sent to external system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>5/10/2022</td>
<td>5:22:09 PM</td>
<td>System</td>
<td></td>
<td>PO Revision Finalized</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>5/10/2022</td>
<td>5:22:04 PM</td>
<td>System</td>
<td></td>
<td>PO placed in workflow after the change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>request was</td>
<td>request was merged</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Line 3</td>
<td>5/10/2022</td>
<td>5:22:04 PM</td>
<td>System</td>
<td></td>
<td>Change Request merged</td>
<td>Program</td>
<td>ADALL</td>
<td>ADNON</td>
</tr>
<tr>
<td>Line 3</td>
<td>5/10/2022</td>
<td>5:22:04 PM</td>
<td>System</td>
<td></td>
<td>Change Request merged</td>
<td>Fund</td>
<td>OPBAS</td>
<td>OPBAL</td>
</tr>
<tr>
<td>Line 3</td>
<td>5/10/2022</td>
<td>5:22:04 PM</td>
<td>System</td>
<td></td>
<td>Change Request merged</td>
<td>Purpose</td>
<td>PURC110000</td>
<td>PURC12111</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Change Request merged</td>
<td>SpaceType</td>
<td>PURC110000</td>
<td>PURC12111</td>
</tr>
</tbody>
</table>

**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. You need to change the funding source for the open *quantities*. 
It is tempting to just change the value of the funding source in the **Accounting Codes** 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 ordered, *not* the balance of the quantity ordered less the quantity invoiced!
Click the **ellipsis** then select **Override Accounting Codes**.

You will need to split the funding by quantity between what has been invoiced and what is open and adjust the quantities on the line to reflect the split.

The 3 **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.
Scenario:

This is a blanket (amount based) purchase order ($44,000.00) that has been partially invoiced ($2,080.00) against its only line.

You need to change the funding source for the open amount ($41,920.00).
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 remaining 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 ($41,920.00) into the **Price** field.

Click **Save**.
You will now have 2 lines on the change request.

For the original line 1, click on the **blue description link** to **edit the Price** down to the paid amount ($2,080.00).

Click **Save**.
The total of the PO should be back to the original amount.

Next, click the ellipsis to 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.
Once the Change Request has completed workflow, there will only be one open line ($41,920.00) for Accounts Payable to voucher against. There will also only be one line for you to edit on any future change requests.
Change Requests: Zero Dollar Lines

- POs are quantity based by default – they count down a **quantity** of items 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 already finished your PO line before it’s even started!
- To override this, you must **check** the **PO Type Override (POTO) box** for that line.
- **Please Note!** If you *add* funds to a zero dollar line on a future change request, you must remember to **uncheck** that box so that it is able to count down to zero.
This subaward was initially set up with a zero dollar placeholder on line 2 for future funding. The **PO Type Override box** was **checked** to accommodate the zero dollar value.
The change request has been created, but for change requests to subawards and other form-based POs, you must return to the form to make changes. Click the blue link with the name of the form type to open it.
Click on the **Form Fields** area on the menu then scroll down to make changes to the lines.
Make the necessary changes in the **price and description fields** on each line. Click **Save on Change Request**.
Once the changes are saved click **Back to Change Request** in the top left of the screen.
Remember your POTO box! Since you've added funding to line 2, you need to uncheck the POTO box on that line. Click the pencil to edit.
Click on the existing check mark to **uncheck the POTO box**, and then when an empty POTO box is showing, click **Save**.

This step is especially important for subawards because:
- Unlike regular POs, subawards do not route to Procurement to be reviewed and fixed if needed.
- If the POTO box is not unchecked, one single invoice of any amount will close the line.
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: What about NPOPs?

• Change requests are NOT suggested for NPOPs (Non-PO Payments)
• The purpose of an NPOP is different than a purchase order: An NPOP 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 a period of time, such as for a lease.
• If an NPOP with recurring payments has a funding source change, please request that Procurement Help close the existing NPOP, releasing the remaining funds, and then submit a new NPOP for the balance with the new funding source.
Changes to Form-based POs: Subawards

- Each subaward form adds two lines to the purchase 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 want more visibility regarding 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 illustrated on slides 36-39.
This subaward needs 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 is fully open and can be changed with no issue.
The change request for a subaward will **not offer an option** on the line menu for users to add another line.
Users will first need to add a PO Comment tagging Procurement Help asking for **two empty lines** to be 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: Legacy Bid Waivers

• On July 1, 2022, Procurement Services transitioned to using Non-Catalog POs for bid waivers, with a required attachment justifying the waiver.

• Legacy UDX Waiver of Bid Request forms (WOB orders created before 7/1/2022) required users to check off up to ten boxes, depending on how many line items are needed on the PO.

• If additional lines were needed, users were advised to add an additional bid waiver form to their draft cart.

• This form made change requests difficult to handle, especially for later additions and deletions from the form, which is why the transition was made to Non-Catalog orders with an attachment..

• Changes to Legacy Waiver of Bid Request forms created prior to 7/1/2022 are handled as illustrated on slides 41-49.
Scenario 1:
The PO has been partially paid and you need to cancel the temperature recorder on line 5.
First, you will need to create a Change Request on the PO, then click on the blue Waiver of Bid Request Form link in the line items area to navigate to the Waiver of Bid Request form itself.

Once in the form, it is tempting to uncheck the box on Line 5, but this will cause major issues with PeopleSoft.
Instead, scroll to **line 5** on the form, 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 of the form.
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” on the External Communication tab before submitting.
Scenario 2:
This PO already has ten line items and you need more lines to add additional items or to accommodate funding changes.
The only way to add lines to a legacy Waiver of Bid Request form is to ask Procurement Help to add an additional Bid Waiver form to this PO via a PO Comment.
Procurement Help will add another WOB 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 lines. Remember to un-check the POTO box on any zero dollar lines!
Handling Closed Purchase Orders

• NOTE: Any administrative edits to purchase orders performed by Procurement Help in order to allow a user to initiate a change request do NOT move through to PeopleSoft. They exist only to open a line 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, please do not tag Procurement Help on the PO. Instead, send training-related questions to procurement@udel.edu or bring them to a drop-in help session for the support team to assist.
Handling Closed Purchase Orders: **Standard POs**

- Standard (UDS) POs soft close once the *quantity* is fully invoiced.
- You will be able to initiate a change request if the PO has been vouchered under or over the PO amount, but not if it has been vouchered exactly.
- Requesting that Procurement Help reopen a fully invoiced/vouchered PO will not allow you to initiate a change request since there is still nothing to change.
- **ALWAYS** submit the purchase order for the full amount budgeted for the expense. Please do NOT try to “trick” the system by adding an extraneous line item just to keep a PO open for potential future expenses.
This PO is fully invoiced and soft closed. The user is asking Procurement Help to reopen the PO.
Once the PO is reopened, there is still no option in the actions menu to create a change request since all lines were fully invoiced and are closed.
Instead, the user needs to ask Procurement Help to **reopen the PO and add a line for a penny** so that user can proceed with a change request.

Note: When the user creates the change request, it will ONLY allow them to edit the **new open 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 POs

• 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 has been vouchered under or over the PO amount, but not if it is vouchered exactly.
• Requesting that Procurement Help reopen a fully invoiced/vouchered 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. Please do NOT try to “trick” the system by adding a penny or other nominal amount to the line 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 needed to add funds to release the voucher from a match exception and pay the voucher.
The user ONLY has the ability to edit the over-invoiced lines.
Lines that are fully invoiced and matched do not show up on the change request.
Once the change request is complete and all lines have been fully invoiced for their amount, there is no longer an option in the actions menu to create a change request.
If there is a need for further changes on the PO, the comment should tell Procurement Help whether a line should be increased incrementally, or a new line should be added for changes.
The addition of funds to an amount-based line by Procurement Help makes it open and available for editing on a change request.
In Summary:

- If a PO has been invoiced and changes to funding source are necessary, leave the header intact and make any changes at the line.
- For blanket or split funding, consider closing out a line to the vouched 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 comments are only for requesting specific actions and not for questions or training support (instead, email procurement@udel.edu).
Questions:
• procurement@udel.edu

Resources:
• Procurement Services Website
• Creating and Processing a PO Change Request
• The PO Type Override (POTO) Box
• About Procurement Help: What it is and when to use it