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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Item</th>
<th>Catalog No.</th>
<th>Size/Packaging</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>G.SKill Ripjaws V Series 32GB (2 x 16GB) 288-Pin DDR4 SDRAM DDR4 3200 (PC4 25600) Desktop Memory Model F4-3200C16D-32GVK</td>
<td>9820-232-091</td>
<td>EA</td>
<td>114.97</td>
</tr>
</tbody>
</table>
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.
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.

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

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!
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.
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, 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**.
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.
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.
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.
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.
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.
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.
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.
Navigate to Accounts Payable > Vouchers > Search for Vouchers to see all vouchers you have access to. Click on a Voucher Number to view.

Filter by due date, paid status, etc., and save your searches!
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 NPOP, 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.
This requisition did not include any attachments. You can tell by the missing number to the right of the Attachments tab.

Clicking on the Attachments tab shows no Attachments.
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.
Click the reply arrow next to the comment.

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.
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.
  o Nothing is sent to suppliers for NPOP or subawards
  o 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.
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.
Important Billing Information

Please send all invoices via email attachment to accounts payable@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.

<table>
<thead>
<tr>
<th>Supplier Information</th>
<th>Delivery Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supplier Name</strong></td>
<td><strong>Delivery Address</strong></td>
</tr>
<tr>
<td>ION-TOF USA INC</td>
<td>University of Delaware</td>
</tr>
<tr>
<td>100 RED SCHOOLHOUSE ROAD</td>
<td>University of Delaware</td>
</tr>
<tr>
<td>BUILDING A</td>
<td>Attn: Kristen Pickering</td>
</tr>
<tr>
<td>CHESTNUT RIDGE, New York 10977-7049 United States</td>
<td>atrium</td>
</tr>
<tr>
<td><strong>F.O.B.</strong></td>
<td><strong>Room:</strong> 170 THE GREEN</td>
</tr>
<tr>
<td>no note</td>
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<tr>
<td><strong>Destination</strong></td>
<td><strong>Newark, DE 19716</strong></td>
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<tr>
<td></td>
<td><strong>ShipTo Address Code</strong></td>
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<tr>
<td></td>
<td>NC32</td>
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</tbody>
</table>

**Delivery Information**

- **No**
- **Best Carrier-Best Way**

**Buyer**

<table>
<thead>
<tr>
<th>Buyer Name</th>
<th>Buyer Email</th>
<th>Buyer Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>no value</td>
<td>no value</td>
<td>no value</td>
</tr>
</tbody>
</table>

**Product Description**

- 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.

**Catalog No.**

- 933,058.28 USD

**Unit Price**

- 933,058.28 USD

**Quantity**

- 1

**Ext. Price**

- 933,058.28 USD
If attachments are referenced, **do not assume that these were sent** with the document.
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.
The Summary screen of the Purchase Order will show where the purchase order was sent under Distribution Information.
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.
Status shows as Completed, so this requisition **cannot** be returned and the PO would have to be amended to make changes.
Requisition status is Pending, so it can be returned.
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.
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.
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.
- Details can also be found in the document history.
The active workflow step on this requisition is the DPS approval. At first glance, it appears that the current approver is Dottie DPS.
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.
Remember! The History tab will always show you who approved the requisition, when, and how (if by email).
Questions:
- procurement@udel.edu

Resources:
- Procurement Services Website
- Auto Return Troubleshooting Tips guide