



SEATTLE UNIVERSITY

ProcureSU FAQ

Last Revised: January, 29th 2021



General FAQ

Q: How can a student get access to place orders in ProcureSU?

A: To add a student (or another atypical user of ProcureSU), either complete the Request to add a Student to ProcureSU form or send an email to procurement Services (procurement@seattleu.edu) containing their:

- Name
- Email
- Reporting Unit (name or the alpha code from the organization hierarchy)
- Supervisor

Q: What orders can I see?

A: All Shoppers can see their documents (i.e., Carts, Requisitions, and Purchase Orders they have created or worked on) but require permission to see other documents within their Reporting Unit. Shoppers will not have access to view documents outside of their Reporting Units.

Q: How does three-way matching work?

A: The three-way match will apply to most orders and requires that the amounts on the PO, Receipt, and Invoice all agree within a predetermined tolerance.

Q: I seem to have too many activity string numbers but not the right ones. What can I do?

A: Go to your name and select View My Profile. Under Default User Settings select Custom Field and Accounting Code Defaults; on the Codes tab select edit for Activity String then in the box with the activity strings click on each one you wish to delete and select Remove. To then add codes, select Create New Value and search either by name in the Description field or, using the GL Translator on the Controller's Chart of Accounts website, find the new Activity String code from your old Account Code and enter it in the Value field. If one is preferred, you can further designate it as a Default. The codes will now be available to you when you click on Select from profile values.

Q: On the Non-Catalog Items entry, how strictly defined do the Product Description and Model # have to be?

A: These should be as detailed as the vendor may require. Please check with your vendor, noting that the Purchase Order will be sent as soon as the requisition has been approved.

Q: How can I find out who my Requisitioner is?

A: Check with your Major Financial Manager who you should assign carts to in your area.

Q: How do we pay deposits for venues?

A: The easiest way is to complete a Non-Catalog Items form, listing the deposit amount and the remaining balance as two separate lines, detail the Product Description the venue and date(s). Then you can submit the deposit invoice to Accounts Payable for payment.

Q: How do I know if a vendor is in ProcureSU?

A: All vendors in Colleague are shown in ProcureSU. The easiest option is to open a Non-Catalog Item form and enter the vendor's name in the search field. If nothing is returned, you can complete a ProcureSU Vendor Update Request form or send the Vendor Set Up package on the Procurement Services website to the vendor.

Q: How do I enter a price when it is an international currency?

A: Contact the Controller's Office for the conversion factor to use. All prices entered into ProcureSU should be in USD.

Q: What do I do as a Requisitioner if I do not see an Activity String I need to use in my Activity String Profile Values?

A: You can use the "Select from all values ..." function and describe in the Customer Field Search to locate. If you like, you can also go to your Name/Profile Values/Default User Settings/Customer Field and Accounting Code Defaults where on the Codes tab you can select to edit the Activity String. This will allow you to Create New Value, then search for and add whatever Activity Strings you want to include in your profile values.

Q: I am an 11-month contract employee and I will be out of the office for five weeks this summer. I serve as the ProcureSU Requisitioner for our group, and I am wondering how I designate an interim Requisitioner while I'm away?

A: Requisitioners should work with their Major Financial Managers when they are expecting to be away any length of time and unable to process carts they receive. When a replacement assignee for carts is identified, this should be communicated to Shoppers within the group to avoid any disruption in requisitioning and order processing.

Q: How is the list of Object codes determined for an Activity String?

A: The Object codes are maintained in ColleagueXE by the Controller's Office and by default, they activate the Object codes with budget assigned to them. The Controller's Office is able to activate additional Object codes to an Activity String when necessary. Requisitioners can use the Add Object Code form to request additional Object codes.

Q: Can I select a Requisitioner in my absence?

A: There is no process for substituting Requisitioners in ProcureSU. Requisitioners who will be absent need to alert their Shoppers as to whom they should assign their Carts while they are gone.

Q: How can a Requisitioner withdraw a Requisition?

A: Assuming the Requisition has not be converted into a Purchase Order, it can be withdrawn by opening the Requisition, selecting Requisition in the top left area of the page and then the option to Withdraw Entire Requisition.

Q: Can I select an approver in my absence?

A: Approvers set up a Vacation Notification when out for 3 days to 3 weeks. During their absence, their approvals will be forwarded to the next level in the Expenditure Authorization.

Q: Can Approvers change an order?

A: No. If an order needs to be revised the Approver will simply assign the order back to the shopper or requisitioner to make appropriate changes.

Q: For invoices - if we put a PO request in that doesn't exactly match the final invoice that SU receives, how does payment proceed? Often final invoices are different from quotes, so the exact amount due can't be known until a final invoice is received.

A: For purposes of clarification, quotes should be legally binding (in contrast to estimates which may reasonably be expected to change). Should a price estimate not agree with the purchase order amount, you will need to complete a Change Order Request Form (exactly like before ProcureSU, but now online in the system).

Q: How will the approval routing (workflow) work for Shoppers who can shop from many cost centers?

A: Workflow rules evaluate line-level Activity Strings and amounts. If multiple rules get triggered in a step, due to many cost centers, then multiple Approvers will need to approve the Requisition.

Q: How do I pay an advance payment using a wire transfer or foreign currency?

A: Add a note for Accounts Payable when assigning a cart or an instruction using Internal Notes on the Requisition.

Q: What are Commodity Codes used for?

A: Commodity Codes are used to: a) determine what items are taxable, b) route requisitions (e.g., require an EH&S review of a hazardous material), and c) categorize information for reporting purposes.

Q: What do I do with invoices or where do I attach my invoice?

A: In general, invoices should be sent directly to the AP office at payables@seattleu.edu. As many processes are automated in ProcureSU, Accounts Payable is unlikely to see an invoice that is attached to a requisition. Please be sure Shoppers in your area are aware of the need to forward along invoices that they receive; Accounts Payable is responsible for matching these invoices to the correct Purchase Order. (Please note three exceptions to this rule are the Direct Pay Request (Under \$500.00), Direct Pay Request – Travel and Meals, and Membership and Subscriptions forms. You should attach your invoice to these forms and Accounts Payable will process it from the Requisition attachment.)

Shopping Experience

Q: Why won't Amazon let me set-up a SU account?

A: If you are using your SU email address for a personal Amazon account, you will need to change that to a personal email and then wait 48 hours for that change to become final. (Note: if you have a ghost account you will need to contact Amazon directly to resolve.) After that you will be able to go to the Amazon Punch-out site and use your SU email.

Q: How do I attach a quote to a Non-Catalog Item?

A: On the Non-Catalog Item screen, click on the Product Details plus sign, then click on Add Internal Attachments.

Q: Will I get a PO Confirmation?

A: By default, users will receive an email when a PO is sent and they will receive a notification within the system. Notification settings can be adjusted, however.

Q: How do I purchase something not in the catalog?

A: In ProcureSU, you will be able to order an item not in the catalog by completing a Non-Catalog Item order.

Q: What do I do if I can't find the unit of measure I want to use (e.g., Lot).

A: Use EA and attach a comment. From the Cart, select Proceed to Checkout. This will open the requisition where you can select either Internal (or External) Notes and Attachments or Comments.

Q: I sent in a requisition but with the wrong GL Activity String. What can I do?

A: If the Requisition has not been approved, contact the approver and ask that the requisition be returned to you to code properly. If a purchase order has already been created, post an Internal Note. If the good or service has already been ordered, contact Accounts Payable to make an adjustment.

Q: Why is there a "Project" option next to Activity String and Object Code?

A: Some Activity Strings have projects associated with them. The Project number is assigned after significant documentation and communication with the Controller's Office. These are typically assigned to Capital project or Grant projects. Contact your Major Financial Manager or the Controller's Office, if you have a question about a Project Code you have been assigned.

Q: Who will be the Receiver of goods/services?

A: This may vary by Reporting Unit. Shoppers can always receive their goods and services. Requisitioners or anyone that has "touched" an order will also be able to see the order and therefore receive against it.

Q: If I have multiple vendors in a Cart, will they each have the same PO number?

A: No, the application will create a separate PO for each vendor.

Q: How can I make a grant purchase when the grant funds have not yet been entered into my budget?

A: Grant purchases are not undergoing a budget check at present within ProcureSU.

Q: Can you request and approve purchases from an account line that has \$0? Often with our grants, the BIF holds general buckets of money for program expenses, but actual expenses hit the GL in different account lines than what was outlined in the BIF. For example, \$55,000 might sit in "Contract- Sub Award" but actual expenses come in as professional fees, printing, supplies, etc.

A: ProcureSU performs two unique budget checks, one before approval workflow has started, the second occurs after the final approval is received to ensure funds are still available. For operating funds, ProcureSU is checking the total non-salary expense budget available irrespective of line item. If that amount will be insufficient, the Requisitioner should request a budget override from the UBO.

Q: As we submit expenses in the system, can we add tags to items so that we can pull data in particular ways from InformSU? For example, within a gift cost center, we have several sub-program budgets. It would be useful to be able to tag expenses to particular programs so that I can pull an expense report for each program within the single cost center.

A: ProcureSU has some reporting capabilities you may be able to use. In this instance it is suggested you adopt a naming convention for Carts and forms that identify the sub-program budgets involved. The Search and Export capabilities of ProcureSU can then be used to create an Excel file to support your analysis work.

Q: What if I ordered four items and only received three of them?

A: In ProcureSU receiving is done by line item. Vendors, however, will need to submit a partial invoice to receive payment.

Q: What do we do if vendors insist on sending their invoices to the department or office, instead of Accounts Payable?

A: Vendors have been asked to send their invoices directly to Accounts Payable to allow us to automatically pay them instead of moving an invoice around campus. If it is a vendor you routinely work with you should remind them of this request. A reminder that the vendor will no longer be paid until there is a three-way match of the Purchase Order, Receipt and Invoice within ProcureSU. Invoices will need to be forwarded to Accounts Payable so that it is scanned into ProcureSU and received against, which will cause a slight delay.

Forms

Q: What do I do if I have to wait for additional information to complete a form?

A: Save progress and close the form. To access it again, go to Orders -> Search -> Procurement Requests.

Q: I am pretty sure that my vendor is in the system but can't find it when I search. How do I search for a vendor?

A: Vendors are searchable by two names, the legal entity name or the person dba (i.e., doing business as the legal entity). If you can't find the business, you can search on the person's name. You can also search on elements of the name (e.g., Bon for Bon Appetit) and note that vendor names can be very different (e.g., the Bon Appetit vendor is Compass Group).

Q: How do I update Vendor information (e.g., a new address)?

A: The ProcureSU Vendor Update Request form allows you to Modify Existing Vendor information and make other changes.

Q: When a new vendor form is submitted, will we be notified once the vendor has been added to the system? What is the general turnaround time on setting up a new vendor once the form has been submitted?

A: The general turnaround is two days. Forms will not be approved until the vendor is added/updated, so notification of approval indicates the vendor can now be used.

Q: We work with a vendor who supports our summer programs. The way we pay them is by receiving an invoice for reimbursement for program-related expenses. Should I enter these invoices now as a non-catalog item or as an independent contractor form in ProcureSU? We get several invoices for reimbursement throughout the summer as expenses for the program are incurred.

A: Use a Declining Balance PO. This will require the vendor to be in the system and for you to input an estimate of the total cost of the services as the Unit. If there is a contract or quote, these can be attached. Then, as you receive invoices, use the Create Cost Receipt function in Document Actions.

Q: How can I order from the SU Book Store?

A: It is suggested you use a Declining Balance PO. The vendor will be Follett.

Q: How can I pay membership dues through ProcureSU?

A: Yes, there is an Annual Payment form for this purpose.

Q: If Faculty wish to purchase books independently and be reimbursed from Faculty Development funds within their colleges, can that still happen?

A: To be reimbursed, users will need to enter receipts and information into the system using the Reimbursement Request Form. However, it is recommended that all orders, barring emergency and travel-related expenses, be placed in ProcureSU before purchasing.

Q: Filling out a reimbursement for SU employee - why does it ask for a shipping address?

A: Checks for SU employees are paid with direct deposit. The shipping address is just a standard part of the Requisition, but the check will not be mailed there. For non-SU employees, the form asks for an address, if applicable.

Q: What if I'm only being reimbursed \$1,000 for a \$1,100 trip because we have only \$1,000 in the budget for this trip?

A: You would short one of the travel expense items – e.g., asking for only \$400 of a \$500 lodging charge and you would want to note this (either an Internal Note or Comment when you assign the cart: “I am shorting the lodging expense to fit the budget”). Please note that the budget checks for operating funds, look at the specific Activity Spring’s total non-salary budget so Requisitioners and Approvers need to exercise care.

Q: I am an Activity Manager with reimbursements to process for future SU employees traveling to the area for house hunting purposes. While I can normally approve the amounts involved, ProcureSU sends these to my next level approver. How can I stop this?

A: The system will not allow people to approve their own reimbursement requests. When processing reimbursements for non-employees, such as you have mentioned, you can have a person who is not the Activity Manager prepare the reimbursement request for your approval to maintain a necessary segregation of duties.

Q: Why have some reimbursements required an additional approver?

A: Per the Accounts Payable Policy, individuals cannot approve their own personal reimbursement. To align with this policy, ProcureSU automatically routes reimbursements for approval based on the “Prepared for” and Approver for the expense. When the “Prepared for” and Approver are the same individual, the requisition is routed to the next level for approval. If you are completing a reimbursement for another person, be sure to update the “Prepared for” line to reflect the person that you’re completing the reimbursement for.

Q: Travel expenses are exempt from the Procurement Policy. Would this include a venue rental or deposit on a trip?

A: Venue rental, for other than lodging, would be considered a non-travel related expense and would be entered into the ProcureSU Reimbursement Request form after travel expenses on the Form Fields – Non-Travel page.

Q: How do I handle multiple payments to an independent contractor? We have people we need to provide a down payment to (some multiple down payments) and then a final payment at or after the event.

A: For equal payments, enter a per unit price and quantity to match the payment schedule. For unequal payments, switch the price and quantity. Instead \$1,000 at 1 quantity, put \$1 at 1,000 quantity. This mimics the declining balance PO process.

Q: Can we attach a W-9 on the Independent Contractor form?

A: No, the vendor must be set up prior to completing the Independent Contractor form. To set up the vendor, complete the ProcureSU Vendor Update Request form (i.e., "Add New Vendor") and attach the W-9 form.

Q: How do we arrange to pick-up a check from the Controller's office for Independent Contractors?

A: On the General Information page of the Independent Contractor form, choose Check Distribution Method "Pickup." This will open a box, labeled "Pickup Information," where you can note how the Controller's office can notify you when the check is ready.

Q: What do I do if the vendor's remittance address changes?

A: Use the ProcureSU Vendor Update Request to "Modify Existing Vendor" and answer the remittance information on the Questions page of the form.

Q: I have an invoice over \$500 for publishing a paper. How do I get it paid? Do I have to have them added as a vendor? I don't think it will be a vendor I will use again.

A: You will need to have the vendor set-up in the system first (i.e., to ensure we properly report the transaction for IRS purposes) – please use the ProcureSU Vendor Update Request Form. Then you will need to use the Emergency Procurement Form selecting the "after the fact" option.

Q: Can I use the Declining Balance PO to pay for a database?

A: The Declining Balance PO form is used for *services* that are billed at variable amounts. If the database use and billings are variable, the Declining Balance PO would be used. If, on the other hand, the billed amount is the same month to month, it would be better to set-up as a Non-Catalog Item with the number of months (or billing periods)

Q: How do I get reimbursed for Economy Plus travel?

A: SU's Airfare policy: "The University will reimburse for the most economical airfare that is generally a coach class ticket aboard a regularly scheduled commercial carrier. An itinerary or e-ticket is the required documentation for reimbursement of airfare. Both are commonly issued from online travel booking sites. The itinerary or e-ticket must include the travelers' names, flight dates, price, ticket class, destination and proof of payment. Upgraded seats, travel insurance and other nonessential expenses are not reimbursable. The University will not reimburse the equivalent cost of the ticket when personal airline miles are used."

Q: Can you mix per diem and receipted meals for the same trip?

A: From SU's Meals policy: "...travelers should not seek reimbursement for a meal that is included in some aspect of the travel such as a conference registration. The traveler may not claim partial per diem and an actual meal expense on the same day. For example, reimbursing breakfast at a restaurant and then claiming per diem for lunch and dinner is not allowed. When attending a conference that provides meals per diem cannot be claimed.

Pro-cards

Q: Can you purchase plane tickets and reserve hotels through ProcureSU?

A: ProcureSU is not travel software. Travelers will use the Reimbursement Request Form or the Pro-card for travel expenses.

Q: We have several monthly subscription fees that are automatically paid through a Pro-card. Will we be able to do these payments through ProcureSU?

A: There is an Annual Payment form in ProcureSU that does not require you use a Pro-card. If you are planning to make 12 payments, you will want to set up the fee quantity as 12. However, you might consider paying an annual fee as a lump sum, instead, to make processing easier on yourself and take advantage of any discounts available.

Q: We regularly work with small, local food/catering vendors to provide food for off-site meetings and programs. These vendors (like Banana Grill, Byrek and Baguette, and local caterers) don't have a website and orders are placed over the phone, with a credit card given for payment. How does this work in ProcureSU?

A: Food purchases are exempt from the university's Procurement Policy so it is not necessary to enter into ProcureSU. However, if a personal credit card is used for the purchase, a Reimbursement form in ProcureSU would need to be completed to get reimbursement. On the other hand, if the vendor submits an invoice, a Direct Pay form would need to be completed within ProcureSU for the invoice to be paid.

Q: We purchase many event tickets. These are negotiated over the phone because we get group rates. We often just pay by Pro-card over the phone. How does this work in ProcureSU?

A: If over \$500, an Emergency Procurement form will need to be completed. There is an option to indicate the order was paid with a Pro-card on the form.

Q: We buy groceries for programs – juice, pastries, snacks, etc. Sometimes we use a Pro-card and sometimes staff buy on personal cards and get reimbursed (when they can't get another staff member's Pro-card to use). These items need to be bought fresh on the day of the program. How is this done in ProcureSU?

A: In this instance you would use either the Pro-card reconciliation process or need to complete a Reimbursement Request Form (for non-travel expense). This is much like it was prior to ProcureSU but now is online.

Q: We use Uber as part of one of our programs, sending guests home from the evening program sites. Because this works through a Pro-card loaded onto an Uber app, I'm not sure how this translates into ProcureSU.

A: Travel is exempt from the procurement policy so you will continue to use the Pro-card reconciliation process.

Q: We get infrequent, but unavoidable, instances where items are needed last minute. For purchases that we need immediately (i.e. extra supplies for a program), should we purchase that with a Pro-card since we can't wait for delivery?

A: There is an Emergency Procurement Form for unanticipated expenses over \$500, to secure the necessary approvals. Please be aware that it is in the university's interest to consolidate spend wherever possible so, over time, a number of commodities could be blocked from Pro-card use.