

Marketplace 101 Webinar

05/09/2023

Q&A

Q Can you enter external addresses in the default section?

A Only CU and affiliated locations will be available in the Default Addresses section. If you do not find the address that you are looking for, please contact us at psc@cu.edu for guidance.

Q Can you send Staples supplies to CU employees who work remotely? Send them directly to their home address?

A Hi Teresa - Only CU and affiliated addresses are available as a Ship To location in the CU Marketplace. Please reach out to us at psc@cu.edu for guidance on how to have items delivered to a remote employee. Thank you!

Q Am I understanding correctly that if I am set up as a requestor, I don't need anyone else to approve my shopping carts? What is the difference between a requestor and an approver?

A Requestors are able to submit catalog orders up to 25k, and non-catalog items up to 10k without the need for approvals. Based on the dollar amount, a shopping cart will automatically route to the designated Approver, when applicable. Approvers only have to take action when an order exceeds our purchasing thresholds.

Q Can you please show how to Reject an invoice?

A Invoices generally cannot be simply "rejected". If you disagree with the charge/invoice, you would need to work with the supplier to ensure a credit memo is submitted to apinvoice@cu.edu with the PO# clearly referenced on the CM. (Certain suppliers bill electronically and they should also then credit electronically instead of submitting to [apinvoice](mailto:apinvoice@cu.edu)). You can also add comments directly on the invoice(voucher) to the payables specialist if invoice should be moved to another PO

Q What if the invoice is not a quantity but a dollar amount, how do we create the Qty report?

A Each PO should have an associated quantity with the dollar amount for the PO that will allow you to enter a quantity based receipt. Additional guidance on quantity receipts can be found here: <https://www.cu.edu/psc/cu-marketplace-how-entering-receiving-creating-quantity-receipts-pos>

Q Thanks for that link. Those directions indicate, "Below this section, in the receiving lines, record the items that arrived, or the portion of services received, in the 1) Quantity space of the receiving lines.". Does the "Portion of services received" mean a percentage of the current invoice to the full PO amount?

A Great question. It would depend on how the PO was set up. For example, if the PO was set up by hours, then you could create a receipt for the quantity of the hours that have been billed/invoiced so far. If you don't mind, please reach out to us at psc@cu.edu and we can provide specific guidance for this particular PO. Thank you!

Q I know this is specific to me but I can't change my default department value or my phone number within my profile. Can someone do that for me or talk to me offline.

A These are two fields that we have to update on our end. Please send us an email at psc@cu.edu with the request and we'll be happy to update this for your profile. Thank you!

Q I get those same emails to to do recieving. I do recieving and then I get emails saying it's over invoiced.

A On a voucher there is a matching tab, you should review this to see what is over invoiced. If its a PO (not an SPO) and its over in quantity only, you can comment to the payables specialist on the voucher. for assistance. Otherise if you disagree with the amount over-invoiced you would work with supplier for a

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credit memo. OR work with changeorder@cu.edu to add funds to match the PO to voucher if you do agree with the amount billed