

CU Marketplace How-to: Solutions for PVs that Can't be Processed in CU Marketplace ^[1]

There are several reasons for a *Payment Voucher* (PV) to not be processed. If the PV cannot be processed in its current state, the PSC Payable Services technician will add a comment to the PV voucher in CU Marketplace indicating why. The Requestor will receive an email notification that a comment has been added.

PV is not the appropriate method of procurement

The PV is a highly-restricted method of procurement used to process invoices when a purchase order or other commitment voucher is not applicable. The PSC Procedural Statement *Payment Voucher/Authorization* ^[2] details allowable PV goods and services, including documentation requirements and allowable conditions.

The Payment Voucher form in CU Marketplace has a dropdown list of allowable PV uses. If the purchase isn't in the list, the PV is not the appropriate method of procurement.

Solution: Create a shopping cart using the Non-Catalog Form. Step-by-step instructions are available here: [CU Marketplace: Using Non-Catalog Forms](#) ^[3].

Once there is a PO # for the non-catalog purchase, note the PO # on the invoice and email the invoice to APInvoice@cu.edu ^[4]

Multiple invoices attached to one PV

There should be only one invoice attached per Payment Voucher Form.

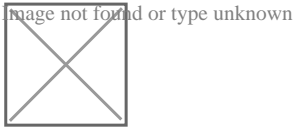
Solution: Start over. Create and submit one PV for each invoice. Refer to [CU Marketplace: Shopping with the Payment Voucher](#) ^[5] for further information on the PV process from start to finish.

Incomplete information or documentation

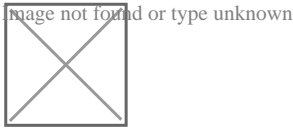
Documentation requirements are detailed in the PSC Procedural Statement *Payment Voucher/Authorization* ^[2].

Solution: Provide the additional information/documentation by adding a comment within CU Marketplace to the PV **voucher**.

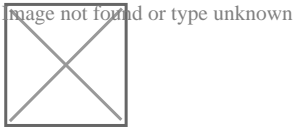
Locate the PV voucher in CU Marketplace. Use the search dialogue in the top right of CU Marketplace and enter the voucher number (it will start with an S). Click on the voucher number:



Once the voucher is displayed, go to the Comments tab:

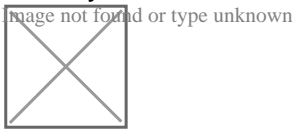


Click the **plus** icon to add a new comment:



Enter a comment to provide further information and, if needed, attach documentation

Be sure to check the box next to the Payable Services specialist's name so they are notified when you add the comment and/or documentation. Click **Add Comment (check mark icon)**:



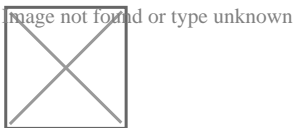
If the needed information/documentation isn't added to the voucher in the appropriate timeframe, a new PV will need to be submitted. Refer to the next section, below, for step-by-step instructions on copying a Payment Voucher Form for resubmission. Remember to include the information/documentation missing from the first submission. *This also holds true if the Payable Services technician isn't notified when the comment is added to the voucher.*

Multiple PVs in one shopping cart

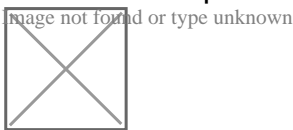
There should be only one Payment Voucher Form per shopping cart.

Solution: Copy each Payment Voucher Form into its own shopping cart and resubmit.

Locate the requisition that contains the PVs. One way is to use the side navigation bar to go to **My Orders**. A list of the requisitions over the past 90 days will appear – select the appropriate requisition from the list:



Once the requisition is displayed, use the **Available Actions** dropdown (located next to the document/Requisition number) to select *Copy to New Cart*.



The items and information from the original requisition are added to a new shopping cart. Scroll down to the first PV listed and check the box on the right side of the line:



Use the **action dropdown** next to the checkmark to select *Move to Another Cart* and select *Move to new cart*.



Repeat until only one PV remains in this cart for resubmission. Each PV is now in its own shopping cart ready for submission. Use the side navigation to **View Carts**:



It's recommended to enter a unique shopping cart **Name** to easily identify or search for the shopping cart. Finalize each cart using CU Marketplace: Adding Details to Shopping Carts [6].

Source URL: <https://www.cu.edu/psc/cu-marketplace-how-solutions-pvs-cant-be-processed-cu-marketplace>

Links

[1] <https://www.cu.edu/psc/cu-marketplace-how-solutions-pvs-cant-be-processed-cu-marketplace>

[2] <https://www.cu.edu/psc/policies/psc-procedural-statement-payment-voucher-authorization>

[3] <https://www.cu.edu/psc/cu-marketplace-how-using-non-catalog-forms-shop> [4]

<mailto:apinvoice@cu.edu> [5] <https://www.cu.edu/psc/cu-marketplace-how-creating-payment-vouchers-cu-marketplace> [6] <https://www.cu.edu/psc/cu-marketplace-how-adding-details-shopping-carts-such-speedtypes-and-shipping>