USER GUIDE

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Receiving
Running Reports
# Processing Orders that Need Approval

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- Mail Messages
- Archive

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- Transaction Rejected:
- Other types of emails:

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- Red Status Messages at top of Screen
- Elvis

## E-Mail Messages

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Getting Started

Requesting Access to the Marketplace

Users in the Marketplace are granted access and permissions based upon their role. The same person cannot shop, approve, and receive their own orders unless compensating internal controls have been approved by the appropriate Vice-President.

Users may request access here:

https://wp.wwu.edu/bfs/2016/02/23/western-marketplace-access-form/

Office 365 eProcurement Western Marketplace Public Group

When you are granted access to the Marketplace you are also given access to the email distribution group. This list is used for Marketplace updates and information. Discussion among members is approved as long as the topics relate to eProcurement, Purchasing and the Marketplace. Any procedure or policy changes are sent out to the list members as needed.

Roles

**Shopper (Transfer Cart) Only.** This person can shop and then transfer their cart to someone else for checkout **If this role is selected, no other access can be granted, including receiving or grant approval.**

Shopper/Checkout or Forward:

This person can complete the checkout process or this person can forward their cart to have someone else complete the checkout process.

The person who completes the checkout process is the requestor on the order.

**Receiver:** This person receives their orders online. A person can also be granted permission to receive orders placed by others.

**Approver.** This role is for people who will approve orders online. In most cases, this person must be a budget authority.

Signing On

Once you have been set-up as a user/approver in Western Marketplace, you can access the application through Western's single sign-on on the myWestern page. A Western Marketplace link will appear under Technology Tools.
If you receive an email notice from noreply@esmsolutions.com with a link asking you to sign on to easyPurchase, the link will take you to the Western Marketplace Resources page. Click here to log in.

**Western Marketplace login**

Western Marketplace References
- FAQ’s
- Vendor Return Guidelines
- Western Marketplace Access Form

Reference Guides
- User Guide
- Approver Guide
- Receiving Guide
- Running Reports
- Using Order Summary and Extracts
- Quick Reference Sheet

ESM Solutions is our platform provider and they refer to the Western Marketplace as easyPurchase.

A third link is also available on the Business Services website.
If you see a screen that looks similar to the photo below, **DO NOT ATTEMPT** to log on to the Western Marketplace from this screen. Your email and password will not work. You must access the Western Marketplace through a single sign on using your Western Universal log on, name and password.

**Pop-up Blockers**

Pop-up blockers must be disabled. Consult with ATUS or your IT staff.
Contacts

<table>
<thead>
<tr>
<th>Purchasing</th>
<th>Main Line</th>
<th>360-650-3340</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing Support</td>
<td>Elizabeth Linke</td>
<td>360-650-6341</td>
</tr>
<tr>
<td></td>
<td>Karen Silvernale</td>
<td>360-650-2314</td>
</tr>
<tr>
<td></td>
<td>Hal Verrell</td>
<td>360-650-3068</td>
</tr>
<tr>
<td>System Administrator</td>
<td>Susan Banton</td>
<td>360-650-2430</td>
</tr>
<tr>
<td>Back-up Administrator</td>
<td>Heidi Ling</td>
<td>360-650-4220</td>
</tr>
<tr>
<td>Forms</td>
<td><a href="mailto:ESM.Support@wwu.edu">ESM.Support@wwu.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

If Purchasing or a System Administrator is not available during an emergency, please contact ESM Solutions Support, (877) 969-7246 or support@esmsolutions.com.

Navigation Tips

As you navigate through the Western Marketplace, buttons will change color and labels. If a button is grayed out and is not available, this means additional actions must be taken, such as “Update.”

Many of the apparent drop down menus require you to start typing your entry in order to bring up the relevant options pre-loaded in the system. Many of the lists are too large to list all of the options as a static drop down.

At the header level, the order status is typically shown to the right of the screen. When the small blue triangle is pointing downwards you will see the header level of an order, the line detail of an order and the Ship to and Bill to Information at the bottom.

Anytime an area of the order is underlined in blue it is possible additional information is available.

Header Level of an Order:
Line Level and Ship to information Detail of an Order

<table>
<thead>
<tr>
<th>Item/Service: Room(11) Hanging Drawers</th>
<th>* Ship To - Attr: Michele Oppenheimer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalog Item #: 736371</td>
<td>Internal Note: add attachments</td>
</tr>
<tr>
<td></td>
<td>Tax:</td>
</tr>
<tr>
<td></td>
<td>Chart of Accounts: details</td>
</tr>
<tr>
<td></td>
<td>GL Acct. Code: details</td>
</tr>
</tbody>
</table>

**Contract Price:** 9.28 USD  
**UOM:** EA

<table>
<thead>
<tr>
<th>Item Subtotal: 9.28 USD</th>
<th><strong>Total Qty:</strong> 0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tax:</strong> 0.00 USD</td>
<td><strong>Received:</strong></td>
</tr>
<tr>
<td><strong>S &amp; H:</strong> 0.00 USD</td>
<td><strong>Qty Ordered:</strong> 1</td>
</tr>
<tr>
<td><strong>Item Total:</strong> 9.28 USD</td>
<td><strong>Dollars Received:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transaction #: 748190</th>
<th>Ship To: Communication Stds</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supplier Terms:</strong> view</td>
<td>510 High Street</td>
</tr>
<tr>
<td></td>
<td>Comm Facility 295 MS-9162</td>
</tr>
<tr>
<td></td>
<td>Bellingham, WA 98225</td>
</tr>
<tr>
<td></td>
<td><strong>Subtotal:</strong> 48.17 USD</td>
</tr>
<tr>
<td></td>
<td><strong>Ship To - Attr:</strong> Accounts Payable</td>
</tr>
<tr>
<td></td>
<td>Accounts Payable</td>
</tr>
<tr>
<td></td>
<td>PO Box 218</td>
</tr>
<tr>
<td></td>
<td>Bellingham, WA 98227-0218</td>
</tr>
<tr>
<td></td>
<td><strong>Total:</strong> 48.17 USD</td>
</tr>
<tr>
<td></td>
<td><strong>Order Total:</strong> 48.17 USD</td>
</tr>
<tr>
<td></td>
<td><strong>Dollars Received:</strong> 0.00 USD</td>
</tr>
</tbody>
</table>

Landing Page Contents

When you sign on the Marketplace you are at the Landing Page or the “Shop” area.

**Hamburger:**

There is a Menu in top left corner (The Hamburger)
- Applications - if you later have access to other modules such as contracts or sourcing they would be listed here.
- Extracts (Detail information available about your activity)
- Order Summary (a Great Search tool!)
- Reporting

**Under your Name:**
On the right hand side at top where your name is when you click the check mark you will see:

Profile is where your default information including shipping address is set up. This is also the area where Approvers can temporarily delegate their authority for approving orders to others.

**Go To: All Transactions | Non-Catalog Items**

Immediately under the Search area there is a “Go to: All Transactions | Non-Catalog Items. Click All Transaction to go to the transactions you are currently working to finish. Click Non-catalog to start a non-catalog order.

**Cart:**

To see items that are in your cart click Cart. When you click cart you will have the option to “Checkout”. Once you click Checkout orders that need to be finished are viewable by clicking “All Transactions.” Should you not finish an order it will be saved online until you delete the order or finish the order.

**General Information:**

A General Information area is on the right hand side of the screen. News and announcements will appear here.
Recently Requested products:

These boxes keep your last Hosted and Level 2 catalog items previously ordered available for re-ordering. Hosted and Level 2 catalog items should display up to date pricing. **Western does not have any suppliers who provide current level 2 detail pricing.**

Level 1 punch-out items (such as Office Depot) are not displayed in the Recently Requested section since updated pricing needs to be shown. This currently can’t be displayed without accessing the supplier website first. At this time it is not possible to hide, move or minimize the Recently Requested Products section. This is as a placeholder for item favorites, which is still in the backlog for a future release by ESM.

**Start Shopping**

**Shop – Catalog Orders**

Upon logging into Western Marketplace, the user is taken to the Shop page. The Shop page contains logos and names of suppliers.

Vendors on this page either have “hosted” or “punchout” catalogs. A punchout catalog means when you click the logo you are taken to the vendor’s website. You shop, you check out of the vendor’s site or submit your order and are returned back to the Western Marketplace to finish and request approval.

A hosted catalog means you are buying from a pre-approved list provided by the vendor, you shop, finish the checkout process and request approval for the order all in the Marketplace. Once the order goes through the approval process, a purchase order is emailed to the vendor.

Some vendors have the capability of placing both a catalog and non-catalog order. If a logo has a hyperlink below the logo this is where you would start a non-catalog order for that vendor. (Non-Catalog Orders are discussed after catalog shopping.)

Catalog Order click here:

Non-Catalog Order Click here:
To start Shopping select the catalog you wish to use by clicking on the vendor logo.

When you click the logo, you will then “punch out” to the vendor’s website or you will be taken to their “hosted” catalog; this can take 5 to 20 seconds. If you do not punchout to a vendor’s website be sure and check that your pop-up blockers are off.

a. Select the item(s) you wish to purchase from the vendor’s website, enter quantity for each item(s), and add the items to the vendor’s shopping cart on the vendor’s web page.

You then check out of the vendors’ site and return to the Western Marketplace.

Tip: You may put as many items as you wish in the cart while you are on the Vendor’s site, you have a chance to delete the items in the Marketplace Cart.

IMPORTANT: Each vendor’s wording for the checkout process coming back to Western is different.

Examples are: Punchout, Submit Cart, Complete Checkout, Return Cart to Purchasing Application, Submit Order, Checkout, Submit a Requisition, Send Proposal, Transfer Shopping Cart, or Begin Secure Checkout.

Regardless of the wording on the vendor’s site, the items you wish to buy should come back to the Marketplace and be available in your Marketplace Cart. See the Cart Summary screen below.
1. If your shopping is complete click Checkout from your Cart Summary. Skip to Page 13.

Non-Catalog Shopping –

Users will use this functionality instead of completing a paper purchase requisition form (purchasing to place.) This can be used for any type of goods or services.

Select “Non-Catalog Items” under the Search area.

The screen will change as shown below.

New Non-Catalog Item
To add a non-catalog item you need to select the supplier first.

1. Select Supplier:

Search Supplier  No suppliers found

2. Add Item

Enter a few letters of the Supplier’s name that you wish to use and hit “Go”. (No need to use wildcards and this is not case sensitive)
A dialog box with names will appear.
Select the supplier by clicking the “Select” button under Action.

Add Supplier to the Marketplace:

If the Supplier is not found and you know what supplier you wish to use, Type “Add” and hit “Go.” A box will open that has a selection we call “Add Supplier to Marketplace.”

Click on “Select.” Later, when you checkout, you will add an internal note with detail (Name, address, phone and/or email contact) on the supplier you need to have added.

You may also use “Quote” if you wish purchasing to obtain a quote for you or “unknown” when you want Purchasing to find a vendor.

Add Item Form:

Once you have selected a supplier(even “Add, Quote or Unknown”) the screen will change to the form that you will complete to add line items to your purchase order.

This form will be used to provide information on each line item you are ordering. You should complete information for each unique item. For purchase orders with less than five lines do not say, “See Attached.” You need to complete enough information so the vendor (and your approver) knows what you are trying to order.

You will also complete a line for things like freight, delivery or installation. More information on completing the fields is listed below.
Adding Line Items for Orders with Five or less Line Items from a Single Vendor:  
(If your order is six or more lines skip to Page 12)

Complete the Required* fields and click “Add to Cart.” If you have more than one line you will need to complete an “Add Item” form for each item until you are finishing adding all the items to your cart.

*Item/Service – Provide a short description of what you are buying. Use the other lines such as MFG/Provider or MFG/Provider Part # or Catalog Item# to provide more detail.

*UOM - Leave UOM (Unit of Measure) as Each.

*QTY (Quantity)

List Price – enter a price if you have one.

Always leave the S&H area blank. If you have freight, delivery or installation charges you will need to enter it as a line item. (See example below)

The other fields MFG/Provider, MFG/Provider Part #, Catalog #, UPC, CAS Number are optional – but if you have information please fill it in.

Example how to enter Delivery, Freight or Installation Non-Catalog Orders

When you have typed an entry for each item you are ordering Click “Add to Cart.”

Cart Summary:
When done, click the “Cart” picture near the top right of the page. You will see all the items you have put in your Marketplace Cart. You may change the quantity or delete a line. If there is an error you will have to click the red “X” to delete the incorrect item and start over. When ready to proceed to the next step,
click the “Checkout” button next to “Convert Cart to a transaction(s)”. The Marketplace will set up a transaction for each unique vendor you have selected.

Six or More Line Items from a Single Vendor

When you have a larger order you have a choice of completing the order yourself or forwarding the order to purchasing to complete the line detail. If you forward to purchasing, they will complete the line detail and forward the order back to you to complete the order and request approval.

1. Requester creates one line which is essentially kind of a placeholder. When the Add Item form opens under Item/Service you should type: see attached quote or listing. Qty can be entered as 1 and if you have it, show the total dollar value of the order in the List Price box. Click “Add to Cart”.

2. Click the “cart” picture near the top of the page. You will see your placeholder item, click the Checkout button above the “Convert Cart to 1 transaction(s)”

3. For Non-Catalog Orders where Purchasing is going to enter the order detail, the process is different from the way a catalog order or non-catalog order with five items or less is handled. The Requester forwards the transaction to the Buyer in Purchasing (as of June 2017, Karen Silvernale). The Buyer or Purchasing Support will review the order, verify pricing if requested and complete the entry of the line items and will then forward the order back to the Requester.

4. The Requester needs to provide the additional information to allow Purchasing to complete the order. This might be information on the item you wish to purchase, it might be the quote or it might be information on the supplier you want added to the Marketplace. Setting up a new vendor may delay your order 3-4 days as Purchasing cannot set up the vendor until the vendor provides the necessary information. You will use the internal note and attachment area to communicate with Purchasing.

5. Note to Vendor – “Add” “Attachment” – These are two separate functions. If this area is used for a note or attachment, the note and/or attachment accompanies the PO when the PO is sent to the vendor. DO NOT USE TO SEND INFORMATION TO PURCHASING – USE THE INTERNAL WWU NOTE AREA.

6. Internal WWU Note – “Add” “Attachment” - These are two separate functions. Provide information on this order to Purchasing. If using “Add Supplier to the Marketplace” as your vendor, provide the name of the Vendor and contact information so Purchasing may get this vendor added to the Marketplace.
7. Requester also needs to attach the detail for the 6 or more items. This may be a screen shot of a catalog from the internet, a quote received from a supplier, or your own generated list. Keep in mind that orders over $10,000 in most cases require competitive bidding. The Buyer may contact you for more information about your purchase. Click “attachments” next to Internal WWU Note and this will open a box where you can upload a file from your computer.

8. After entering a note and attaching any necessary information, Click the drop down arrow at Next Step: select 'Forward', click Forward.

9. Enter the name of the person you want to Forward the transaction to, when the name appears in blue click it, click “Continue” As of June 2017, forward orders to Karen Silvernale, Elizabeth Linke or Hal Verrell.

10. Once you hit Continue the order has now been sent to Purchasing.
11. Purchasing will complete the order lines and return the order to the Requester so that it can be processed through the Requester’s budget approval. Requester receives an email when Purchasing will forward the transaction back to the Requester.

12. The Requestor clicks “Transactions”, completes the order and requests approval.

Non-Catalog shopping with a “Catalog” Vendor

There are a few catalog vendors that can also handle Non-catalog items. As of March 2017 these are Commercial Office Interiors (COI), Open Square, Workpointe, Bellingham Ace Hardware and Staple Business Advantage which is for janitorial supplies only. To place a non-catalog order with these vendors, click the hyperlink below their logo.

![Bellingham Ace Hardware](image)

If a catalog vendor does not have a hyperlink underneath their logo they may not accept non-catalog orders.

Some catalog vendors such as Apple, Dell, CDW, Connection, Fisher and VWR may handle special orders through a quote process. Ask Purchasing or the Vendor’s sales rep if they can provide you a quote that you can access through the eProcurement punchout site. If the vendor provides a quote, you log on the Marketplace, punchout to their site, bring up their quote and checkout and return the order the Western Marketplace.

If you search for a non-catalog vendor and their name is greyed out

If the Select button is grayed out, this is probably catalog vendor that does not accept Non-Catalog orders. (Example, Fisher.) To order special items from a catalog vendor there are two possibilities.

1. If the catalog vendor is a “hosted “catalog, the vendor must have agreed to accept non-catalog orders. These vendors will have a hyperlink underneath their logo that when clicked will take you to the non-catalog form.
2. If the vendor is a punch-out catalog, the vendor must have the capability of loading a quote on their punch-out website. If a vendor is capable, they load a quote on their website and this quote is made available when you punch-out to their website. Contact Purchasing if you have questions.

When ready to proceed to the next step, click the “Checkout” button next to “Convert Cart to a transaction(s)”. The Marketplace will set up a transaction for each unique vendor you have selected.
Finishing an Order & Requesting Approval

Once the user has checked out of cart summary they are in the transaction completion phase. From this area the user can checkout and request approval or they can forward their cart to someone other user to finish the checkout process. Both of these methods are reviewed in this section.

During checkout you should:
- add notes if needed (both the vendor and internal to WWU)
- add attachments if needed (to both the vendor and internal to WWU)
- assign commodity codes, (required)
- enter account code(s), and (required)
- change the Ship to location if needed
- submit the transaction for approval

The user may also request an Ad Hoc review or may forward to another person to finish the order and request approval,

Below is a sample detail of an order with one line item. The first screen shot is an order at the header level. The second screen shot shows the same order at the detail level. To see the detail level you change the triangle to point downward.

Header Level:

At the Header Level you complete the items in the middle of screen.

**Tip:** Whenever possible complete all the information at the Header level. Then if you need to change one line item, you will only need to change the single line. If you complete the required information at the line level detail you will need to re-type the information on each line.
Forward “Checkout” or I am not sure how to complete this order

At this point, the user has an option to forward their cart to another person to finish the checkout process. If you forward the cart to another user, the order becomes “their” order to finish and request approval.

You would not use the “Forward” function to request Approval on an order.

The person you forward a cart to may also send it back to you after they have completed or changed any missing or incorrect information.

To forward the order view the drop down menu in “Next Step”

Select Forward in the drop down menu.
Hit the Green Forward button

You then start typing the name of the person you wish to forward the cart for them to complete checking out. The person must already be a user in the system. The order notices and messages will then be in the name of the person finishing the checkpoint.

Finishing the Order at the Header Level

The sample below shows a transaction at the **Header Level**. Notice the blue triangle points sideways.

You may checkout at the header level or drill down to the line detail level.

**Tip:** If you have a multi-line purchase, you should evaluate your order and determine how many of your line items will have the same commodity code and accounting segment (FOAPAL, Account Code). You should then enter this information at the Header level of the order and later drill down to the line items and only change the lines that need changing.
The final steps before requesting approval of an order require you to complete certain fields in the center of the screen and perform actions on the right hand side of the screen.

Let’s review the screen and its various items.

On the right hand side there are no entries to be made or changed by campus users.

a. Marketplace transaction # (useful for searching!) This will be a unique Number.

b. System assigned transaction name – The date and time the order was started, the last name of the original person starting the order, and the vendor name. This cannot be changed.

c. Requestor – This is usually the person who starts the order, but if the order was forwarded to someone else to finish, the name will change to that person

d. Create Date: The date the order was started.

e. Supplier – Supplier Name.

f. Total number of line items – not the total number of items being ordered.

g. Total dollar amount of the transaction – includes tax.

In the Center Area you will see the fields where you need to start entering or selecting information.

Release Method:

Electronic means that the vendor you are ordering from is set up either as integrated cXML vendor or the vendor has a verified email address. If the vendor has a verified email address, the system will email a copy of the purchase order direct to that verified address. If the vendor is a cXML vendor, a PO will electronically be transmitted direct to their ordering computer without human review.

Manual means the vendor has not been set up to receive Purchase Orders via email. A copy of the PO will need to be provided to the vendor. Contact purchasing if you need any assistance.

NOTE: Electronic cXML “integrated” (CATALOG) orders sent to suppliers via the Western Marketplace typically require no human intervention. Why is this important to note? If there are special requests you will need to call the supplier. If a supplier is set-up for cXML automatic submission, attachments, if added to the order, will not be sent to the supplier.

Order Type:

It is very important that you select the correct order type. Order Type does not change when you select “Non-Catalog.”
Non-Catalog
You will use this order type when you are using a vendor that is not a catalog vendor. (No Logo on shop page) OR if you are ordering something not normally available on the catalog. A good example of this is furniture. If you are ordering furniture items and you have a special quote, please change your order type to non-catalog.

CATALOG – default.
If the supplier is one of the suppliers with logos on the Shop page and there is no special quote for items such as furniture, the order type is catalog.

EHS Approval
EHS Approval is for orders containing explosive and radioactive materials and select biological materials and toxins. When the EHS Approval order type is used, the transaction goes to the Director of EHS for approval.

Tip: Selecting non-catalog order at the initial entry point does not update or change this order type, they are not linked.

Note to Vendor – “add” “attachment”

These are two separate functions. For non-catalog orders you may include a note and or attachment. The majority of the catalog order vendors will not see nor read any note or attachment because the order is feed electronically into their order system. DO NOT USE “Note to Vendor” for notes and attachments that you want to stay internal at Western.

To add a note, click “Add”. To add an attachment click “Attachments”

When you click “attachment the following screen appears:

Choose your file from your desktop and then hit update.
Once the attachment is successful you will see attachments with a number. The header area and each individual line can handle up to five (5) separate attachments.

To add a note, click “Add”. When your note is complete, hit update. Header of the order will now have the word “Edit” or “View” after a note has been included.

Examples of Notes to the Vendor:
Department is closed for Receiving December 24.
Pricing is per Quote #ABC 123

Pricing and terms per Western Contract #

Receiving hours are 9-3 Mon-Thu only.

No work is to be performed until the University has received a valid Certificate of Insurance

Examples of Attachments:
A Quote
A photo of the article you want
Maybe a logo or art work

**Internal WWU Note: add attachments:**
These are two different functions.
You may now add internal notes and attachments. Only Western personnel will see internal notes and attachments.

*Best Practice is to write a note about what you are buying, making Approval easy for your Approver.*

**Commodity Code**
You may start typing a description or use the scroll down arrow to select the commodity code. Once the entry is blue or highlighted you may hit enter and then hit the Blue Update button.

Commodity codes are used to identify items requiring tagging by Inventory Control. Appendix B is a table outlining what commodity code to use with accounts codes requiring inventory tagging. A listing of the current commodity codes is available on the Business Services website [Western Marketplace References](#).

**Tip:** Hit Update before doing any other entry and it will populate all of your line items. Later if you need to make a change to a specific line it is easier to just change the one line item.

**Purchase Order #:**
The Marketplace assigns a temporary PO number. After the order is approved, the order is sent to Banner and assigned an 8-digit PO number starting with the letter “P”. If the PO number does not start with the letter “P”, the order has not gone through the final approval process and integrated with Banner to issue a PO number.

**Additional Future Fields**
In the future fields marked “Work Order” and “Contract Number” may be added. Work Order would be used by facilities.

**Ship To Attn:** (Name) and Ship To Location:
The “Ship to” attention name defaults to the name of the person completing the order. Users are assigned a default ship to address when set-up in the system. This address’s location is at the very bottom of the order.

*The “Ship To” Location is where the order will be physically delivered by the vendor.*
**Tip:** If an order is forwarded to another user be sure and check both the “Ship To” name and the Ship To Location
If you wish to change the Ship To – Attn “name” for the entire order, change the name at the header level and click Update.

If you wish to change the Ship To – Attn name on a specific select line item, click on the blue triangle to expand the header and update the Ship To – Attn on only items you wish to change and then select Update again. This will not change the delivery location of the shipment.

**Tip:** Some departments use “Ship To” on the line item to help distribute an order after it arrives at a department.

To have the entire shipment sent to an alternate Ship To location, click on the blue triangle to expand the header and go to the bottom of the order. Hit edit and search for the location. Search with fewest possible letters. For Example, Finan, Found, VP. Locations are entered under a general name. If you enter too many letters the search will fail.

**NOTE:** The System Administrator adds addresses to the Marketplace. To have an address added to the Marketplace contact the System Administrator. Only official Western Washington University receiving locations can be added.

---

**Chart of Accounts:**

After you use an accounting segment (also called a FOAPAL) for the first time, it automatically becomes available on the drop down menu.

**No Changes** to the Accounting Segment can be made on the ‘front’ screen. You must click into the details area.

- **Select > Details** under Chart of Accounts: next to FOAPAL and the Account Code Detail Form will open.
Select > Chart of Account

Choices are 1, 2 or 3

Enter an Index. (What Western calls a Fast Index)
An index is a short-cut that will populate a Fund, Organization, Program and sometimes an Activity Code. It is not part of the official FOAPAL or accounting segment.

This is NOT a true Drop Down list – you must start typing your Fast Index.

If you do not enter a FAST Index you must manually enter in the area below your FOAPAL:
  - Fund (F)
  - Organization (O)
  - Account (A)
  - Program (P)
  - Activity (A - Optional for some departments, required in others)
  - Location (L - Optional)
If you enter a FAST Index, the Fund, Organization and Program will default as shown below.

- You must now enter or **Select > Account Code.**
- After you enter your account code and hit update, the Fast Index will disappear – these are not saved. The Fast Index is only used to assist in data entry.

**NOTE:** It is important to enter the correct account code. Account codes enable an automated fixed asset (capitalization and inventory tagging) process through Banner. For account code questions, contact your Department Manager, your college Operations Manager or Accounting Services at x 3040.

If you know your account code you may place your cursor in the Account field and start typing. Once the code is highlighted you may hit enter to select. If you do not know the account code, place your cursor in the description area, start typing the description, and select the desired account code.

Again, this is not a True drop-down selection list, it is a “type ahead feature.” You must start typing something to find your selection. Accounts codes will vary depending upon what you are buying and the dollar amount. For definitions of account codes go to [http://www.wwu.edu/fs/as/expenseaccounts.shtml](http://www.wwu.edu/fs/as/expenseaccounts.shtml) or check with Accounting Services.
Once you have selected an account, the Update button will turn blue. If you are done entering the FOAPAL you will then hit update.

- Select > Update, then Select > Apply.

**Splitting a FOAPAL by percentage at the header level**

If you wish to split the order by percentage amounts you may do this at the header level of an order, there is no need to do it by individual line items, unless the charges will vary by line item.

- If you wish to split the dollar amount, change the percentage in the area labeled % Split. At the header level, you may only enter a percentage. At the line detail area, (blue triangle pointed downward) you may enter a dollar amount.
After you enter the percentage in “% Split” field you hit Update in the upper right hand corner. You will receive an error message box. This is a generic error that means you need to enter another FOAPAL.

Hit OK and enter your next accounting Segment. After you have entered this second FOAPAL you will hit update and the second line will appear. Enter the percentage indicated and hit update.

After you hit “Update” hit “Apply and you will return back to the front screen. Under accounting segment it will read “See Split Details.”
**NOTE:** If you use the percentage split and the dollar amount is not even due to rounding, you must use the line item detail (blue triangle) area to correct the error.

Select > Apply

- Once you select Update, the accounting segment will be added to your favorites and become available on the drop down menu.

  **Tip:** Once you save a favorite and it is available to select from the Drop down menu on the front screen make sure the account code is correct when you are reusing. It is not possible to just change the account code – you still must enter the details area.

- Once the missing data (accounting element) is provided, the status will change to Validate.

- Select > Update

- The status will now change to Validate and a blue Validate button will appear. Select > Validate and the status will change to Unsubmitted Transaction.
Line Level Detail

To get to the line level detail, select the small blue triangle to the left of the transaction #. Below is a screen shot of the header and line item detail areas.

To close up the line item detail click select the blue triangle so it is pointing sideways and the order will revert back to the header level.

On the line item level you can add, update or change certain items. It is possible to make changes and delete lines until you request approval. If an order is returned to you by your Approver, you can also make changes.

Examples of items you can change:

- Change the quantity you wish to order.
- Delete a line
- Add notes and attachments (internal and external (IT IS BEST TO ALWAYS PUT NOTES AND ATTACHMENTS AT THE HEADER LEVEL WHENEVER POSSIBLE) See Page 19.
- Change the commodity code for the specific line
- Enter a different name on the attention ship to line
- Change the accounting elements for the specific line and
- Change the Ship to address FOR THE ENTIRE ORDER by selecting “edit” and choosing a new address from the choices
- Change the accounting Segment (FOAPAL) for a specific line.

a. Changing the quantity
Once you are in the line level detail up may change the quantity you are ordering. Update the quantity and hit update.
b. Deleting a line

To delete a line you enter the line level detail area. Once there, find the line you wish to delete and hit delete. If the order only has one line, the entire order will be deleted.

c. Changing the commodity code on a line item.

When you complete an order at the Header level it will automatically populate each line item of the order with the information entered.

To change a commodity code put your cursor in the commodity code field and delete the current code that is being used. Select a new code and when it is highlighted hit enter. Then hit update.

d. Changing the Ship to Name, and delivery location for the order.

If you wish to change the Ship To – Attn name on a specific select line item, click on the blue triangle to expand the header and update the Ship To – Attn field on only items you wish to change and then select Update again. This will not change the delivery location of the entire shipment.
Changing the Delivery location of an order involves scrolling down to the bottom of the order, clicking edit and searching for the new location. Use as few words as possible, for example, for a Vice-President’s Office enter VP. Once the location appears, click the blue hyperlink and the address will change.
e. Splitting Accounting Elements/FOAPALS at the Line Level

If the accounting elements are split at the header level, you may only enter percentages. If the accounting elements are split at the line detail level, you may enter percentages or dollar amounts.

Once your order is at the line level detail you select details under Chart of Accounts, Accounting Segment.

Enter your first FOAPAL, hit Update.

Notice that when you are the line level you may now change dollar amounts of percentages.
Once you change the dollar amount, the percentage automatically updates.

You then hit update and you will receive a generic error message.

In this case this “general” message means you need to enter another FOAPAL to account for the additional split dollar amounts. (Or change your dollar amounts to equal 100% of the order total.)

Hit Ok and enter your second FOAPAL and hit Update.

The second accounting segment appears and you may enter the remaining dollar amounts.

If you have other splits to enter, proceed to enter them.

When you are done splitting the line, hit the Blue Apply.
Error Message when entering Accounting Segments

There are times when entering a FOAPAL that there are problems. The message you receive below is an example of a general error message and does not describe the specific problem.

To resolve you should first look at each required field and ensure there is an entry in each field. Since the error message says “Account code and Description” look at that field first and make sure there is an entry. If all of the required fields have an entry (Fund, Organization, Account, and Program) then check that your dollar and percentage amounts have a 0.00 balance.
If all else fails, then delete the FOAPAL line or lines that might be causing a problem by checking the delete box by the line you wish to delete and then hit update. The system will ask you, “Are you sure you want to delete this account?” Click Ok. If you only have one FOAPAL entered it is safe to delete the entry, this will not delete your order.
Click OK and the system will take you back to the main screen of the order. Check your next step status. If it says Provide missing data then you may need to enter a commodity code or an accounting segment. If it says pending validate, then select the Blue validate button. If the green request button appears you may select it to request approval.

You may also receive an error message that the account is already in use. If that happens, delete the account you are trying to use and re-enter the accounting segment.

**Tax Exempt and Sole Source Orders**

ESM Purchase Orders will always compute tax when integrating with Banner. If an item is tax exempt attach the completed, signed tax exempt forms as an internal attachment. You may write a note to the vendor that they should not include tax on their invoice. You may also contact Accounts Payable and provide them a heads up that the invoice should not include tax.

When an order is tax exempt, and the Marketplace PO shows tax, you may ask purchasing to do a change order removing the tax. Contact Hal.Verrell@wwu.edu at extension x 3068.

Sole source documents should also be completed, signed, and attached as an internal attachment.
**Order Status Messages**

**Status and System Notes**

The right hand side of the header level of an order will provide you information on the status of your order and the next steps.

**Alert**

There are several possible reasons for a system alert message. To see the alert message, click the red alert and an error box with a detailed message will appear. Purchasing or the system administrator will need to review the alert message and take action as needed.
Approval Rejected

This status indicates that an Approver sent this back to the original requestor. There should be an internal note that you can read by clicking “edit.” If there was an error and the Approver corrected it, the original requestor can request approval by clicking “Request.” If the correction has not been made, the order must be corrected, updated and approval will need to be requested.

Closed
This status closes an order for receiving. You may open the order for receiving by selecting next step Re-Open Order and hit Open.

**Failed Transmission**

This status indicates that an invoice was submitted through the Marketplace and transmission to Banner failed.

**No Workflows Available**

This status indicates that a workflow must be added to the system before approval. Contact your System Administrator.

**Partially Received**

This status indicates the transaction has been partially received and is still open to complete receiving.
Pending Approval

This status indicates somebody in the Approval chain has not approved the transaction. You may view the workflow to see who needs to approve the transaction.

Pending Encumbrance

This status indicates the transaction is waiting for Banner integration to activate. When the transaction integrates to Banner, it encumbers an assigned Banner purchase Order number that starts with a “P” and encumbers funds.

Pending Quote

This status indicates a user has requesting Purchasing obtain a quote. This feature will be available in Phase 3 of the rollout.
Pending Validation

This status indicates the transaction is waiting for validation from the Marketplace based upon the validation rules set up. If the order does not validate an alert should be issued.

Received

This status indicates an order has been received, but is not yet closed. Accounts Payable will close the transaction after they attach the invoice.

Received and Closed

This status indicates the transaction has been received and closed. It is possible to re-open the order to correct or adjust the receiving by Re-opening the order.

**NOTE:** Another status is “Closed.” If a transaction is closed without the transaction being received online or partially received and then closed, the transaction will need to be queried in receive, opened, received, and then closed. The transaction will then show a status of “Received and Closed.”
Release Failed

This status indicates the integration between ESM Solutions and the provider has an error. Wait 10 to 15 minutes and attempt to Re-Release the order by selecting the Green Release button. If this is successful you will receive a Submitted to Supplier Status. If this second attempt is not successful contact the System Administrator. The System Administration needs to contact ESM Solutions Support.

Submitted to Supplier

This status indicates the Purchase Order has been submitted to Supplier and the Department is now waiting for items to be received.

Transmitted

This status indicates the order has had an invoice submitted through the Marketplace to Banner with a successful transmission.

Unsubmitted Invoice
This status indicates an invoice has been started against the order and has not yet been submitted for transmission.

**Unsubmitted Transaction**

This status indicates the transaction has not been submitted for approval.

**Provide Missing Data**

This status indicates one or more of the required items need to be completed. Currently, the accounting or chart element is the only mandatory item on this screen. Enter a commodity code and accounting element and proceed.

**Next Steps Messages**

Under Next Steps, the following actions are available:

- Forward
- Request Approval
- View Workflow
- Ad Hoc Review
- Route to Back Office (Not used by Western)
- Prepare CC Order (Not used by Western)
- Encumber and Release
Forward

Use this function to forward your order to someone else to request approval. DO not use to send to your Approver. When this step is used, the order now “belongs” to the person you forward the order to. Press the green forward button and complete the fields.

Request Approval

Once your order is complete you will need to request approval. Your status will be Unsubmitted Transaction and Next Step, Request Approval. Press the Green Request button and the Order will proceed on the path for approval. The status of the order will change to Pending Approval.

View Workflow

The approval routing is based upon many factors, including, but not limited to, budget authority, dollar limits, and items being purchased. A user may use “View Workflow” to see who needs to approve the transaction before it is automatically released to the Supplier.
Select View Workflow in the Next Step drop down menu area. Select the Blue View button and the workflow will calculate. Press refresh and the routing for the specific transaction will appear, along with the status.

A status of Active means the first person on the queue needs to act upon the order before the second approver will receive the email notification that they have an order pending.

### View Workflow - ESM Purchase

<table>
<thead>
<tr>
<th>Workflow Name</th>
<th>Priority</th>
<th>Nest</th>
<th>Approver/Manager Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>IA-1-5330-BFS</td>
<td>23036</td>
<td>1</td>
<td>Heidi Ling</td>
<td>Active - 07/11/2017 16:00 PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Susan Banton</td>
<td>Active - 07/11/2017 16:00 PT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Shannon Colman</td>
<td>Active - 07/11/2017 16:00 PT</td>
</tr>
</tbody>
</table>

Once a person approves the transaction the status is View Workflow will change to Approve. If there are several layers of Approval or workflows, the order is moved along in the order of the workflows. An approver cannot see an order until the person ahead of them in the routing has approved an order.

### View Workflow - easyPurchase - Training

<table>
<thead>
<tr>
<th>Workflow Name</th>
<th>Priority</th>
<th>Nest</th>
<th>Approver/Manager Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>IA-1-5348-Purchasing</td>
<td>21001</td>
<td>1</td>
<td>Sharon Colman</td>
<td>Approved - 08/23/2015 15:00 PST</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>Susan Banton</td>
<td></td>
</tr>
</tbody>
</table>

In the event you have a transaction that must go through multiple layers of approval, the View Workflow will tell you the status of the transaction.

After an order has been successfully submitted to the Supplier, the user can also View and Print a copy of the order. A sample purchase order is attached as Exhibit A

**Ad Hoc Review**

Western Marketplace contains many standard workflows based upon predefined requirements. If a user wishes to send an Ad Hoc notification, select Ad Hoc Review under Next Step and then select the
individual. If the individual you select has email notifications turned off, they must be personally notified as they will be unaware a transaction was sent to them.

There are two parts to Ad Hoc Review – send and respond. The user sends the Ad Hoc notice and the recipient responds. These Ad Hoc review is entirely separate from workflow approvals. An order can get approved even if an Ad Hoc review is pending a response.

**Sending an Ad Hoc Review:**
Once a user selects Ad Hoc Review under Next Step, a blue button labeled Ad Hoc appears. Select this button, a screen comes up, and then select the person to receive the notification. When their names come up select Continue.

The person receiving the Ad Hoc notification finds the transaction by searching under Ad Hoc or by the transaction #.
To respond to an Ad Hoc notice, the user receiving the notice goes to Next Step, selects Respond and then selects the **Green** Respond button.

A screen will appear asking if you wish to respond to the Ad Hoc Review.

![Respond to Ad Hoc Review](image)

If yes is selected, a text box appears for you to type a message for the Ad Hoc reviewer. When the note is closed, the transaction now indicates there is an internal note.

![Internal Note](image)

When the View Button is selected, the internal Ad Hoc note is available for view.

**Route to Back Office**

Western does not use this functionality.

**Prepare Credit Card Order**

Western Does not use this functionality. All orders in the Marketplace currently issue purchase orders.

**Encumber and Release**

In the event there is an error when the Marketplace transmits to Banner an alert will be issued and the Encumber and Release message may appear. After the error is corrected (or the connection between
Banner, ESM Solutions and the Marketplace is corrected) this Green Encumber and Release button should be selected to attempt to re-transmit the order to Banner. If, after a second attempt of selecting this button the order does not go through contact a system administrator.

**Release PO**
Western does not use this functionality.

**Hold**
If you put an order on Hold it will not appear in your active transactions or in your active Approval area. To place an order on Hold, select the Blue Hold button.

To see the orders you have put on Hold you will need to filter your selection criteria to “Hold” and hit Go. The “Go” button will be a yellowish/orange color when it is active.

**Delete**
You may use the Next Step Delete if you wish to delete an entire order that has not yet been approved.

**View Order or how to print a copy of your Purchase Order**
Select View Order in the Next step drop down and hit the Blue View Button
Once the Order appears in a new window you may view the order, print it or Print a PDF. Appendix A has a full page sample Purchase Order.

**View Receipts**

To view the receiving status of an order you may select “View Receipts” and select the Blue View Button.

When you hit view the line detail of the order showing the receiving quantities.

**Archive**

You may “archive” any of your orders. This removes them from your inquiry and status screens, but not form the system. The orders are available for query using order summary, but you must indicate that you wish to include Archived Transactions. At the bottom of the Order Summary screen you would check “Include Archive Transactions.”
System Messages at the Top of the Screen

Throughout the procurement cycle, various status messages may appear in the Western Marketplace header area. These usually indicate a status change has been successful.

Examples:

Red Status Messages at top of Screen

If you receive a red header message this usually indicates a system problem. Try the same action again and if the error continues, contact your System Administrator.

Elvis

If you see Elvis, please return to the previous page and try to re-create the error. Please contact Purchasing or the System Administrator if you cannot continue.
E-Mail Messages

Email messages are generated at various times and to various people throughout the ordering, checkout and approval cycles.

Review and Approval needed:

Dear Susan,

Susan Benton has requested your review and approval of Transaction 40518 - 04/22/2016-09:57-Banton-Sigma-Aldrich. Please click here to log into the easyPurchase application to take appropriate action.

If you wish to contact the requestor, please do so at susan.benton@wvsu.edu.

Thank you,

ESM Solutions Customer Support Server

NOTE: This is a system generated email. Please do not reply to this email.

When you click the “click here” it takes you to the Gateway for eProcurement webpage. Click on Western Marketplace to log in.

Transaction Rejected:

When an approver returns a transaction the email message indicates the order has been rejected. Rejected means returned. The Approver is to write a note about why the order was returned.
Dear Susan,

The approval request for Transaction 39261 - 03/23/2016-09:06-Banton-Central Office Supply has been rejected. Please click here to log into the easyPurchase application to view the approver’s explanation.

The rejection explanation can be viewed in the Internal Note for Transaction 39261 - 03/23/2016-09:06-Banton-Central Office Supply.

If you wish to contact the approver, please do so at susan.banton@wwu.edu.

Thank you,
ESM Solutions Customer Support Server

NOTE: This is a system generated email. Please do not reply to this email.

If you receive this email, you will need to return to the Marketplace and go to “All Transactions.” Notice the word “edit” in Internal Note.

Click “edit” and the reason for the return should be stated. If you need to make corrections, make the corrections and request approval again. Many times the approver will have made the necessary changes and all you need to do is hit cancel and then Request Approval again.
Other types of emails:

Other status messages such as “GL Alert, “No Workflows” “Alert” also generate email messages. These happen for a variety of reasons.

If you receive one please forward them to ESM.Support@wwu.edu with copies to the System administrator to handle.

Finding Items

There are different selection criteria depending on whether you are completing an order, approving an order or receiving an order to find specific transactions or purchase orders.

Under completing an order, the selection box will allow you to find items by:

- Active
- Waiting
- Hold
- Archive
- Submitted
- Received
- Invoiced
- Ad Hoc
- All Last 30 days
- All Last 90 days
- All

In addition, you could enter a specific transaction# or PO#. The sort options are:

- Acct#
- Create Date
- Payment Form (Western is only using PO)
- Transaction #
- Transaction Name
- Status
- Recently Added

Under the Receive Tab, the selection box will allow to find items by:

- All Open
- Last 30 days
- All Closed
- All

In addition, you could enter a specific transaction# or PO#. The sort options are:

- Acct#
- Create Date
- Payment Form (Western is only using PO)
- Transaction #
- Transaction Name
- Status
- Recently Added

Another tool to find items is to use Order Summary.
Using Order Summary

Accessing Order Summary

1. A user may access **Order Summary** for an entity under **Menu > Order Summary** as shown below.

Search Criteria

1. The search screen allows the user to use any combination of the following fields:
   - Purchase Order #
   - Create Date (start/end range)
   - Fiscal Date (start/end range)
   - Transaction Number
   - Chart of Accounts
   - GL Account Code (see info below)
   - Location (Ship To and/or Bill To)
   - Total Value ( =, >, >=, <, <=)
   - Supplier
   - Requestor
   - Approver/Manager
   - Status
   - System Note

**GL Account Code Segments:**

In Banner, Western uses a FOAPAL, i.e., Fund, Organization, Account, Program, Activity, and Location for our accounting segments. (GL Code in Order Summary.) User may search by any of the segments for all the orders using that segment.

- Segment 1 – Fund such as 16373 or 59425
- Segment 2 – Organization, a 4/5 digit numerical code such as 5336, 5710, 4430E
- Segment 3 – Account, example, E111, E117
- Segment 4 – Program such as 011BIO or 011OPR
- Segment 5 – Activity such as BIOLAB
- Segment 6 - Location such as XEV or PH007
Running an Order Summary to the Screen

1. Enter the search criteria and Select > Search.

2. The Order Summary Results will display on the screen.

Exporting an Order Summary

Click on Export button to have the Order Summary Results in an excel.csv format sent via e-mail.
Processing Orders that Need Approval

Checking Order Information

When an order is submitted to you for approval, you can perform the following actions:

- **Approve** – No changes are made and the order is sent to the Supplier or, if needed, a secondary approver based upon business rules and workflow.

- **Hold** – If an order is on hold, it requires an action of some type. The selection criteria allows you to sort or look for orders on hold, **but there is no automatic notice or reminder** after a defined period so **this function is not helpful**.

- **Reject** - The order is to be returned to the requestor who originated the transaction. If changes are made on the transaction, the order will need to be rejected, it cannot be approved and the approver should enter a reason for the return.

At a minimum Approvers should check:

1. Order Type
2. Commodity Code
3. FOAPAL or Accounting Segment (AKA account code)
4. Is this purchase appropriate per State law, University guidelines or Grant provisions?
5. Budget Status (Do you want to spend this money, do you want to order this many items.)

**Tip:** If the word *edit or view* appears by Internal Note, it is recommended that you read the note. It is a recommended practice to shoppers to write a note to their approvers regarding the order. To read a note you click the edit or view blue hyperlink.

![Order Details](image)

**Step 1:** Upon logging into the Western Marketplace, you are at the Shop or Landing page.
Step 2: Click into the Approve tab

If the transaction you wish to approve is not visible when you log in, filter by using the drop down menu in the selection box. Use “All” or “Active.” You may enter the transaction # or PO # and then click “GO.” Once you choose the selection, the “GO” button turns yellow. Select the GO button and the specific transaction will appear.

Step 3: You may approve at the header level without looking at the detail by clicking the Green Approve button.

The alternative is to review the detail, then approve. To see the line item detail, click on the small blue triangle.
This opens up the detail on the various lines and ship to areas. Notice, once you click the arrow it is now pointing downwards.

At this line level detail level, you may change the commodity code, the accounting detail on a line item and you may change the quantity ordered. If you do make changes you will need to send it back to the originator so they may request approval again. Workflow is calculated when the cart originator requests approval. Workflow may not be “re-calculated” without being returned to the originator.

To change the accounting Segment you hit details.

When you get to this page, you would select check the delete box, then the Blue Update button.

The System will ask you if you are sure you want to delete this account. If you say OK, the system will take you back to front page of the order. You will then need to hit details and enter the correct accounting segment.
If any changes are made to the order, the Update button will appear in Blue. If you click Update, the transaction can only then be “rejected” (returned) and you must then hit reject. The order will then be returned to the originator.

If you do not want to update or change any entry, refresh your screen (F5) and the approve/hold/reject buttons will be available. If no changes are needed, click Approve to complete.

If you have made changes the screen will only allow you to place the order on Hold or Reject (Return) the order:

Multiple Approvals Option

It is likely for an approver to be in more than one routing workflow at once. This happens if the workflow requires approval for an additional condition. For example, if an order is over a certain dollar threshold, the approver has the choice to approve the first time they log on. If the approver clicks “Multiple”, the approval routes to the approver multiple times. Click “Once” if you want to approve the order one time instead of taking turns after each approval routing.
Forward

An approver may forward an order to another person who is not in the normal work flow routing. The person you wish to forward the order to must have been set up in the Marketplace with Approval privileges.

If a person wishes to forward the order to another for approval they go to the drop down under Next Step.

Select forward from the drop down menu. Notice, the buttons change. Approve becomes Forward.

Once you select forward the following appears:
You select the name of the person you wish to forward the order to and hit continue. The person will receive an email notification from noreply@esmsolutions.com. This person must approve the order before it can be submitted to the supplier.

Auto Reject (or My Approval Button is Grayed Out)

Auto Reject means that rejecting the order is the only action an Approver can take. This happens when an approver makes corrections to the transaction either on the header or line item detail level and hits update. If you start making changes and change your mind, refresh the screen before clicking Update.

A best practice would be to reject an order and state why in the notes sections before sending it back to the originator to make changes.

1. After the approver makes changes and clicks the blue Update button, the Next Step area changes to “Approve or Reject” and the Approve button is grayed out because of the auto reject function. You cannot approve a transaction after making changes.
2. At this point, the user must either reject the transaction or hold the transaction.
3. If the approver makes changes, they should explain what changes were made in the Notes field so the originator knows why the order was returned.
4. Once the approver updates the Notes field, the transaction is placed back in the originator’s completion area for further action by the originator or requestor.
Ad Hoc Review

Western Marketplace contains many standard workflows based upon predefined requirements. If a user wishes to send an Ad Hoc (information) notification, click Ad Hoc Review under Next Step and then select the individual. If the individual you select has email notifications turned off, they must be personally notified as they will be unaware a transaction was sent to them.

There are two parts to Ad Hoc Review – send and respond. The user sends the Ad Hoc notice and the recipient responds.

Sending an Ad Hoc Review

Once a user selects Ad Hoc Review under next steps, a blue button labeled Ad Hoc appears. Click this button and a screen comes up to select the individual to receive the notification.
The individual receiving the Ad Hoc notice finds the transaction by searching under Ad Hoc or by the transaction #.

Responding to an Ad Hoc Review

To respond to an Ad Hoc Review notice, the user receiving the Ad Hoc Review notice goes to Next Step, clicks Respond from the drop down menu and then Select > Respond button.

A screen will appear asking if you wish to respond to the Ad Hoc review.

If yes is selected, a text box appears, and a message can then be typed in the box.

Once the text box is closed, the transaction will indicate that there is now an internal note by the word “view” placed next to the internal notes area of the header screen.
When the view button is selected, the internal Ad Hoc note is available for review.

Approver Delegation (or when you will be absent from Campus for a length of time.)

Western Marketplace allows approvers to log on from any location that has internet connectivity with the ability to log on to My Western. You do not need to be on campus to use the Marketplace. If you will be away from the campus for a lengthy time without internet access you may delegate someone to approve your orders while you are gone.

To select a delegate you go to your name in the upper right hand corner and select profile.

The profile screen appears

You select your delegate and make it active. When you return you then make the delegate inactive.

University policy does not allow for a permanent delegation of an Approver’s authority so you will need to remember to change this when you return.
Receiving Orders Online

Purpose

The Receive functionality in the Marketplace is important because it is the verification by the requester that goods were received as ordered and in good condition. Always try to make sure to open the box as soon as it arrives and verify that it is what you ordered and is the correct quantity. If there is any issue contact the Vendor’s Customer Service immediately (see the Vendor Return Guidelines on the Marketplace opening page). It is also a good practice to hang on to the packaging materials for a few days until you are certain everything functions correctly.

A timely receipt entry allows Accounts Payable to pay the invoice according to the terms agreed upon with the Vendor.

Effective May 1, 2017 users are no longer required to scan and upload the packing slip documents to the Marketplace order, you can retain them in your departmental files similar to what is required for PCard transactions. However, if a Division, College or Department has a requirement that the packing list be uploaded and electronically retained, users should follow that guideline.

Internal notes regarding the order can be added at any time and attachments can be added as long as the order has not been closed for receiving. Internal notes are a good place to record any return, missing quantities, missing parts, etc. that might affect the order and allows Accounts Payable and Purchasing to see what has transpired with the order.

How to Receive:

Select the Receive Tab

Once you are logged in the Marketplace you will need to select Receive Tab.

When you are in the Receive area you have the ability to filter your selections.

- There are two roles in receiving. A person will either be able to see the entire campus’ orders or their own individual orders.
- If the transaction you wish to receive is not visible when you are in the Receive tab, you should filter or search by using the drop down in the filter selection box.
- You may also enter the transaction # or a PO# and then hit “GO”. There is no need to enter both a PO and a transaction number, one or the other identifying numbers will bring up the transaction.
- Notice there is also a filter for the number of rows per page (rows/pg.) If your order has more than 10 lines you will want to increase this view to a larger number.
**Tip:** If your order that you are receiving has more than 10 lines you should increase this rows/per page to a larger number.

Once your transaction appears you can proceed with the next steps – receiving the quantity of items online and, if required by the user’s departmental practice, attaching your packing list to the order.

**Receive All**

If your order is complete, you may use the “Receive All” functionality. You will select Receive all QTY or Receive All Value from the Next Step Drop Down. You will then hit the green Receive All button.

DO NOT CLOSE THE ORDER FOR RECEIVING. The status of the order will now indicate “Received.”

**Entering the actual quantity or Dollar amount received:**

When you select the receive tab, the order defaults to Review Items. When you are ready to receive the line details you will Select > the blue Review Button. You may also select the blue triangle by clicking it and pointing it downwards.

Either selection will open the detail on the order. You go to the line item and enter the actual quantity (number) of items you received.
You may also receive by the dollar amount. Dollar amount receiving is useful when purchasing services or if you have a purchase order that will have several payments throughout the year. You enter the dollar amount of the order you are receiving.

Receiving is now complete. **DO NOT CLOSE THE ORDER FOR RECEIVING.** The status of the order will now indicate “Received.”

File the packing list in your department files using whatever method that will allow you to retrieve the info should Accounts Payable have a question or in the event we are subject to an audit. Records should be kept in accordance with retention records for financial records which in most cases is six years. If no packing list was received make a note for your files that indicate the transaction, the vendor and the fact that you did not receive a packing slip with the order.
As long as the Marketplace transaction is not closed Accounts Payable will attach a copy of the invoice and close the order. Once Accounts Payable has attached the invoice, Accounts Payable will close the order. The status will change to Received and Closed.

**Attaching your Packing Slip When Required by User’s Department**

1. You can attach your packing slip at the header or top level of the order as an attachment, rather than attaching them on each line. The header level will hold a total of five (5) attachments. If you run out of room you may consolidate your attachments or you may attach the items at the line level.
2. If no packing list was received, make an internal note that no packing list was received.
3. To attach a document you will click “attachments” and the screen below comes up.
Choose your file from where you have scanned or saved the document.

Hit Open.
Once you have selected the item, the File box will have a light gray description of the file.

You then Select > the blue Update Button. If the upload is successful your screen will indicate success. You then Select > the Blue Close Button.

**Partial Receiving**

If you only receive part of an order, you should receive the items online in the Marketplace immediately. Vendors send invoices once an order ships. The status on the order will change to Partially Received. You can still continue to receive from this order until it’s complete.

**Order Closed in Error**

If you close the order it is very simple to “re-open” the order. Under Next step, the status of “Re-Open Order should be selected.” Then hit the Open Tab.
One you hit Re-Open, the Status will update.

Correcting a Receiving Entry
To correct a receiving quantity you would enter a negative number. For example, if your PO had 2 items and you received 5, you would enter -2 in the Qty Received Box and hit Update.

Incomplete Orders or Returns
Notes regarding the order should be made in the internal note area. Examples could be whether the item was returned or damaged and will be replaced. You may also close a line for receiving if the item will not be shipped and received on campus.
Select close from the drop down menu and then hit the Green close button. Closing an order in the Marketplace does not affect the Banner PO in any manner.
When a purchase order is completed in the Marketplace, it generates a Purchase Order in Banner. All payments and credits are handled in Banner, not in the Marketplace. Contact Purchasing x 3340 or Accounts Payable x 3490 for information on how to ensure the Purchase order is closed in Banner or a credit memo is entered in Banner. You may also consult the “FAQ’s” area on the Gateway to eProcurement Business Services website.

**Reports**

**Internet Explorer (IE) Setup for Running Reports**

To run reports from Western Marketplace in IE, two websites have to be added to the trusted sites in the browser.

*‘Note these steps are not needed in Chrome, Firefox or Safari.*

1. Open Internet Explorer, click the gear in the top right corner of the browser select Internet Options.

2. In the Internet Options pop up box, click the Security tab, select Trusted sites and click the Sites button.
3. Add the following web pages in the space provided below ‘Add this website to the zone’:

https://eprocurement.esmsolutions.com
https://reports.eprocurement.esmsolutions.com

Add the websites one URL at a time, click add, when finished click close (Trusted sites box), click apply, click ok, and click ‘x’ to close Internet Options box.

Running a Report in Western Marketplace

In the Marketplace from the menu drop down select “reporting” (if you don’t see “reporting” in the drop down list, please contact the System Administrator at 650-2430 or send an email to ESM.Support@wwu.edu):
A new window opens in your browser:

Campus User Marketplace reports are located in the **Western Reports** folder on the left side navigation:

1. **Click arrow to open Western Reports folder.**
   - List of reports display below

2. **Select report from drop down list**
On the left hand navigation, click the arrow next to Western Reports. Select report you would like to run from the drop down list. Once report is selected the report name will be highlighted in orange.

You will then select the “Export Report” Icon. This looks like a piece of paper with an arrow. You may also Right click the selected report to select how you wish to export your report. Your choices will normally be to have the report exported in excel format (XLS) or in PDF format after you have entered the information needed in the preset filters, but reports are also available in RTF and csv formats.
A Report Filters box opens on the right. Each report type comes with preset filters (on the right side of the Report Filters window highlighted in aqua below). Filters are used to query the data. The preset filters change from report to report.

When you select a preset filter in the ‘Filter By’ section, you must complete the section below.
Notice in the SUMMARY section will indicate what filters you have selected. Each filter in the list must include query data. For example, in this report you will need PO create Date and Suppliers. Click the next filter ‘Purchase Orders. Supplier’ and enter criteria.

The SUMMARY section now includes all the search criteria for the preset filters for this report and we are ready to run the report. Click ‘OK’. It will take a few seconds for the report to generate. When prompted click open. The report opens in an excel spreadsheet.
Each ‘run’ of the report is one time only. The user controls the report cycle from creation to delivery and use of report(s). The excel spreadsheet generated can be saved and edited.

**Note:** You can remove filters. To remove a filter click the delete button (X) to the right of the filter. Removing the filter only happens in this instance of running the report. The default preset filters are available each time the user generates the report.

**Available Reports**

1. **PO Listing By Org Code**  
   Run a report using an org code, search can include date range.

2. **PO Listing By Shopper By Selected Dates**  
   Run a report by a shopper name, search can include date range.

3. **PO Listing By Supplier By Selected Dates**  
   Run a report by supplier name, search can include date range.

4. **PO Audit Report by PO Number**  
   Enter a PO number and overall of the PO actions is available in PDF.

5. **Receiving Report by Order Requestor**  
   Run a report by a shopper name can include date range.

6. **Receiving report for AP**  
   Provides a report of all Campus Purchase Orders by a define date period, anyone may request.

7. **Receiving Report for Purchasing Distribution to Purchasers**  
   Provides a report of all Campus Purchase by defined dates. Shows receiving status.

Need additional reports? Send requests to [ESM.Support@wwu.edu](mailto:ESM.Support@wwu.edu) outlining report parameters and/or requirements.
Appendix A  Purchase Order Sample

purchase order

GovConnection
NA
Merrimack, NH 03054
United States
Attn: Maureen Gallagher
Phone: 800-800-0019 x33176
Fax: 683-603-0718

Date: 5/13/2015
Purchase Order #: P1000280
Transaction #: 21694
Requested By: Susan Banton
Requester Email: susan.banton@wwu.edu
Phone: 360-660-2430
Authorized By: Sharon Colman

Ship To
Western Washington University
Business Services
333 32nd St AC140
PO Box 29420 Zip 98220-1420
Bellingham, WA 98225
United States
Attn: David Ma
Phone: (360) 650-3340

Bill To
Western Washington University
Accounts Payable
PO Box 29420
Bellingham, WA 98220-1420
United States
Attn: Accounts Payable
Phone: 215-449300

Order Comments:

<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>UOM</th>
<th>QTY</th>
<th>Unit Price</th>
<th>Line Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>130145</td>
<td>Plantronics Savi W740-M Convertable</td>
<td>EA</td>
<td>1</td>
<td>239.89 USD</td>
<td>239.89 U</td>
</tr>
<tr>
<td>83</td>
<td>Wireless Headset System for MS</td>
<td></td>
<td></td>
<td>239.89 USD</td>
<td>239.89 U</td>
</tr>
</tbody>
</table>

Subtotal: 239.89 U
Tax: 41.74 U
SAM: 0.00 U
Total: 281.63 U

https://training.esmsolutions.com/Order/GetViewOrderDetails?RequisitionId=21694
6/30/2015
Appendix B Small and Attractive Commodity and Account Codes

Small and attractive items, $0 - $4,999, use the following codes:

<table>
<thead>
<tr>
<th>Commodity Code</th>
<th>Description</th>
<th>Account Code If single item cost is under $1,000</th>
<th>Account Code If single item cost is $1,000 - $4,999</th>
</tr>
</thead>
<tbody>
<tr>
<td>20400</td>
<td>Laptops, Notebook Computers, Tablets &amp; Smart Phones</td>
<td>E407</td>
<td>E409</td>
</tr>
<tr>
<td>65500</td>
<td>Cameras, Still Picture (Digital cameras)</td>
<td>E404</td>
<td>E408</td>
</tr>
<tr>
<td>84000</td>
<td>Cameras, Motion Picture, (Video Cameras) &amp; Photographic Projection Equipment (Projectors)</td>
<td>E404</td>
<td>E408</td>
</tr>
</tbody>
</table>

Fixed assets, $5,000 or above, use the following codes:

<table>
<thead>
<tr>
<th>Commodity Code</th>
<th>Description</th>
<th>Account Code If single item cost is $5,000 or above</th>
</tr>
</thead>
<tbody>
<tr>
<td>20400</td>
<td>Computer Hardware &amp; Peripherals (Desktops, laptops, tablets, monitors, printers)</td>
<td>E412</td>
</tr>
<tr>
<td>20600</td>
<td>Computer Hardware &amp; Peripherals for network &amp; enterprise servers</td>
<td>E412</td>
</tr>
<tr>
<td>20900</td>
<td>Software for Networked/Enterprise Servers</td>
<td>E413</td>
</tr>
<tr>
<td>Varies</td>
<td>Any other type of Equipment or system making up one single item $5,000 &amp; above.</td>
<td>E414</td>
</tr>
<tr>
<td>42000 or 42500</td>
<td>Furnishings over $5,000</td>
<td>E415</td>
</tr>
</tbody>
</table>

Restricted items regardless of the cost use the following codes:

<table>
<thead>
<tr>
<th>Commodity Code</th>
<th>Description</th>
<th>Account Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>68000</td>
<td>Weapons, Misc. (Signal Guns, etc.)</td>
<td>E408</td>
</tr>
<tr>
<td>68000</td>
<td>Chemical Weapons &amp;Equipment</td>
<td>E408</td>
</tr>
<tr>
<td>68000</td>
<td>Firearms &amp; Accessories</td>
<td>E408</td>
</tr>
</tbody>
</table>
Appendix C Commodity Codes

Commodity Codes are used to identify items requiring tagging by Inventory Control. They are used to help perform spend analysis and they can assist in the routing of non-catalog orders. For the accounting segments, Account codes will vary depending upon what you are buying and the dollar amount. Need assistance with Account codes? Call Diane Hack, Accounting Services (x3040) or, for definitions of Account codes go to [http://www.wwu.edu/fs/as/expenseaccounts.shtml](http://www.wwu.edu/fs/as/expenseaccounts.shtml)

New codes can be added as needed so the most current up-to-date list is available as a separate document on the Business Services website.

Call Purchasing x 3340 or x 6341 for help.

<table>
<thead>
<tr>
<th>Commodity Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>03752</td>
<td>Novelties and Advertising Specialty Products (promotional items)</td>
</tr>
<tr>
<td>04500</td>
<td>Appliances &amp; Non-Commercial Equipment (lounge, break room)</td>
</tr>
<tr>
<td>05000</td>
<td>Art Equipment and Supplies</td>
</tr>
<tr>
<td>07000</td>
<td>Automotive including Vehicles, Shop Equipment &amp; Supplies</td>
</tr>
<tr>
<td>11501</td>
<td>Chemicals, Lab Shannon Pt Marine Center</td>
</tr>
<tr>
<td>20400</td>
<td>Computer Hardware &amp; Peripherals (desktops, laptops, tablets, Monitors, Printers) including maintenance agreements for Hardware</td>
</tr>
<tr>
<td>20600</td>
<td>Computer Hardware &amp; Peripherals for Network and Enterprise Servers</td>
</tr>
<tr>
<td>20700</td>
<td>Computer Accessories &amp; Supplies</td>
</tr>
<tr>
<td>20800</td>
<td>Computer Software for office computers. Includes license, support &amp; maintenance agreements for software</td>
</tr>
<tr>
<td>20900</td>
<td>Computer Software for networked &amp; Enterprise Servers. Includes license &amp; maintenance agreements</td>
</tr>
<tr>
<td>26900</td>
<td>Drugs, Vaccines &amp; Pharmaceuticals</td>
</tr>
<tr>
<td>28500</td>
<td>Electrical Equipment and Supplies</td>
</tr>
<tr>
<td>31000</td>
<td>Envelopes, Plain or Printed</td>
</tr>
<tr>
<td>42000</td>
<td>Furniture: Dormitory, Library, Lounges, Classroom</td>
</tr>
<tr>
<td>42500</td>
<td>Furniture: Office</td>
</tr>
<tr>
<td>44500</td>
<td>Hand Tools (Powered and Non-Powered) Accessories and Supplies</td>
</tr>
<tr>
<td>45000</td>
<td>Hardware and related items</td>
</tr>
<tr>
<td>46500</td>
<td>Medical Inst, Equipment &amp; Supplies</td>
</tr>
<tr>
<td>48500</td>
<td>Janitorial Supplies - General</td>
</tr>
<tr>
<td>49000</td>
<td>Laboratory Equipment &amp; Accessories for general analytical &amp; research use</td>
</tr>
<tr>
<td>60000</td>
<td>Office Machines, Equipment &amp; Accessories</td>
</tr>
<tr>
<td>61500</td>
<td>Office Supplies – General</td>
</tr>
<tr>
<td>64500</td>
<td>Paper (For Office, Lab and Print Shop Use)</td>
</tr>
<tr>
<td>65500</td>
<td>Photographic Equipment &amp; Supplies (still, digital cameras, lenses, cases)</td>
</tr>
<tr>
<td>68000</td>
<td>Police Equipment &amp; Supplies including weapons and ammunition</td>
</tr>
<tr>
<td>72500</td>
<td>Telephone &amp; Telecommunication Equip, Accessories &amp; Supplies includes Radios</td>
</tr>
<tr>
<td>78500</td>
<td>School Equipment &amp; Instructional Supplies, (could include whiteboards, classroom &amp; items such as pre-printed instructional aids)</td>
</tr>
<tr>
<td>80500</td>
<td>Sporting Goods, Athletic Equipment &amp; Athletic Facility Equipment</td>
</tr>
<tr>
<td>Commodity Code</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>84000</td>
<td>TV Equipment &amp; Accessories <em>(projectors, video cameras &amp; DVD players)</em></td>
</tr>
<tr>
<td>91000</td>
<td>Public Utilities: Water Sewer and Gas including Water, Sewer, Gas, Maintenance and Repair</td>
</tr>
<tr>
<td>91027</td>
<td>Garbage/Trash Removal, Disposal and or Treatment</td>
</tr>
<tr>
<td>91571</td>
<td>Newspaper and Other Publication Advertising</td>
</tr>
<tr>
<td>91800</td>
<td>Consulting Services</td>
</tr>
<tr>
<td>96286</td>
<td>Shipping &amp; Other Freight Costs <em>(for capital assets include shipping, freight, taxes, coded to E41X code)</em></td>
</tr>
</tbody>
</table>