1. **How do I place a Regular or Straight PO? I only see forms for Blanket Orders or Expense Vouchers on the Home page.**

Regular or Straight Po’s are now known as “Non-Catalog items”. You will find the link to non-catalog item on the Home page, right above the Forms section – in the “Go to” bar

Go to: advanced search | favorites | forms | non-catalog item | quick order Browse: vendors | categories | contracts

“Non-catalog item” purchase orders are for ordering a specific item at a specific price (i.e. musician for an event). The PO that is generated will be in the # sequence of P075XXX, rather than Blanket Orders for a dollar amount that will be drawn against over the year (i.e. Chartwells) and will be in the # sequence of B013XXXX.

2. **What about expense and travel reimbursements for employees?**

Submit all Faculty and Staff reimbursements, of any kind, on paper- the old way. Do not put through SHU eBuy at this time. A link to the proper forms is located on the Finance & Administration website and on the SHU eBuy Home page for convenience.

3. **I have an expense to pay but I do not have an invoice?**

Using the Expense Voucher option under Forms, enter the information required. The invoice number must be unique for the vendor. You can use the date of service, but please do not use just the vendor account # as this is not unique. You will need to attach some documentation such as a Speaker Agreement or some other form of communication providing support documentation for the expense.

4. **Now that I have received my order, how do I get the invoice paid?**

For a Non-Catalog purchase order you will need to "Create a Quantity Receipt" (found under Available Actions) and then email the invoice to Accountspayable-shuebuy@sacredheart.edu. The subject line must include the Purchase Order Number, Company Name, and Invoice Number.

For a Blanket Order you will need to "Create a Cost Receipt" (found under Available Actions), making sure to change the COST at the bottom of the screen to the amount you are OK’ing to pay, and hit COMPLETE. Email the invoice to Accountspayable-shuebuy@sacredheart.edu. The subject line must include the Purchase Order Number, Company Name, and Invoice Number.
5. **My vendor isn't in SHU eBuy?**

Please have the vendor complete the “Substitute W-9 form” available on the SHU eBuy homepage and have it faxed to Purchasing at 203-365-7609. This form is different from a standard W-9, as it contains additional information needed to set the vendor up properly in our system. You cannot enter the vendor yourself.

6. **My vendor is on SHU eBuy but the address is not correct or incomplete?**

Please have the vendor complete the Substitute W-9 form available on SHU eBuy homepage and have it faxed to Purchasing at 203-365-7609. Do not enter a requisition or expense voucher until the address is updated in the system.

7. **My vendor changed their name?**

Please have the vendor complete the Substitute W-9 form available on the SHU eBUY homepage and have it faxed to Purchasing at 203-365-7609. All boxes of the form are important and must be completed.

8. **I keep getting an error message about the dollar amount; what is wrong?**

Try removing the dollar sign and/or comma. Only provide a decimal point when there are cents involved.

9. **I have more than one invoice; can I change the dollar amount of the straight purchase order?**

Please do a Blanket order instead as we cannot alter a Non-catalog purchase order.

10. **How do I find what invoices have been paid to a vendor?**

Use the Document Search function to select the vendor. You can view Purchase Orders, Receipts, and Invoices related to the vendor.

Alternatively, you can search for a Purchase Order using the Quick Search bar on the top right of the page. Once in the Purchase Order you can view Receipts and Invoices applied to the Purchase Order under their respective tabs.

11. **What date should I use as the End Date on a Blanket Order?**
The End Date on a Blanket Order should always be the first day of the next fiscal year. For FY18 Blankets that will be 07/01/2018.

**12. I am entering an Account Number on a requisition, but it is not allowing me to use it.**

Make sure you are entering the account number with dashes i.e.: 01-23456-7890

If it is still not accepted, contact the Business Office.

**13. How do I find a Purchase Order or Blanket Order that I placed?**

Use the Document Search Function (advanced search view) and populate the appropriate fields to narrow your search i.e. Vendor, Account Number.

You can export Document Searches into Excel for easy reporting by hitting Export Search on the left in the Search Detail section.

**14. What does this Warning mean in the Notification Email for approving requisitions?**

If no Email Approval Code has been created by the user, they will receive this Warning in the notification email they receive to approve requisitions.

*The requisition listed below has been submitted for your approval.*

*WARNING: Your approval code is not set up in your profile, so you are not allowed to take action on this requisition via email. Action must be taken in your organization’s site. You may log into the application to set the approval code in your user profile.*

The Warning is just letting them know they haven’t set up an Email Approval Code in order to be able to get to the requisition requiring approval directly from the email notification. They can still log into SHU eBuy and approve, it’s just easier for some to click on the link in the email.

To set the Email Approval Code:

Go to View My Profile (under name at the top)

Update Security Settings

Change Email Approval Code
Set the code to whatever they would like.