VIRGINIA COMMONWEALTH UNIVERSITY

Procurement Services

RealSource New User Help-Guide

October 30, 2023

web: RealSource.vcu.edu
email: RealSource@vcu.edu
Cherwell Support Tickets: https://itsupport.vcu.edu/

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I. GENERAL

A. Purpose

This manual will assist departments to navigate Virginia Commonwealth University's RealSource Source-to-Pay system. RealSource currently supports:

- Requisitioning,
- Purchasing,
- Accounts Payable (Invoicing),
- Receiving, and
- Contracts.

It does not support:

- PCard transactions, or
- Travel/Personal Expense reimbursements.

B. Browser Compatibility

RealSource has no known web-browser compatibility issues; however, if issues occur, clear your browser cache, disable any pop-up blockers on your preferred browser or try another browser.

C. Alerts and Messages

Important user Alerts about downtime, upgrades, eCatalog issues, training sessions, etc., will be posted on the RealSource homepage or sent through RealSource's messaging system.

D. Navigational Tools

This Help-Guide includes various tools to navigate around the document. They include:

- Hyperlinks to external documents (some may require VCU Central Authentication System log in),
- Hyperlinks that jump to other areas within the Help-Guide,
- Table of Contents that jumps to major sections of the Help-Guide,
- A panel to the left of the Help-Guide, with the Table of Contents that jumps to major sections, and
- A vertical navigation bar on the right side of the document that returns users back to where they were prior to hyperlinking within the document.

E. Need Help?

In addition to this Help-Guide, other useful tools include:

- RealSource Website, General Information, and other information. See https://realsource.vcu.edu

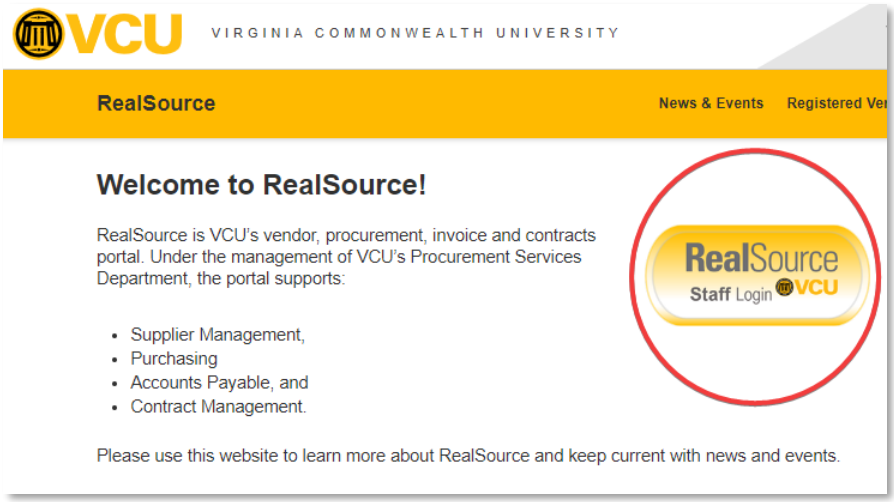
- RealSource Help-Desk: Open from 8:00 am– 4:30 pm weekdays
  Email: RealSource@vcu.edu
  Cherwell Support Tickets: https://itsupport.vcu.edu/

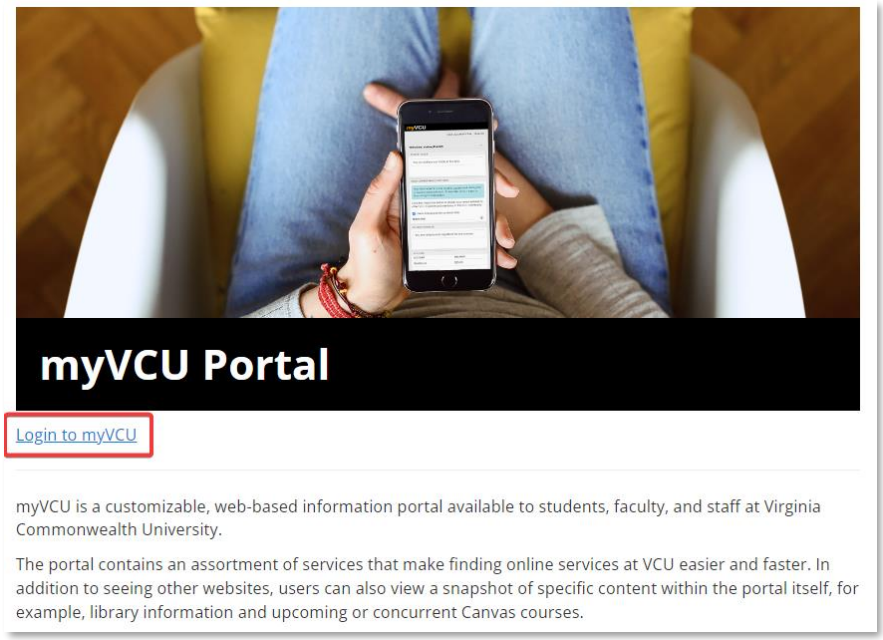
II. LOGGING IN?

Any employee, including student/temporary workers, with an active VCU eID can access RealSource at any time. VCUHealth employees or student/temporary workers without a valid VCU eID may not gain access to RealSource.

Users can log in to RealSource through the RealSource or myVCU (Resources) webpages. Employees may be prompted to log in to the university's Central Authentication Service (CAS) with their VCU eID and password, if they have not logged into the CAS for the day.

While any individual with an active VCU eID can log in to RealSource, upon the first log in, employees are assigned a Shopper's role with limited access. Other roles, including Requester or Approver, require the submission of a RealSource User Request form. The differences among roles are explained below.





III. ROLES

A. General

There are three user roles in RealSource. They are Shopper, Requester and Approver. Each includes a standard set of permissions based on transaction types.

Topic	Transaction Types	Shopper	Requester	Approver	Procurement Services
Users	Add or Change a Requester or Approver			●	
Vendors	Request a New Vendor or Update a Vendor	●	●	●	
Shop	Create a Shopping Cart (Requisition)	●	●	●	
	Process, Return or Reject Shopping Carts		●	●	
	Approve Shopping Carts (Issue a PO)			●	
	Process, Return or Reject Change Requests		●	●	
	Approve Change Requests			●	
Receipt	Enter PO Receipts	●	●		
Invoices	Approve Exceptions to PO Invoices		●		
	Create a Direct Payment Request (One Time and MCVP/VCUHS Payment Requests)	●	●		
	Process a Direct Payment Request (One Time and MCVP/VCUHS Payment Requests)		●		
	Approve Direct Payment Requests			●	
Contracts	Process a Contract Review Request	●	●	●	
	Approve/Execute a Contract				●

Approvers determine user roles based on user responsibilities. Departments must ensure users are fully cognizant of and able to perform the responsibilities that come with RealSource user access.

B. Shoppers

Any employee with a valid VCU eID can serve as a "Shopper." To become a Shopper, no special requests or forms are necessary. The employee can simply Log In to RealSource, then follow the prompts to Set-Up their User Profile.

Before shopping, Shoppers should first (a) review this Help-Guide, (b) set up their User Profile and (c) coordinate with their fiscal representatives to obtain the name of their "Requester" plus any special instructions that may be unique to the department. The Requester is the individual that Shoppers will assign their Shopping Carts for further processing.

Shoppers can shop in RealSource, however, they cannot "place" orders with vendors until their transactions have been reviewed and approved by their designated Requester and Approver.

C. Requesters

Only users designated by Approvers can serve as Requesters. Requesters must first obtain Banner Finance access. To obtain Banner Finance access, Requesters must take a Banner-training course and pass a test designed by the Controller's Office (TRAIN 201 - Mandatory Fiscal Training: Fiscal Responsibilities and Internal Controls). This is not a RealSource test.

Requesters can do everything that a Shopper can. However, they are primarily responsible for reviewing and approving Shopping Carts that are assigned to them from Shoppers. Requesters must ensure items placed in carts are necessary, allowable and adequately described. They must also verify that the appropriate RealSource form is used, the data keyed by the Shopper, including, for example, the Ship To addresses, commodity codes and accounting information for each transaction is correct. The Requester is the "quality assurance person" and should possess strong knowledge of RealSource.

Once the Requester has reviewed a Shopping Cart, they can return/reject transactions back to the Shopper or forward them to their designated Approver for final processing.

D. Approvers

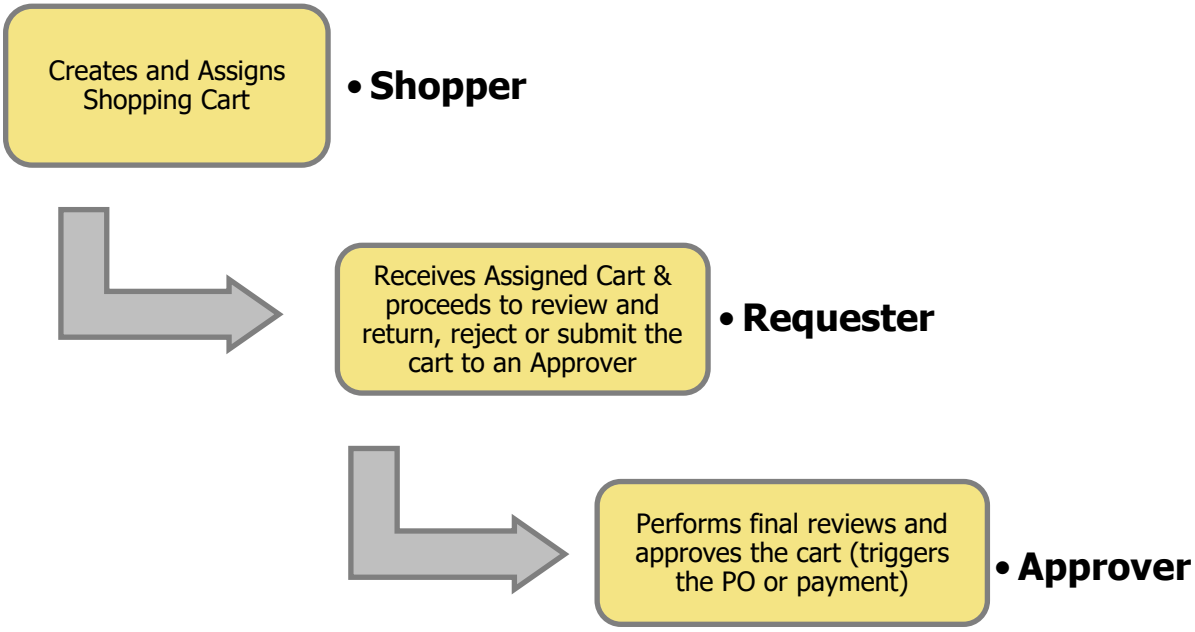
Only users designated by their fiscal managers can serve as Approvers. It is not necessary for Approvers to have Banner Finance access, although some do. Approvers determine who can serve as a Requester.

Approvers are the final reviewers and approvers of all financial transactions, including requisitions and One Time Payment Requests. They are critical towards ensuring transactions have been appropriately prepared and sufficient budget exists. Approvers perform the final review for all orders, Change Request and One Time Payment Requests and either return, reject or approve them. If approved, transactions are effectively "Completed," triggering POs to be issued to and direct payments to be made to vendors.

For financial control purposes, Approvers cannot process a Receipt for an order or initiate a One Time Payment Request (but can approve One Time Payment Requests processed by their Requesters).

E. Workflow Diagram for User Roles

Below is the basic approval workflow for requisitions and Direct Payment Requests for all three roles.



F. How to Add or Change User Roles

Any employee with an active VCU eID can access RealSource as a Shopper; however, special permission is required to serve in the role of Requester or Approver.

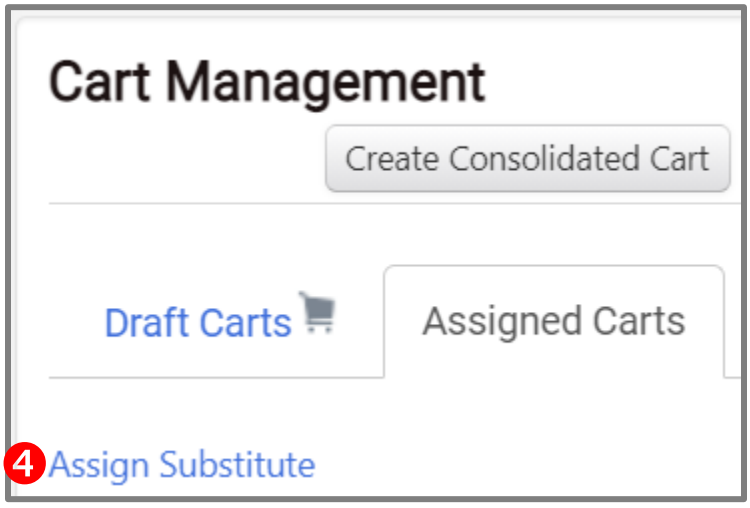
Requests to add, change or reactivate user roles may only be submitted by Approvers. Approvers may not request to add, change or reactivate user access for themselves, but must solicit the assistance of a fiscal manager or other Approver within their own department.

To add, change or reactivate user roles, Approvers must use the RealSource User Request form, which is located at the bottom of the RealSource homepage. This form is **only visible** to Approvers. For financial control and audit purposes, Approvers must use the form to add, change or reactivate user roles. Emails or phone calls are insufficient given RealSource roles represent a major financial control point.

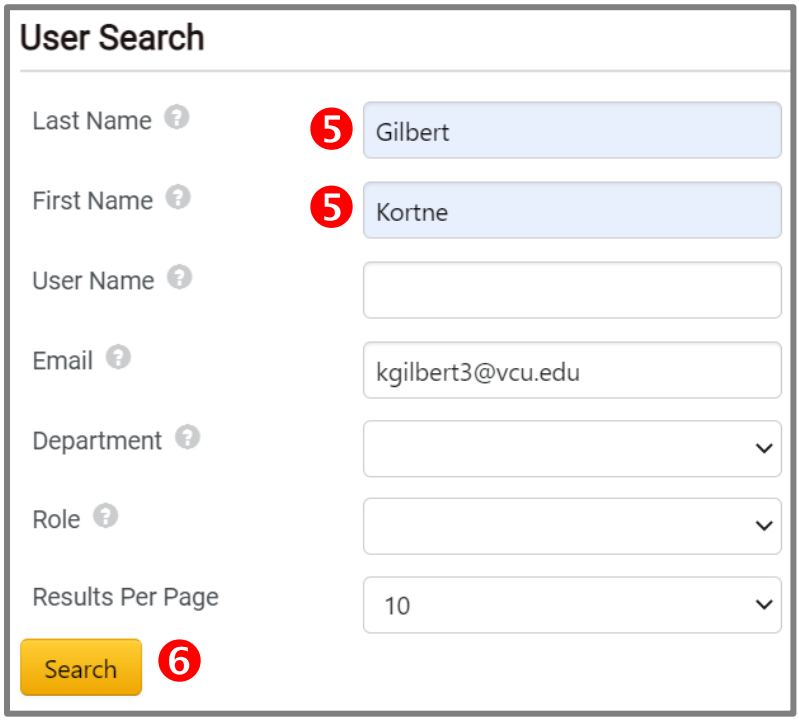
G. Assigning a Substitute Requester

Requesters who plan to be out of the office for **no more than 1-month** can temporarily assign their transactions to a "Substitute" Requester for processing while they are away. To assign a Substitute Requester, follow the instructions below.

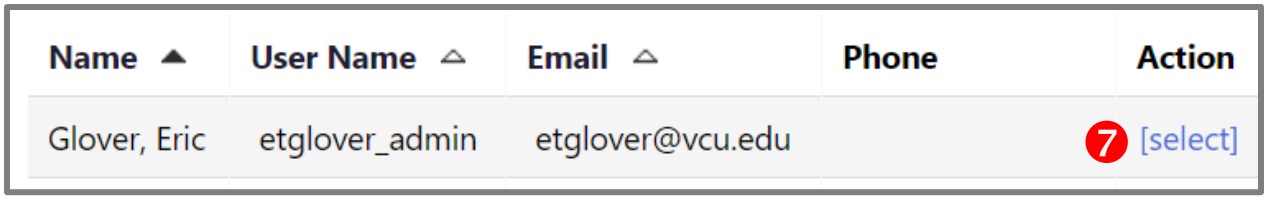
1. Click the **Shopping Cart icon** in the upper left side of the RealSource homepage
2. Click **My Carts and Orders**
3. Click **View Carts**



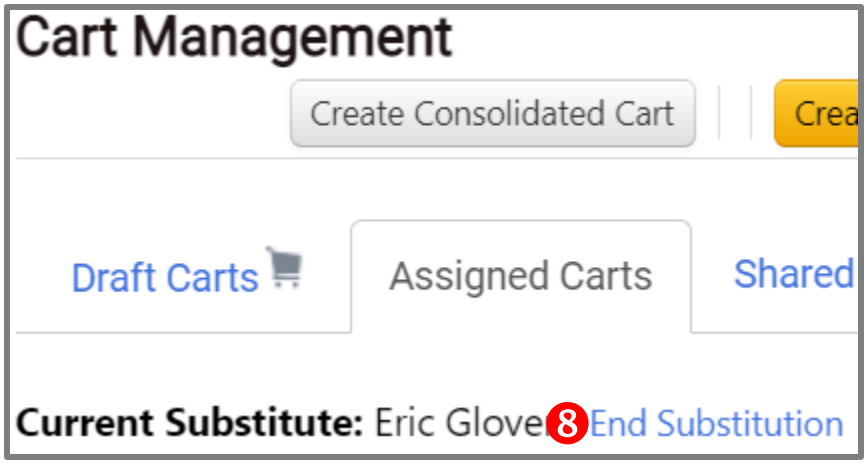
4. Click **Assign Substitute**



5. Enter the user's **Last and First Name** (the Substitute Requester must have Banner Finance Access)
6. Click **Search** to find the name of the appropriate employee



7. Click **Select**

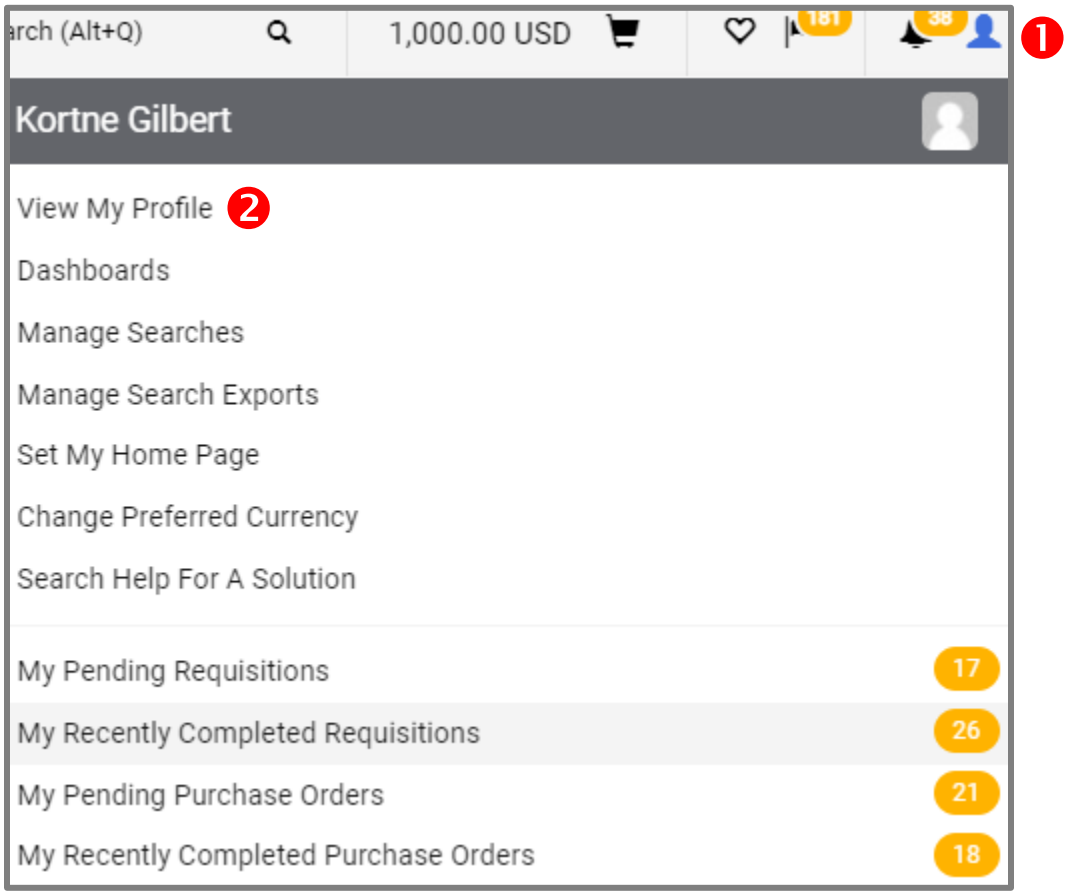


8. When the User returns to their usual duties, it is important to click **End Substitution**

IV. SETTING UP YOUR PROFILE

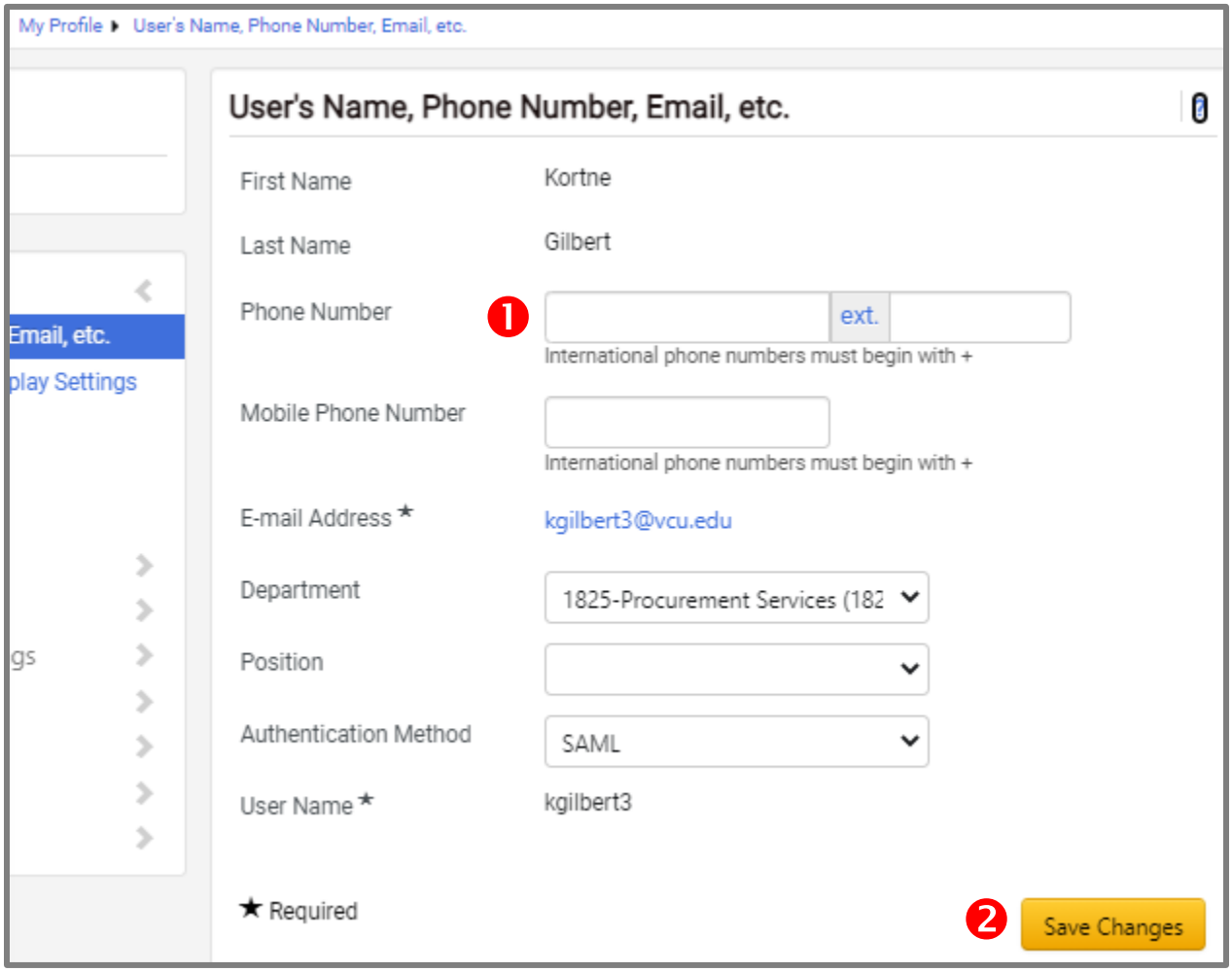
A. General

All Users are required to set-up their User Profile to better navigate the system and enhance their shopping experience. The steps below apply to Shoppers, Requesters, and Approvers (despite that the example involves a Requester).



1. Click the **Silhouette icon** from the upper right side of the RealSource homepage
2. Click **View My Profile**

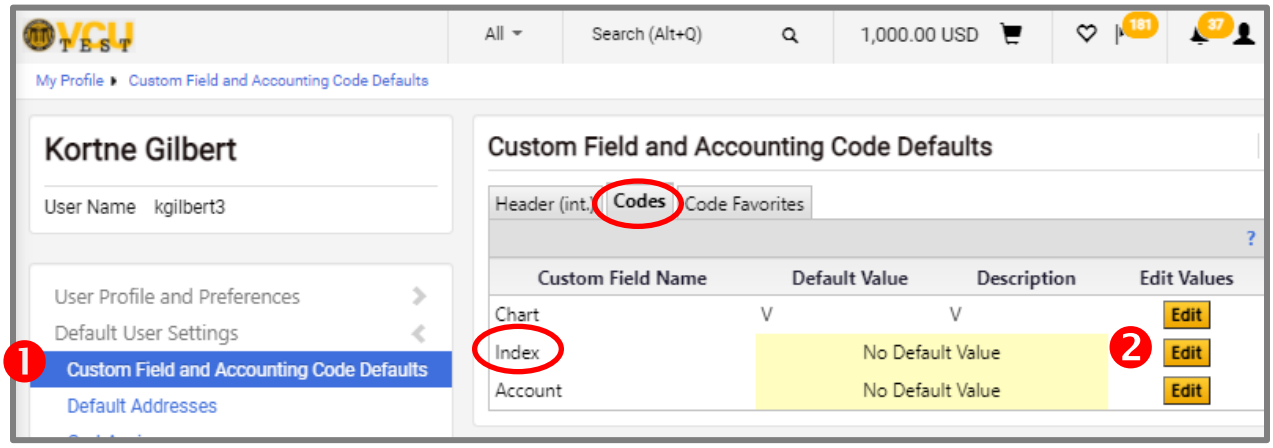
B. Phone Numbers



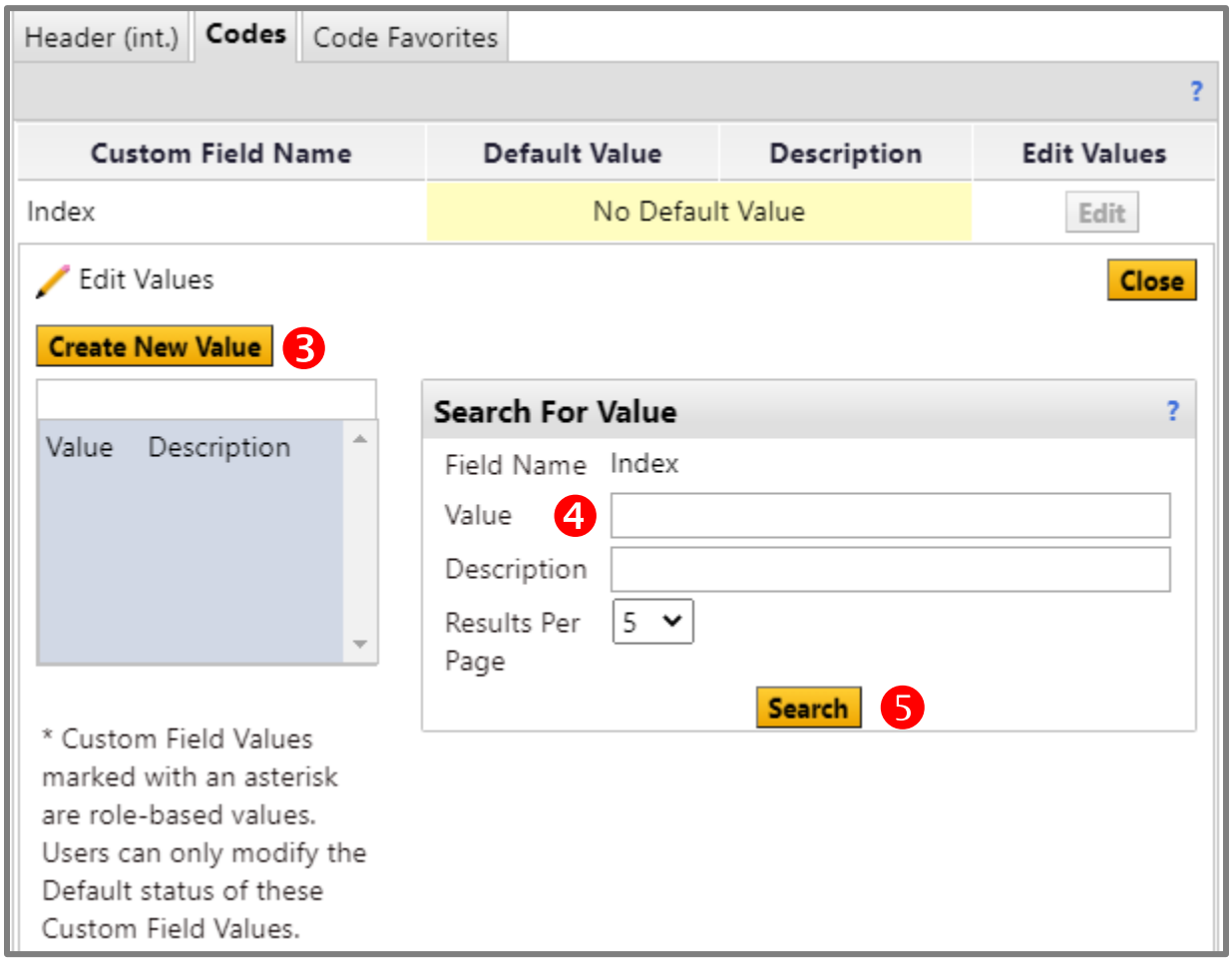
1. Enter your **Phone Number**
2. Click **Save Changes**

C. Accounting Codes

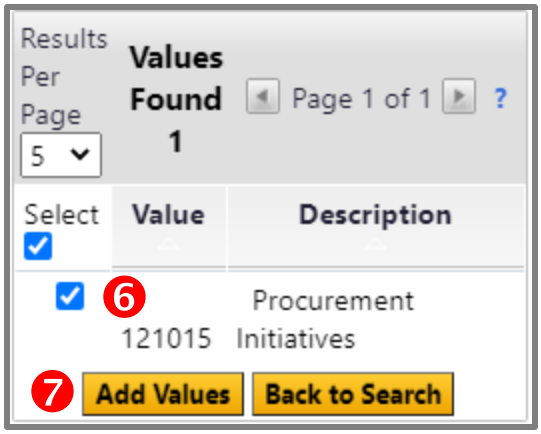
To set up your default Accounting Codes, follow the instructions below.



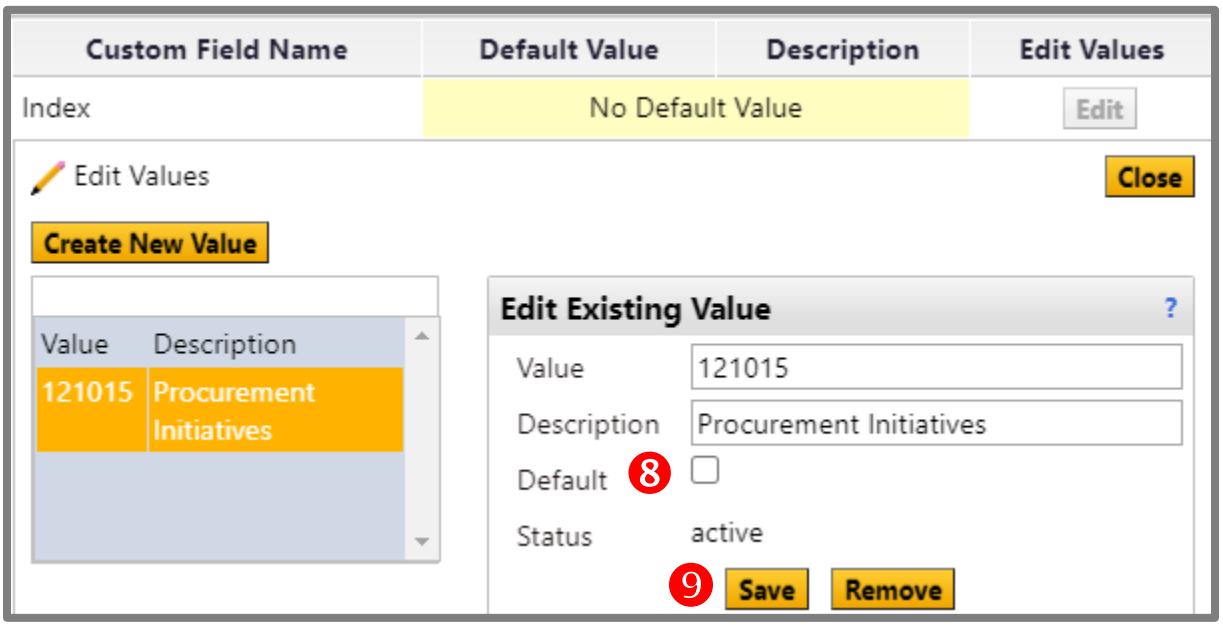
1. Click **Custom Field and Accounting Code Defaults**
2. Under the "Codes" tab, Click **Edit** to select your Index default Index



3. Click **Create New Value**
4. Enter the **Value or Description**
5. Click **Search**



6. **Check** the correct default address
7. Click **Add Values**



8. Check the **Default** box
9. Click **Save.** Default settings have been created and saved. Repeat 1-9 for adding a default Account code

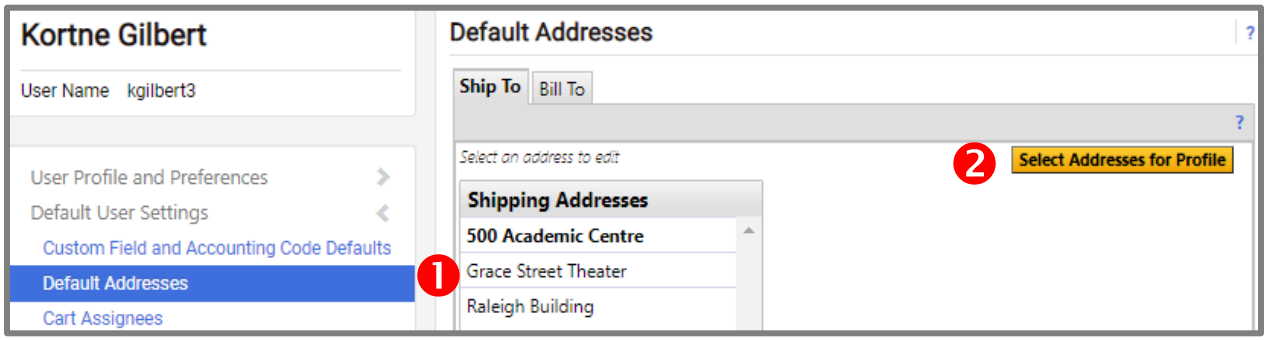
D. Ship To Addresses

All Users should setup their Default Ship to Address as the physical address of their VCU office or their home address if they are full-time teleworkers.

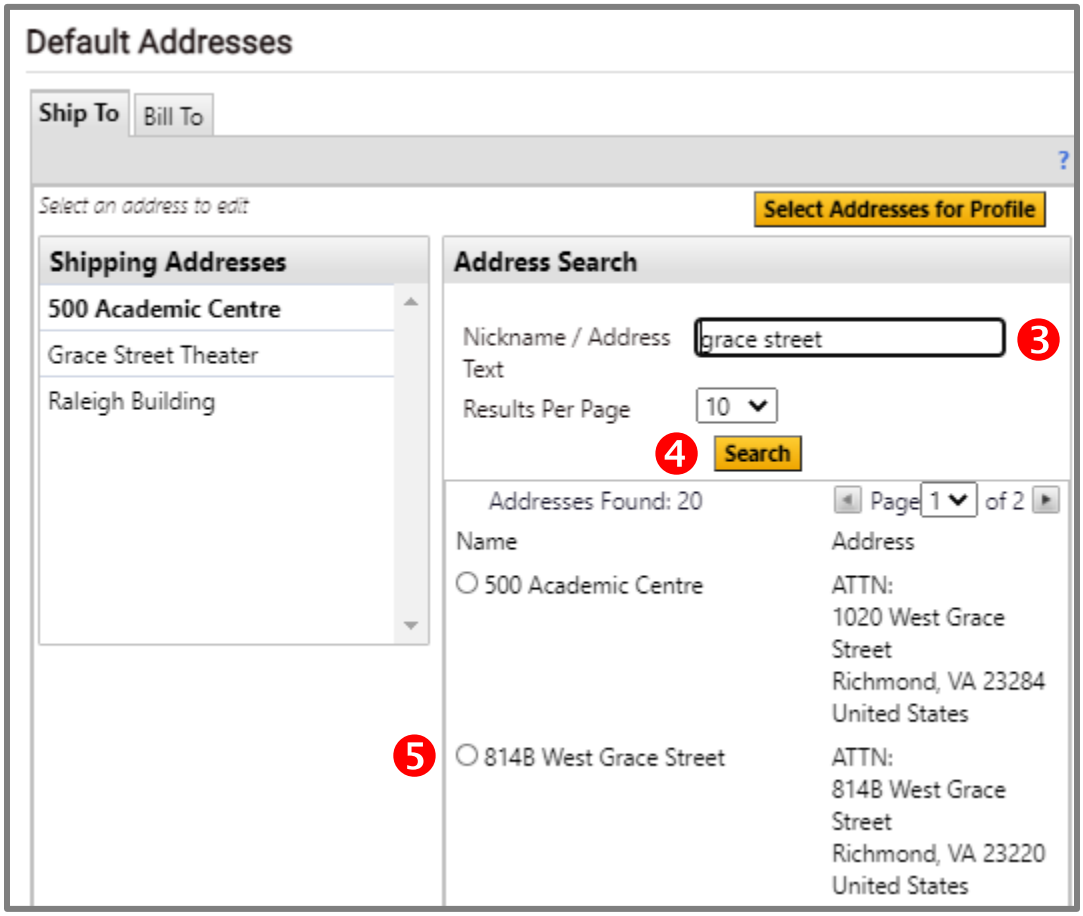
It is highly recommended that all users also add the **"No Shipment Required"** Ship to Address to their Favorites Addresses (Address Code 289). Add this address to all requisitions that do not involve the physical "delivery" of a tangible item. Examples are items/services covered under the One Time Payment Request (utilities, conferences, membership dues, stipends, honoraria, etc.), and requisitions for services, such as construction, meeting facilities for hotels/events, temporary personnel, consulting, etc.).

Users can add multiple Ship to Addresses to their Favorites list and toggle among them and their Default address throughout the day. Both Default and Favorites Ship to Addresses can also be changed or

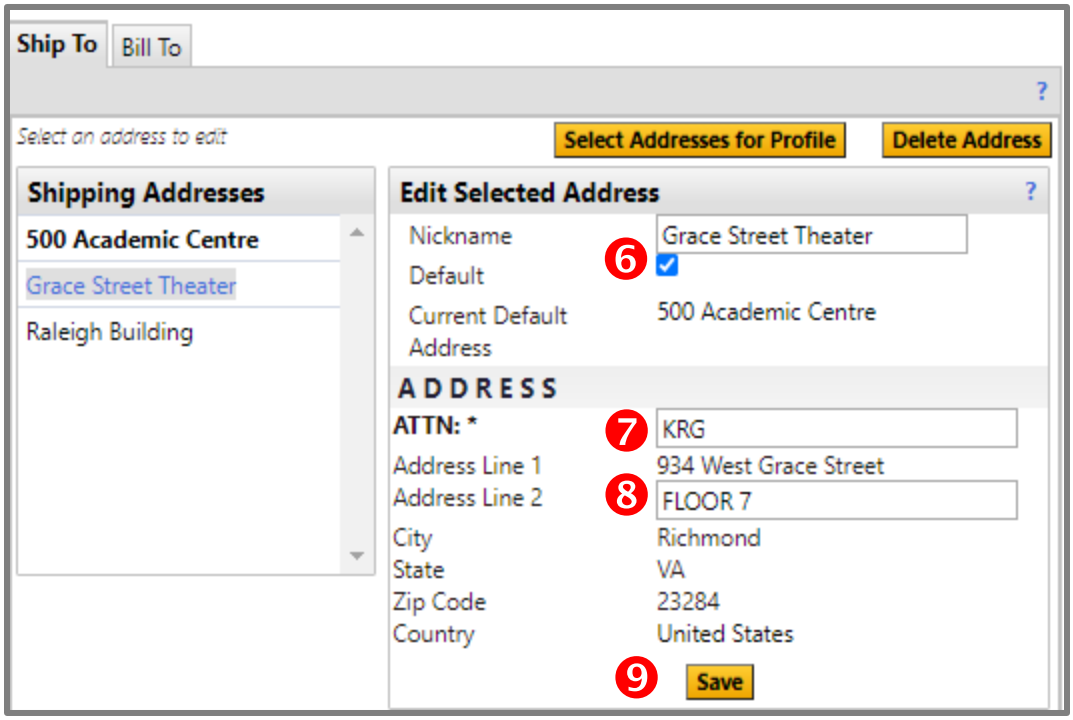
deleted. Requisitions will initially carry the user's Default Ship to Address, however, other addresses, such as the "No Shipment Required," can be substituted during the requisition check-out process.



1. Click **Default Addresses**
2. Click **Select Addresses for Profile**



3. Enter the **Street Name** in the Nickname/Address field
4. Click **Search** (different options may appear based on the information in the search)
5. Click the **radio button** to select the correct address

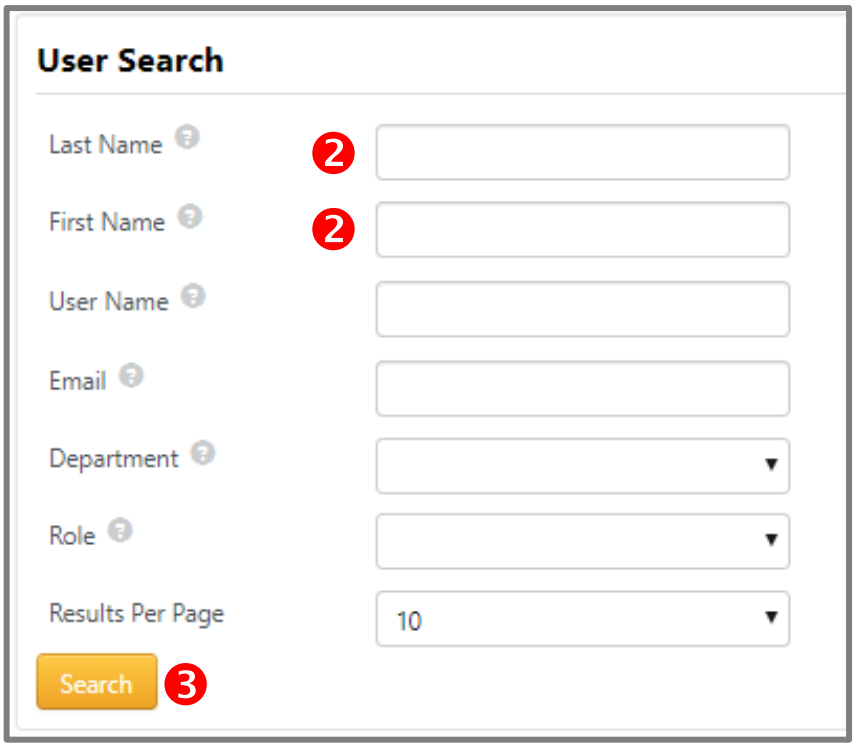


6. Check the **Default** box
7. Enter the **ATTN* to field** if applicable
8. Enter the **Floor or Room Number**
9. Click **Save**

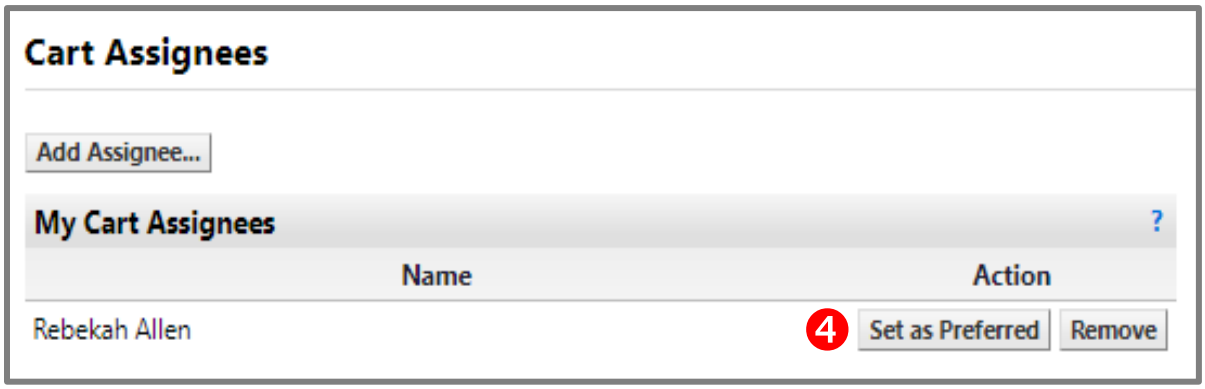
E. Cart Assignees (For Shoppers Only)

Only **Shoppers** need to add default Cart Assignees. Cart Assignees are department Requesters.

1. Click **Add Assignee**



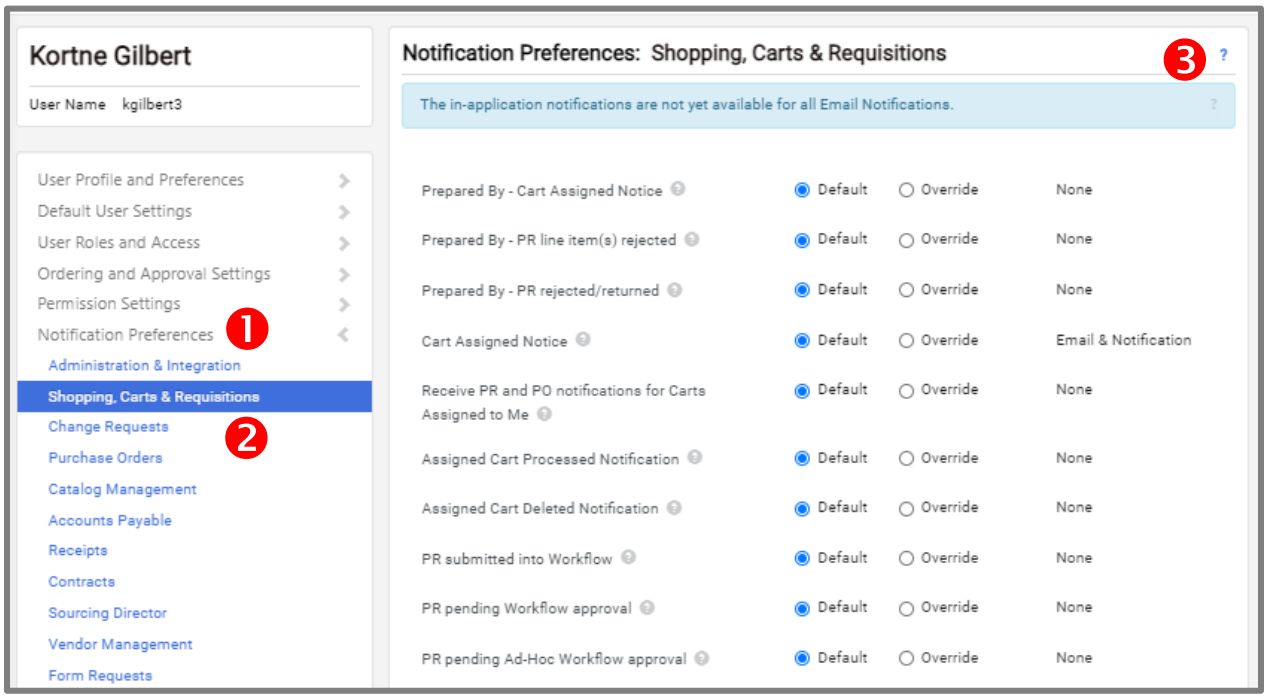
2. Enter the **Requester's Last and First Name** (person you will assign your carts to)
3. Click **Search**



4. Click **Set as Preferred** to establish your preferred Cart Assignee. Shoppers can also **Remove** Cart Assignees as necessary.

F. Notification Preferences

Users can choose to receive notifications of pending work that requires their attention via email and/or system notifications.

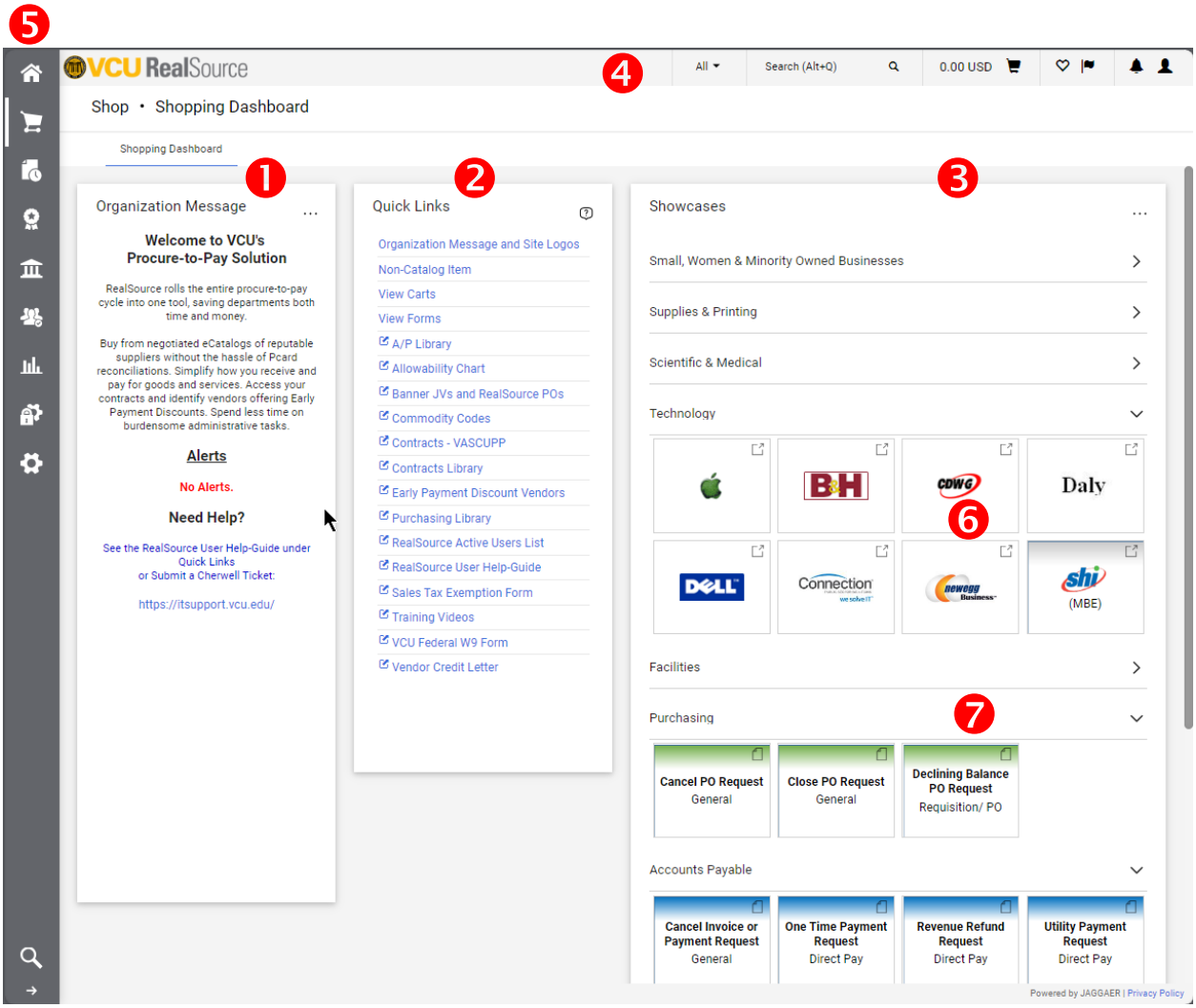


1. Click **Notification Preferences**
2. Click the **module** for the notifications you do or do not wish to receive
3. Click the **Edit Section**. The Defaults options will display

4. Click **Override** to change the type(s) of notifications. Select either None, Email, Notification or Email & Notification. Notifications are Alerts that display in the upper left side of the homepage when clicking the "bell" icon
5. Click **Save Changes**

V. DASHBOARD OVERVIEW

Once you have logged into RealSource the Shopping Dashboard will display. It is also referred to as the **homepage**.



1. The Organizational Message includes general information and user Alerts.
2. Use Quick Links to hyperlink to frequently used resources such as non-catalog items, carts (draft, assigned, and shared), forms (used by your department), instructional materials and webpages.
3. Showcases house eCatalogs, various forms and search engines.

	Used to locate documents or information within the system.
	Total dollar amount of the items placed in your cart.
	Favorites you have created.

	Used to locate documents or information within the system.
	Includes any action item you must complete.
	Number of notifications you have in the system.
	Customize your User Profile here, set defaults and alter notification settings.

4. Located at the top left of the Shopping Dashboard is the User toolbar. It is frequently used to search for information, access shopping carts, access alerts and action items and access the User Profile. See descriptions above for each of the Icons.

The *Home* icon will always send users to the main Shopping Dashboard.

The *Shop* icon mimics the homepage. The Shopping Dashboard appears when selecting the shop icon. You can also view any draft carts and orders.

The *Orders* icon allows users to search for documents.

The *Contracts* Icon allows users to submit the Contract Request Form and search for any existing Contracts.

The *Accounts Payable* icon allows users the capability to search for invoices, receipts, credit memos and access the One Time Payment form.

The *Vendors* icon contains all vendors and some vendor forms. You may also search for vendors already listed in RealSource for VCU use by selecting this icon.

The *Sourcing* icon allows users to access any Sourcing Events. Module not deployed yet.

The *Reporting* icon allows **Requesters** to search and export raw data.

5. Located along the left side of the Shopping Dashboard is the **Main Toolbar**. Users will access it throughout the day to navigate among RealSource modules and actions. The number of Icons in this toolbar vary based on user roles.
6. This area includes various showcases for vendor eCatalogs that users can "Shop On."
7. Below eCatalogs are an assortment of user forms to create special types of requisitions, cancel/close POs and invoices, request a One Time Payment, activate an existing vendor, take an action on a Ship To address or User, etc. They are organized by transaction type and color-coded for ease of identification.

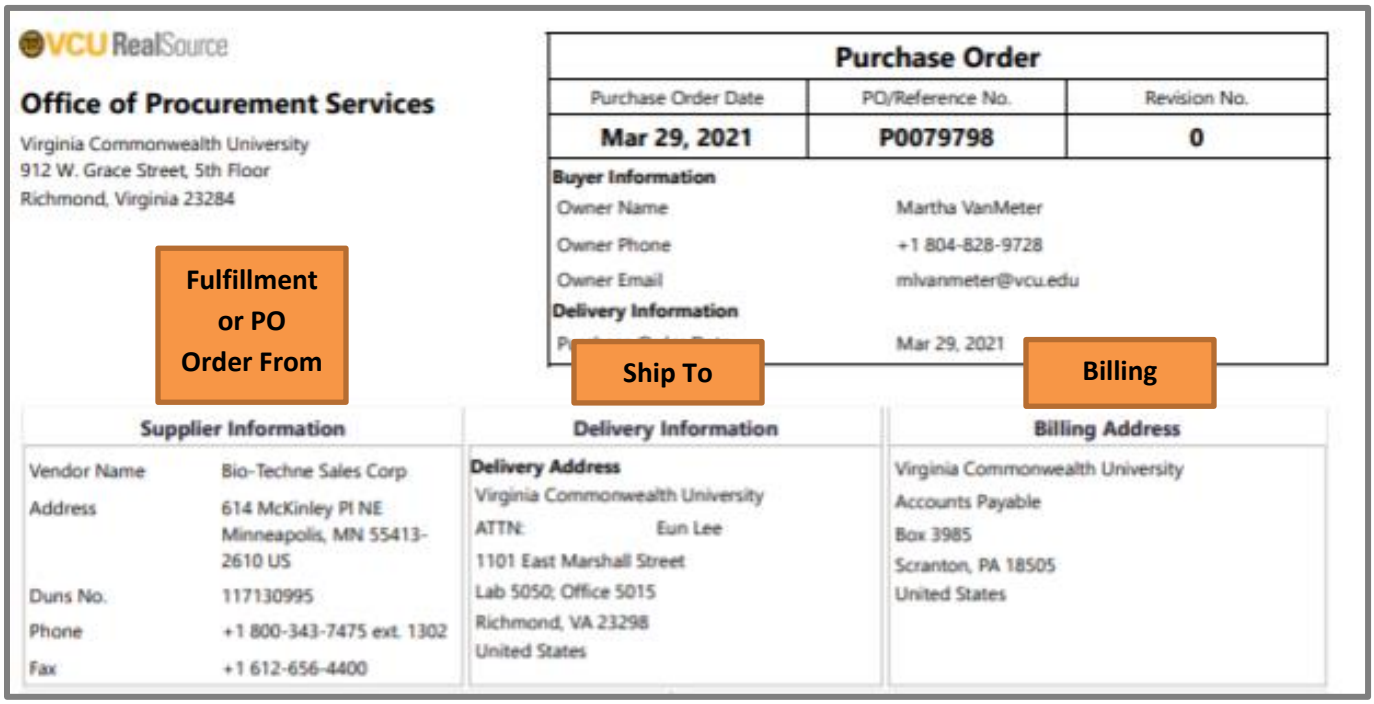
VI. ADDRESSES

Various addresses are used in RealSource. They tell vendors where to send things to VCU, such as where to deliver goods/equipment or mail invoices. They also tell VCU where to send things to the vendor, such as POs or check payments. Other vendor addresses in RealSource are used primarily by Procurement Services for tax reporting or other purposes.

There are six types of RealSource addresses. The Ship To, Fulfillment and Billing Addresses appear at the top of every VCU PO, referred to on the PO Form as Delivery Information, Supplier Information and Billing Address, respectively.

A. Types of Addresses

Type of Address	Whose	Applies To	# of Addresses	Description
Fulfillment or PO Order From	Vendor	Requisition	Multiple	Vendor address for fulfilling VCU POs
Ship To	VCU	Requisition	Multiple	VCU address where goods/equipment ordered on a PO are to be shipped to. For services use "No Shipment Required"
PO Distribution Email	Vendor	PO	One	Vendor's primary email address to receive POs
Billing	VCU	Invoice	One	VCU mailing address for vendor invoices
Remit To	Vendor	Invoice	Multiple	Vendor check payment address
Other	Vendor	Other	Multiple	Other vendor addresses used by Procurement Services, such as sales office, headquarters, etc. for tax reporting, general communications, etc.



B. Fulfillment Address

The Fulfillment Address, also referred to as the PO Order From Address, is the vendor location where the order will be fulfilled from. Many vendors have multiple Fulfillment Addresses, and while a primary Fulfillment Address exists for each vendor, Departments should verify that they have selected the appropriate Fulfillment Address before completing a Requisition. This address appears on the face of every PO under "**Supplier Information**."

It is ultimately the vendor's responsibility to keep its Fulfillment Addresses current; however, departments may request to add a Fulfillment Address by submitting the Existing Vendor Request form with attached proof.

C. Ship To Address

The Ship To Address is where goods/equipment are to be delivered to VCU and is a significant financial control point. This address appears at the top of the PO as the **Delivery Information**.

The RealSource table of Ship To Addresses is managed by Procurement Services. Entries are carefully vetted before they are added. Ship To Addresses are typically limited to official VCU locations/buildings or the home addresses for full-time teleworking employees. Requests to add the home addresses of full-time teleworking employees are vetted against the employee master file. Ship To Addresses are inactivated due to inactivity, building location changes or employee terminations.

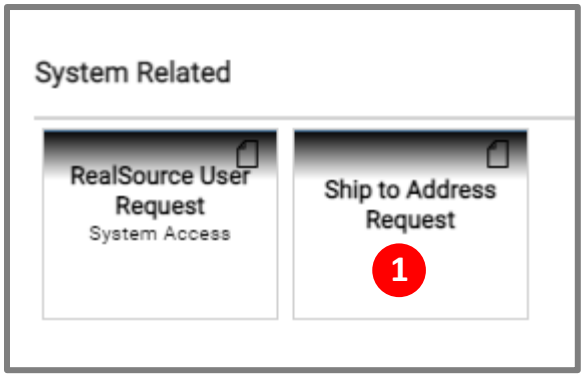
Ship To Addresses must be official USPS mailing addresses only. All addresses are vetted against the USPS address verification system. When creating requisitions, Shoppers/Requesters have the ability to add specific room/suite numbers or other delivery information that more specifically pinpoints the location for delivery personnel within VCU buildings/locations.

Since keying "Receipts" is also a major financial control point, it is important for departments to select the correct Ship To location when creating requisitions so that the goods/equipment are delivered to the appropriate address and VCU employees are present to properly receive and verify vendor deliveries.

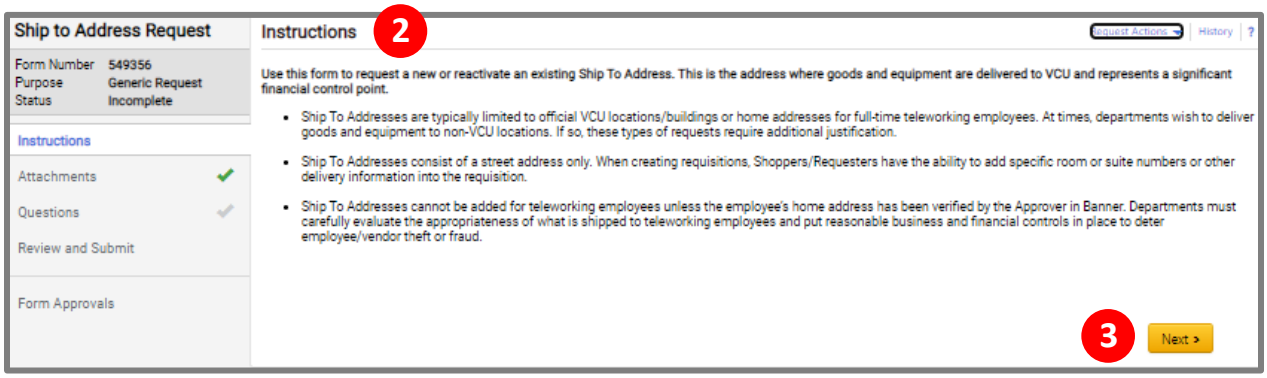
From time to time, Departments want vendors to deliver goods/equipment to non-VCU locations. For example, a PI may wish to send supplies to another university working collaboratively with VCU on a research study. Requests to ship goods/equipment to non-VCU locations are rare and written justifications are required. Further, Ship To addresses for non-VCU buildings/locations are inactivated once transactions are completed.

For services POs, Departments should use the "**No Shipment Required**" Ship To location given deliveries by delivery-personnel will not occur.

To add new or reactivate existing Ship To Addresses, a Department Approver must submit the **Ship To Address Request form** in the System Related showcase at the bottom of the RealSource homepage.

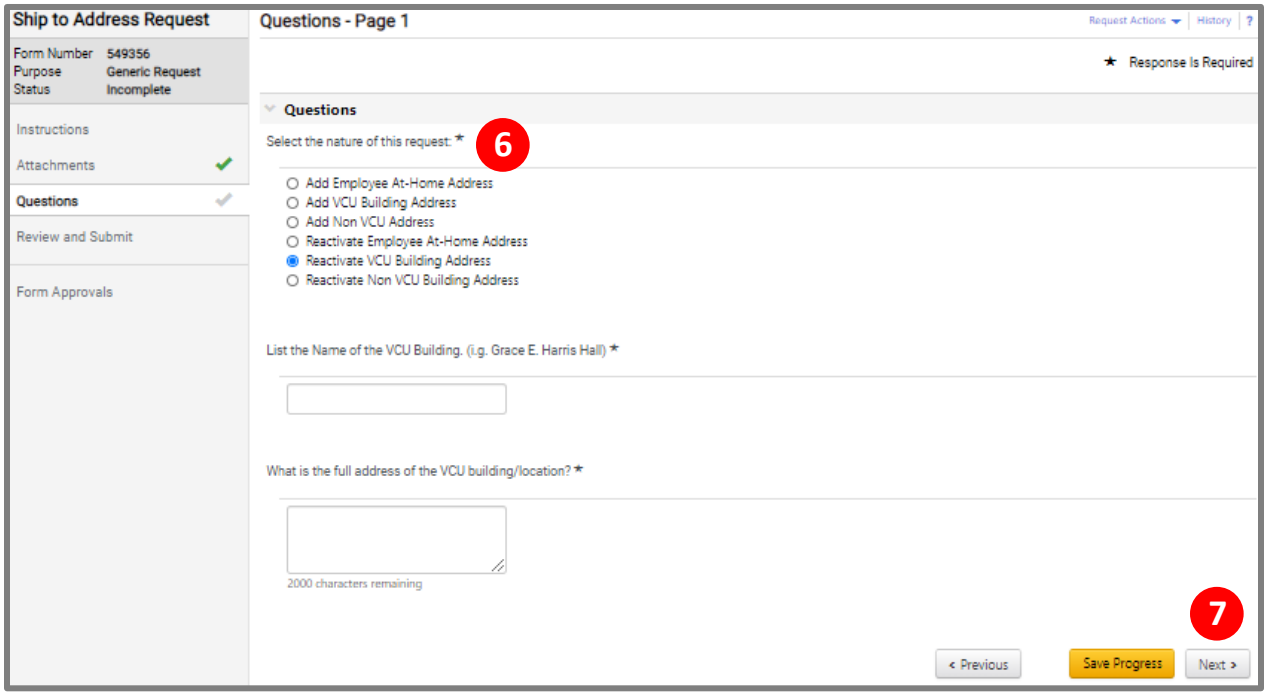


1. Click on the **Ship to Address Request** form

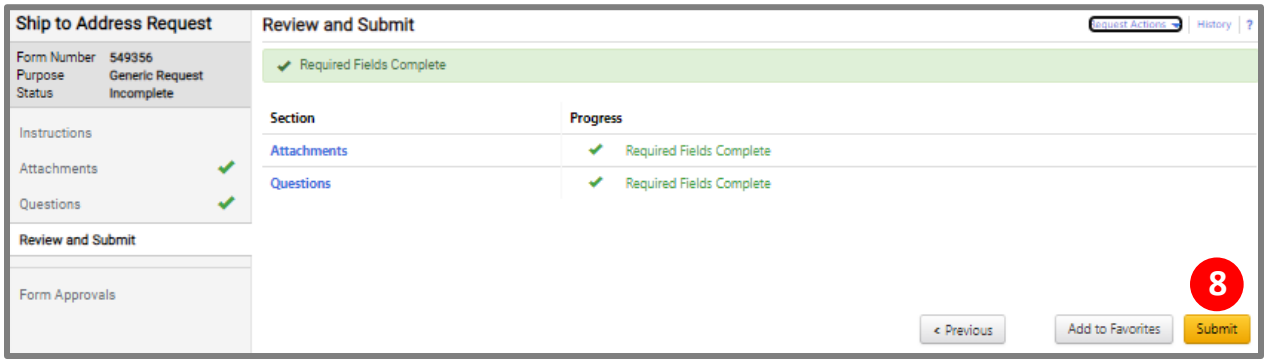


2. Read the **Instructions**
3. Click **Next**

4. Click **Add Attachments**, where appropriate (i.e., justification to add Ship To address for non-VCU building/location
5. Click **Next**



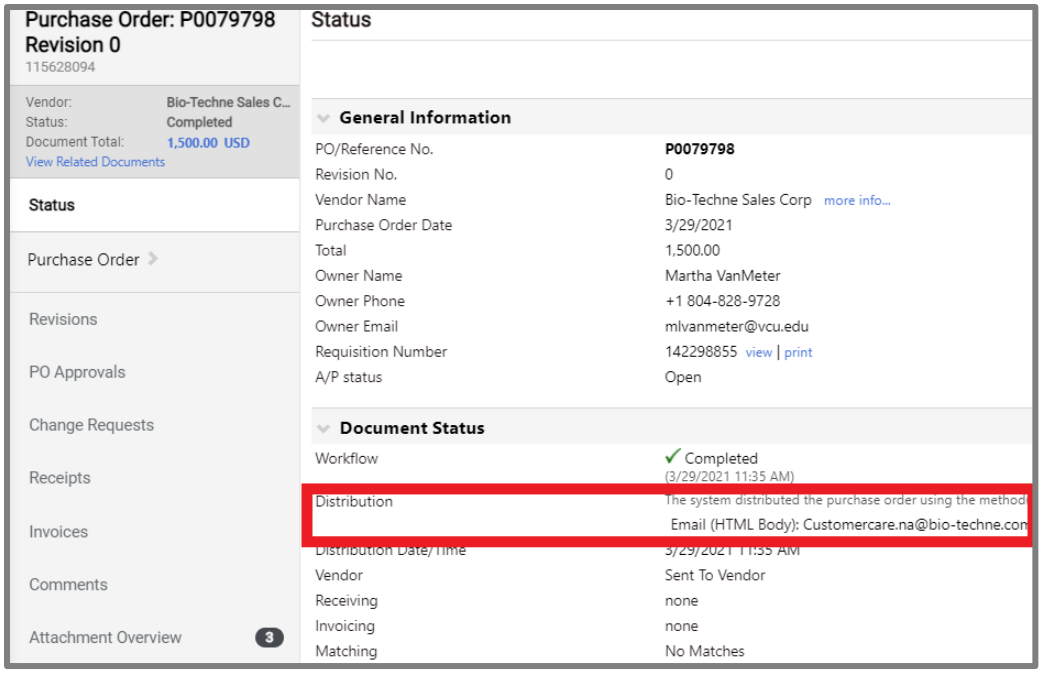
6. **Select the nature of this request**. Additional questions will appear (and differ) based on which radio button is selected
7. Click **Next**



8. Click **Submit.** Once submitted the form will workflow to Procurement Services for review/completion. Users will receive a notification when the request is completed

D. PO Distribution Email Address

In addition to the vendor's Fulfillment Addresses, each vendor has provided a single **PO Distribution Email Address** to receive VCU POs. Once a PO is approved in RealSource, an email is sent to the vendor's PO Distribution Email Address with a PDF copy of the PO attached. From there, the vendor is responsible for distributing the PO to the correct Fulfillment Address within its own Sales Order system. The PO Distribution Email Address is recorded in the RealSource PO transaction, but does not appear on the PO itself. If a vendor claims to have not received a PO, look up the PO to inform the vendor of the email address that the PO was sent to.



From time to time, POs sent to the vendors PO Distribution Email Address are returned to VCU undelivered. When this occurs, Procurement Services receives an alert, works directly with the vendor to correct the PO Distribution Email Address, then resends the email with the PDF copy of the PO to the vendor's corrected address. The History of the PO will show if a PO was undelivered then later resent.

To request an update of the vendor's PO Distribution Email Address, users must submit the Existing Vendor Request form.

E. Billing Address

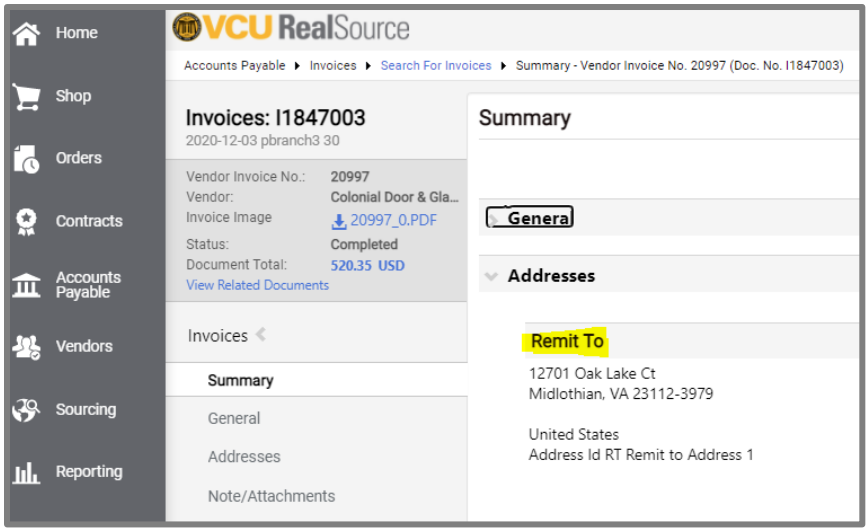
The **Billing Address** belongs to VCU's Accounts Payable (A/P) workgroup and is used by vendors to mail invoices to VCU. It appears prominently at the top of every VCU PO under "**Billing Address.**" The university's current Billing Address is located in Scranton, PA. Invoices mailed to this address are optically scanned and uploaded by a third-party processor into RealSource so A/P can promptly review and stage them for payment.

Vendors who have registered through the RealSource Vendor Portal can send their invoices electronically instead through the portal. For more about vendor options for invoicing, see Invoicing.

F. Remit To Address

If the vendor is paid by check, the **Remit To Address** is where check payments will be mailed to the vendor. Adding a new Remit To Addresses is a significant financial control point and is typically provided by the vendor on the face of each invoice or added directly by the vendor when submitting an electronic invoice. A university department should not submit Remit To Addresses.

Vendors may have multiple Remit To Addresses, especially large businesses with multiple sales locations. Vendors must include a Remit To Address on the face of every invoice. When A/P processes invoices, they visually match the Remit To Address provided on the invoice to the appropriate RealSource Remit To Address in RealSource. If the Remit To Address on the invoice does not exist in RealSource, A/P works with Vendor Support to add a new Remit To Address to the vendor's RealSource record, then links it to the invoice prior to processing.



G. Other Addresses

Various other vendor addresses are kept in RealSource that are used mostly by Procurement Services. They may include the vendor's headquarters (home office) or sales office, and contain phone numbers, contacts and other information. These are maintained either by the Procurement Services Vendor Support team or by registered vendors through RealSource Vendor Portal.

VII. VENDORS IN GENERAL

A. Vendor Types

A RealSource "vendor" is a:

- Company (entity),
- Individual or
- Student,

That receives a

- Purchase Order (PO),
- Contract, or
- Payment.

B. Vendor Systems

Electronic information about vendors is housed in various university systems, including:

- RealSource,
- eVA, and
- Banner.

Despite the number of systems, all university vendors that receive a PO, contract or payment must reside in RealSource and should reside in all three systems.

C. Special eVA Requirements

Departments must verify that vendors are self-registered and active in eVA (except for Direct Payment Request vendors).

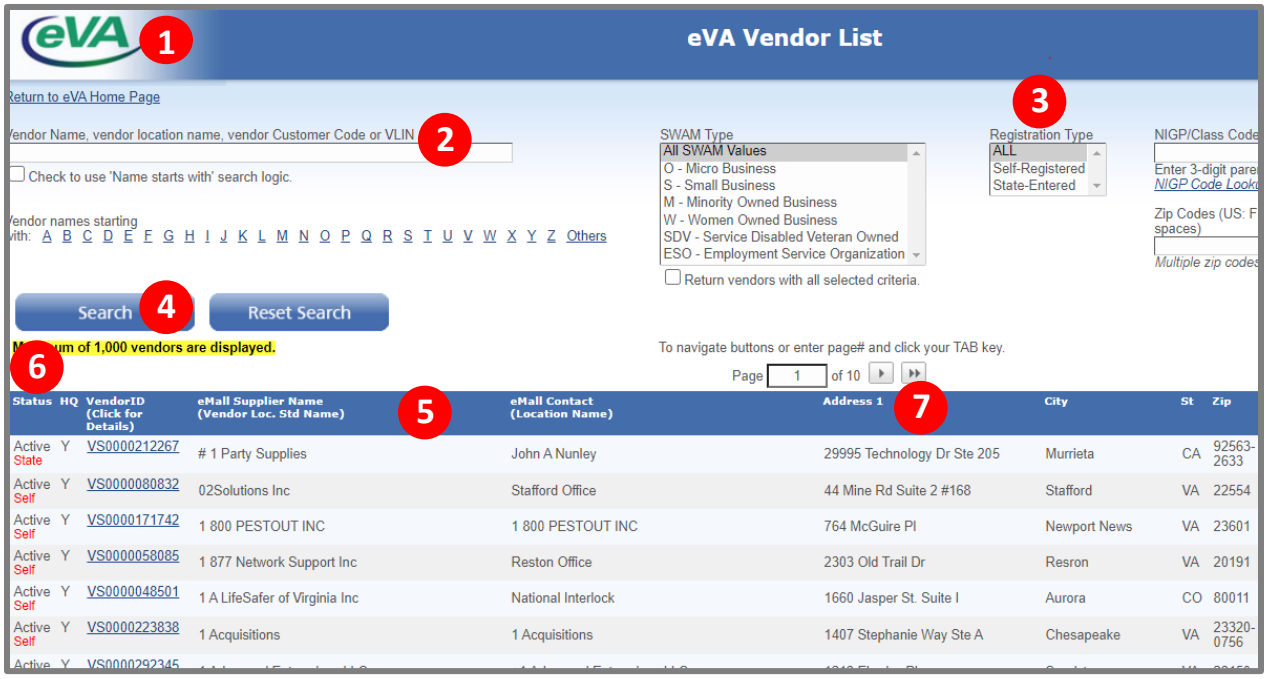
- To add new vendors or activate existing vendors that are "companies/entities," it is important for departments to search for these vendors in the Commonwealth of Virginia's eVA system and ensure that the vendor is both (1) self-registered and (2) the Fulfillment Address is Active in eVA. There are Quick Links and Tiles on the RealSource homepage to hyperlink to the eVA vendor system.

- If vendors are not checked in eVA first, POs may be awarded to eVA vendors that are not registered and/or active in eVA. This precludes the university from meeting its statutory obligation to report POs to eVA for public transparency purposes and causes excessive eVA fees to be charged to the university.

- When asking vendors for quotes, departments **must ask** vendors to "include" the cost of eVA fees in their quotes or pricing.

- When departments choose to do business with vendors that are not eVA self-registered (and active in eVA), eVA fees may be billed back to non-conforming departments.

- Information on how to search for vendors in eVA's public transparency website to determine if they are self-registered, active and/or SWaM certified can be found here.



1. Go to eVA to search for the vendor (see the Quick Links on the RealSource homepage)
2. Type in **Vendor Name**
3. Select Registration Type of **Self-Registered**
4. Click **Search**
5. If the vendor is self-registered, it will appear in the returned list of vendors
6. Check the **Status** to ensure it is **Active**
7. Check the **Address** to verify it is the same as the Fulfillment Address you selected when preparing the RealSource requisition
8. If the vendor is not eVA Self-Registered or the Fulfillment Address is not showing or Active, advise the vendor to contact eVA Customer Service to resolve the issue. Both need to occur "before" the PO is issued to the vendor, otherwise VCU will not meet the Commonwealth's statutory requirements for public transparency and the vendor's eVA fees will be charged directly to VCU and may be charged back to the department
9. Internal questions about eVA can be directed to the RealSource Help-Desk

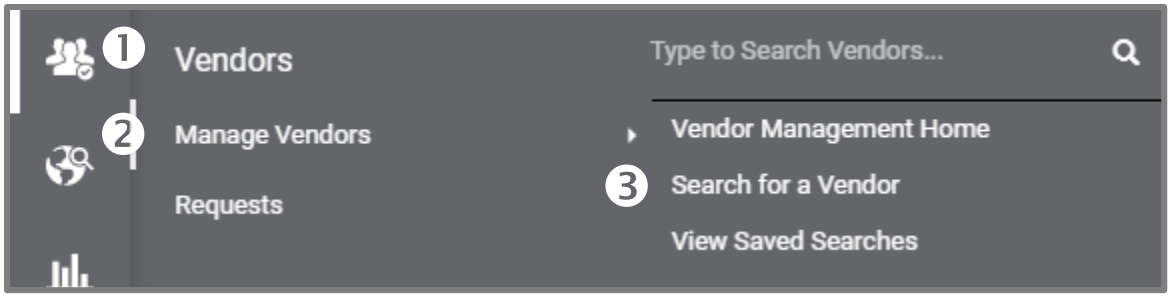
D. Banner Vendors & RealSource

Vendors that appear in the old Banner vendor system that are not in RealSource must be treated as "new" vendors to RealSource. Before a Requisition, Purchase Order, Contract or Payment can be processed, a vendor's record must be…

- In RealSource,
- Active in RealSource, and
- Accurate, especially vendor name, Tax ID (EIN/TIN) and PO Email Distribution (PO) Address and the PO Fulfillment Address.

E. How To Search For a Vendor in RealSource

To determine if the vendor is already in RealSource, you can Search within the RealSource system using the RealSource toolbar, or by selecting the  icon on the left side of the Shopping Dashboard.



1. Click the **Vendor's icon**
2. Click **Manage Vendors**
3. Click **Search for a Vendor**

VIII. ADD NEW & UPDATE EXISTING VENDORS

Oftentimes, you will need to add new or update existing vendors in RealSource. There are three Vendor Forms to choose from depending on the type of vendor, whether the vendor already exists in RealSource and the action needed.

A. Which Vendor Form Should I Use?

The three forms, each accessible from the RealSource homepage, are:

Form Name	RealSource Homepage Location
Request New Vendor	Gray Navigation Bar to the Left
Existing Vendor Request	Vendor Showcase Towards the Bottom of the homepage
Student Request	Vendor Showcase Towards the Bottom of the homepage

To determine which of the three Vendor Forms to use, you may use the table below.

i. First, Identify the Vendor Type

Before searching or taking any action on a vendor record in RealSource, you must first identify the "Vendor Type". The three types are below:

1. Individual: (Independent Contractor, Speaker, Research Participant, Post/Pre Doc.)
2. Company/Entity: (Apple, The Supply Room Co., National Associations, Jefferson Hotel)
3. Student (VCU, current and past)

ii. Second, Check to see if the Vendor Already in RealSource?

See How to Search for a Vendor in RealSource, above.

iii. Third, Identify What Action(s) is Needed?

Actions typically include one or more of the following:

1. Add to RealSource - A "new" vendor that does not appear at all in RealSource
2. Activate in RealSource - A vendor that exists in RealSource but is not active (red "X" vs. green checkmark)
3. Update PO email Address - A vendor that exists in RealSource but is missing the required PO fulfillment address
4. Change Pay/Remit To Address - A vendor with a pay/remit to "address" that does not match any of the vendor's pre-existing addresses.
5. Add New Pay/Remit To Address - A vendor who has submitted an invoice with "no" pay/remit to address.
6. Add/Change Other Address - Other vendor address changes. Note, departments cannot request address changes for companies, rather companies must submit requests to update addresses to the RealSource Help-Desk directly (RealSource@vcu.edu)
7. Activate in Chrome River Vendors that require activation in Chrome River. These are exclusively individuals or students (not companies/entities)

iv. Last, Use The Table Below to Select the Correct Form

Note, while the table is quite detailed, forms are very easy to use and include prompts to ensure you have selected the correct form.

A. IDENTIFY THE VENDOR TYPE ----→	**INDIVIDUAL**		**COMPANY**		**STUDENT**
Example	**Independent Contractor, Speaker, Research Participant, Preceptor, Post/Pre Docs**		**A business, private or public (i.e., Dell, ABC Co., City of Richmond. UVA, Verizon, Jefferson Hotel)**		**Current or past VCU students that are in Banner**
Tax Identification Number (TIN) Looks Like a……	**Social Security #**		**Not a Social Security # (or Foreign Vendor)**		**Social Security #**
B. ALREADY IN REALSOURCE? (Note 1)	**In RealSource**	**Not**	**In RealSource**	**Not**	**In RealSource or Not**
C. WHAT ACTION IS NEEDED?	↓	↓	↓	↓	↓
1. Add to RealSource	------	Request New Vendor Note 1	------	Request New Vendor Note 1 & 5	Student Request
2. Activate In RealSource	Existing Vendor Request	------	Existing Vendor Request Note 5	------	Student Request
3. Update PO eMail Address	Existing Vendor Request	------	Existing Vendor Request	------	Student Request
4. Change Pay/Remit To Address	Existing Vendor Request	------	See Note 2	------	See Note 4
5. Add New Pay/Remit To Address	Existing Vendor Request	------	See Note 3	------	See Note 4
6. Add/Change Other Address	------	------	See Note 3	------	See Note 4
7. Activate in Chrome River	Existing Vendor Request	------	------	------	Student Request

NOTES:

Note 1: If an individual or company exists in Banner but not RealSource, it must be treated as a new vendor (use the Request New Vendor form).

Note 2: Pay/Remit To address changes for "companies" are added by A/P only after an invoice is received and the new address was provided by the vendor on the face of the invoice.

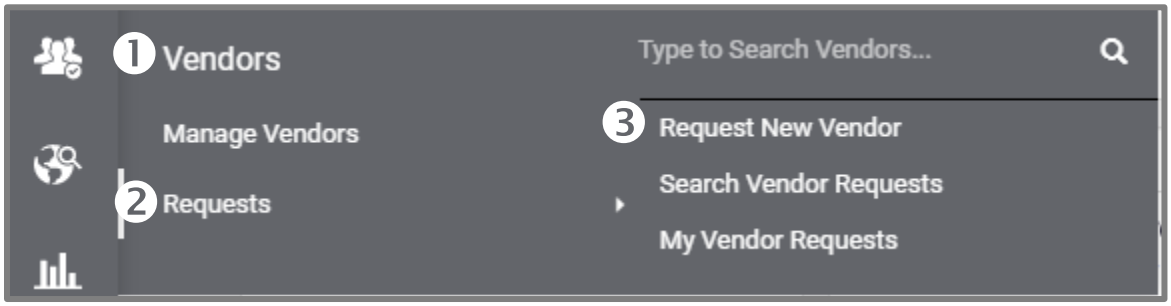
Note 3: Address changes for "companies" can only be processed upon written request by the company or when it submits changes through the RealSource Vendor Portal.

Note 4: Student addresses cannot be updated by A/P. Departments must work with Students to update their addresses in eServices before starting a RealSource transaction.

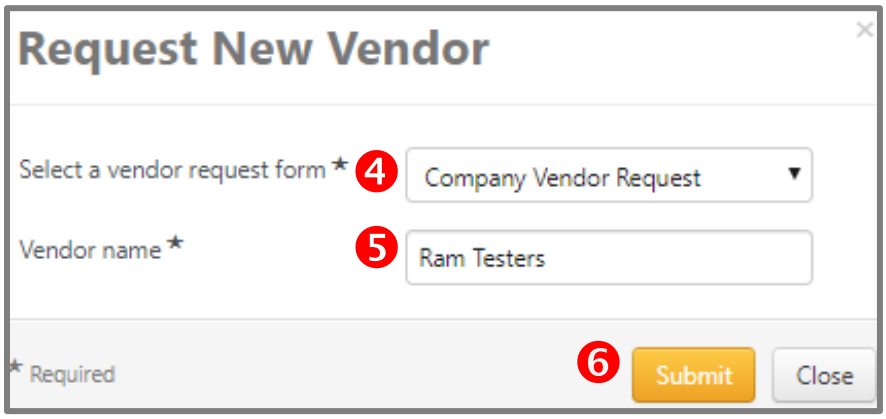
Note 5: Departments are required to verify that the vendor is both self-registered and active in eVA.

B. New Vendor Request Form

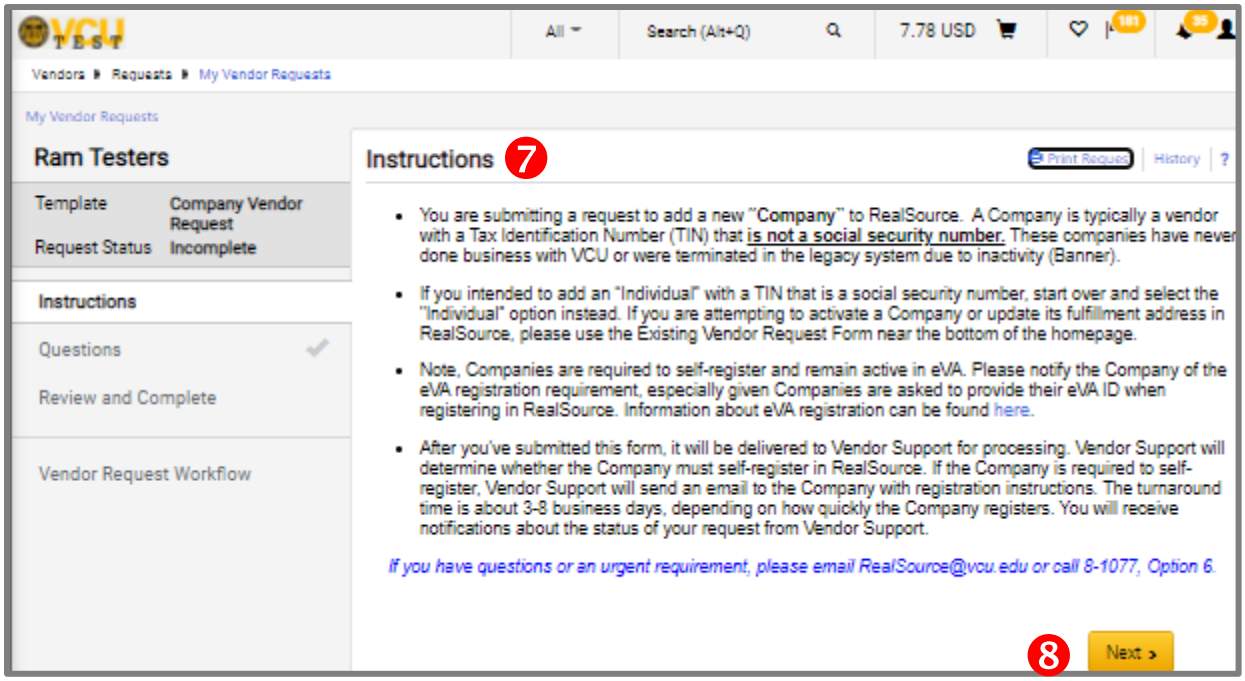
Shoppers, Requesters and Approvers can request a new vendor by completing the Request New Vendor form.



1. In the Main Toolbar on the left side of the RealSource homepage, Click the **Vendor's icon**
2. Click **Requests**
3. Click **Request New Vendor**

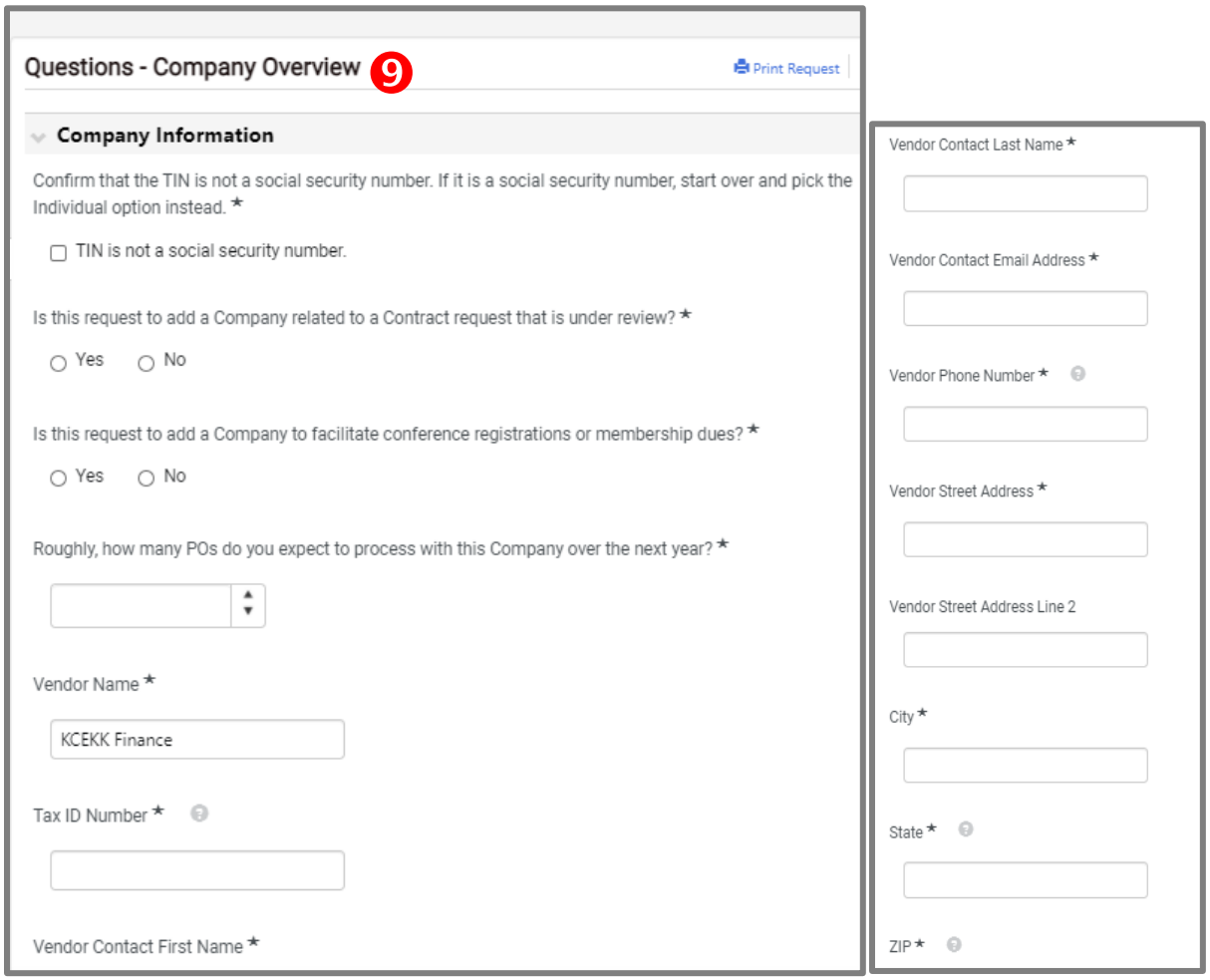


4. Choose the appropriate vendor request form (Either **Company or Individual**)
5. Enter the **Vendor's Legal Name**
6. Click **Submit**



7. Carefully read the **Instructions**
8. Click **Next**

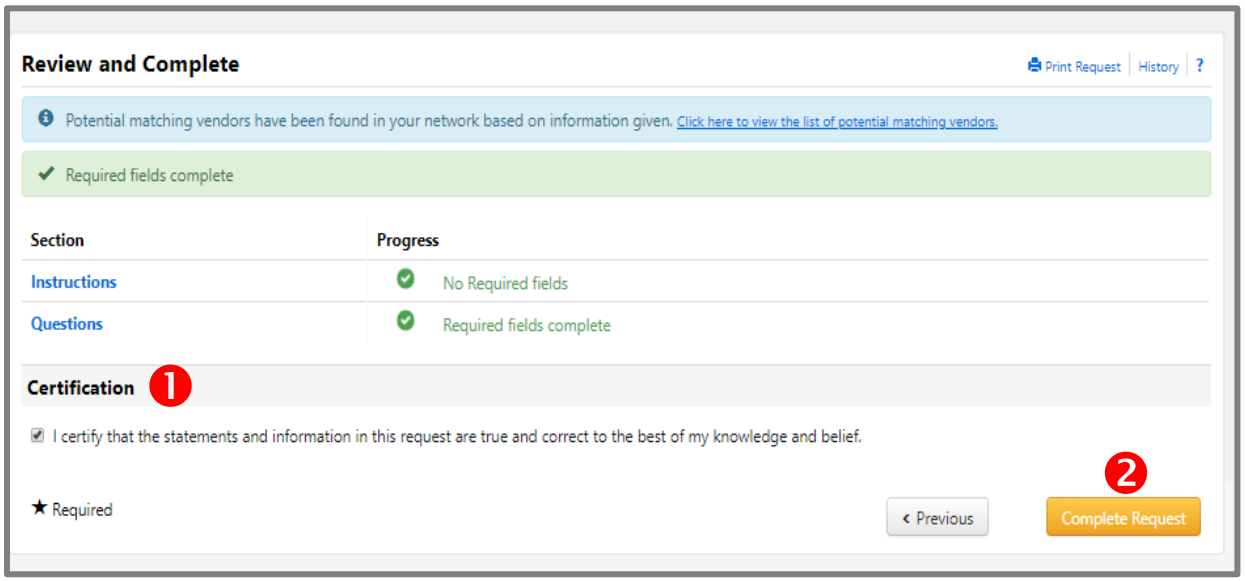
Required questions have an asterisk to the right of each question. Help Text can be found by clicking the question mark. For a Company the following questions will appear:



9. Answer all **Questions under Company Overview**
10. Click **Next**

For an Individual, the same fields as the above will appear. Two additional questions are also required:

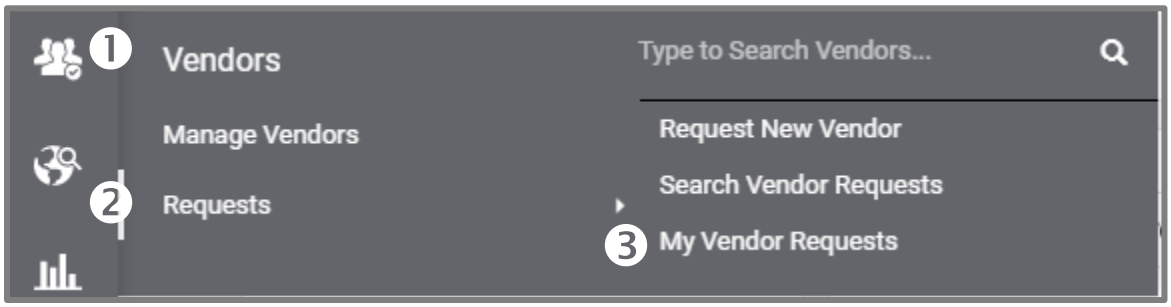
- Is this for a Chrome River reimbursement only?
- Is this request for an Independent Contractor?



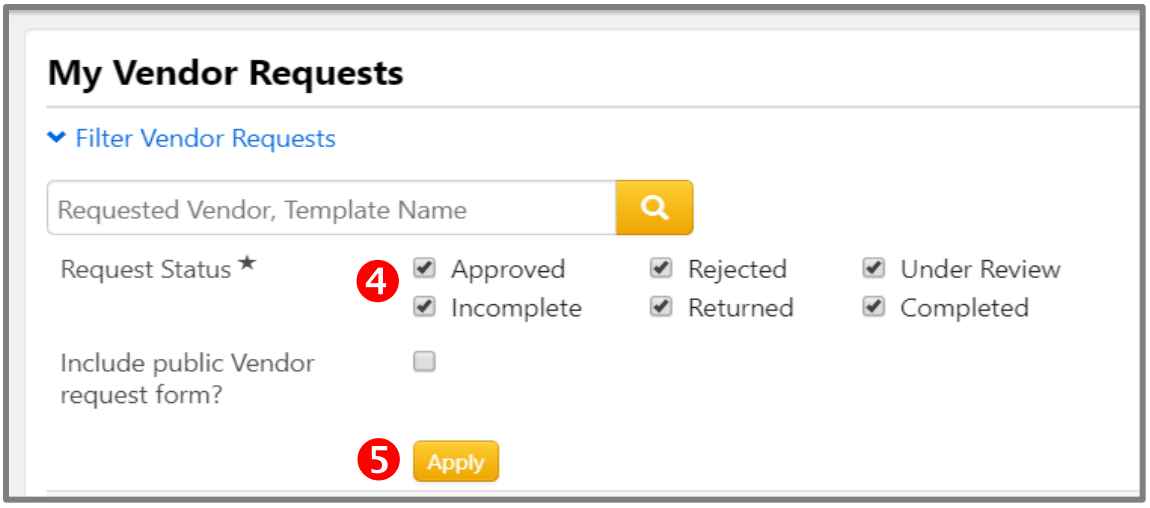
1. Check **(√)** the Certification box
2. Click **Complete Request**

C. Status of New Vendor Requests

To see the status of your Request New Vendor Form:



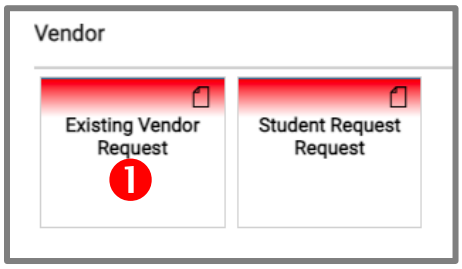
1. Click **Vendors**
2. Click **Requests**
3. Click **My Vendor Requests**



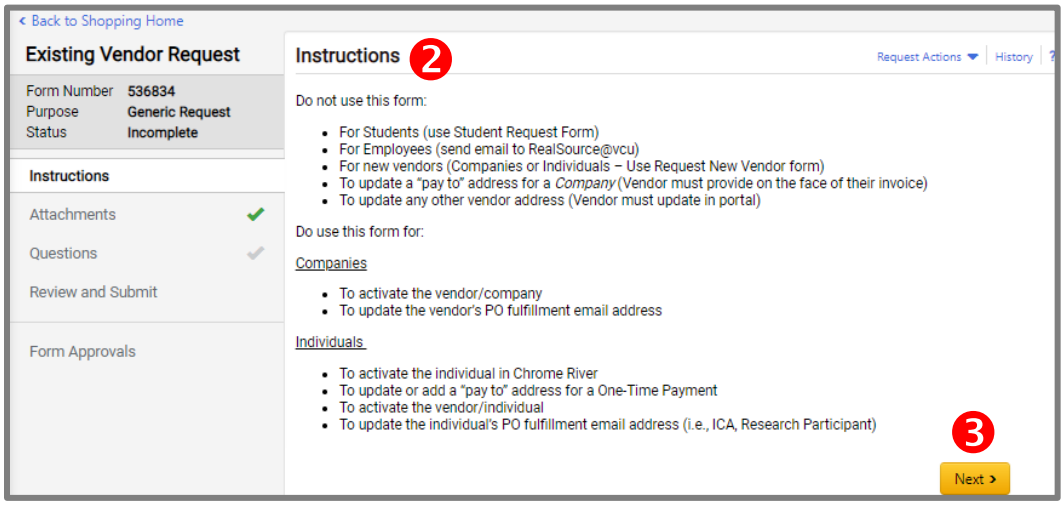
4. To filter results based on status, **check or uncheck** the appropriate boxes
5. Click **Apply**

D. Existing Vendor Request Form

Use this form to request changes to an existing vendor, whether active or inactive in RealSource. To begin, go to the RealSource homepage

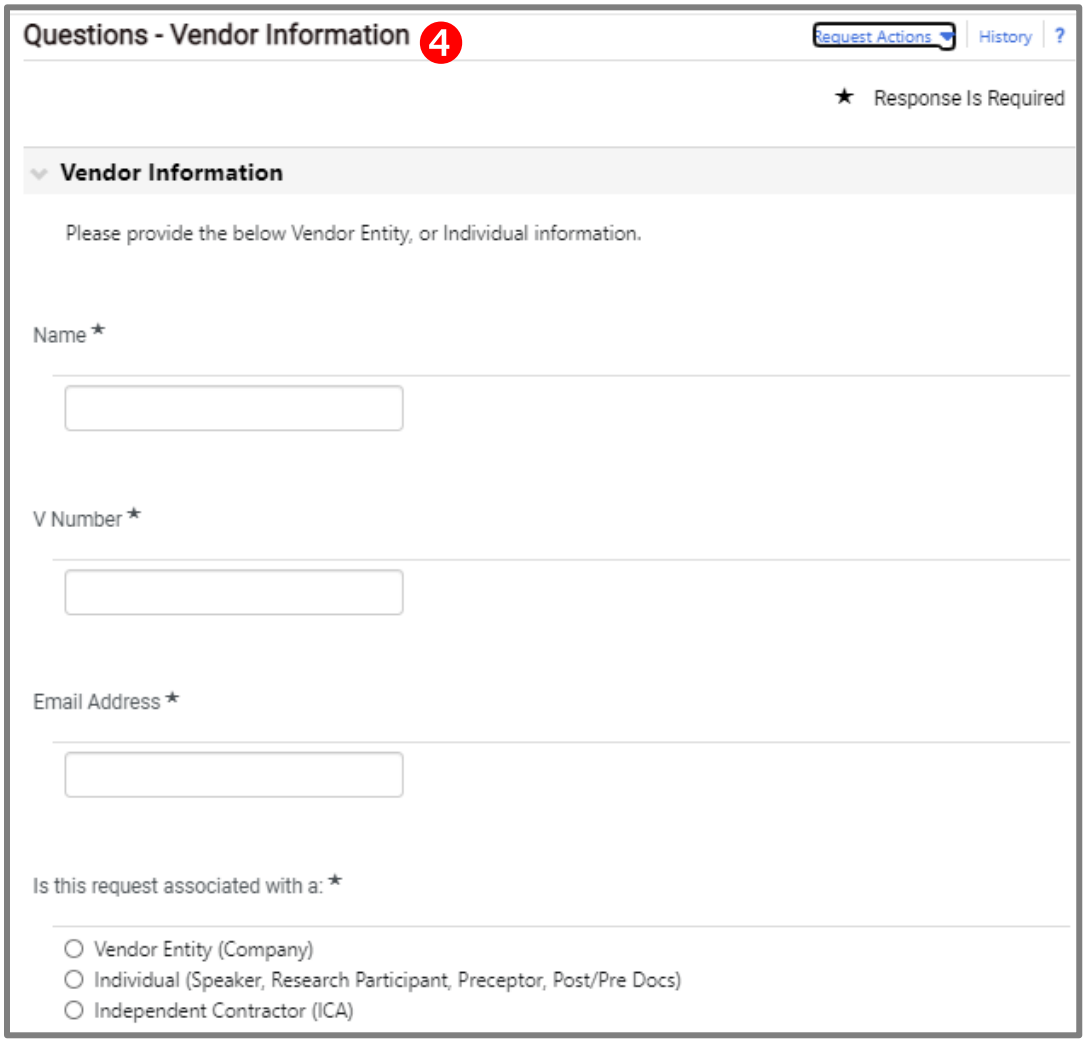


1. Click the **Existing Vendor Request** tile

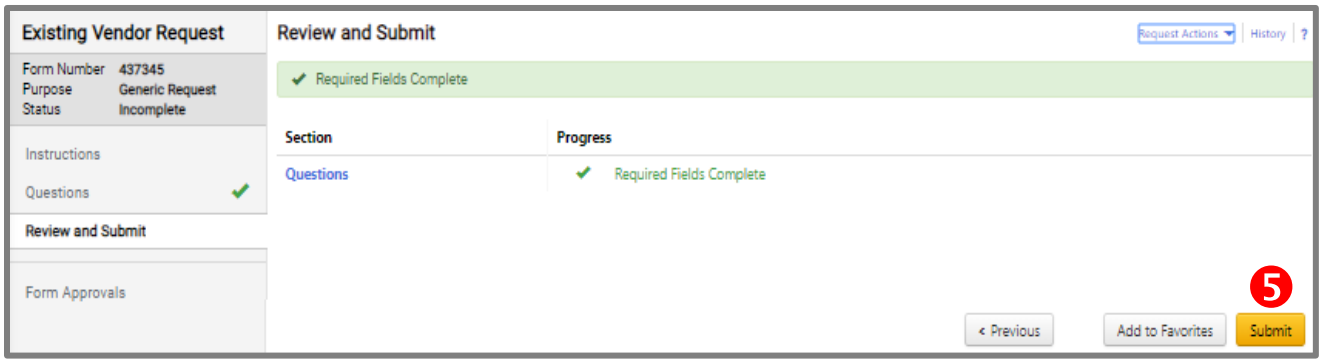


2. Carefully read the **Instructions**

3. Click **Next**



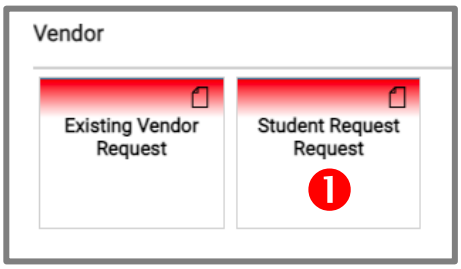
4. Answer all of the **Questions**



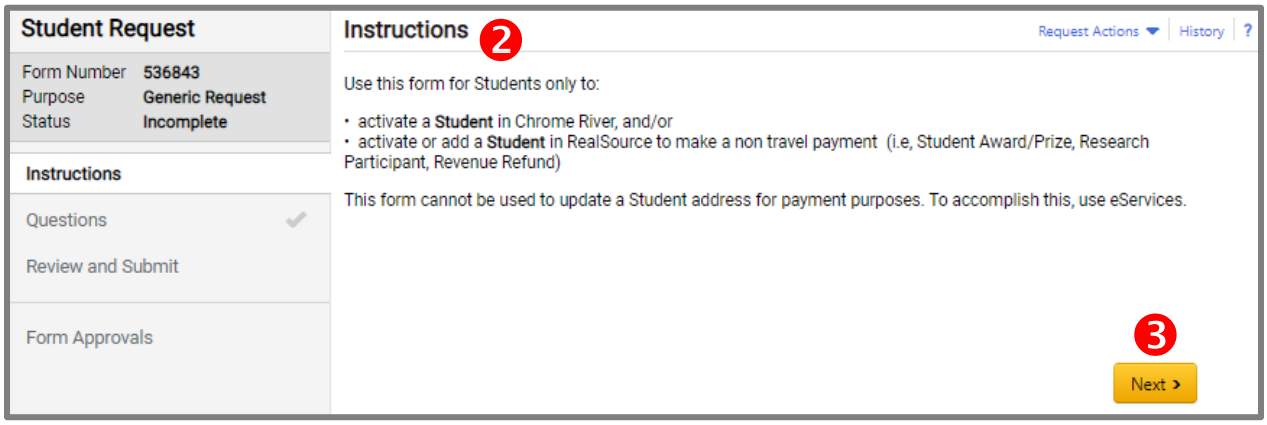
5. Click **Submit**

E. Student Request Form

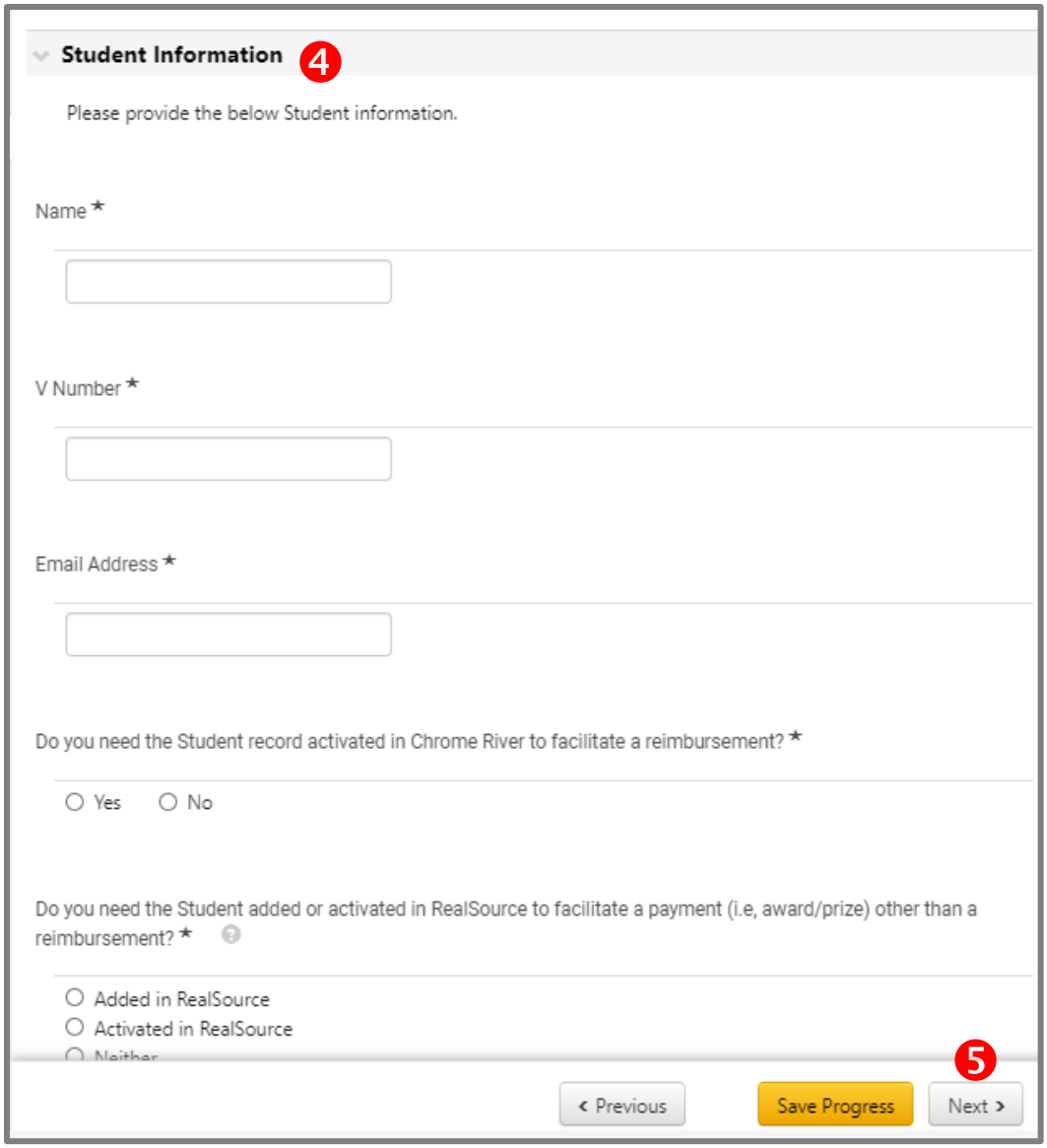
To request that a VCU student (past or current) be added to RealSource return to the Shopping Dashboard and select the "Student Request" form.



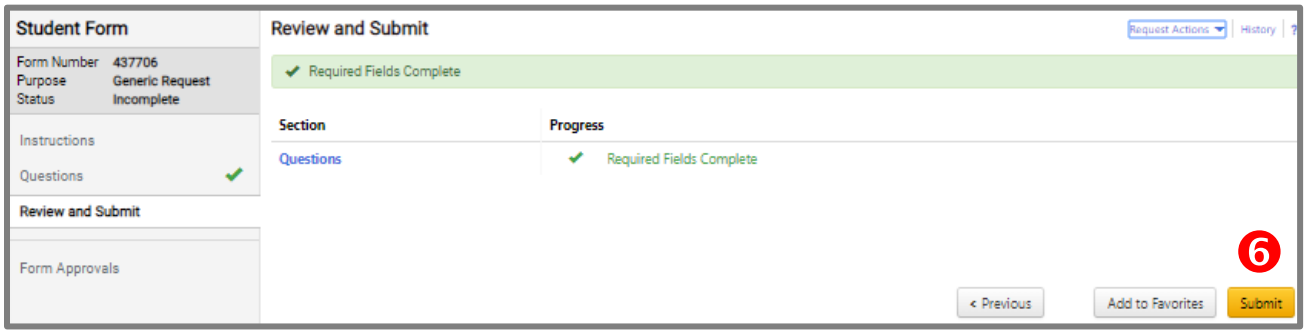
1. Click the **Student Request** tile



2. Carefully review the **Instructions**
3. Click **Next**



4. Answer all **Questions**. Help Text can be found by clicking the **question mark** to the side of some fields
5. Click **Next**



6. Click **Submit**

F. What Happens After I Submit a RealSource Vendor Form?

Upon successful completion and submission of a RealSource vendor form, it is routed to Vendor Support for processing. Notifications will be sent to the Requester as the form progresses to completion. Generally, 3-8 business days are needed to complete vendor request forms, depending on the type of vendor, the vendor's cooperation, and the level of validation required.

IX. SHOPPING / REQUISITIONS

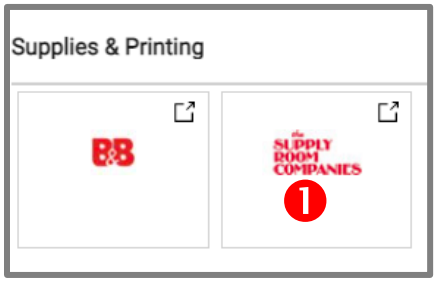
A. Multiple Ways to Shop

RealSource supports four shopping methods. They are Punch-Out eCatalogs, Non-Catalog Items, Purchasing Forms and Internal Ordering Websites. The first three shopping types follow the same approval workflow process.

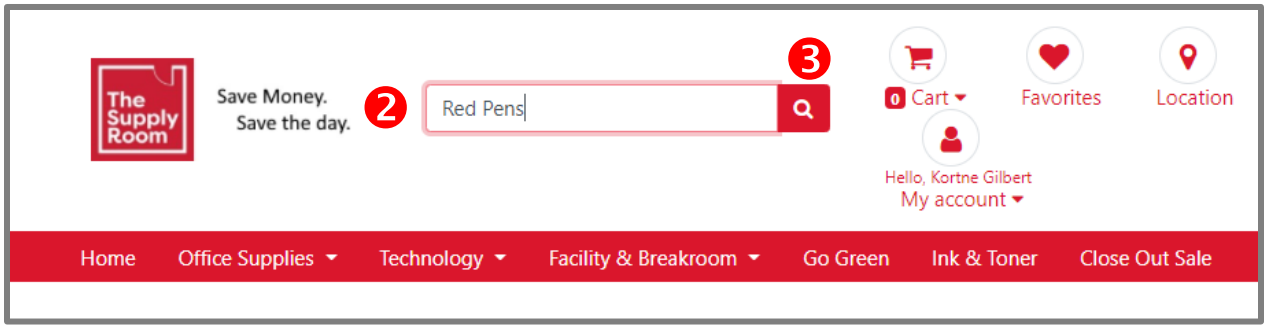
Method	Homepage Location	When to Use?
Punch-out eCatalog	Various Showcases	Items on RealSource hosted eCatalogs
Non-Catalog Items	Quick Links	Items/Services that are off-catalog and cannot be purchased using one of the forms below.
Purchasing Forms		
• After The Fact PO	Purchasing & Contracts	Purchases made without first issuing a PO (discouraged business practice).
• Declining Balance PO	Purchasing & Contracts	Blanket PO. Can have only 1 line item. Receiving occurs by (cost) and not by quantity.
• Independent Contractor PO	Purchasing & Contracts	Purchases made under Independent Contractor Agreements (ICA form must be attached).
• Emergency PO	Purchasing & Contracts	Purchases made under emergency conditions.
Internal Order Website (Not RealSource)		
• Research Only PPE	Purchasing & Contracts	RAMS-FORCE. Researchers only to buy PPE not available via normal sourcing.

B. eCatalogs

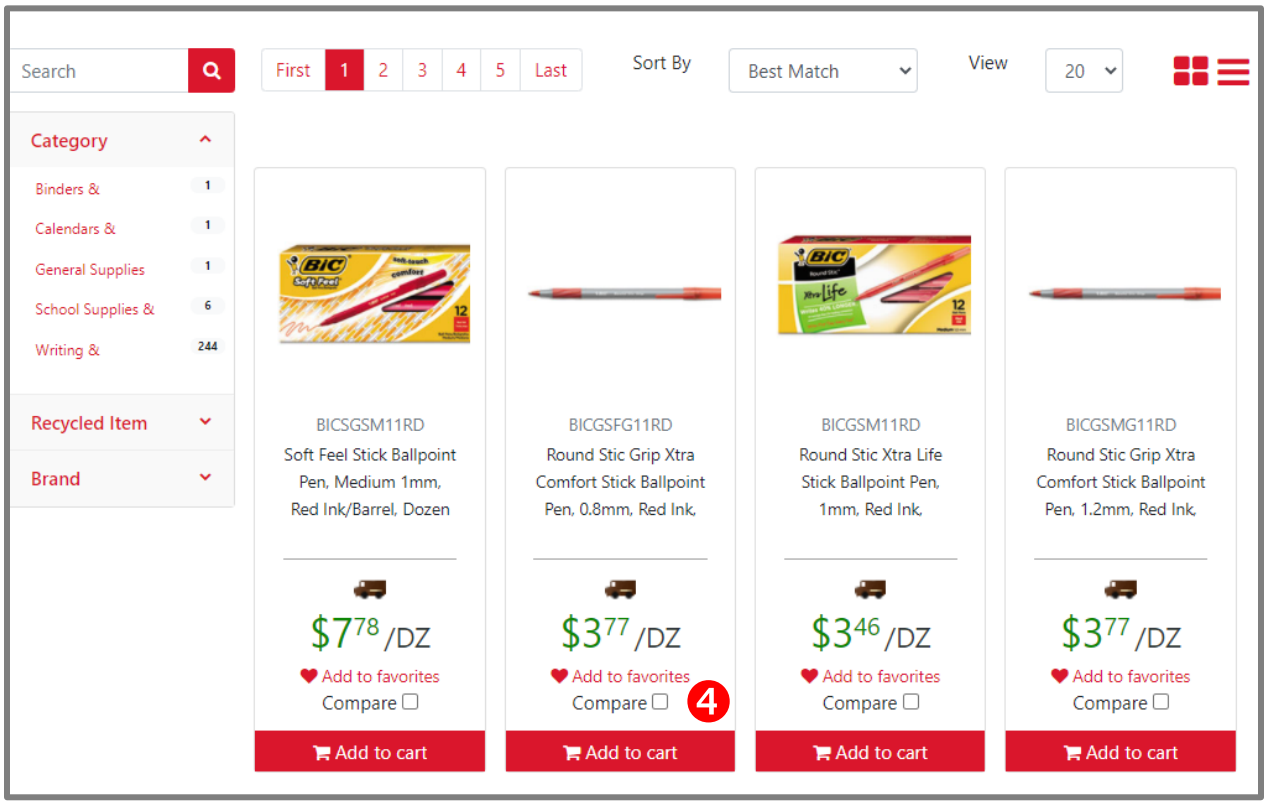
eCatalogs are found on the RealSource homepage and provide access to VCU's most frequently used vendors. Pricing for eCatalogs have been competed at the national or state level.



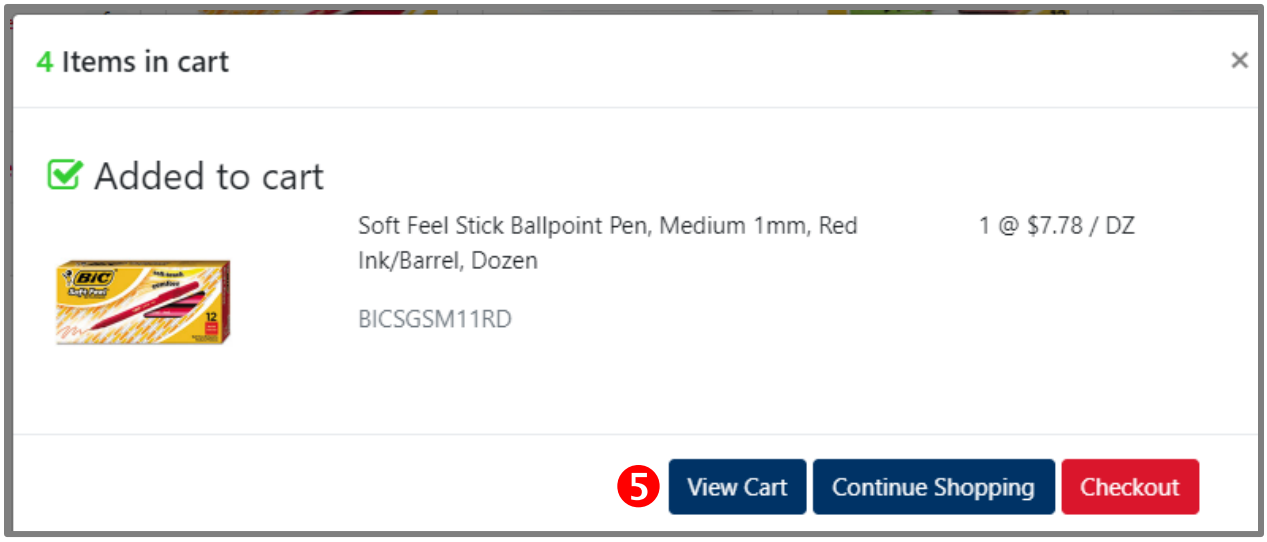
1. Click the vendor's **eCatalog Tile**. This will hyperlink you to the vendor's website where you can Shop. Each vendor's website responds differently, based on the vendor's eCatalog capabilities



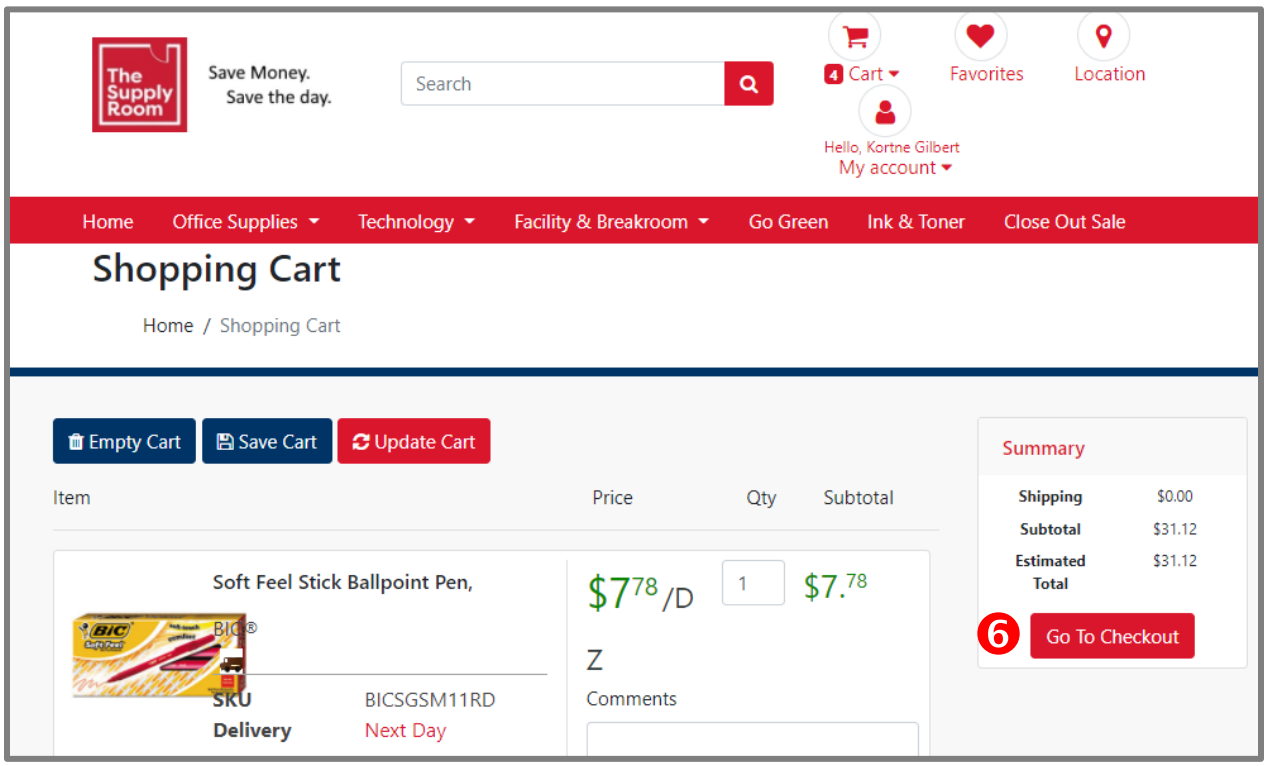
2. As an example, enter **Keywords or an Item Number** in the search bar
3. Click **Search**



4. Click **Add To Cart** for items you wish to add to your requisition



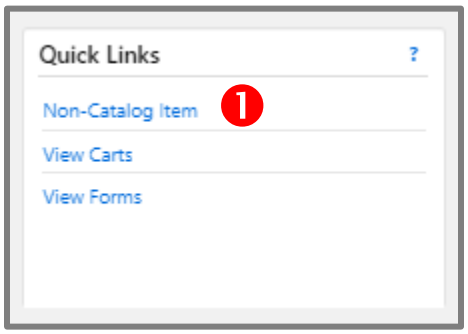
5. Click **View Cart**



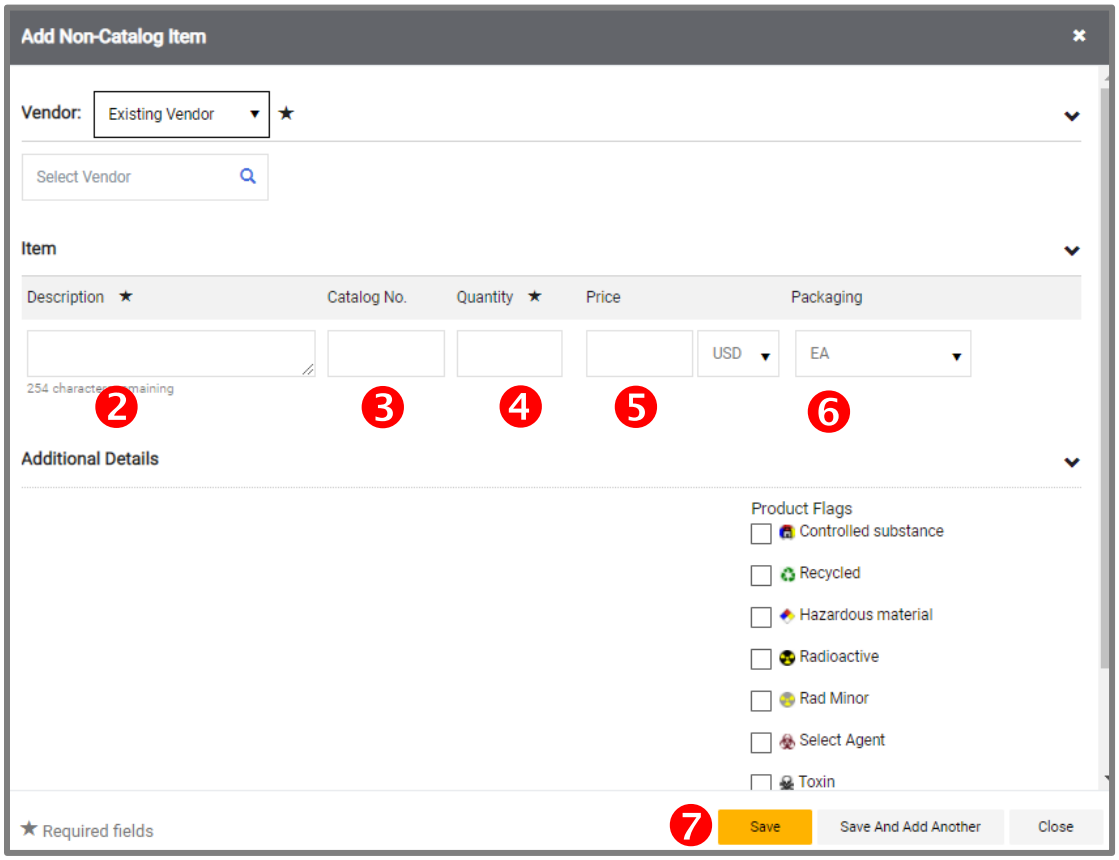
6. To return to RealSource ("punch-out" from the vendor's eCatalog), click **Go To Checkout**. Afterwards information for the item(s) you've selected will be brought back into your RealSource Shopping Cart for further processing and approvals

C. Non-Catalog Item

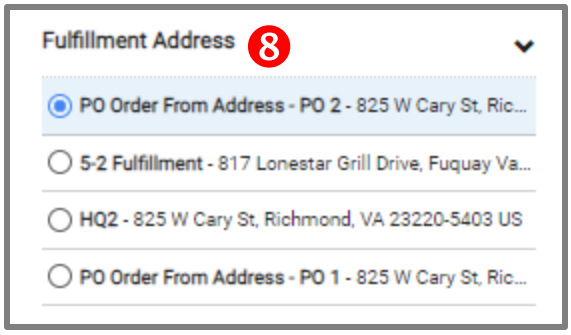
To place an order for a Non-Catalog Item, return to the Shopping Dashboard and access the **Quick Links** section.



1. Click **Non-Catalog Item**



2. Enter the **Description**
3. Enter the **Catalog No.**, if applicable
4. Enter the **Quantity**
5. Enter the **Price** in USD
6. Choose the **Packaging**
7. Click **Save** to continue Checking Out, or click **Save and Add Another** to add more items



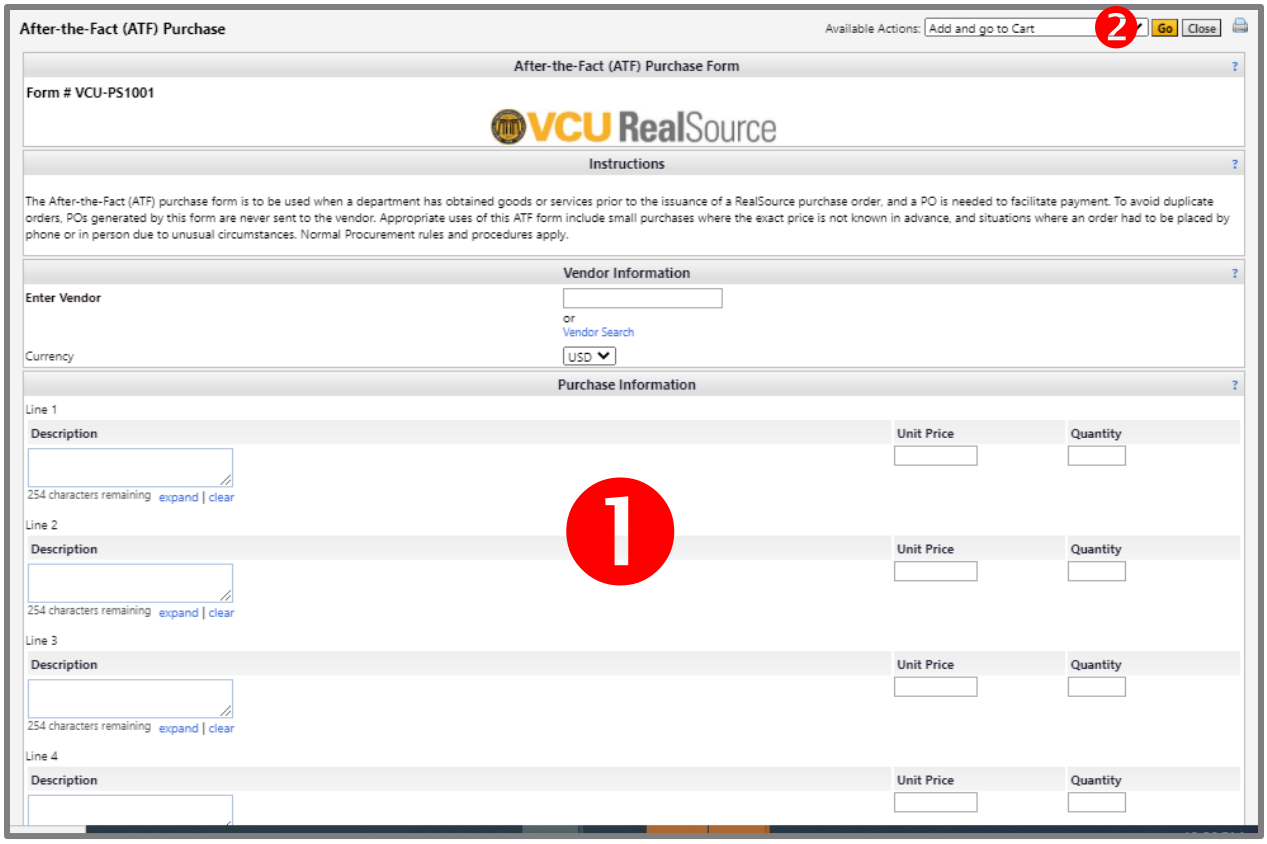
8. Choose a **Fulfillment Address**. While a "default" Fulfillment Address exists for every vendor, if multiple Fulfillment addresses exist, you should confirm the address with your vendor prior to completing your requisition. Oftentimes vendors will list the correct Fulfillment Address on their quotes.

D. Purchasing Forms

Some types of goods and services cannot be purchased by eCatalog but must be requisitioned using specialized Purchasing Forms. These forms are located on the Shopping Dashboard under "Purchasing & Contracts." Similar to eCatalog and Non-Catalog Items, Shopping using a Purchasing Form also causes items to be added to a user's Shopping Cart for completion.

i. After-the Fact Purchase Form

This form is used to create an order that was initially placed without a PO. These types of purchases are highly discouraged given the university's policies "require" that a vendor receive a PO prior to the start of any work. Departments should consult with Purchasing before ordering goods or services without a PO; Purchasing may be able to offer alternatives that are more suitable. When used, this form allows a PO to be created but withholds the PO from being emailed to the vendor. To complete this form:



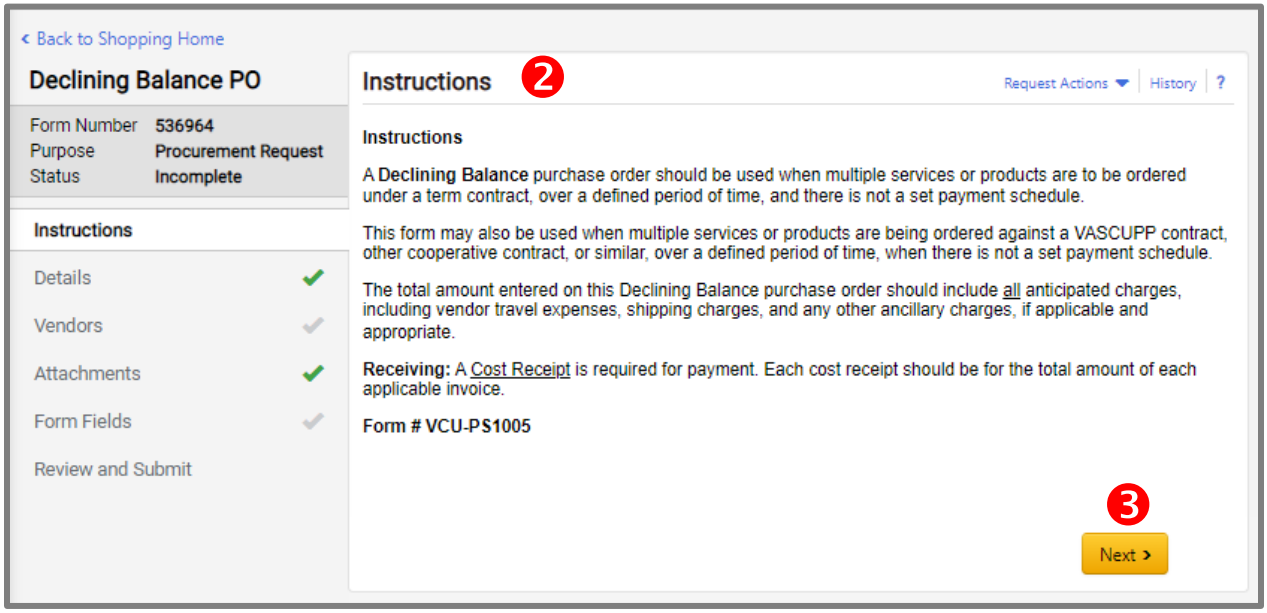
1. **Complete the entire form**. Note, the unit of measure for this form is presumed to be "**each**." Supporting documentation is required to explain why the purchase was made initially without a PO
2. When the form is fully completed, Click **Add and go to Cart**

ii. Declining Balance PO

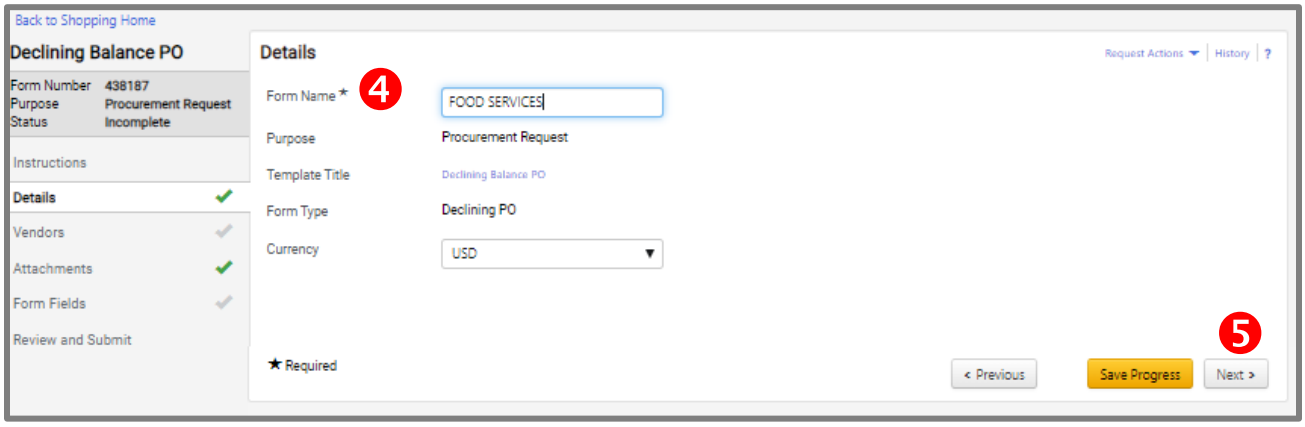
The Declining Balance PO Form is similar to a BPO (Blanket PO). It includes a total projected "spend" expressed in US dollars with a quantity of one. There is no limit to the dollar amount entered on a Declining Balance PO; however, requisitions exceeding $10,000 require Purchasing review.

A Declining Balance PO **may only include "one" line item.** Unlike all other requisition forms, Receipts for the Declining Balance PO are entered in dollars (cost) and not quantity. This is referred to as "cost receiving."

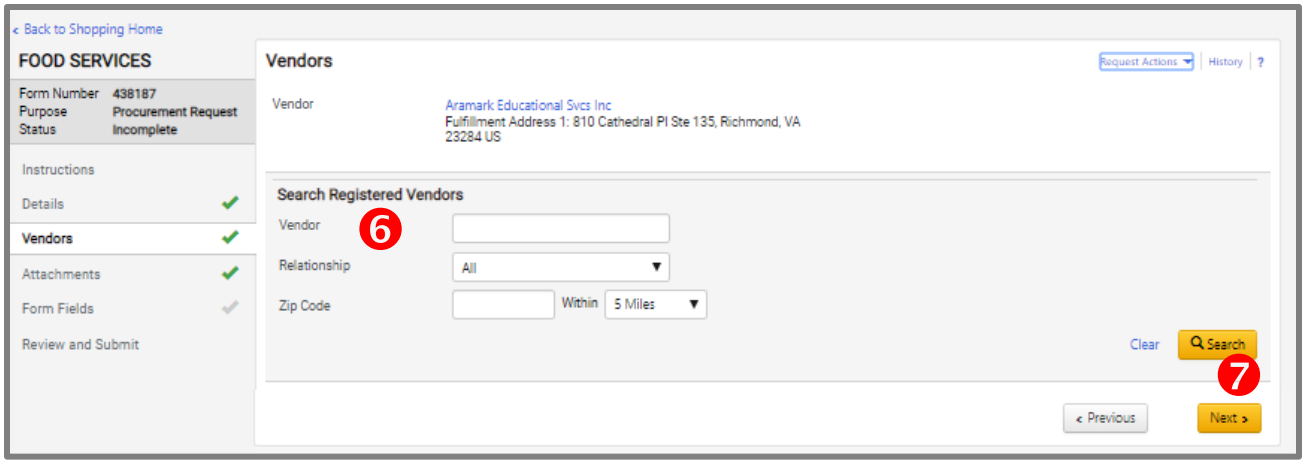
1. Click the **Declining Balance PO Request** form from the Purchasing & Contracts Tile



2. Open the form and **read the instructions**
3. Click **Next**

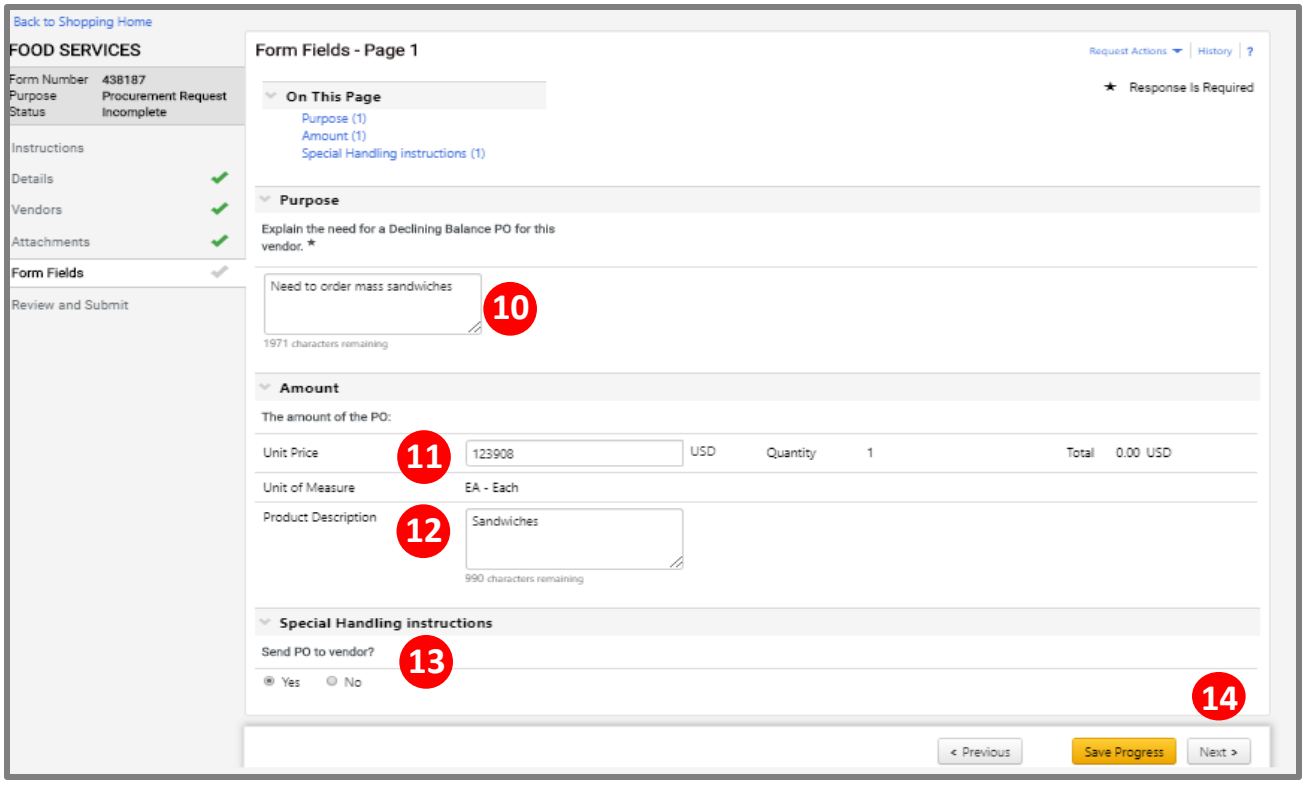


4. Give the form a unique and short **Form Name** so you can easily search for it in the future
5. Click **Next**

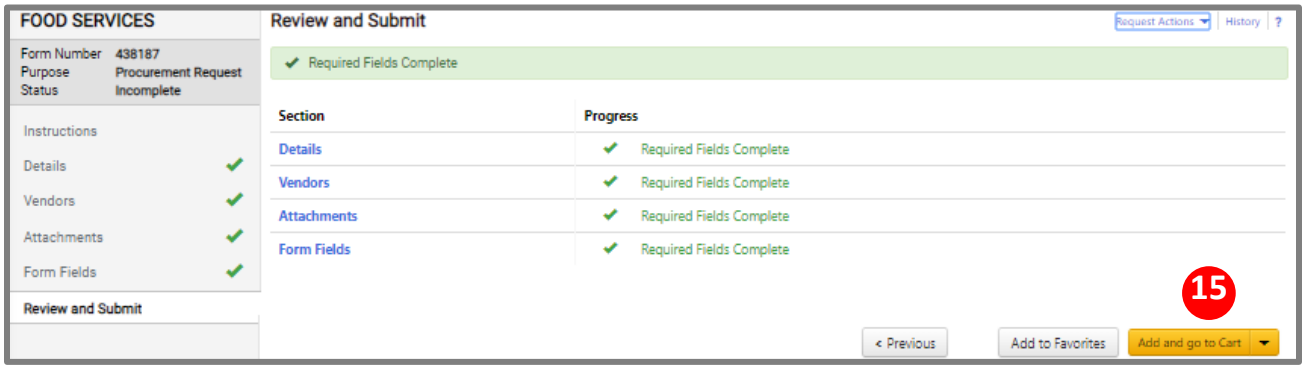


6. Enter the **Vendor** name
7. Select **Next**

8. Click **Add Attachment**. **<u>NOTE:</u> Do not add invoices or contracts as attachments on requisition or purchasing forms**
9. Select **Next**



10. Enter the **Purpose**
11. Enter the **Unit Price**
12. Enter the **Product Description**
13. **Flag whether the PO should be sent to the vendor** or not
14. Click **Next**



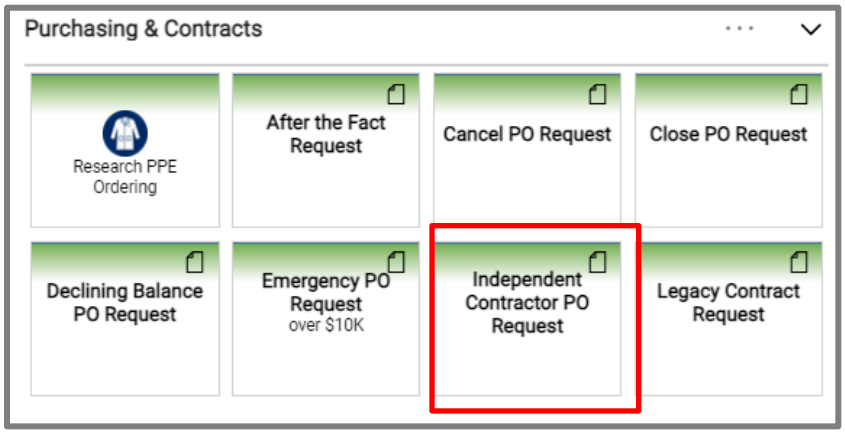
15. Click **Add and go to Cart**, complete the checkout process

iii. Independent Contractor Form

The instructions for this form are the same as the After the Fact form, above. This form is used to create a PO to support an Independent Contractor Agreement (ICA). When creating this form, a copy of the fully executed ICA form must be attached to it.

To make payments against an ICA, users must submit a copy of the ICA form to DeptInvoices@vcu.edu, each time it wishes to "make a payment" against the ICA, noting the amount to be paid (this is effectively

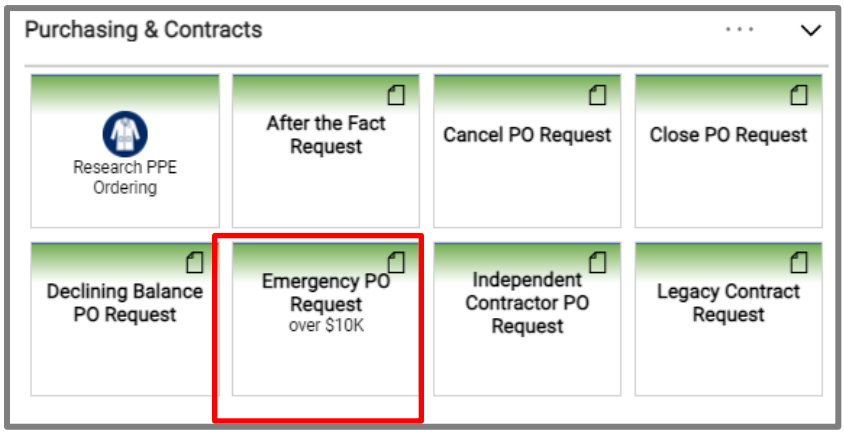
treated by A/P as the vendor's invoice). Further, before the independent contractor can be paid, the user must key the appropriate Receipts against the PO.



iv. Emergency Form

The instructions for this form are the same as the After the Fact form, except this form is used to request a purchase under emergency conditions.

An emergency is an occurrence of serious or urgent nature that demands immediate action and may preclude the use of competitive purchasing practices. Users must contact Purchasing to make emergency purchases as soon as possible, but no later than the same business day.



E. Internal Ordering Websites

At times, the university purchases goods and services from internal sources, such as FMD, Supply Centers, etc. To support and promote the use of other internal ordering tools, RealSource includes a Showcase with tiles that provide information about other internal ordering websites. They include general info and hyperlinks.

i. Research PPE Only

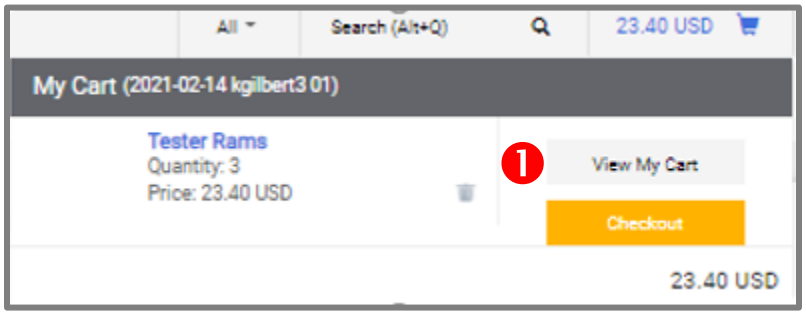
This tile hyperlinks to a website that can be used by Researchers to order PPE from the Supply Centers in the event PPE is not available through the researcher's normal ordering practices.

1. To hyperlink to the Supply Center's PPE ordering system, go to the **Purchasing & Contracts Showcase**
2. Select the Research **PPE Ordering Tile**

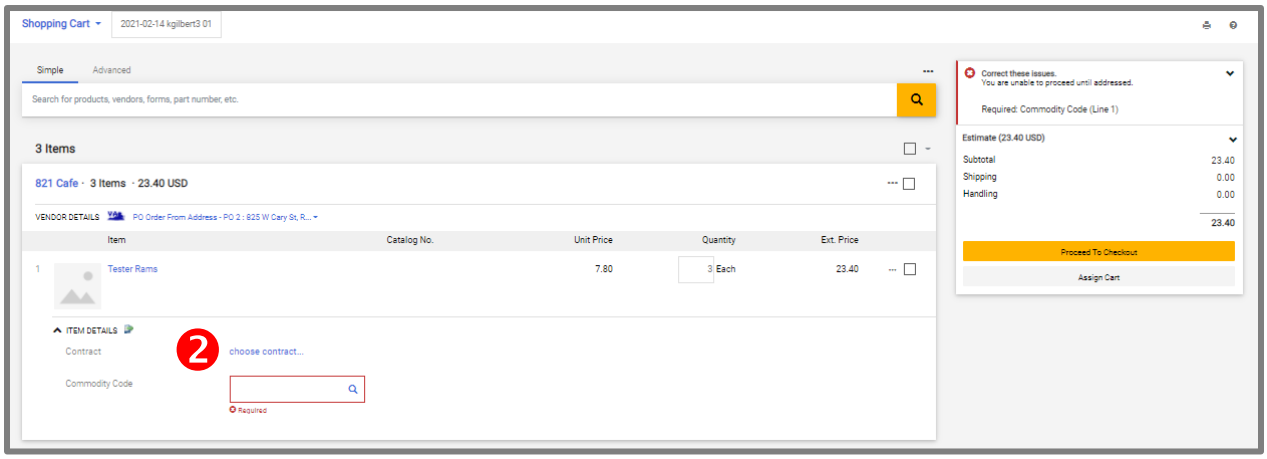
F. Checking Out – All RealSource Shopping Methods

After you have created your Shopping Cart using forms, you can checkout and finalize your purchase in the same way as all other ordering types. Note, however, orders placed under the "Internal Ordering Website," are not processed through RealSource.

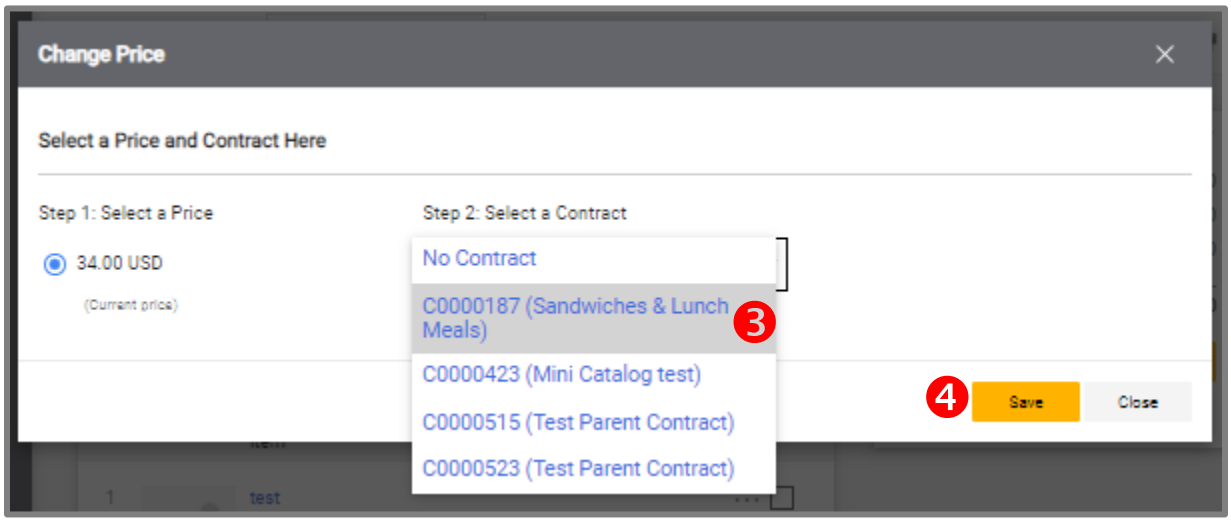
While checking out you may be prompted to enter Commodity Codes, Accounting Codes, Ship-To Addresses, and Internal or External comments.



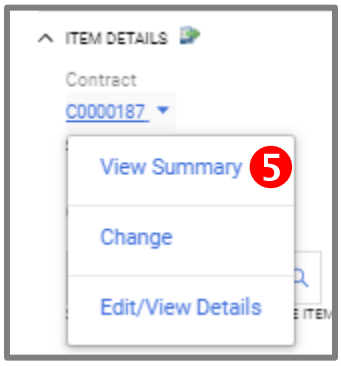
1. Click **View My Cart**



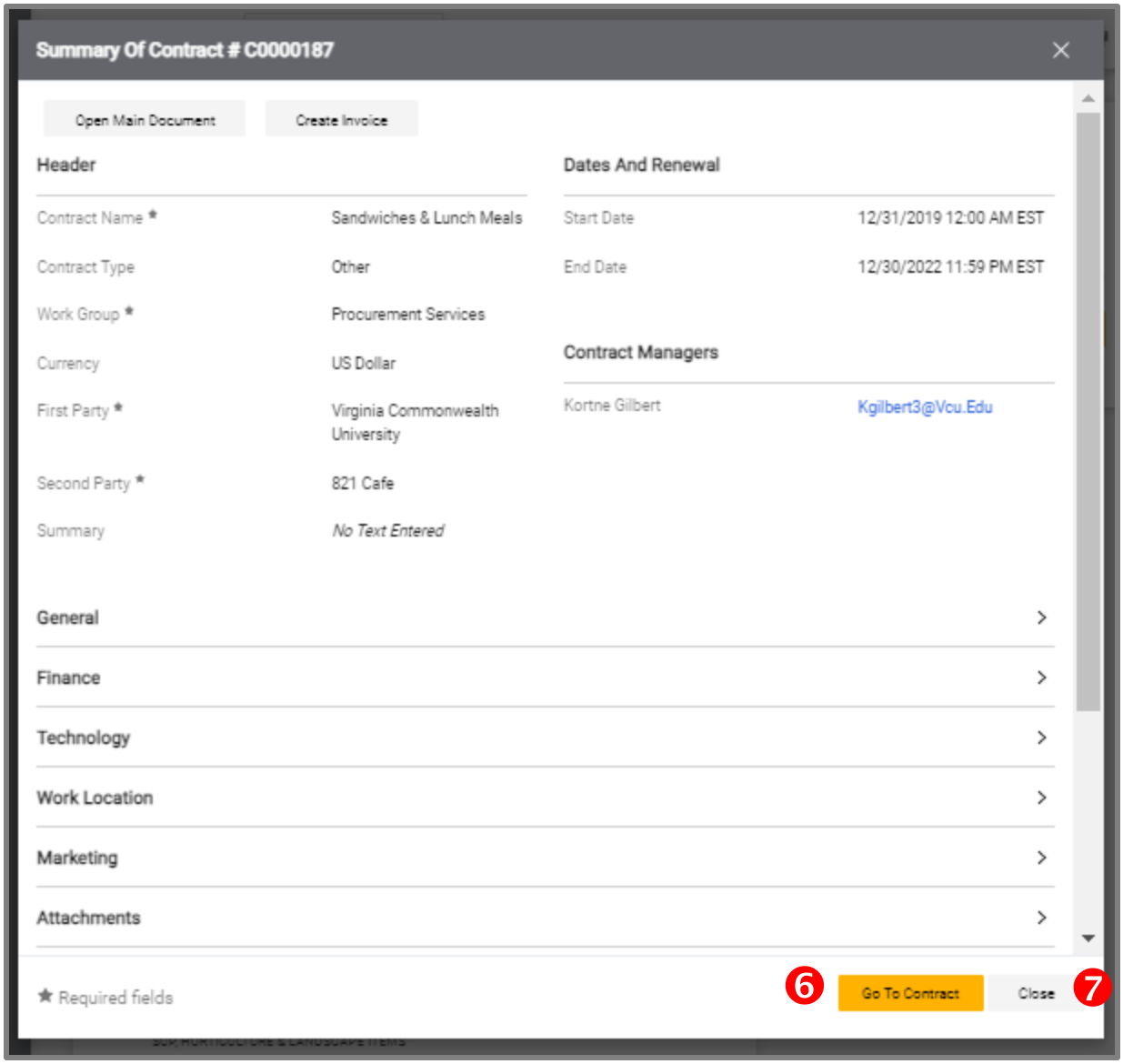
2. Click **Choose Contract.** It is incumbent upon users to link their requisition lines to an appropriate contract, if one exists. When selecting the contract, make sure you view the Summary for the contract. Also, be sure to include the contract for each line item (if this applies). For eCatalog orders, contract numbers will automatically link to the requisition



3. Choose the **Contract Number** that applies (except for eCatalog transactions)
4. Click **Save**

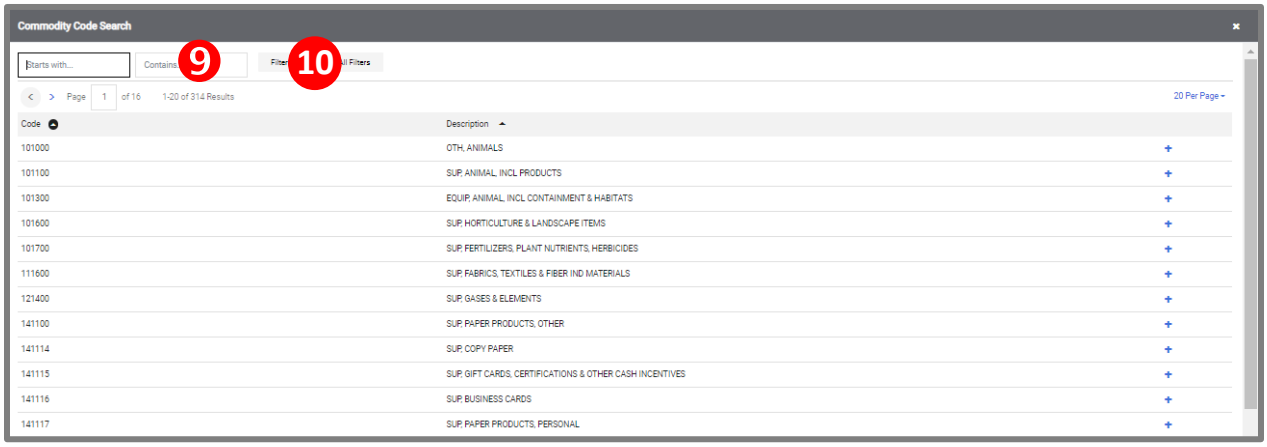


5. If you are not sure if you have chosen the correct contract, you may complete a contract search or click the contract number then click **View Summary**

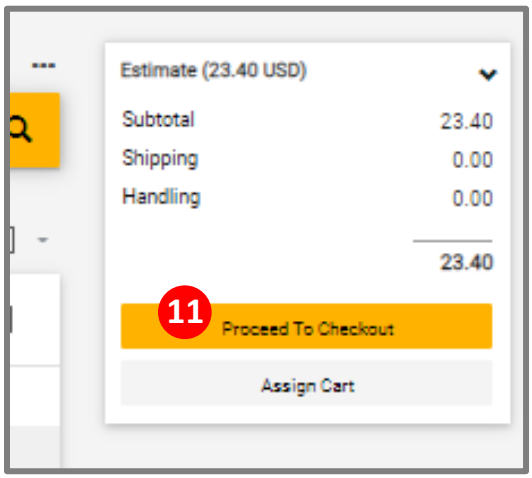


6. Click **Go to Contract** to view the contract in full
7. Click **Close** to continue checking out

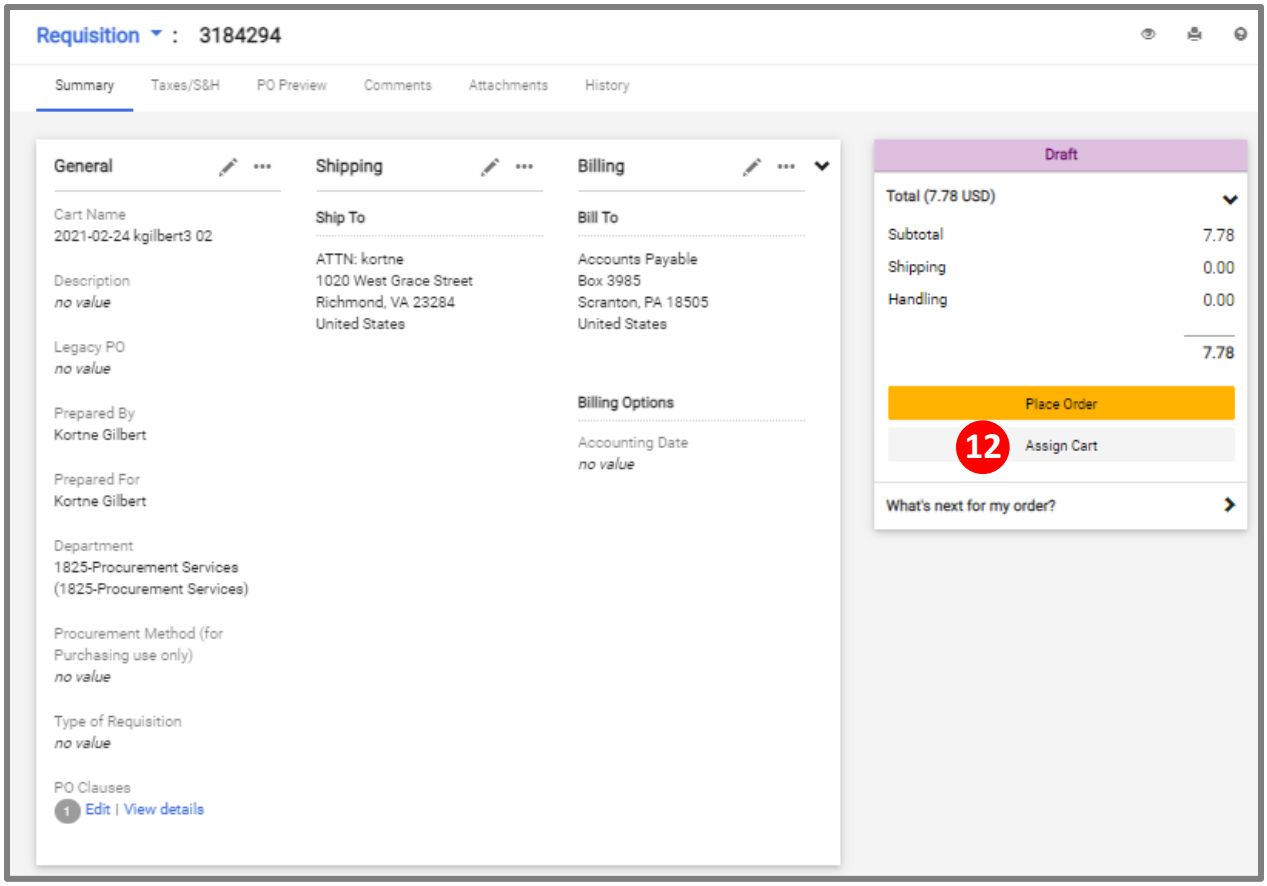
8. Click the magnifying glass to search for a **Commodity Code**



9. Enter a **Description** (search term)
10. Click **Filter.** Select the best code(s), click **the plus (+) symbol** to add code(s) to your requisition. If line item involves the purchase of Single-Use Plastics or Styrofoam please add code 521515.



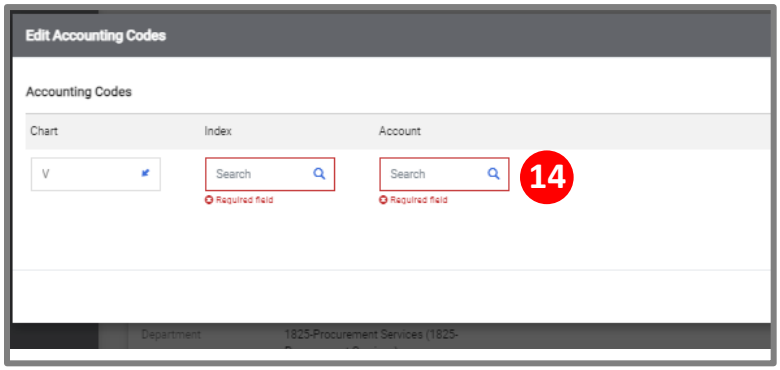
11. Requesters should Click **Proceed To Checkout**



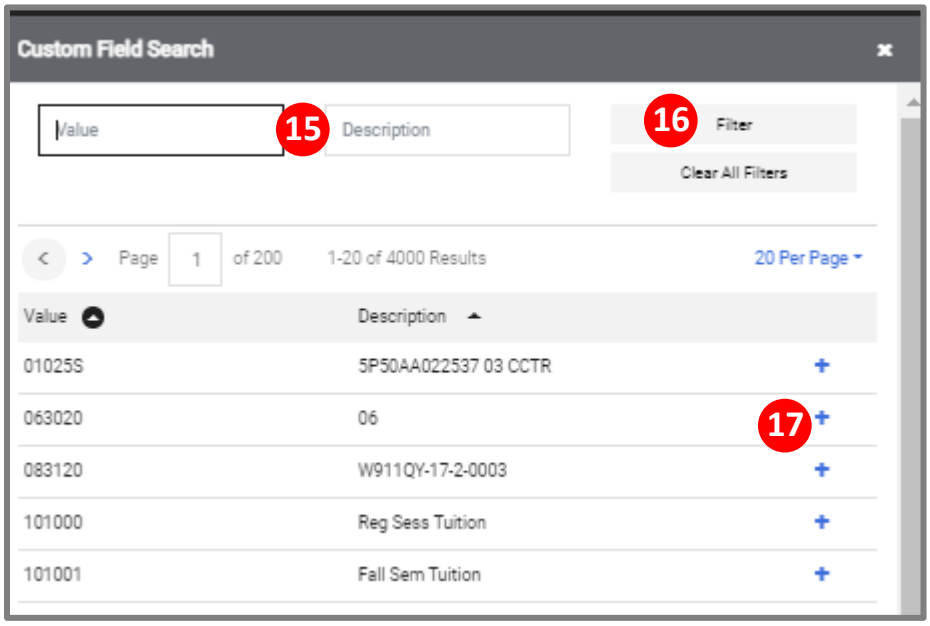
12. Shoppers should Click **Assign Cart,** Requesters continue updating the information in the draft cart

<u>NOTE:</u> Most information is pre-populated. If you set up Defaults in the "View My Profile" section, you will not be prompted to enter information and the red message (above) will turn green**. If you are a Requester processing an assigned cart, <u>change the Prepared For</u> under General to your name**. You can now click **Place Order**.

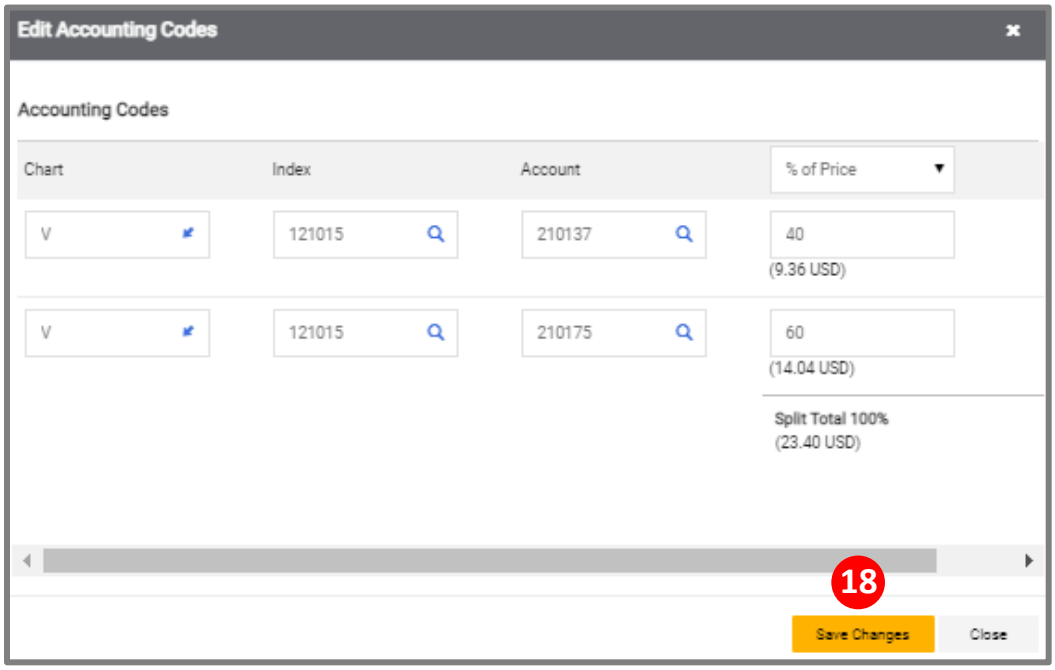
13. Click the **<u>Pencil</u>** to edit the Accounting Codes



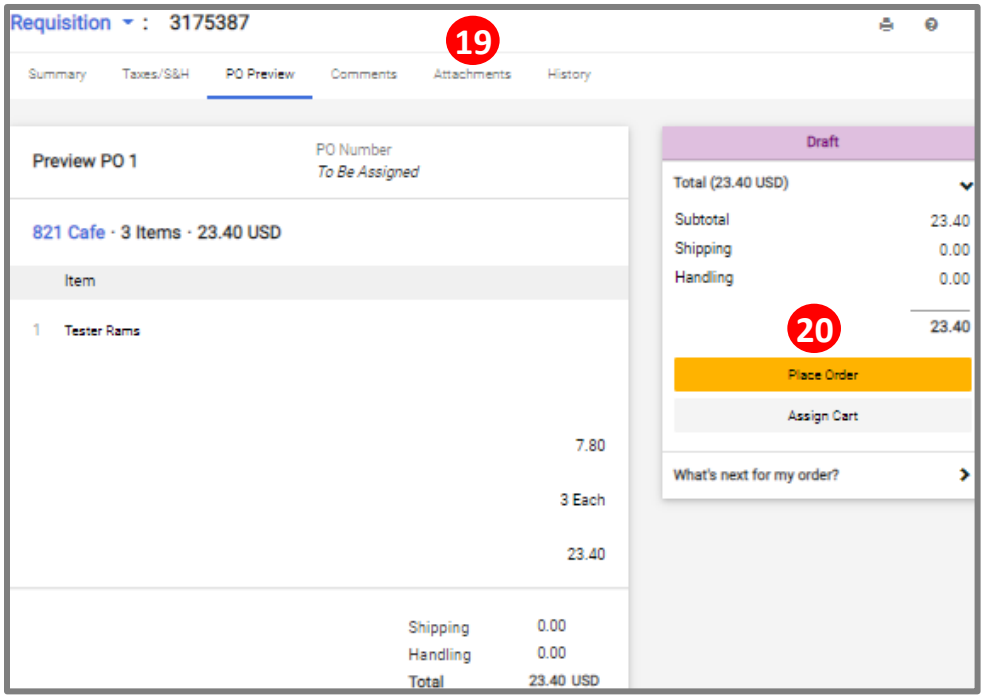
14. Enter the **Index & Account** code or click the magnifying glass to search for your codes



15. Enter the **Value** or **Description** when searching
16. Click **Filter**
17. To add the code, click the **Plus (+)** icon. To add split accounting, hover over split total and click the Plus icon multiple times.



18. Click **Save Changes**



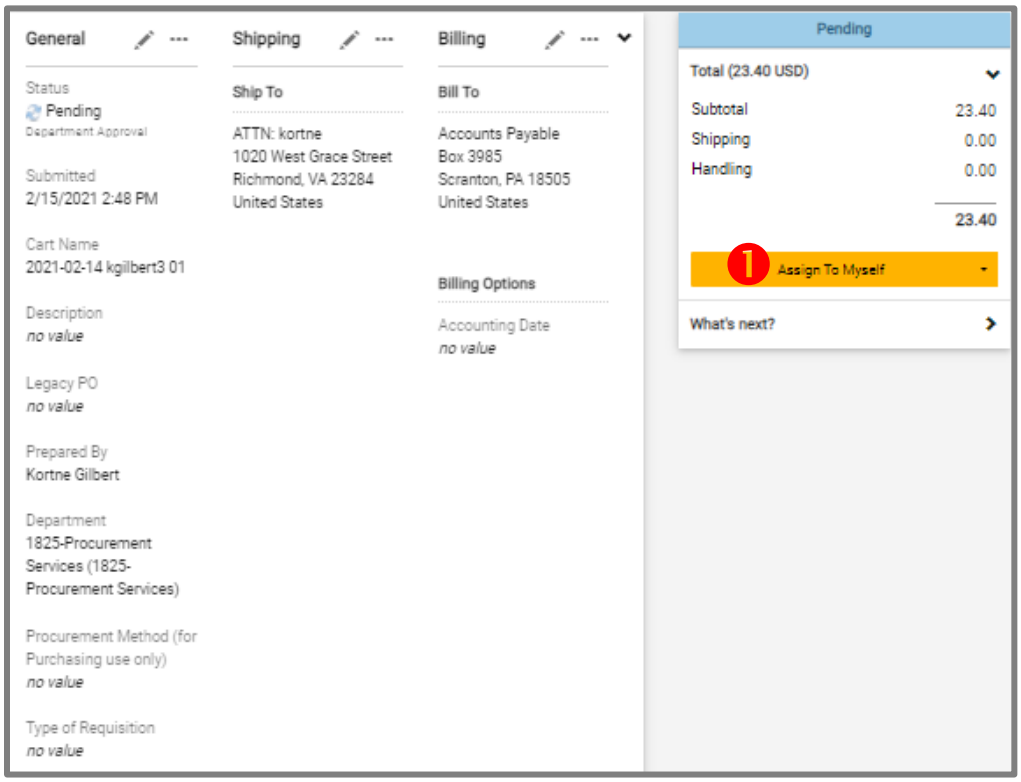
19. Add any **Attachments**
20. Click **Place Order**

G. Actions Requiring Approval by Approvers

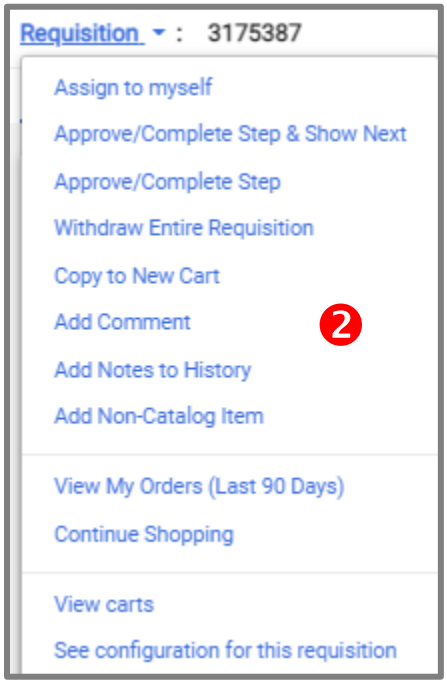
Approvers are required to approve all Purchase Requisitions (PRs), Change Requests and One Time Payment Requests. Each approval follows the same approval process, although approval "actions" vary based on transaction type. One or more of the following Approver actions may apply:

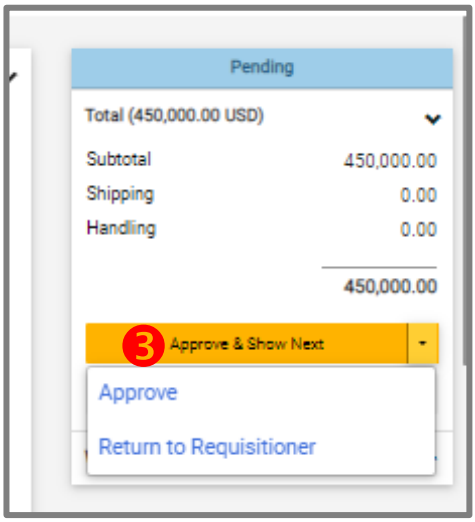
Available Action	Description
Approve/ Complete	Approves the PR and creates a PO.
Return to Shared Folder	Un-assigns the PR and returns it to the Approval queue.
Place on Hold	Places the PR in a draft cart status and can be approved later. Cannot be used for eCatalog orders.
Return to Requisitioner	Returns the PR to the Requester and places the PR in a draft state.
Forward To….	Forward the PR to a different Approver within the org.
Withdraw Entire Requisition	Places the PR in a draft state and must be resubmitted. Action only appears if the Approver created and submitted the PR.
Copy to New Cart	Instead of Approving the Requester's PR, Approvers can copy the PR and create a new cart. Action only appears if the Approver created and submitted the PR.
Add Comment	Adds comments to the PR. Will show on the PO.
Add Notes to History	Adds notes to the PR, will not show on the PO, but will show in the PR History.

Available Action	Description
Reject Requisition	Permanently kills the requisition; cannot be revived.
Add Non-Catalog Item	Adds line items to PRs, save updates and Approve.



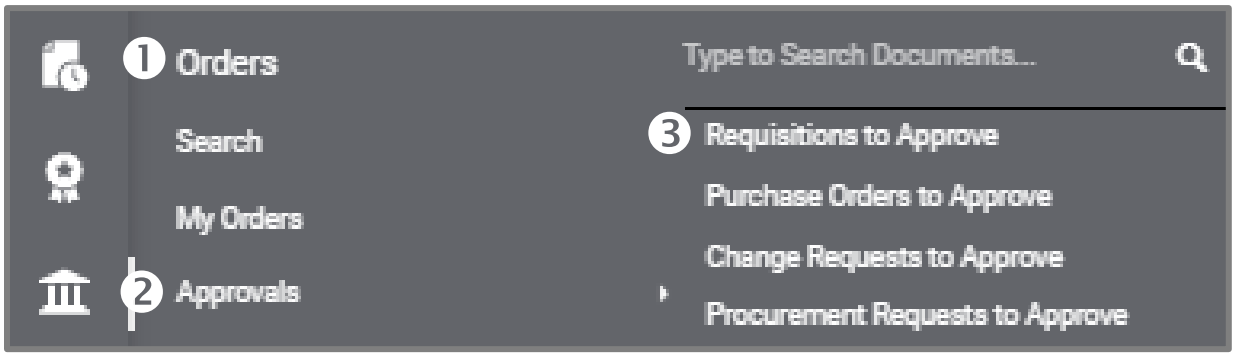
1. Click **Assign To Myself**



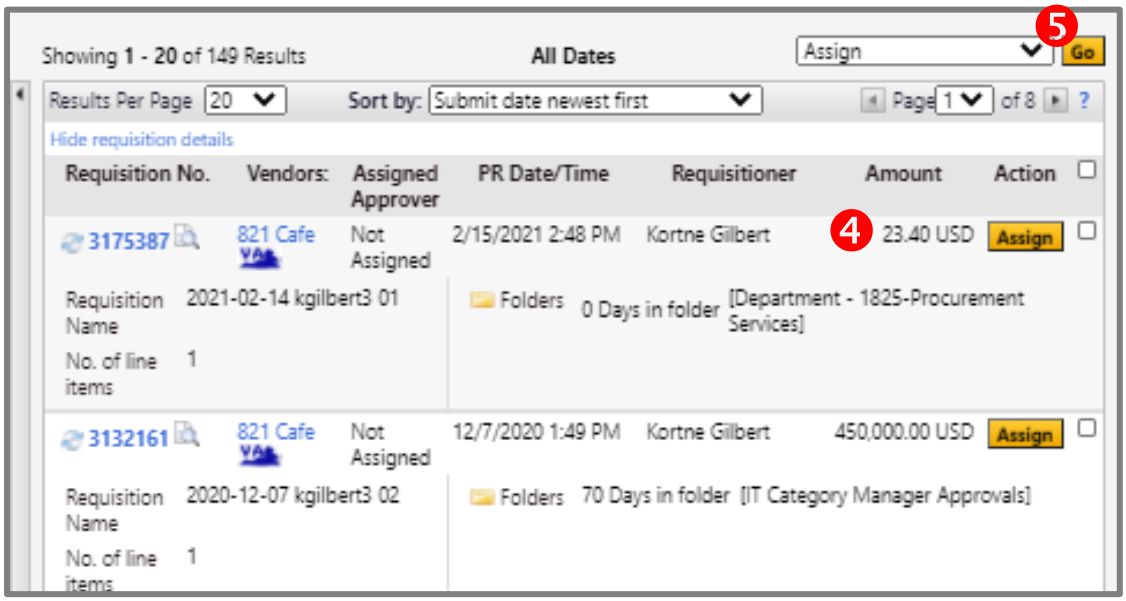


2. Click one of the **Approver options** also described in the table above
3. Click **Approve and Show Next**

H. Viewing Approvals



1. Click the **Orders** icon
2. Click **Approvals**
3. Click **Requisitions to Approve**

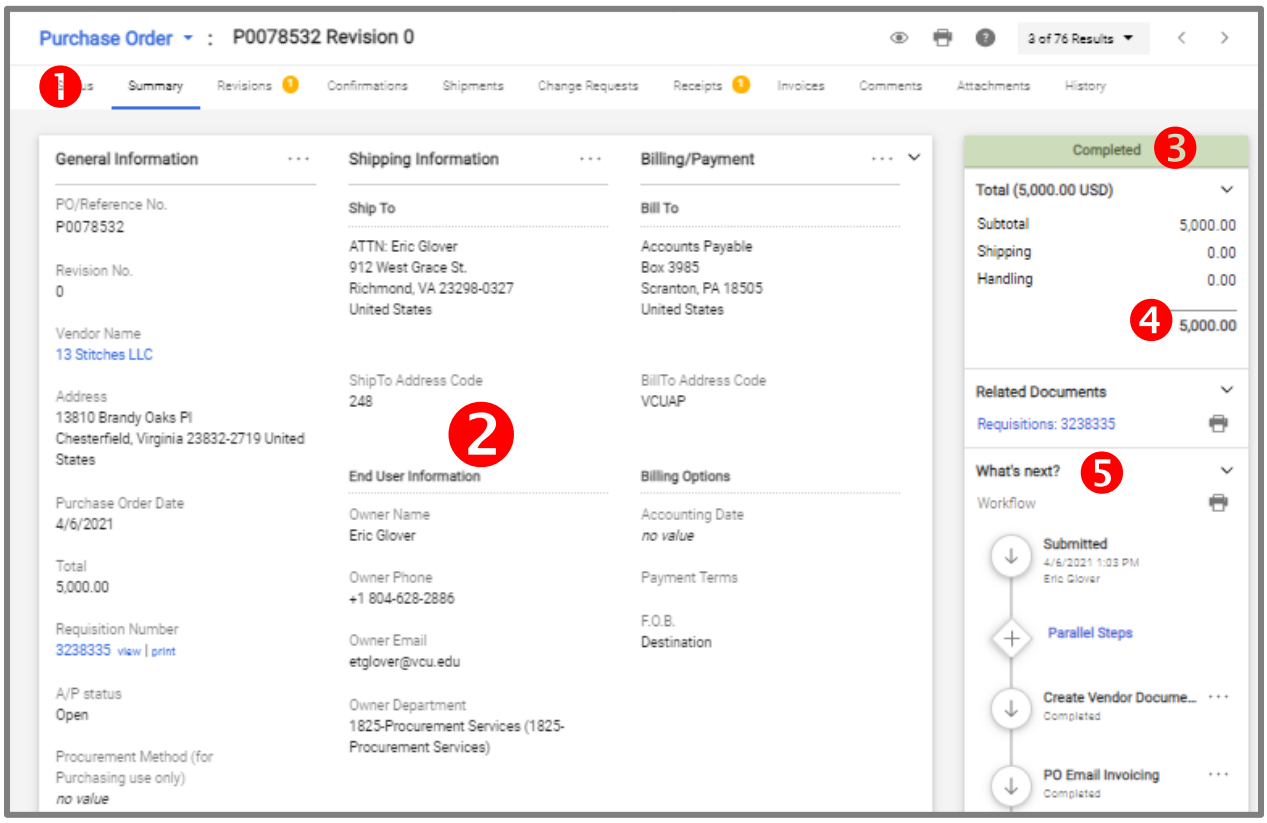


4. Check the top box to assign all PRs to you or click **Assign** for each PR
5. Click **Go**

X. PURCHASE ORDERS

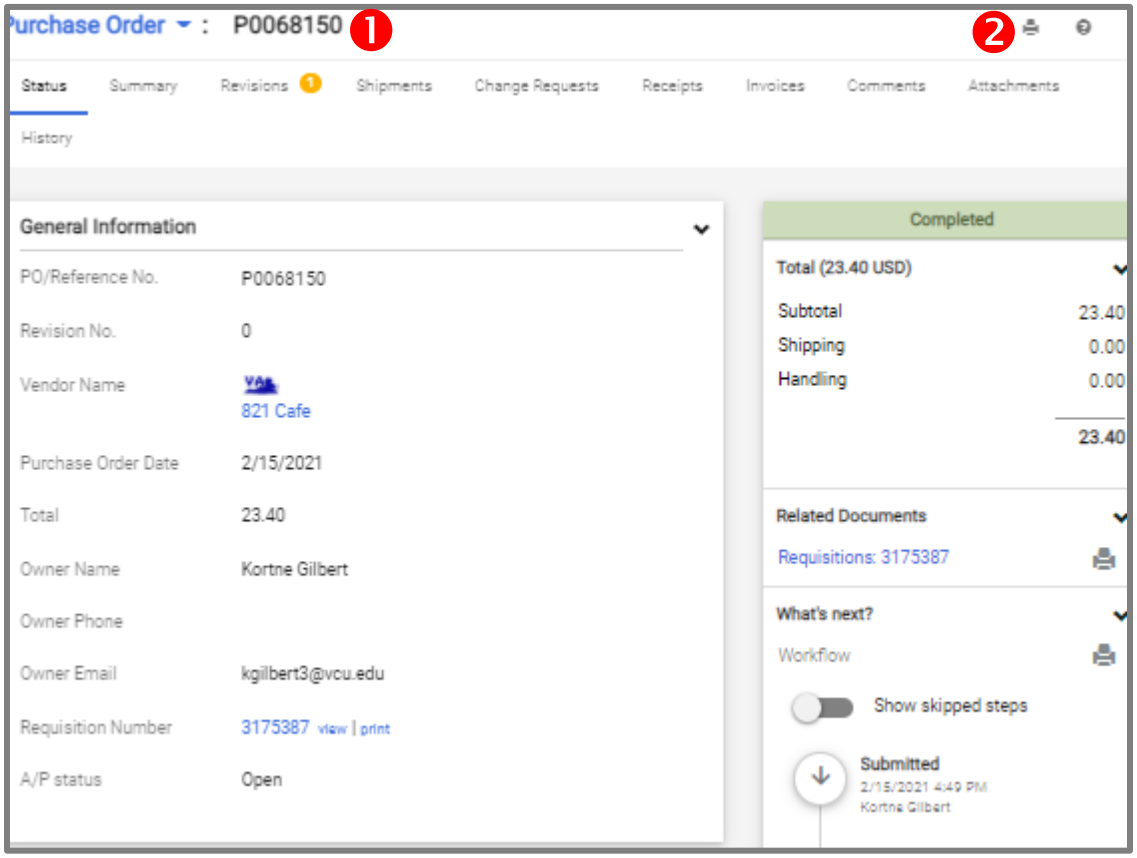
A. General

Following the final approval of a Requisition, a Purchase Order is created and distributed by email to the vendor. Except for eCatalog vendors, who receive an automatic data feed into their Sales Order systems, all other VCU vendors receive POs in PDF form attached to their designated PO Distribution Email Address. Further, once the PO is distributed to the vendor, the user can access a full electronic and PDF copy of their PO in RealSource.



1. POs automatically default to the **Summary** screen; there are eleven other tabs that relate to the PO shown here. Confirmations and Shipments are not used. Change Requests, Receipts, Invoices, Comments, Attachments, and History all have separate tabs that show on every PO.
2. **Main PO** information can be found here. Includes General information like the PO Date, AP Status, Ship To information, VCU's Bill To Address, also includes the line items and Accounting Code Information.
3. This is where the **PO status** is found. Statuses include Completed, Merged and Rejected.
4. The **PO Total** is displayed here.
5. **What's Next** section includes all of the Workflow steps.

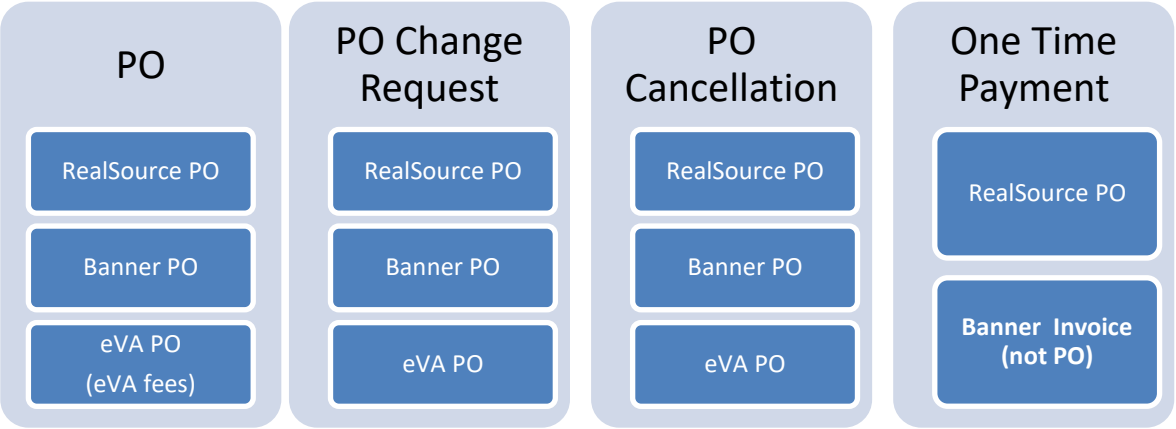
B. Printing/Downloading a PDF Copy of a PO



1. Occasionally, you may need to print or download a copy of a PO. To print a PO, begin by searching for and **opening the PO.**
2. Select the **Printer icon** in the top right corner of the PO and follow the prompts to print the PO or save it as a PDF document.

C. PO Integrations

While users create and make changes to POs within RealSource, these transactions are electronically pushed to other university and Commonwealth of Virginia systems through data integrations or interfaces. Once a PO is completed in RealSource, the PO data integrates to Banner. Next, the PO data interfaces from Banner to eVA.



i. Banner PO, Change Requests & Cancellations

Banner is the university's ERP system. It houses all of the university's financial transactions and is the source of the university's financial reporting. When a PO, Change Request or Cancellation is approved in RealSource, certain data fields are integrated to Banner's PO system. The integration not only satisfies financial reporting for university POs, but also keeps POs between Banner and RealSource in sync.

When departments make adjustments to Banner POs via Journal Voucher instead of processing Change Requests or PO Cancels in RealSource, Banner does not update RealSource, thereby causing the two systems to be out-of-sync. To keep the two systems in sync, it is vitally important that departments attempt to liquidate or unencumber their POs in RealSource by Change Request of PO Cancel first.

Where Change Request or Cancellation is not possible, departments should submit a PO Close Request in RealSource and, upon confirmation of the PO closure in RealSource, then process a Journal Voucher in Banner to ensure POs in both systems have been appropriately liquidated/unencumbered.

ii. eVA PO

Once PO data is integrated between RealSource to Banner, an interface passes the Banner PO data to eVA.

eVA is the Commonwealth of Virginia's (COVA) eProcurement system. Since VCU is an agency of the Commonwealth, the university is required to pass PO data from Banner to eVA, both for public transparency purposes and to assess eVA fees charged by COVA to both VCU and its vendor (despite VCU does not actually transact in eVA).

When departments process Journal Vouchers to liquidate POs in Banner prior to attempting to process Change Requests, or PO Cancel or PO Close Requests in RealSource, eVA fees charged to the university and its vendors are not appropriately adjusted and require manual reconciliation by COVA and the university. This is a very time consuming process and frustrating to vendors who are needlessly charged inappropriate eVA fees for POs that were not appropriately adjusted. This can be avoided if departments follow the appropriate process of liquidating/unencumbering POs in RealSource first.

iii. One Time Payment Request Form

Processing of One Time Payment Requests causes a Jaggaer PO number to be created, however, these are not "true" PO numbers and they are not passed to Banner as POs, but as internal invoices instead.

D. Liquidating/Unencumbering POs

As noted above, the preferred method of liquidating or unencumbering a PO is to either:

- Submit a PO Cancel Request form if there have been no invoices processed against the PO,
- Process a Change Request to bring all PO lines "down" to zero, or
- Submit a PO Close Request if a Change Request cannot be processed.

Liquidating or unencumbering a PO in Banner by processing a Journal Voucher (JV) **is problematic** and leaves the RealSource/Banner records out-of-sync and does not adjust the vendor or university's eVA fees. See more about Change Requests, including PO Cancel and PO Close Requests, both above and below.

XI. PO CHANGES

A. General

There are three methods to change a PO. All but the "PO Close" cause Banner and eVA POs to be equally updated. Each method is generally described in the table below followed by a discussion around each.

Type	Use When	Invoices Paid	Adjusts RealSource	Adjusts Banner	Adjusts eVA
Change Request *	Price, quantity, cost	Yes	Yes	Yes	Yes
Cancel PO	Cancel entire order	No	Yes	Yes	Yes
Close PO	Manually close a PO that has had some activity but cannot the liquidated by a Cancel or Change Request	Yes	Yes	No Banner JV must also be processed to liquidate Banner PO	No Manual Adjustments needed

* Change Requests cannot be processed against <u>any</u> eCatalog order. A RealSource PO Close Request and Banner Journal Voucher must be processed to liquidate/unencumber funds in RealSource and Banner.

* Change Requests for a non-catalog PO cannot be processed if there are invoices pending on the line that is changing. Users must wait until invoices are paid or cancelled before processing a Change Request for the line.

The preferred method of changing or liquidating/unencumbering a PO is by "Change Request." Where a Change Request cannot be processed, the Cancel PO is the 2nd best method, followed by the Close PO. POs can be cancelled if there were no items delivered (or all items were returned) and no invoices were paid.

B. Change Request

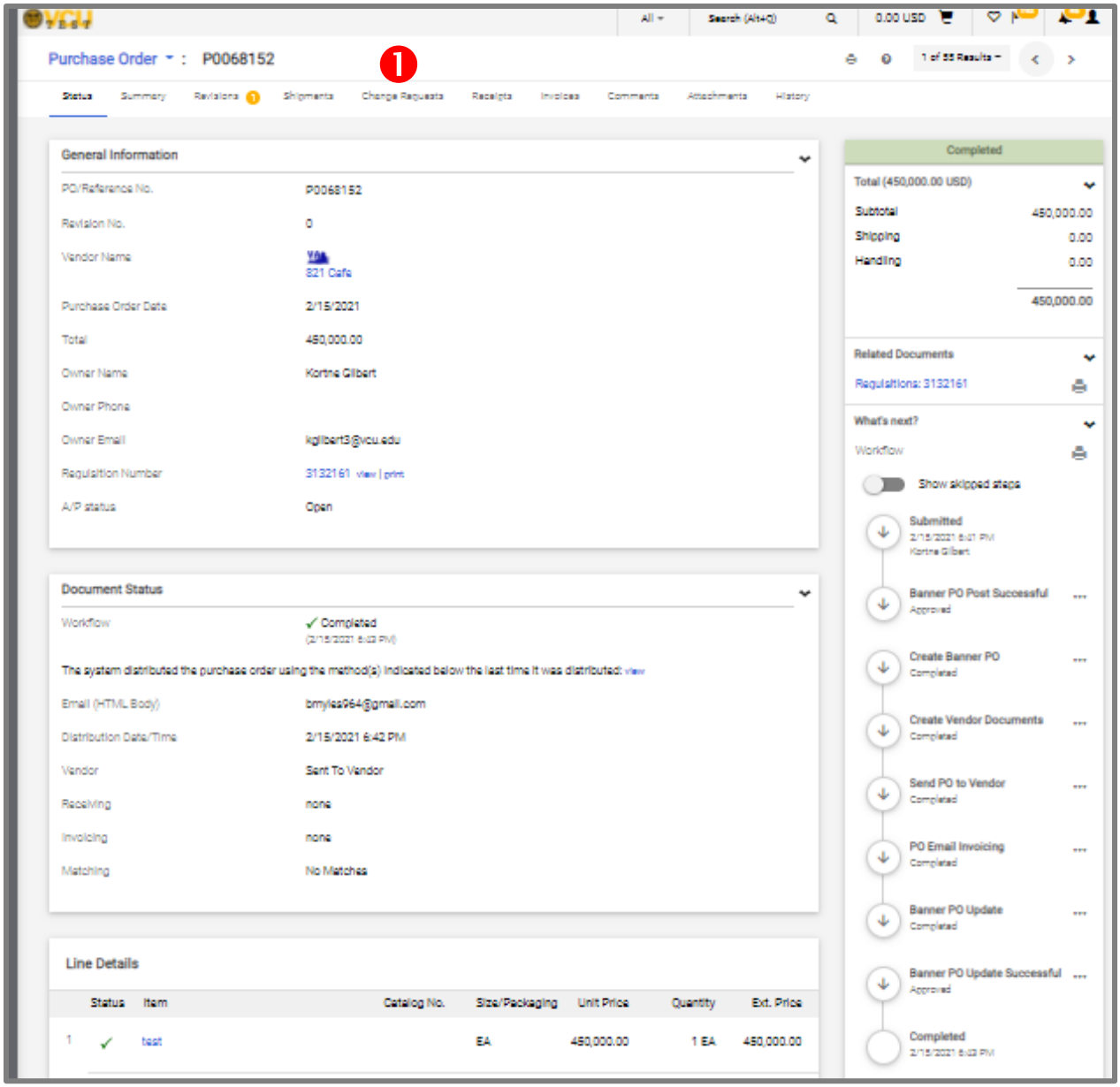
Change Requests are used to update existing POs or liquidate/unencumber a PO. These changes are pushed to Banner and cause the Banner PO to be equally changed.

Change Requests should not be created for eCatalog POs. This is a technical limitation of the eCatalog vendors. For additional information about changing eCatalog Orders, see below.

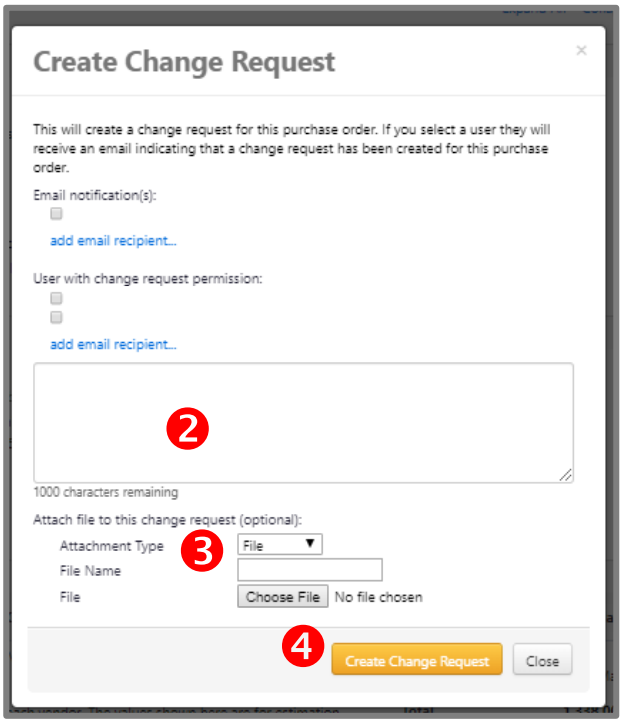
Change Requests against specific line items should not be processed if the PO has pending invoices against the affected line item. It is important for users to wait until all pending invoices have been cancelled or processed (paid) against a line item before starting a Change Request so that the system can accurately adjust the PO line when all invoices/change requests are settled. Otherwise, the Change Request will not process.

Only one Change Request can be processed at a time. If a Change Request is "in Draft or Returned status" and another Change Request is initiated, the request in Draft/Returned status will be automatically cancelled.

Change Requests are the primary method to liquidate or unencumber a PO. When Change Requests are used to bring a PO down to zero, these changes also push to Banner and eVA, causing all three systems (RealSource, Banner and eVA) to remain in sync. Users should not liquidate POs in Banner by Journal Voucher except in extenuating circumstances (see below).



1. Click **Purchase Order** dropdown or click the **Change Requests** tab

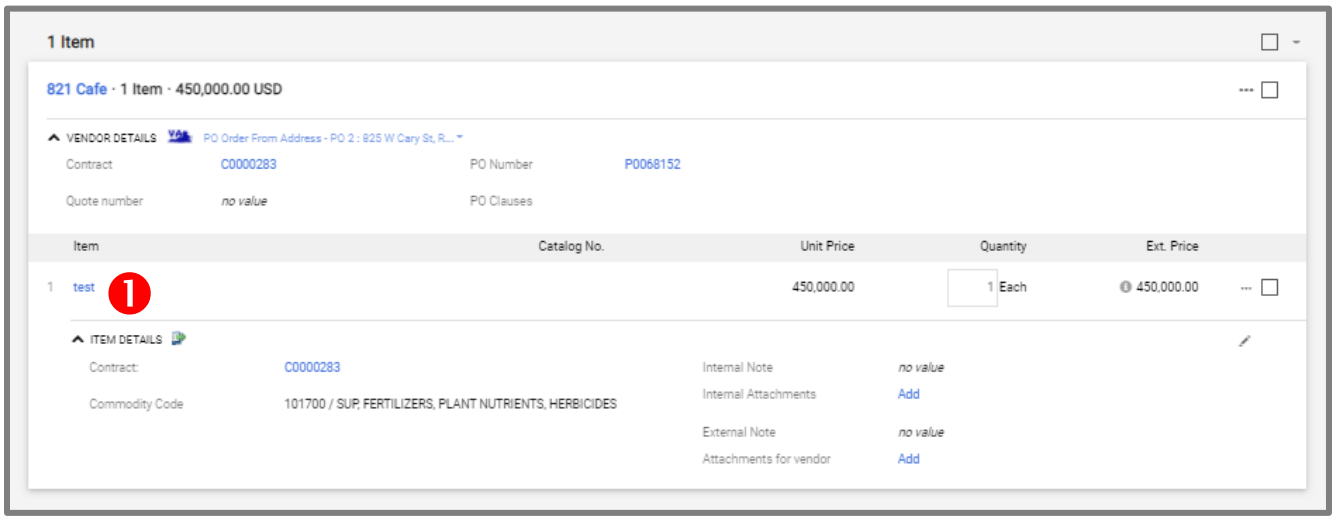


2. Add a **comment** regarding Change Requests
3. Upload any **attachments**
4. Select **Create Change Request**

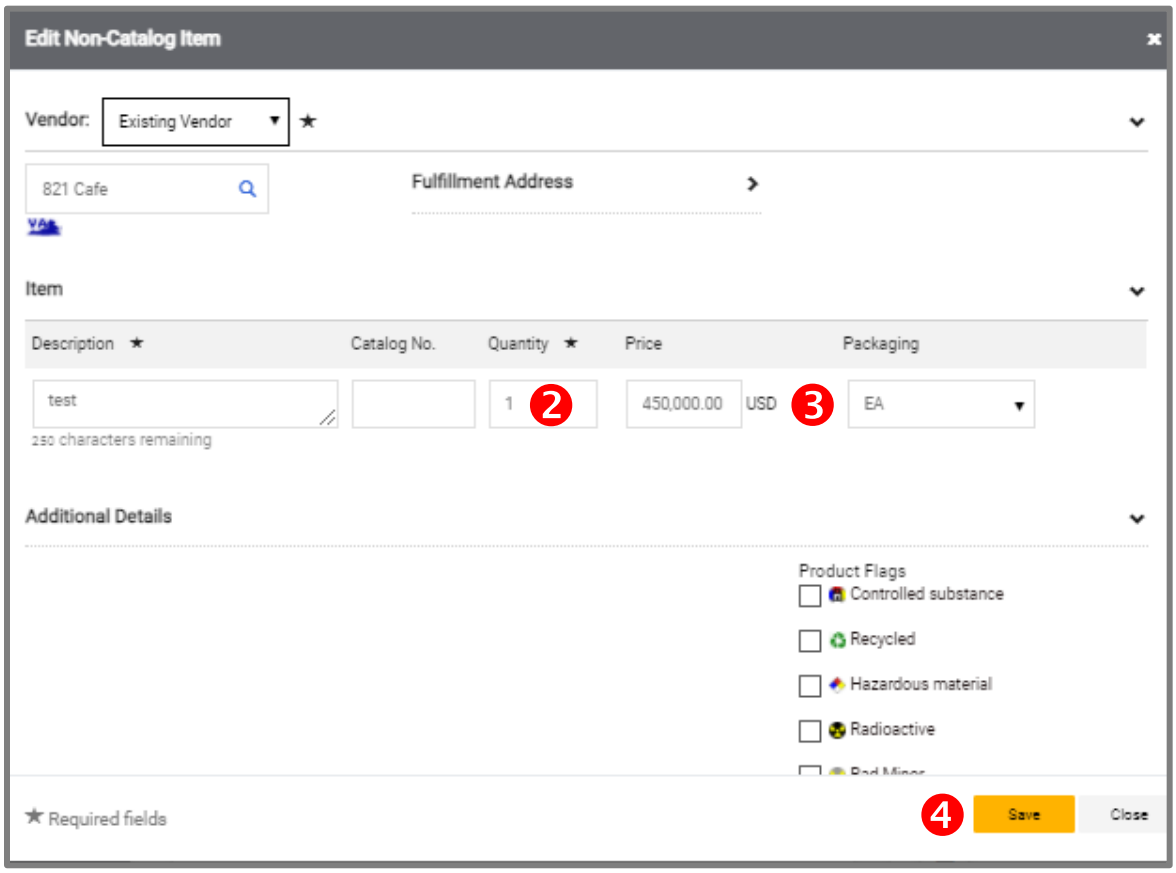
i. Reassigning PO Owners

When users transfer to a new department or terminate their employment with VCU, an Approver from the originating department is responsible for reassigning all orphaned POs to a new PO Owner within the department. To do so, an Approver must submit a User Request form, both to inactivate the employee and designate who the orphaned POs should be reassigned to. RealSource staff will promptly process all requests.

ii. Unit Price/ Quantity Updates to Non-Catalog Item Forms



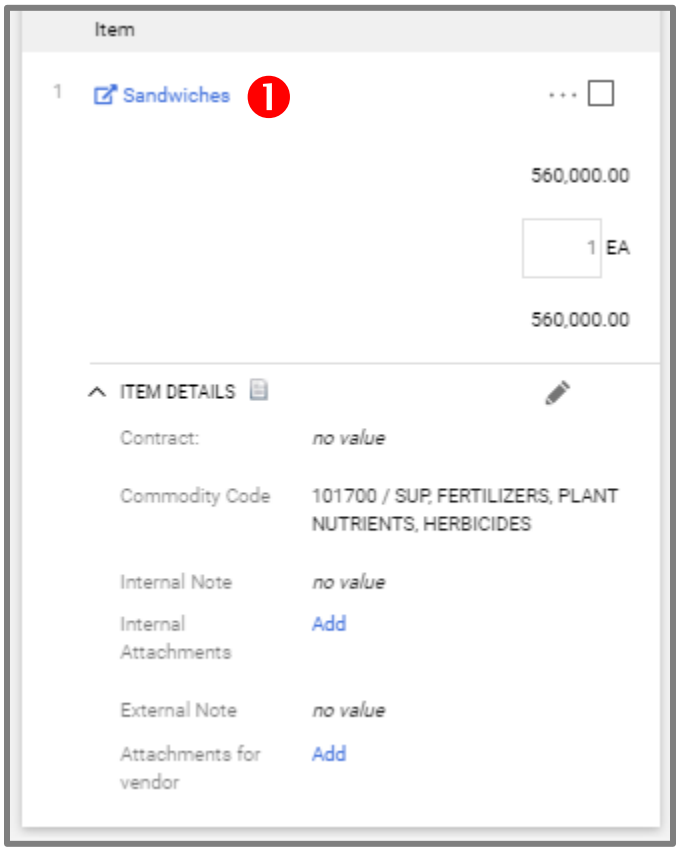
5. Scroll to the bottom of the Change Request. Click **Product Description** in blue



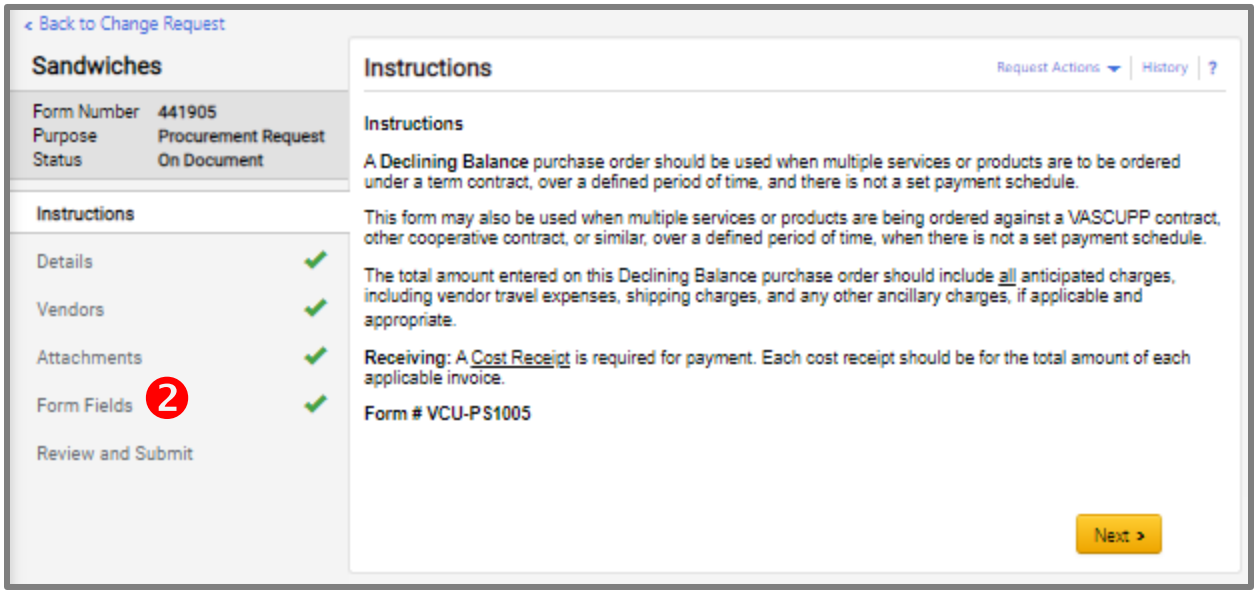
6. Update the **Quantity**
7. Update the **Unit Price**
8. Click **Save**

iii. Unit Price/Quantity changes via a Purchasing Form

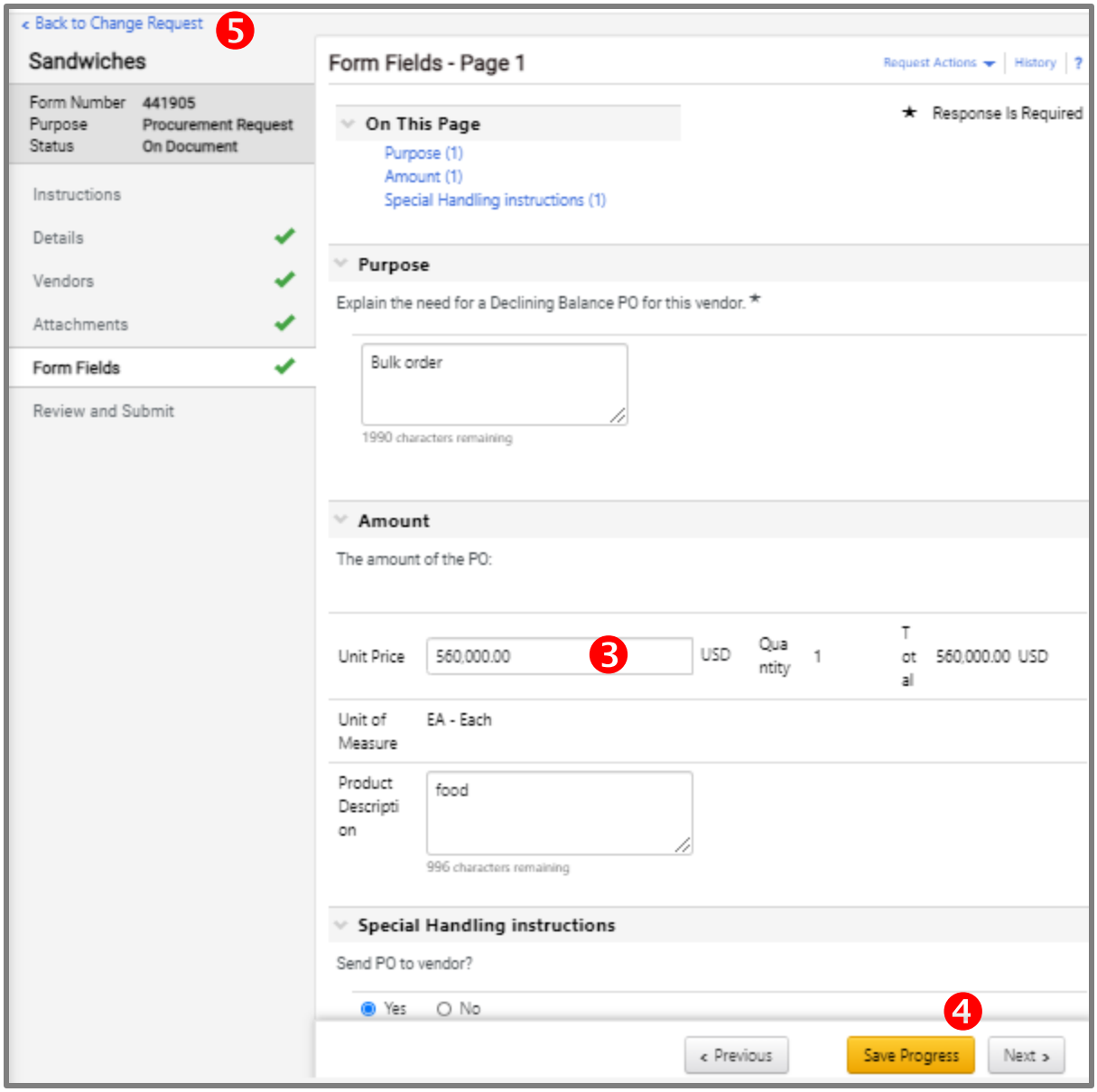
To update the Unit Price/Quantity within a Purchasing form, you will need to edit the Form Fields. You cannot add a Form to a Change Request to add a line item. This screen shows a Change Request using the Declining Balance Form.



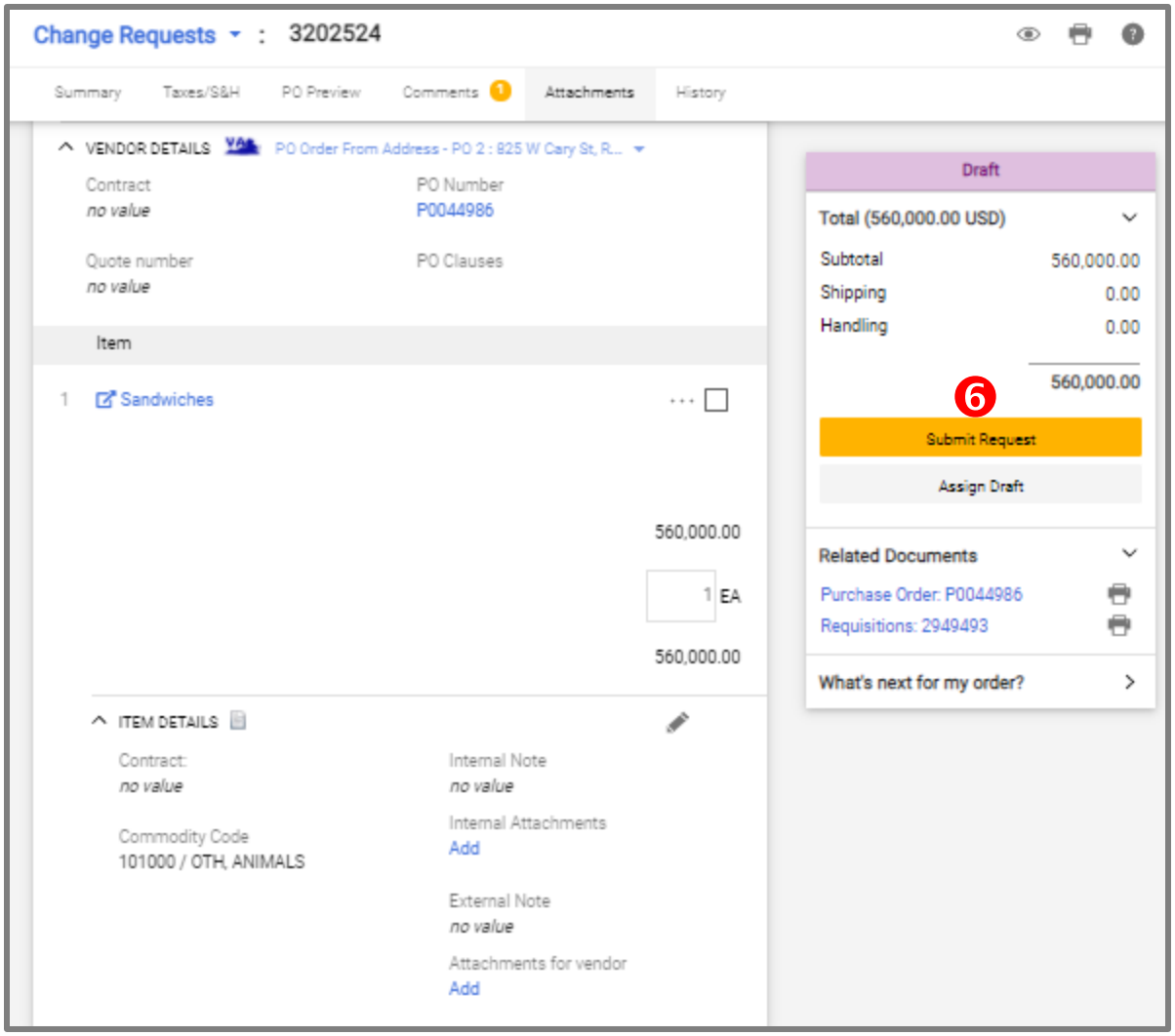
1. Click **form name**



2. Click **Form Fields**



3. Enter the **Unit Price**. For Change Requests, add the original amount plus the additional amount if you are increasing the PO amount
4. Select **Save Progress**
5. Select **Back to Change Request**



6. Select **Submit Request**

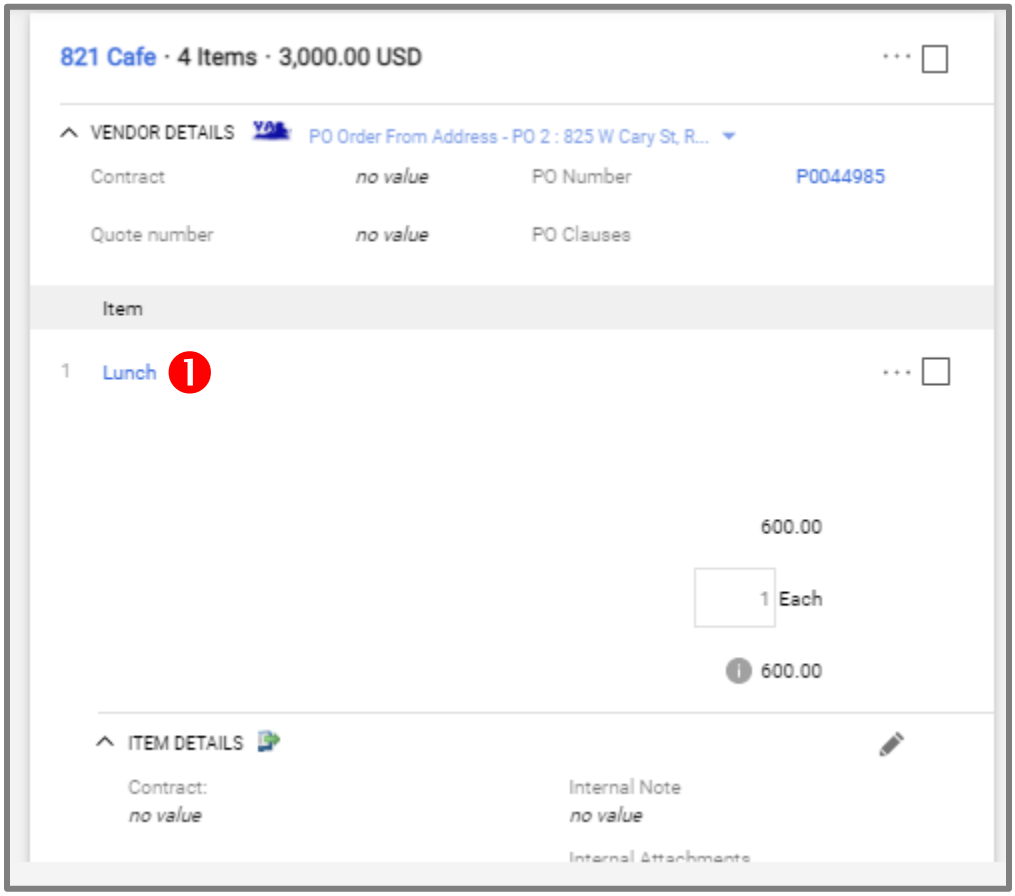
iv. Deductive Change Requests to Close a PO

When submitting Change Requests to update the Accounting Codes on line(s) that have been partially invoiced, you will need to ensure the unit price and/or quantity match the amount of total paid invoice(s). In almost every case, the unit price will need to be changed.

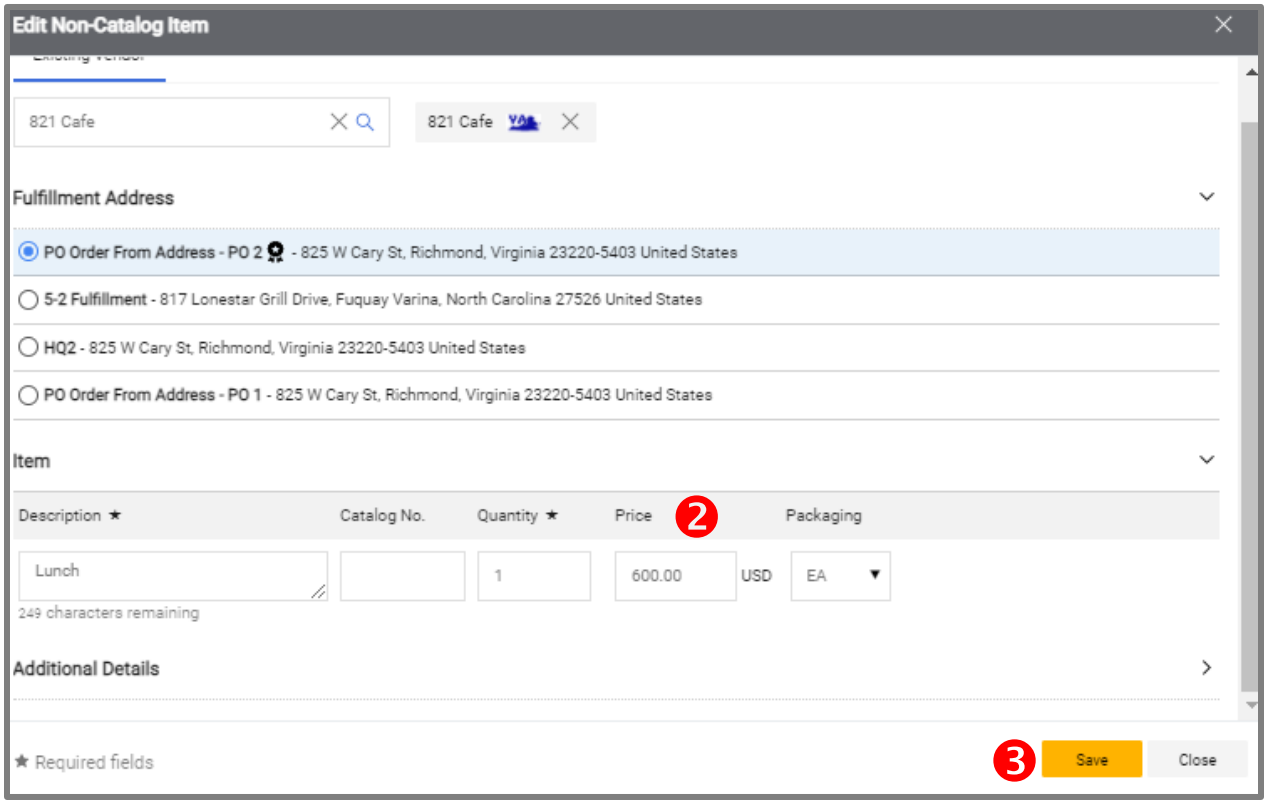
For POs with partial payments and Accounting Codes changes, the original line item must be changed to the amount of all paid invoices for that line. Two new line items must be created that reflect the open amount of the PO lines.

In the example below, the PO has two line items. Line 1 has a unit price of $1,000. Line 2 has a unit price of $2,000.

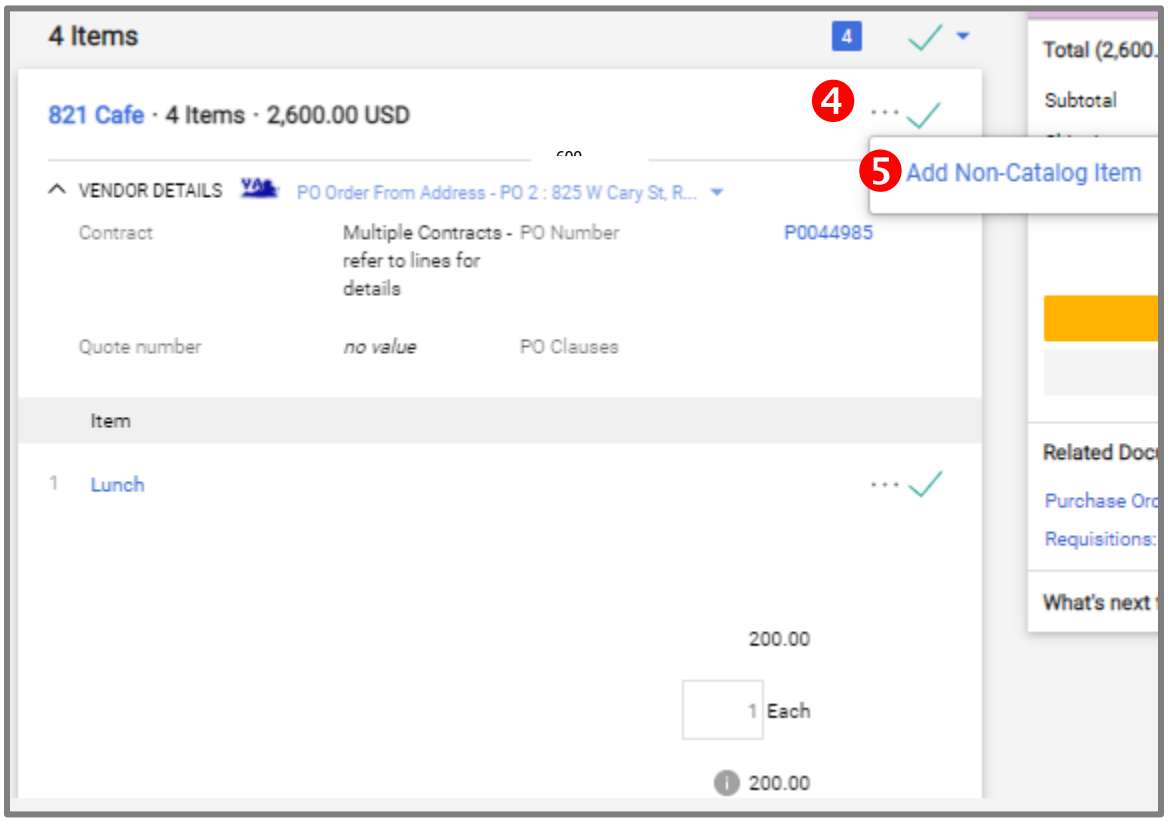
Each line item has been partially paid. For Line 1, $600 has been paid. Line 2 has one $200 payment made. The open amount for line 1 is $400. The open amount for line 2 is $1,800.



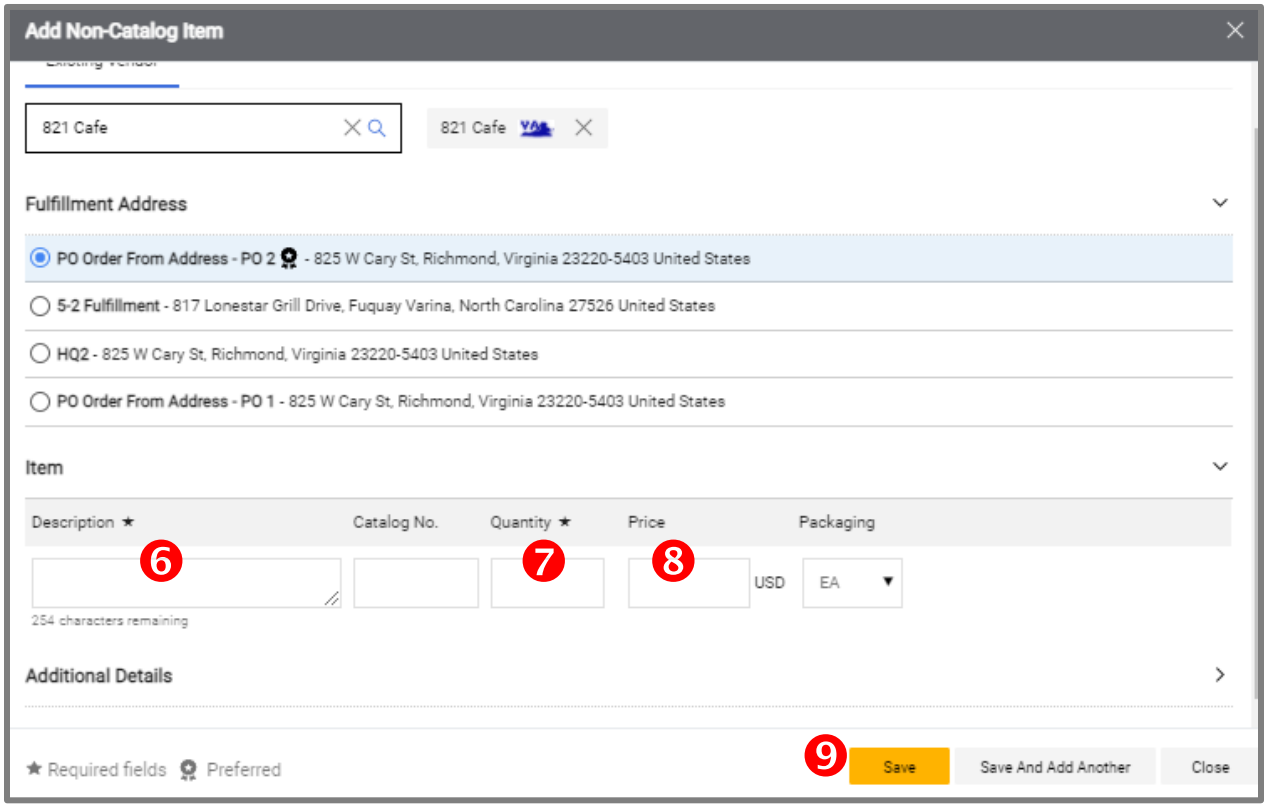
1. Click the blue **Product Description**



2. Enter the **paid invoice amount** for the line in the **Price** field
3. Click **Save** (Repeat for all line items)

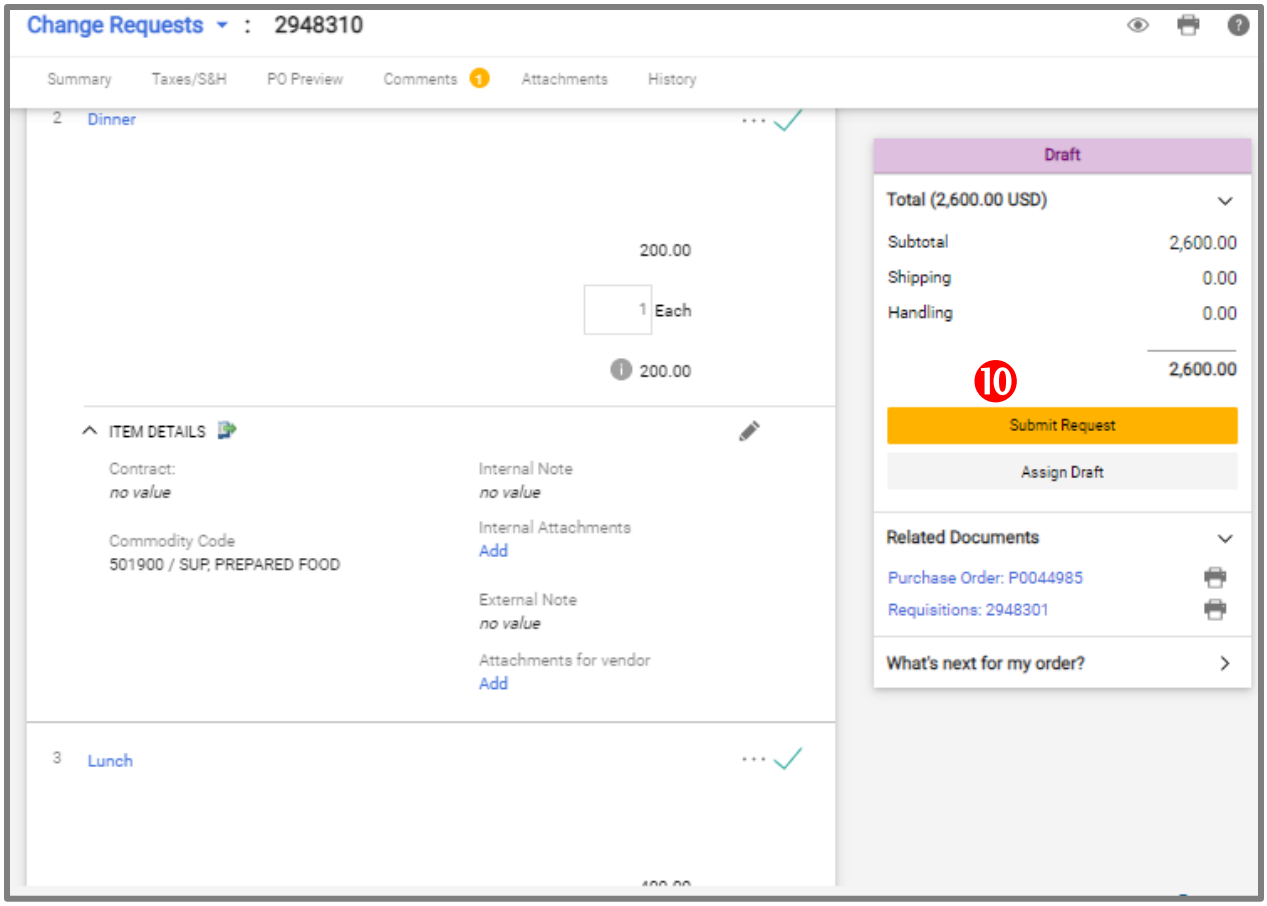


4. Click the **three dots (...)**
5. Click **Add Non-Catalog Line Item**



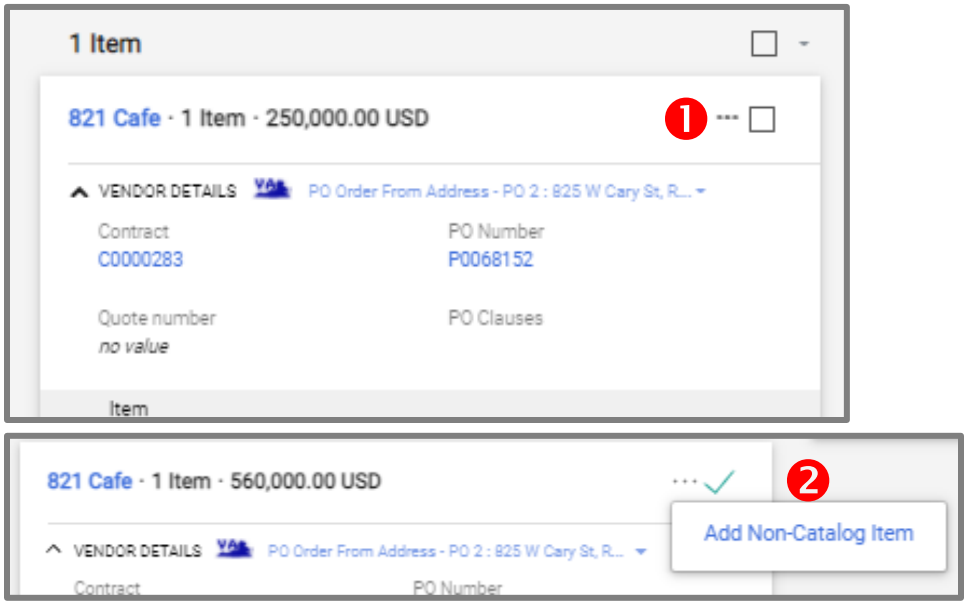
6. Enter the **Production Description**
7. Enter the **Quantity**
8. Enter the **Price Estimate** (Be sure to enter the **open amount of the** Invoices for the original line)
9. Click Select **Save** (Repeat if there is more than one line item)

Now, you can see the two line items that reflect the total of the paid invoiced lines, and the two new line items that show the open amount of each original PO line.

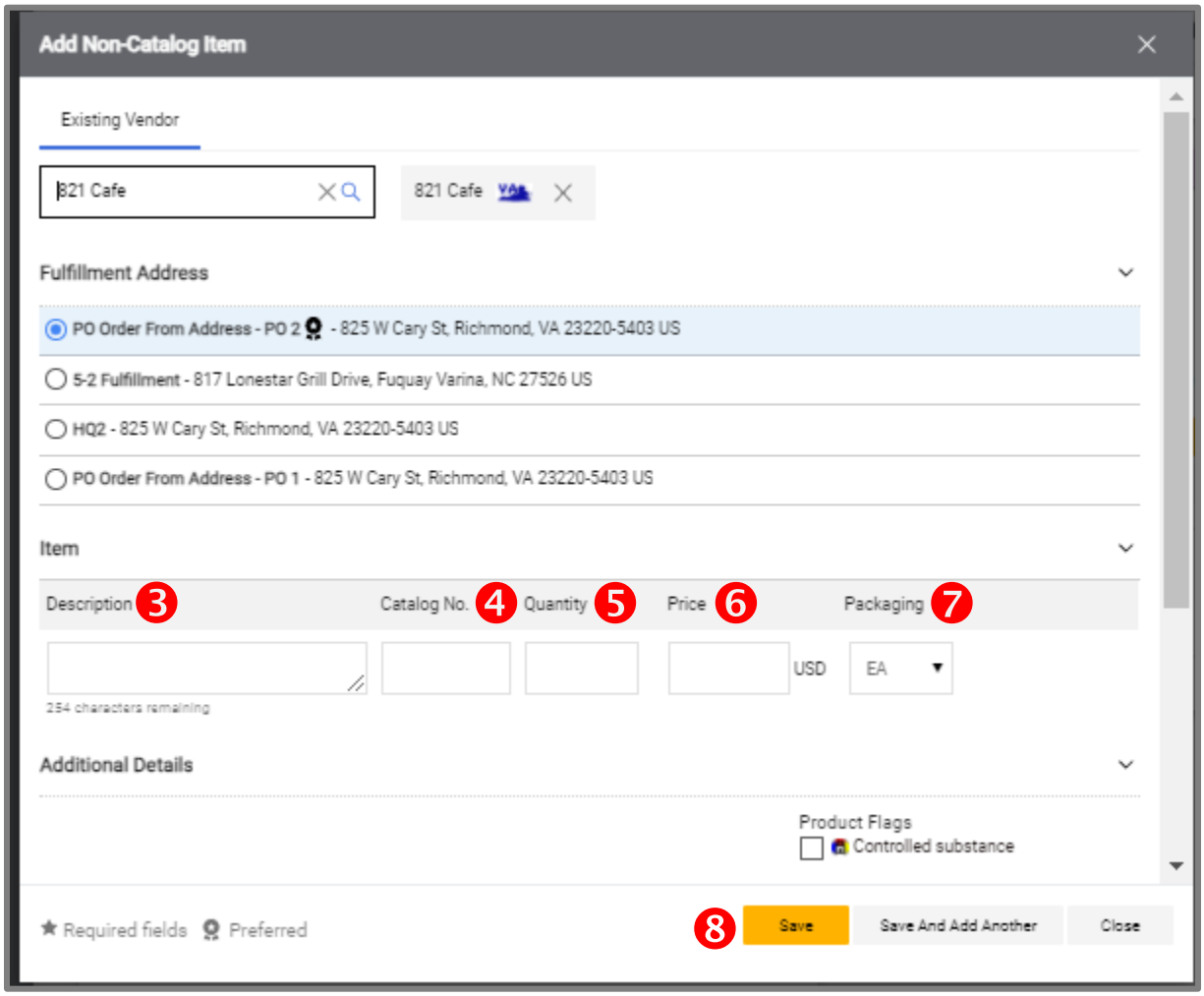


10. Click **Submit Request**

v. Adding Line Items



1. Select the **three dots** next to the checkbox
2. Click **Add Non-Catalog Item** for This Vendor…

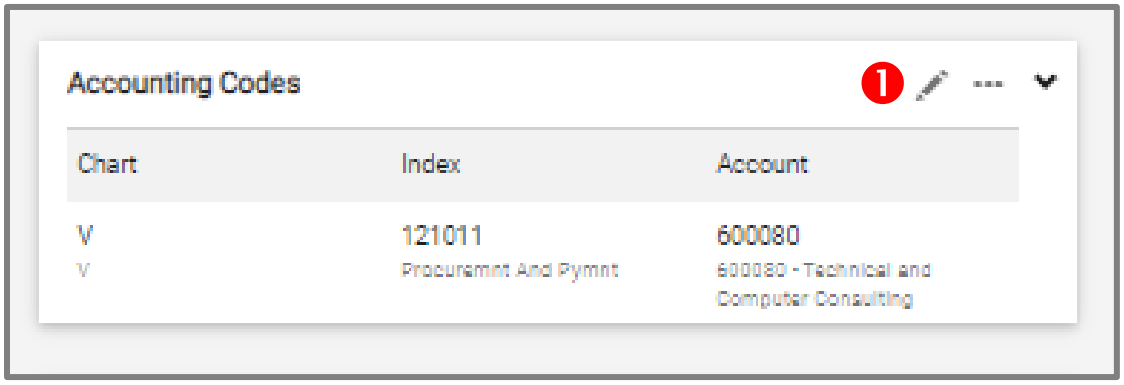


]

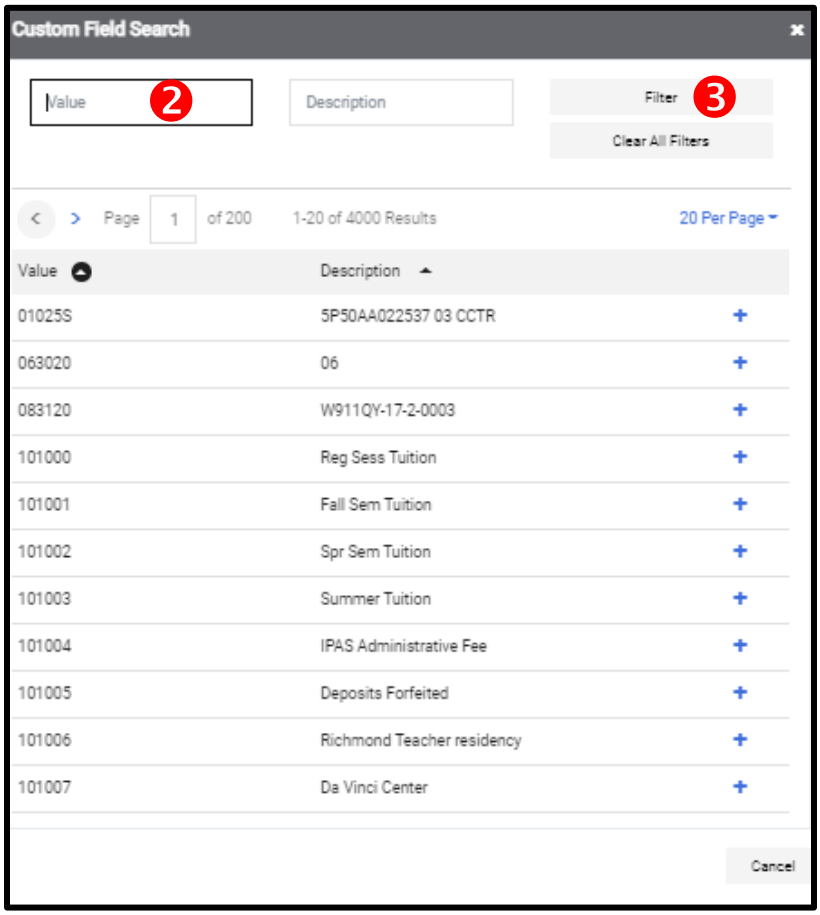
3. Enter the **Product Description**
4. Enter the **Catalog No.**
5. Enter the **Quantity**
6. Enter the **Price Estimate**
7. Select the **Packaging (Unit of Measure)**
8. Select **Save**

vi. Updating Accounting Codes

Accounting Codes must be updated at the line level. The original line item must be "zeroed-out" by updating the Unit Price. A new line item mimicking the original created.



1. Scroll to the **Accounting Codes** section and open the pencil



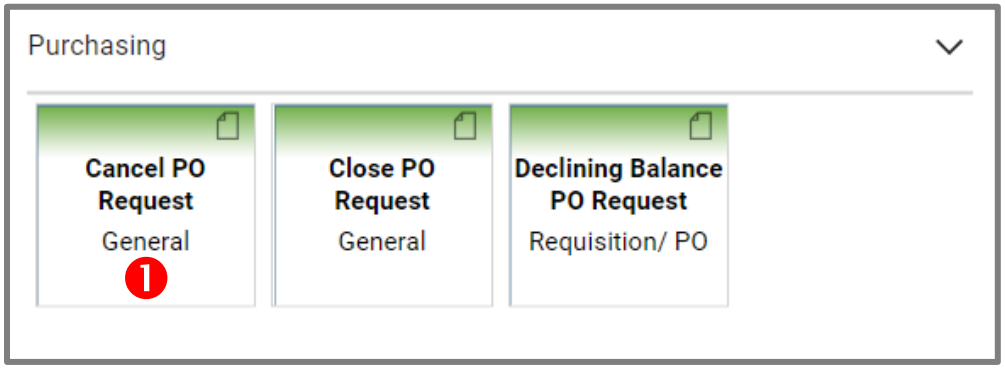
2. Enter the **Value** or **Scroll through the codes to locate them**
3. Click **Filter**

C. Cancel PO

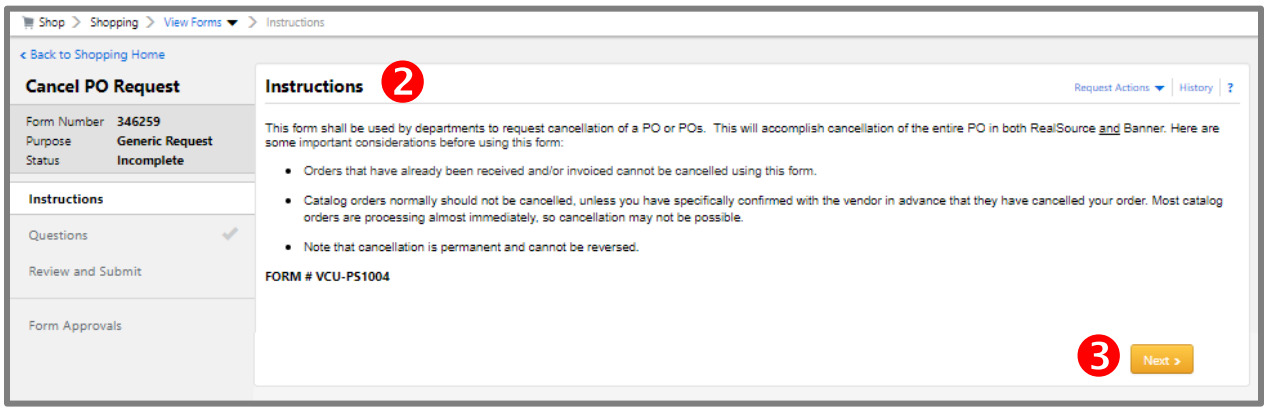
From time-to-time POs must be cancelled because the goods or services are no longer required. When this occurs, departments are encouraged to notify the vendor first of the department's intent to cancel the order, before proceeding.

Only POs that **do not have** any invoices paid against them can be cancelled. Separate procedures exist for POs that have been partially paid and require liquidation (see Change Requests above and Close POs below).

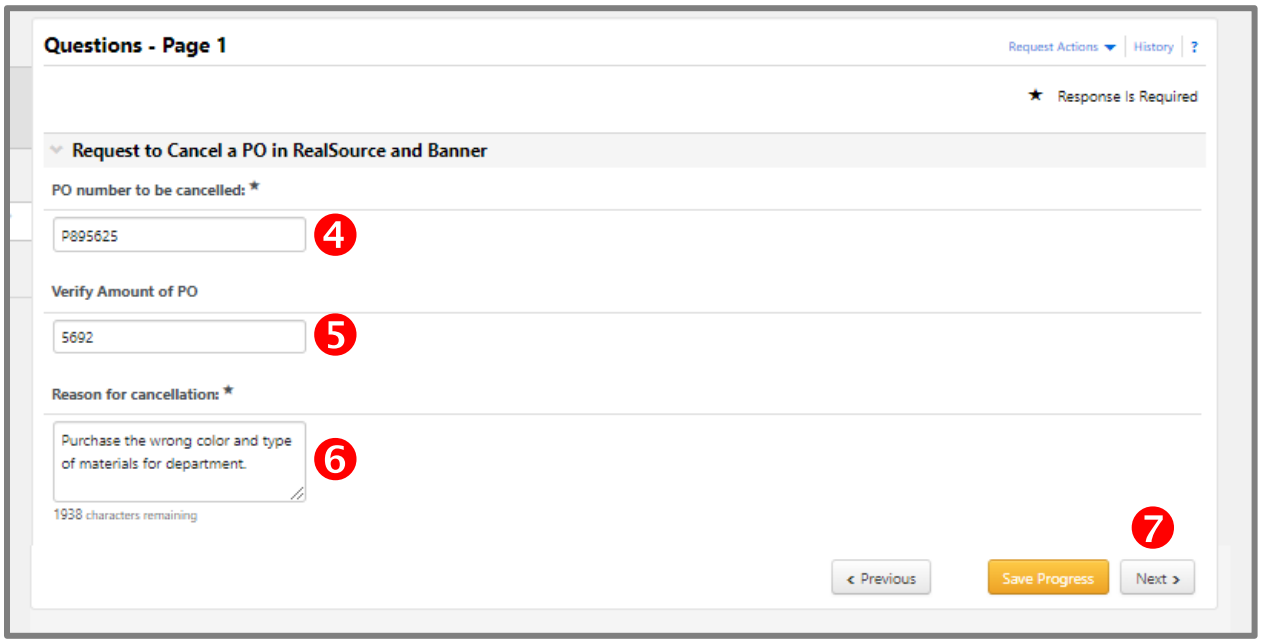
For financial control and audit purposes, users must submit the Cancel PO Request form to cancel a PO. Once a PO has been cancelled in RealSource, it will also be cancelled (liquidated/unencumbered) in Banner and also adjusts the PO in eVA.



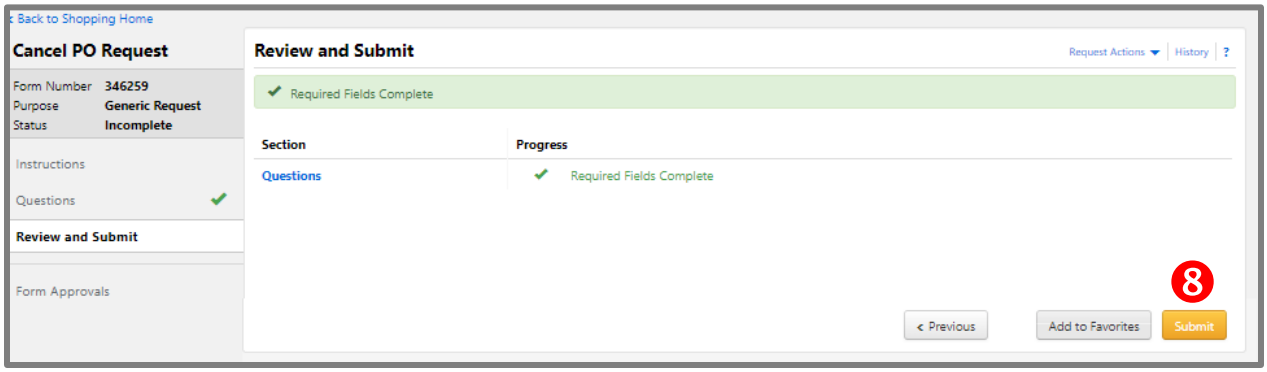
1. **Open** the Cancel PO Request form



2. View the **Form Instructions**
3. Click **Next**



4. Enter **PO number** to be cancelled
5. Enter **Amount of PO**
6. Enter **Reason for cancellation**
7. Click **Next**



8. Click **Submit**

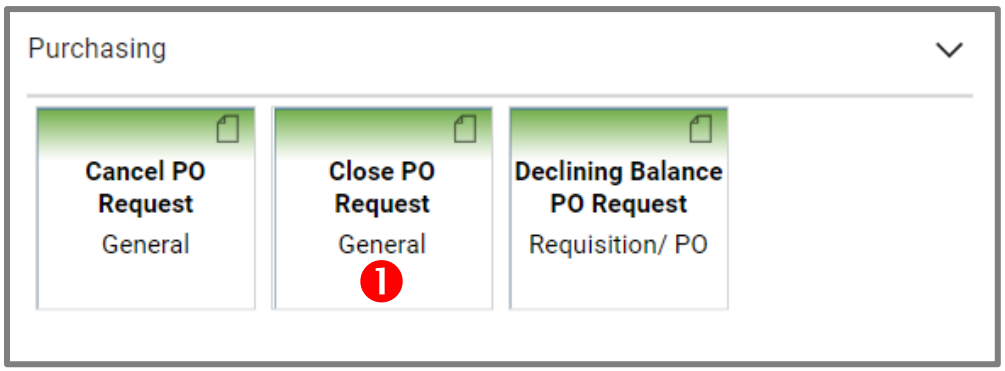
If all information is correct and approved, the PO will be cancelled. If there are any issues with the form, you will be notified by the system. Cancellation of a PO causes the PO to be liquidated both in RealSource, Banner (a JV in Banner is not necessary) and eVA.

D. Close PO

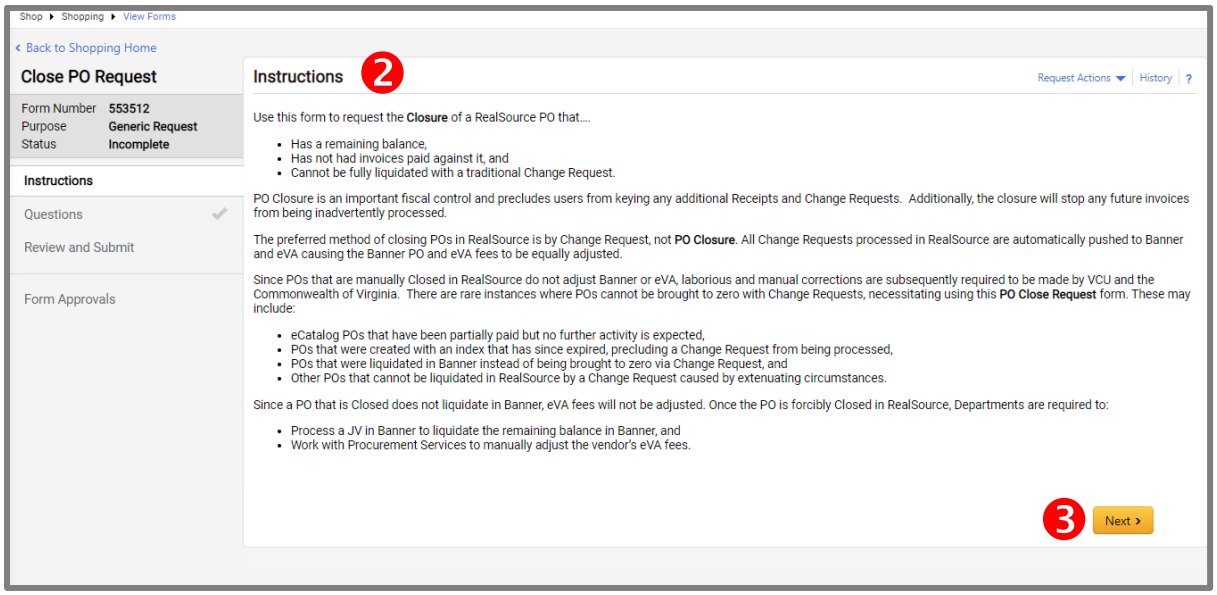
From time-to-time, POs cannot be liquidated/unencumbered by a RealSource Change Request or Cancellation. When this occurs, departments should "close" the RealSource POs by submitting a PO Close Request. Once the PO has been closed in RealSource, the department can process a corresponding Journal Voucher in Banner to liquidate/unencumber the funds on the Banner PO.

Use of this method to liquidate/unencumber POs should be used sparingly; otherwise, the RealSource, Banner and eVA POs will be out-of-sync and special/manual corrections will be required.

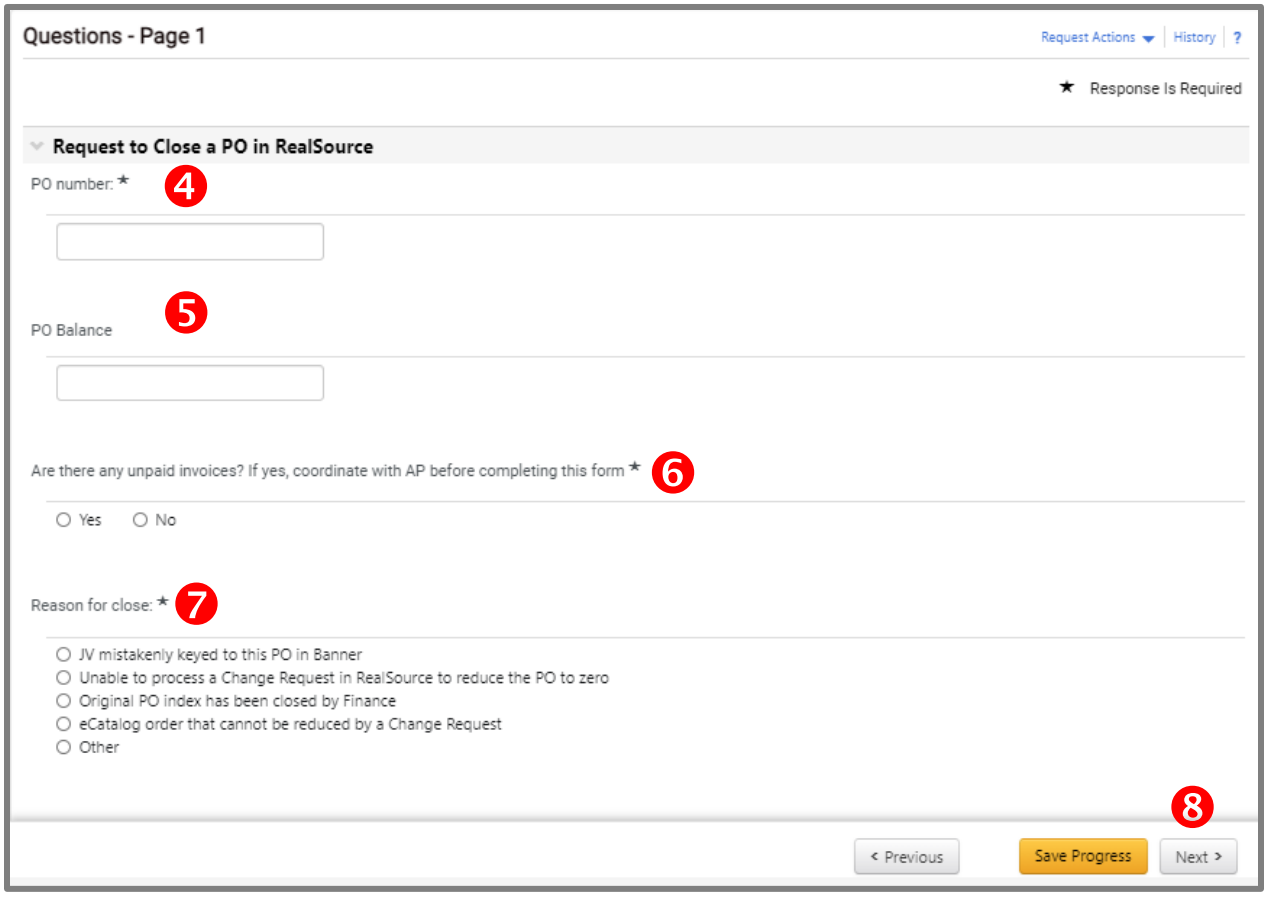
For financial control and audit purposes, users must submit the Close PO Request form to close a RealSource PO. Once a PO has been closed in RealSource, the department can also liquidate/unencumber the PO by Journal Voucher in Banner.



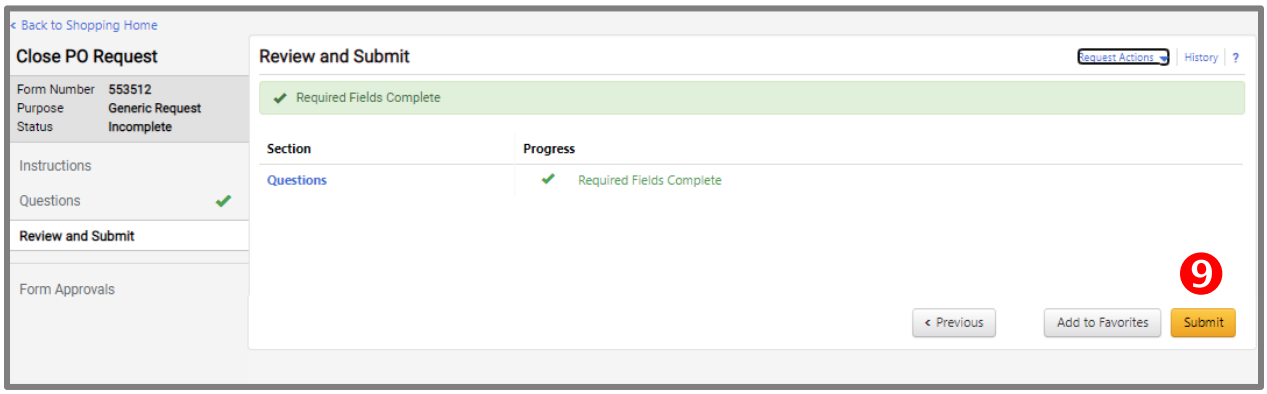
1. **Open** the Close PO Request form



2. View the **Form Instructions**
3. Click **Next**



4. Enter **PO number** to be cancelled
5. Enter **Current PO Balance**
6. Enter whether there are any **unpaid invoices**
7. Select the Reason for the PO close
8. Click **Next**



9. Click **Submit**

If all information is correct, the PO will be closed by the RealSource systems administrator and the user will receive a RealSource confirmation.

E. eCatalog PO Changes

Changes to eCatalog POs pose a unique set of challenges. Because these orders integrate real-time to the vendor's Sales Order system, the vendor fulfills and invoices these POs very quickly.

For eCatalog orders to be properly integrated into the vendor's Sales Order system, the product and price information from the vendor's punch-out eCatalog auto-populates the requisition and cannot be changed in the PO by VCU. As such, eCatalog POs **cannot be updated by a Change Request**.

Since Change Requests cannot be used to make changes to an eCatalog PO, one of the other two methods (Cancel or Close PO) must be used instead.

Cancel PO: Users can submit the Cancel PO form to cancel an eCatalog PO altogether. However, before submitting the Cancel PO form, users **MUST** promptly contact the vendor to request cancellation of the order within the vendor's Sales Order system, otherwise the vendor will ship and bill for the products. If the vendor confirms that the PO was canceled within their Sales Order system, submit the Cancel PO Request form and the PO will be liquidated/unencumbered in RealSource, Banner and eVA.

Close PO: If products have already shipped or been delivered, the department will likely be required to process a Receipt to indicate the items were received, then make arrangements to return the products to the vendor. Dependent on the timing of the delivery and invoicing, VCU may be required to pay for the delivered items and, as part of the return process, obtain a credit memo from the vendor to close out the transaction and apply the credit memo to a future purchase. For help in determining the best course of action when eCatalog POs need to be canceled or closed, departments may wish to coordinate with the RealSource staff by emailing RealSource@vcu.edu to discuss the best course of action.

XII. RECEIPTS

A. General

Receipts can be created by Shoppers and Requesters. Approvers cannot create Receipts.

Receipts should be processed within three (3) business-days of the university's receipt of the goods or services. Lack of prompt receiving delays the ability of VCU to meet its statutory obligation to meet prompt payment standards. Payments cannot be made until a receipt has been properly keyed into RealSource.

Requesters/Approvers should periodically query the RealSource system to locate invoice transactions that are pending and are missing Receipts and aggressively push to complete these transactions.

There are two basic types of Receipts in RealSource:

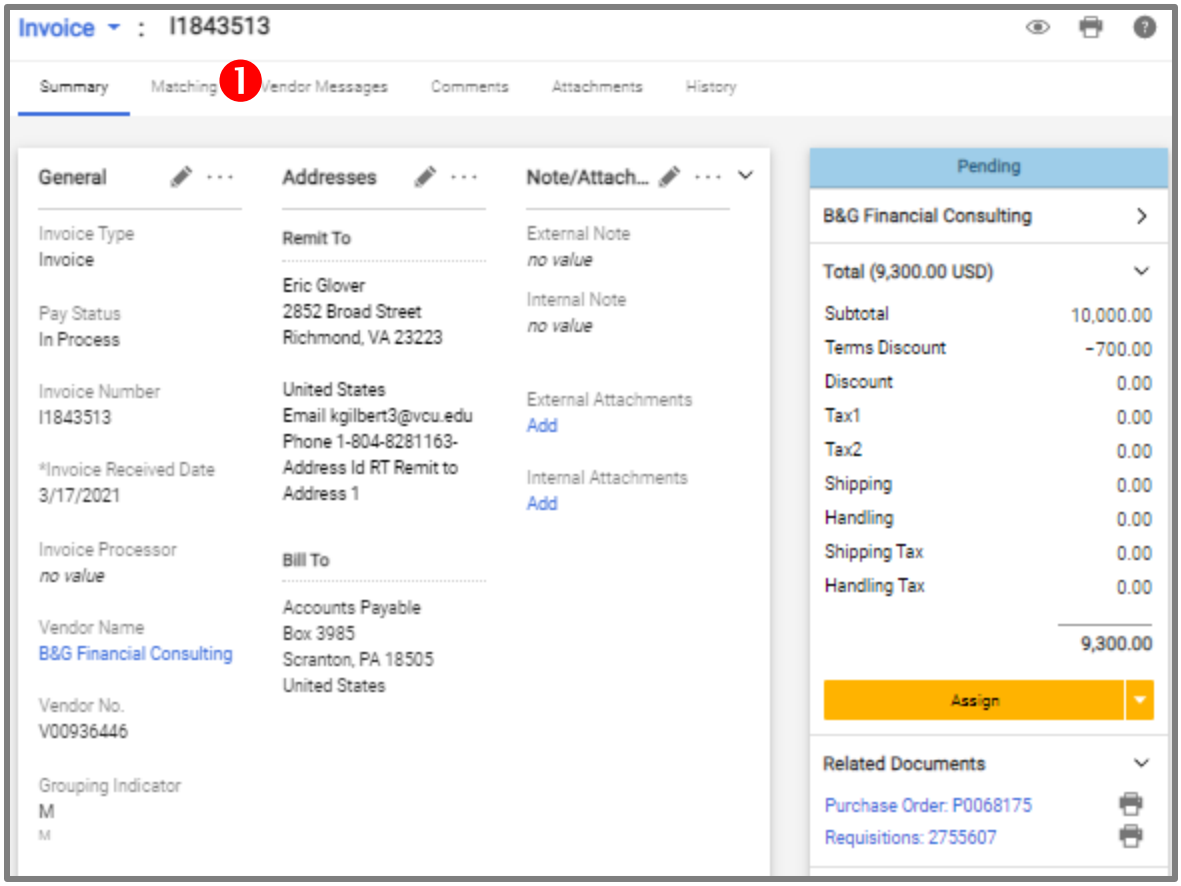
- Quantity (or Number), for all POs except Declining Balance POs
- Cost (or Dollars), for Declining Balance POs only

Key a "quantity" Receipt when the PO includes a quantity of goods and services, alongside the unit-price. Users who key receipts **must** ensure that the quantity keyed is correct as this will affect the timeliness of invoice payment.

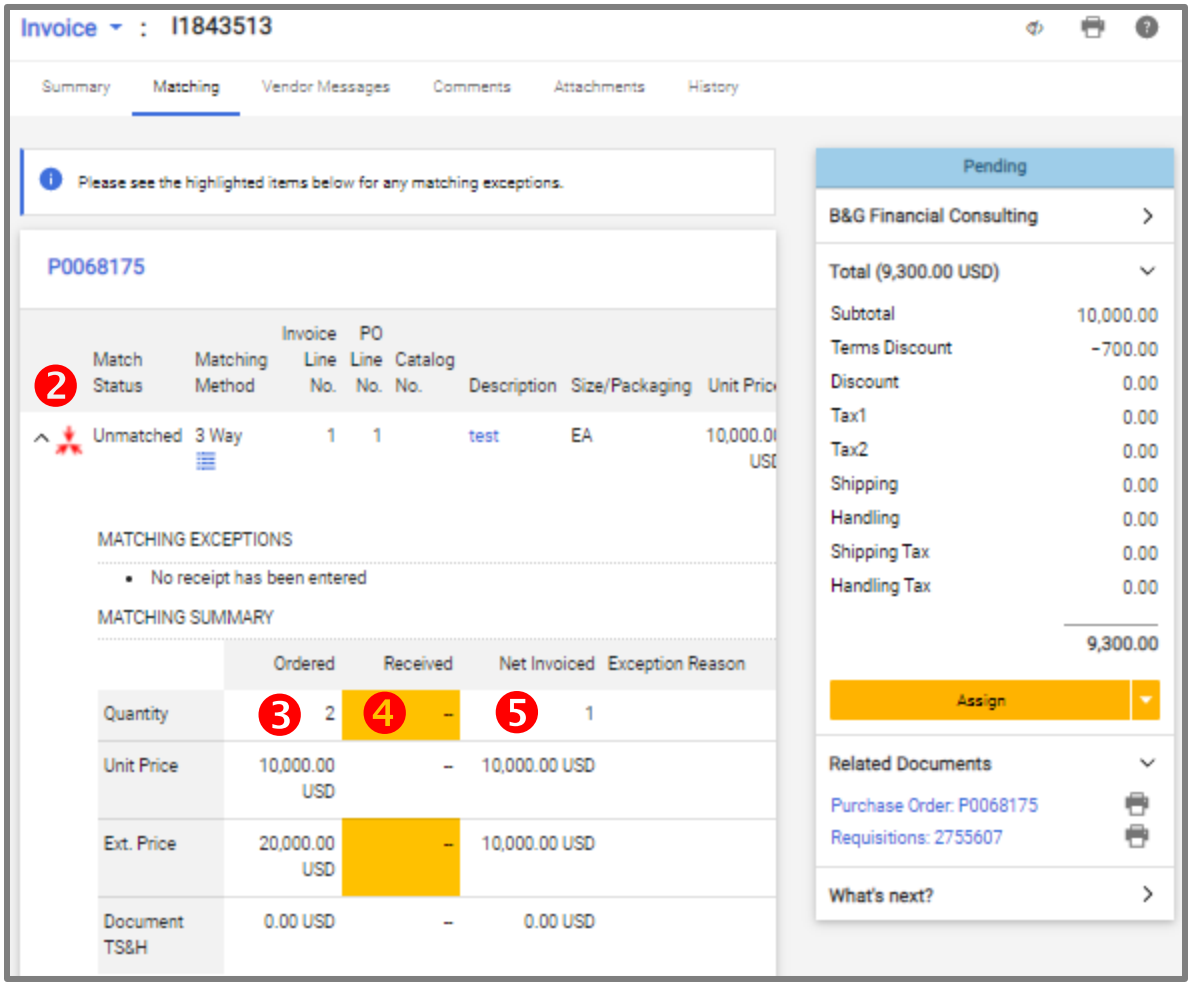
Key a "cost" (or dollar) Receipt only against a Declining Balance PO. A Declining Balance PO lists a quantity of one (1) and the price is the total anticipated spend against the PO. The receipt is keyed in dollars (cost) and not quantity.

B. Three-Way Match

All POs must match to the associated Receipt(s) and Invoice in order to facilitate prompt payment. Once the invoice is in RealSource, if it does not match the corresponding Receipts, users receive notifications that the Receipts need to be reconciled against the Invoices. Users should open and review Receipts and Invoices to determine where the mismatch is and work with the RealSource Help-Desk or A/P to resolve mismatches, either by correcting the user's Receipts or rejecting the improper invoice. See the example of how to reconcile PO matching, below.

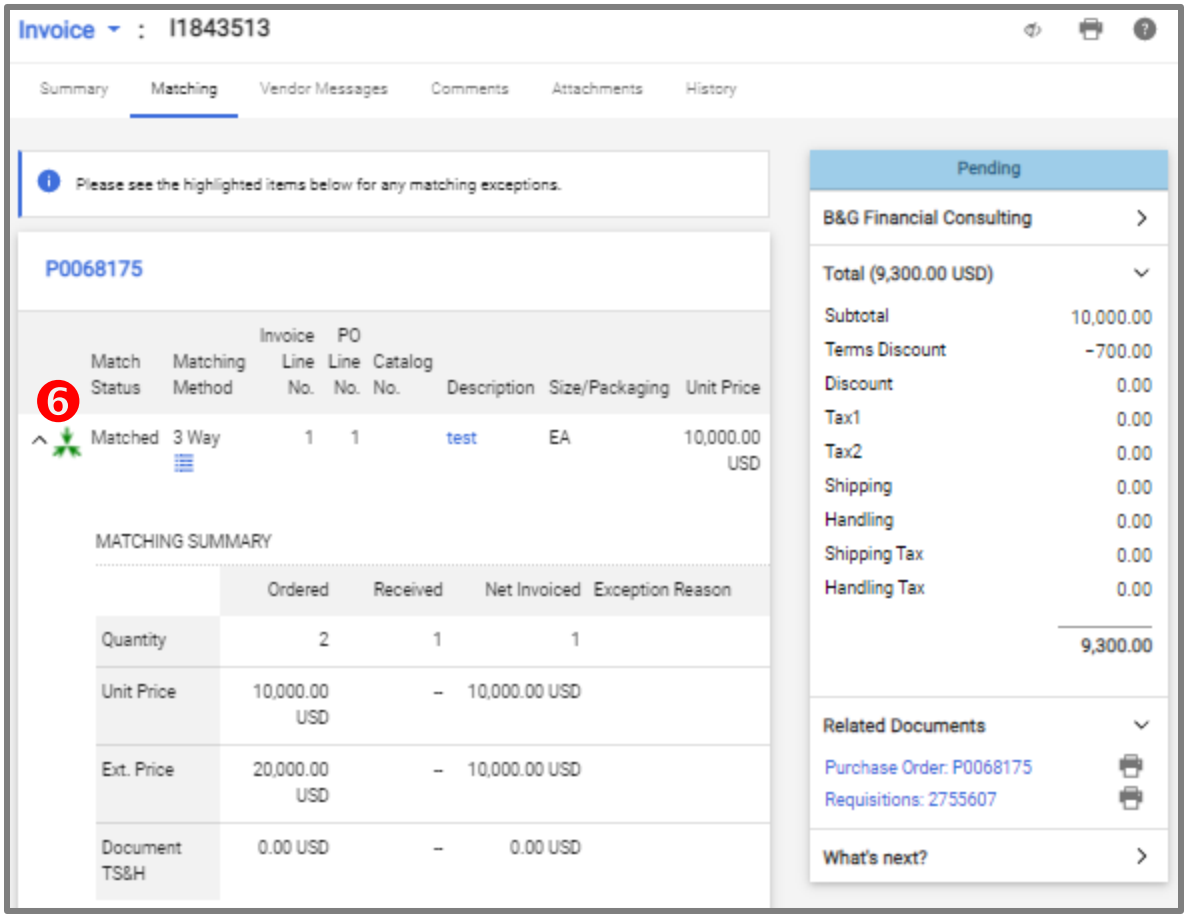


1. Click **Matching**



2. This PO has no receipts and the match status is **Unmatched**
3. The **Ordered** quantity is 2
4. The **Received** quantity is highlighted in gold, this has no receipts
5. The **Net Invoiced** quantity is 1

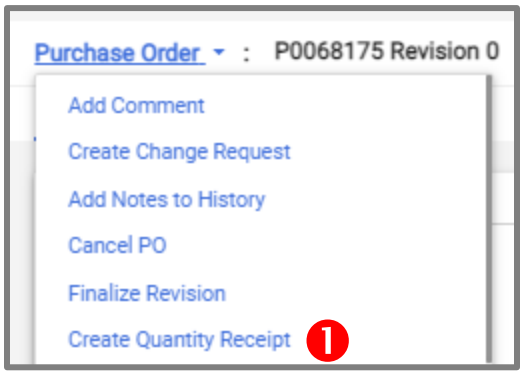
The user will need to create a receipt for this PO. Since the Ordered Quantity is two, the Invoiced Quantity is 1, and the PO does not have a Receipt created that matches both, the receipt quantity will need to be 1.



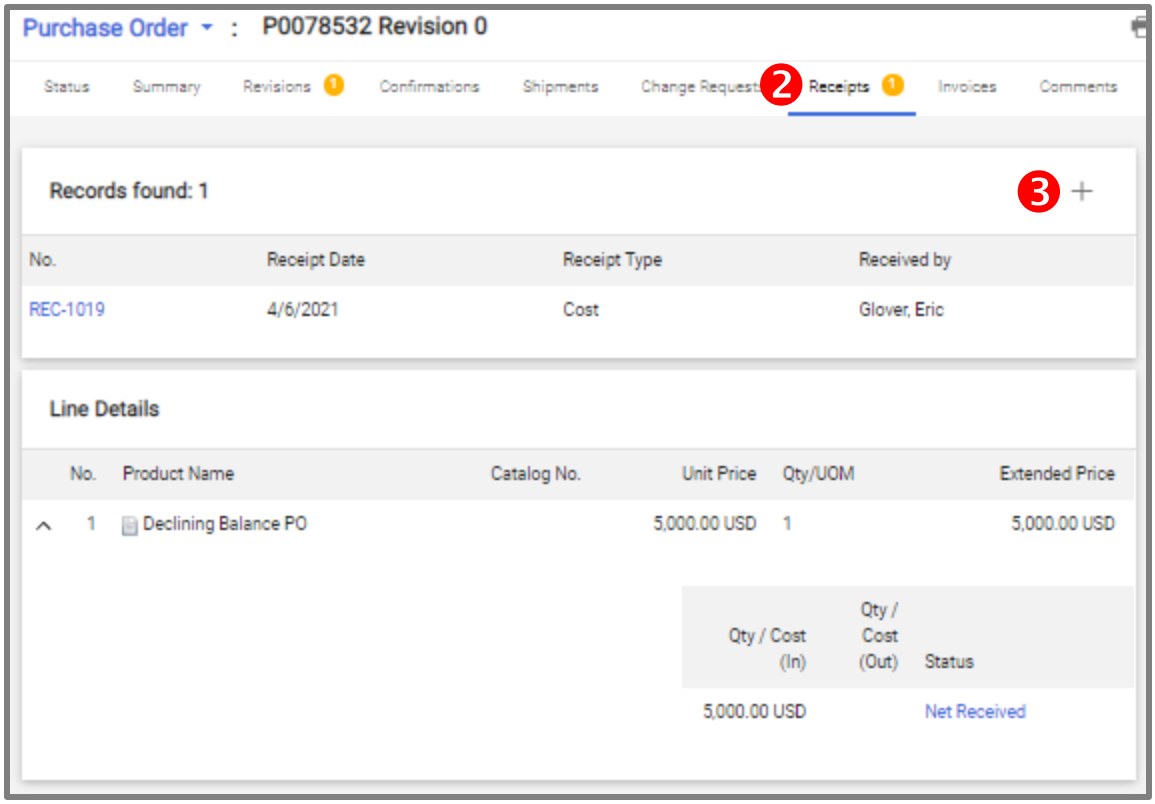
6. Once the Receipt is created, you can see the Match Status has changed to **Matched**

C. Creating a New Receipt (Quantity, Cost or Negative)

To create a new receipt, whether adding or reducing the Receipt quantity/cost, first open the PO you wish to key a Receipt.



1. Click the **Create Quantity or Cost Receipt** option

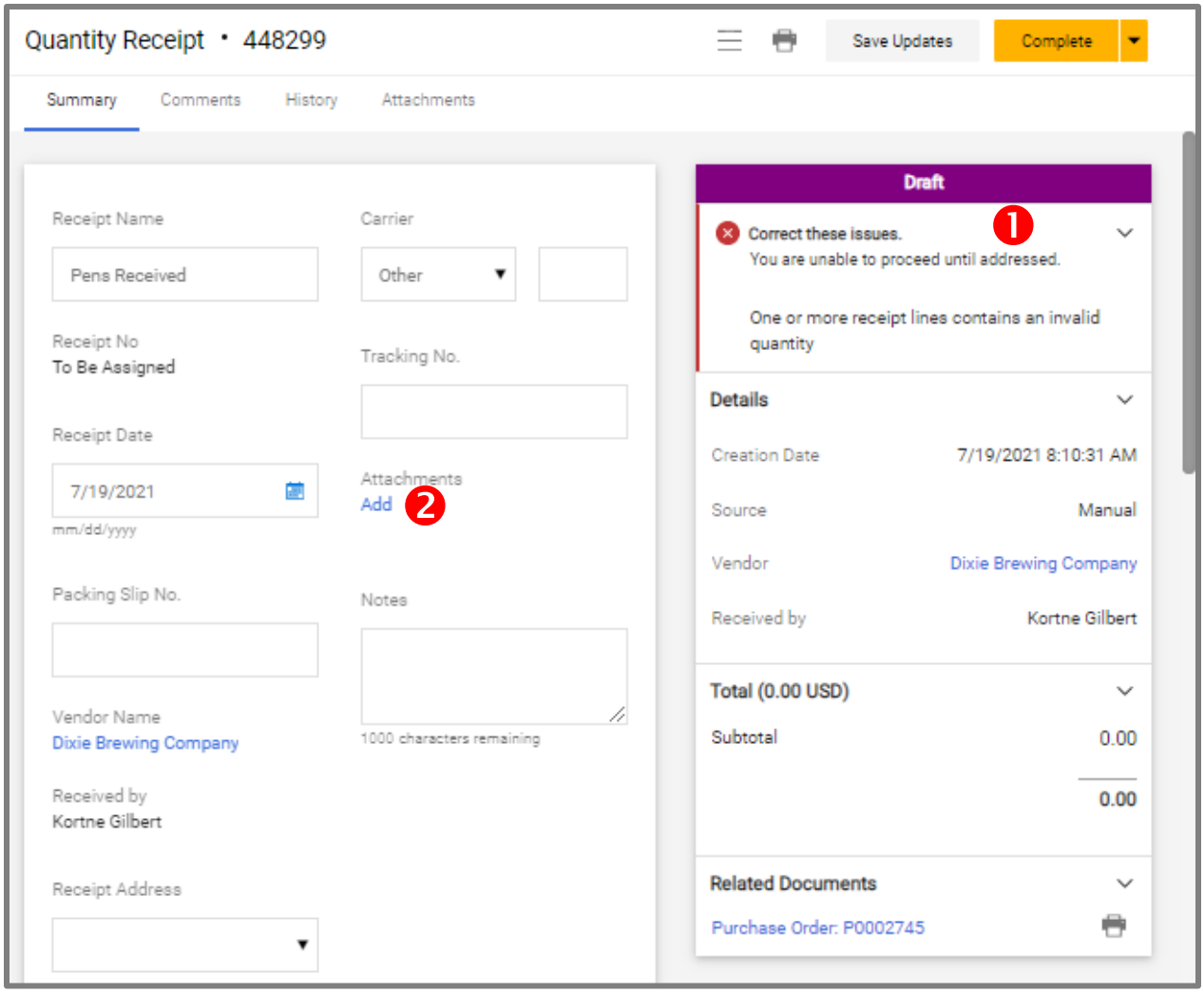


2. Click the **Receipts** Tab
3. Click the **Plus** Symbol. Follow the steps below

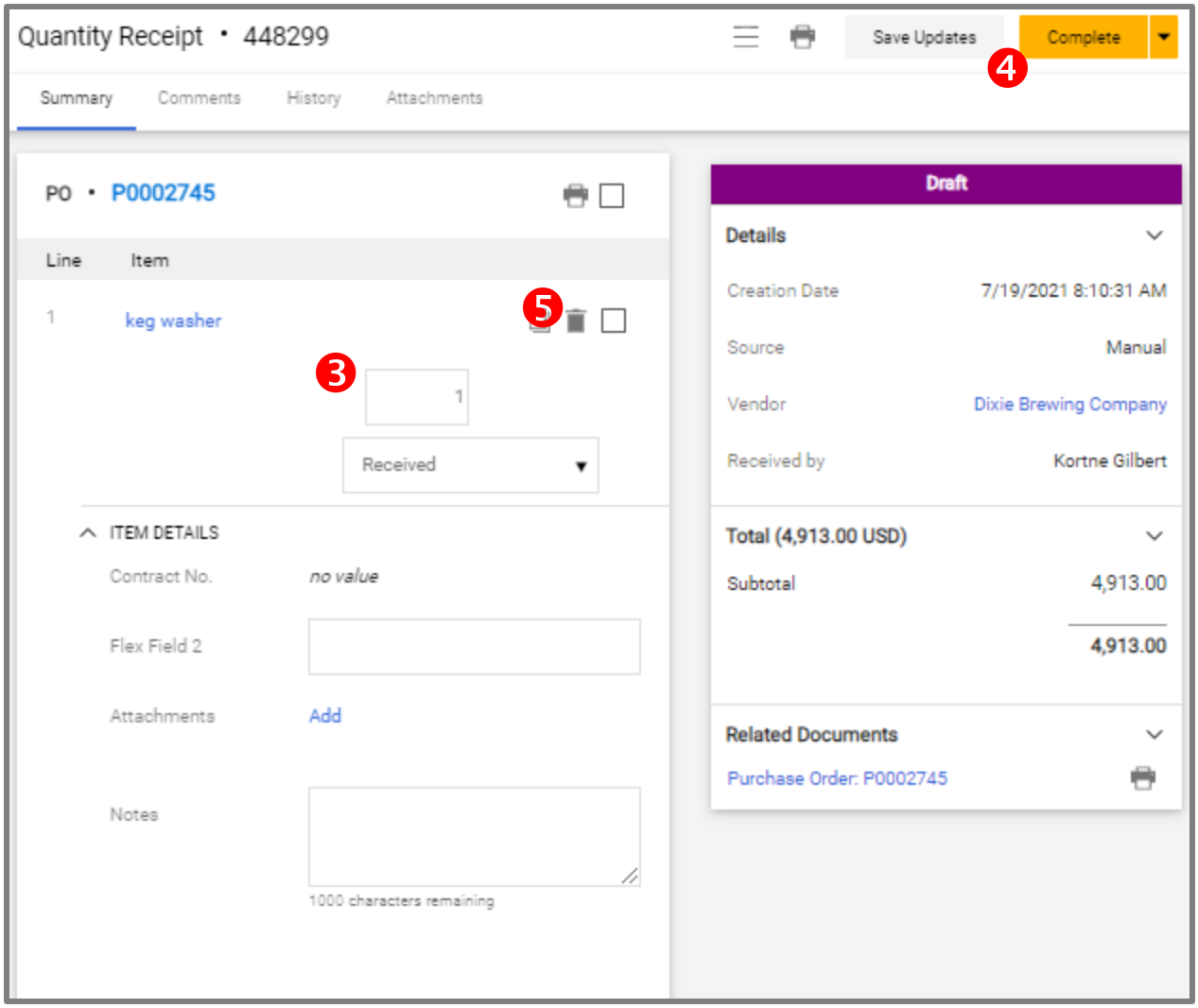
D. Quantity Receiving

Packing slips or other receiving documents should be attached to the Receipt transaction. RealSource serves as the system of record for Receipts.

DO NOT ATTACH INVOICES. Invoices are managed in a different area of RealSource; attaching an invoice to a receipt **"will not" trigger the invoice to be sent to A/P**.



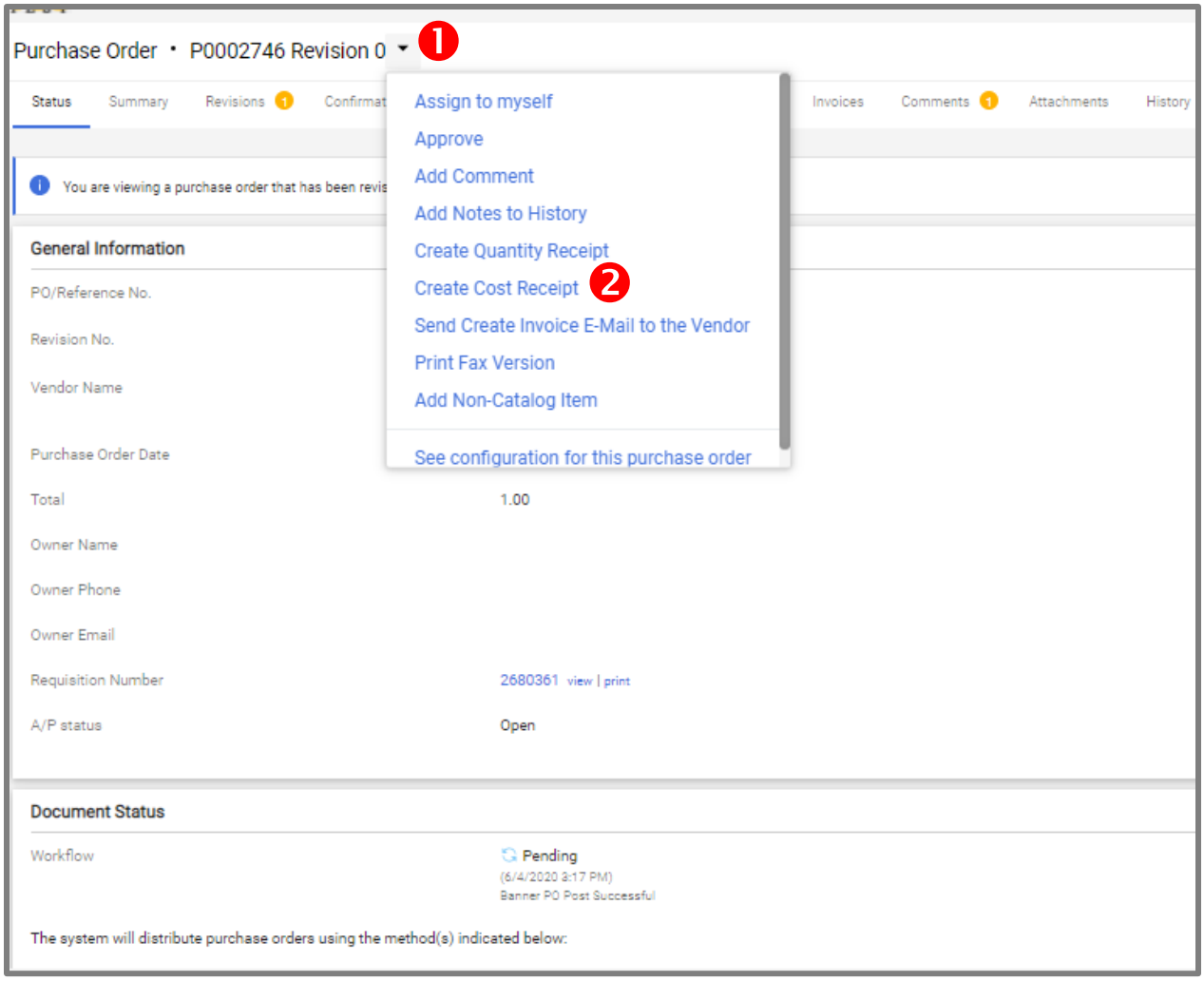
1. A message at the right of the draft receipt, it indicates the receipt has blank quantities. <u>This is not an error message.</u> **Proceed and enter the information**
2. To add a packing slip, click **Add**



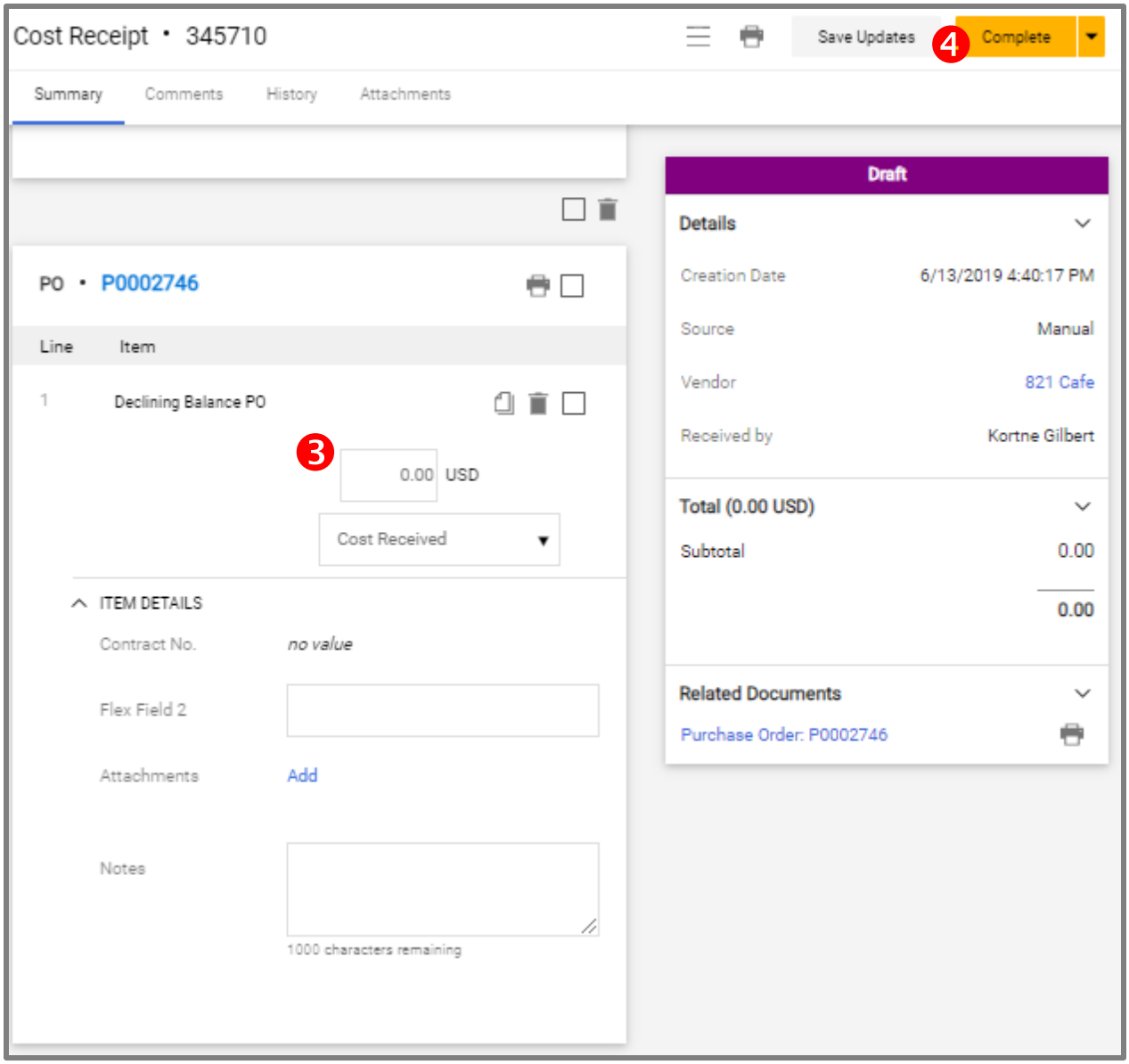
3. If all Line Items are being received against the line, enter the amount you are receiving in the **Quantity** field (highlighted in yellow) for each line. Entering a "0" is not a valid quantity.
4. Select **Complete**
5. If all Line Items are not being received at this time, select the trashcan icon for that Line Item. **Note:** This **does not** remove the line from the PO, but merely removes it from this Receiving report

E. Cost Receiving

The Cost Receipt option is only available when a Declining Balance PO Form is used to create the PO.



1. Select **PO Drop-down**
2. Select **Create Cost Receipt**



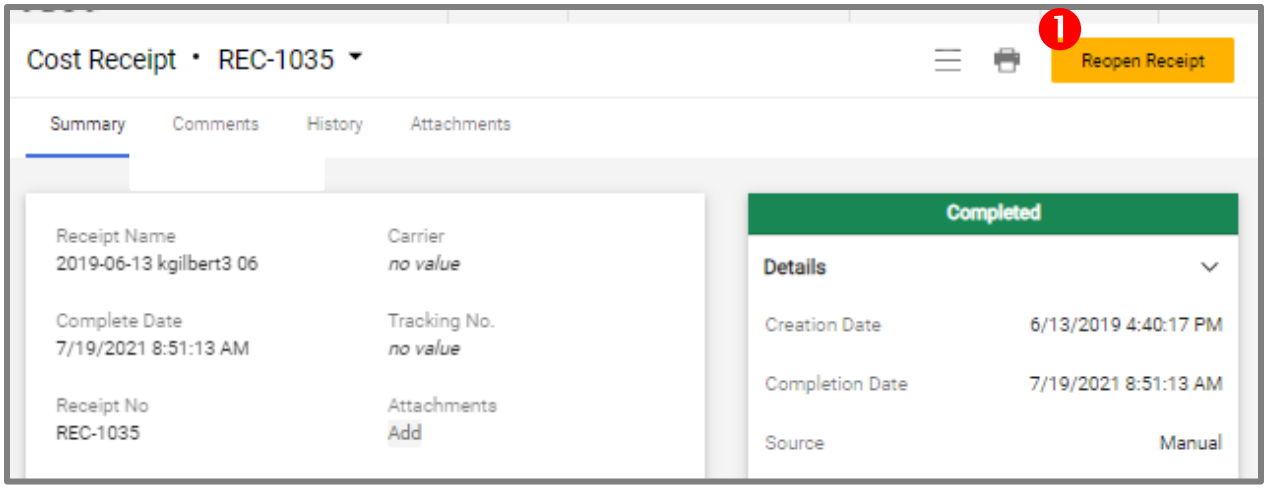
3. Enter the **dollar amount** being received
4. Select **Complete**

Packing slips or other receiving documents should be attached to the Receipt transaction. RealSource serves as the system of record for Receipts and corresponding documentation.

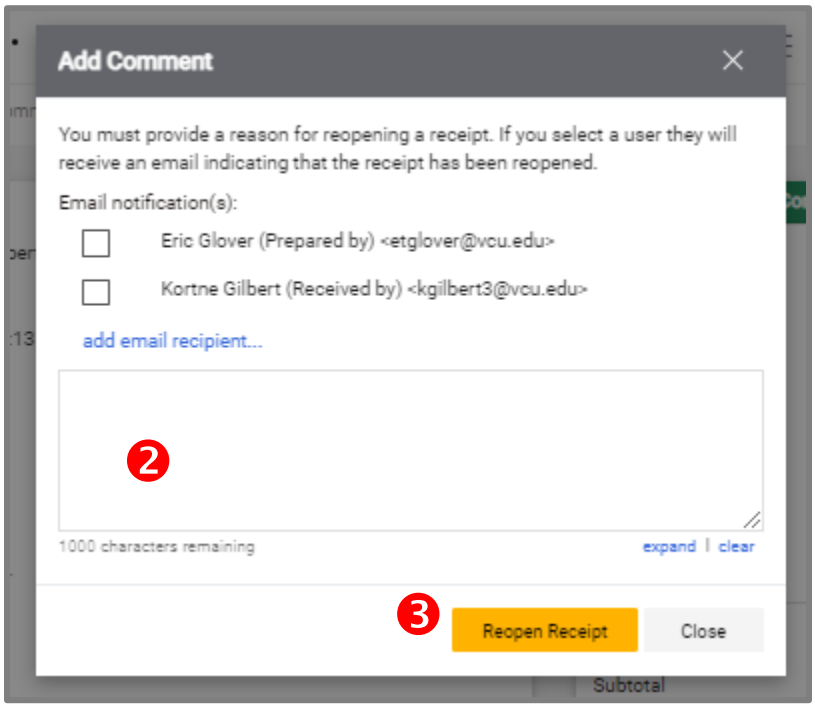
DO NOT ATTACH INVOICES. Invoices are managed in a different area of RealSource; attaching an invoice to a receipt **"will not" trigger the invoice to be sent to A/P**.

F. Reopening a Receipt for Correction (No Invoices Exist)

Receipts can be reopened and changed. The original Receipt number does not change, but the Received by and Complete Date reflects the new information. **Note:** A Receipt cannot be reopened if an invoice has been completed against the PO.



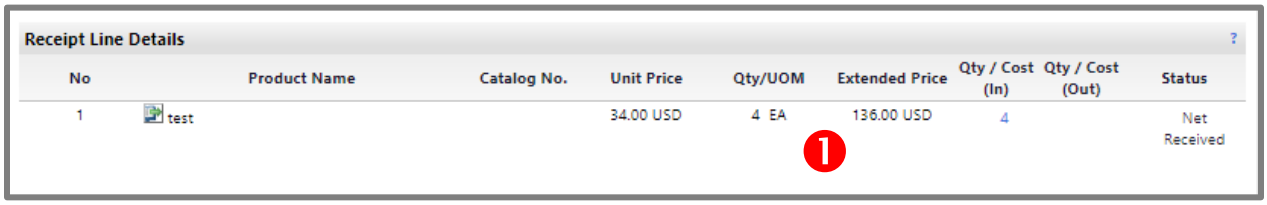
1. Select **Reopen Receipt**



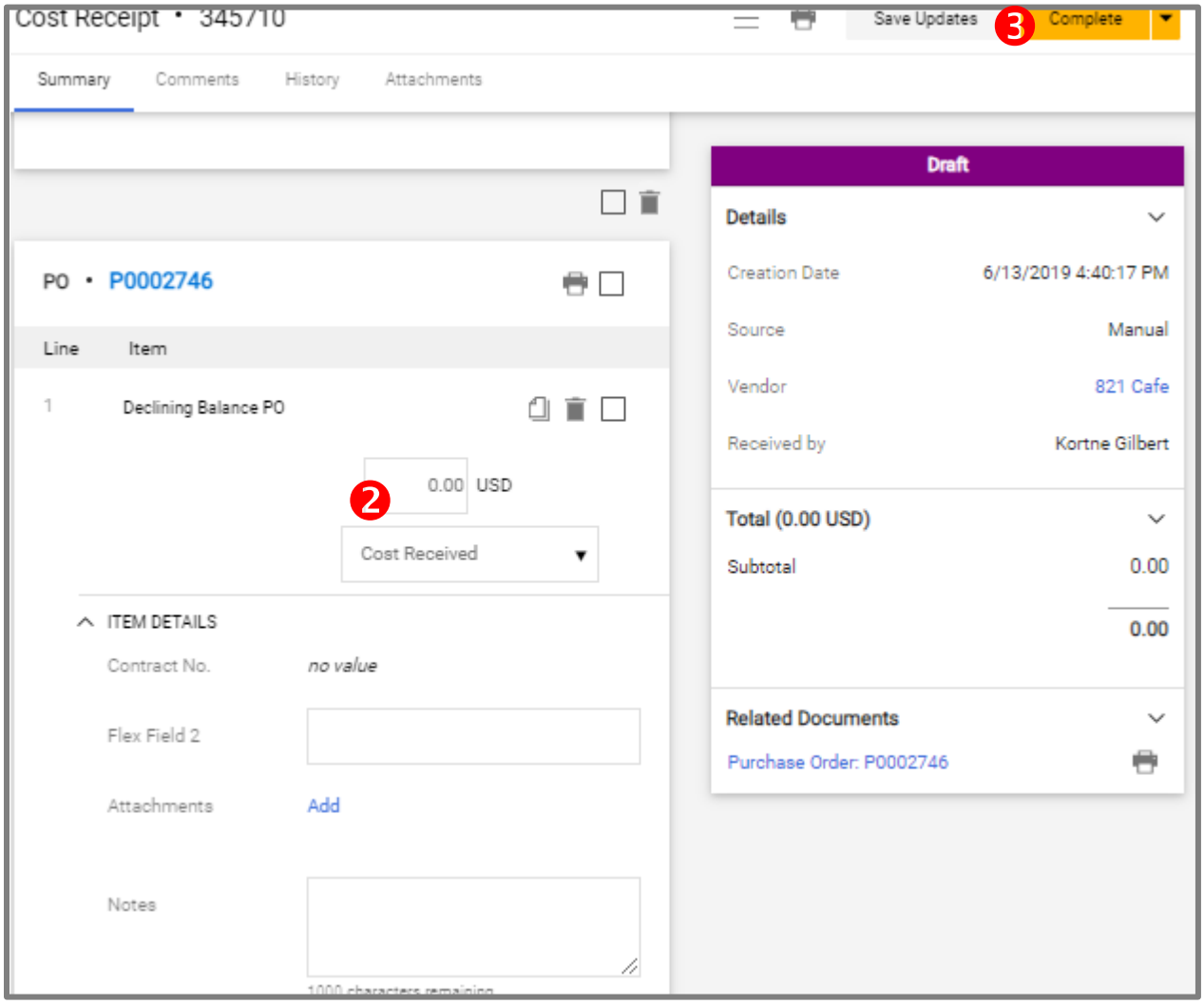
2. Add a **Comment** to explain the reason for correction so that the original receiver can be notified via email
3. Click **Reopen Receipt**

G. Creating a Negative Quantity Receipt

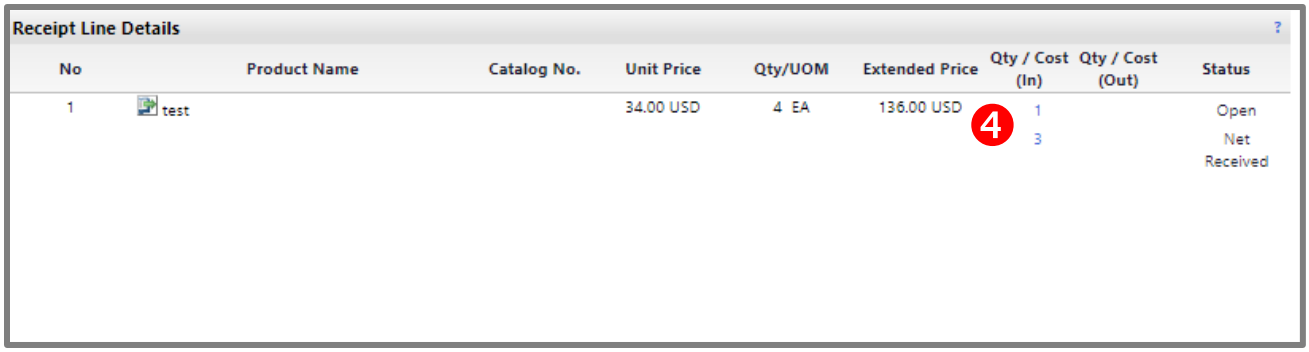
Completed Quantity Receipts can be changed by submitting a negative Quantity receipt.



1. View your completed Receipts for the PO. Begin to create a new Receipt (see here).



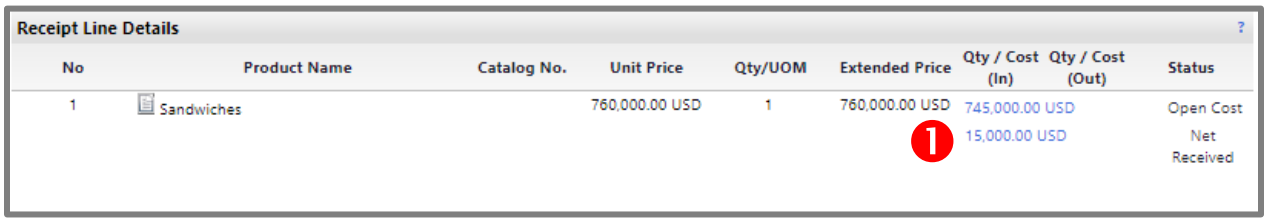
2. Enter a **negative quantity**. In this example, a quantity of 4 was received, but only 3 should have been received, requiring an entry of a negative 1 (-1).
3. Select **Complete**



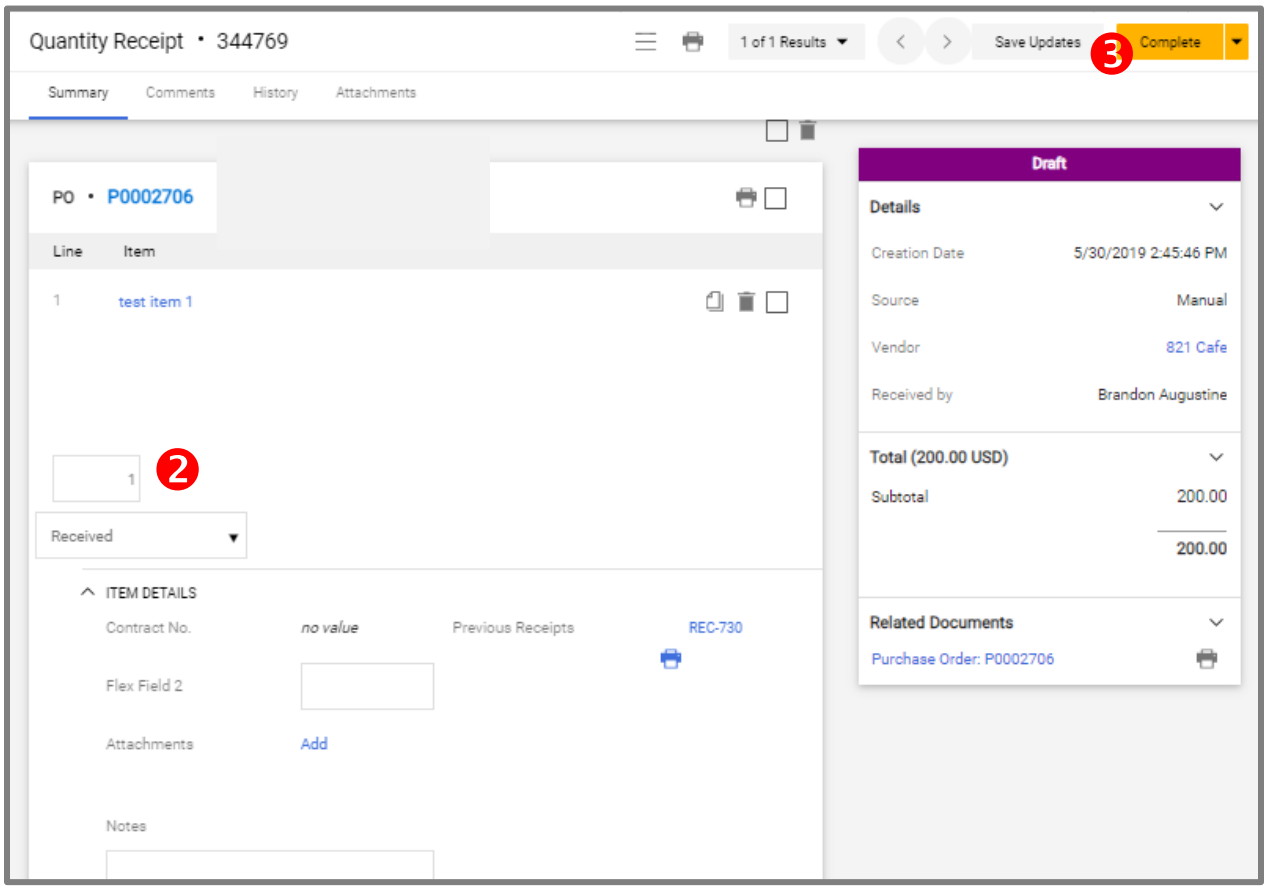
4. You can see that since the new receipt was created with a quantity of -1, an open quantity of 1 is now available to receive

H. Creating a Negative Cost Receipt

Completed Cost Receipts with invoices can be reduced by submitting a negative Cost receipt.



1. View your completed Receipts for the PO. Begin to create a new Receipt

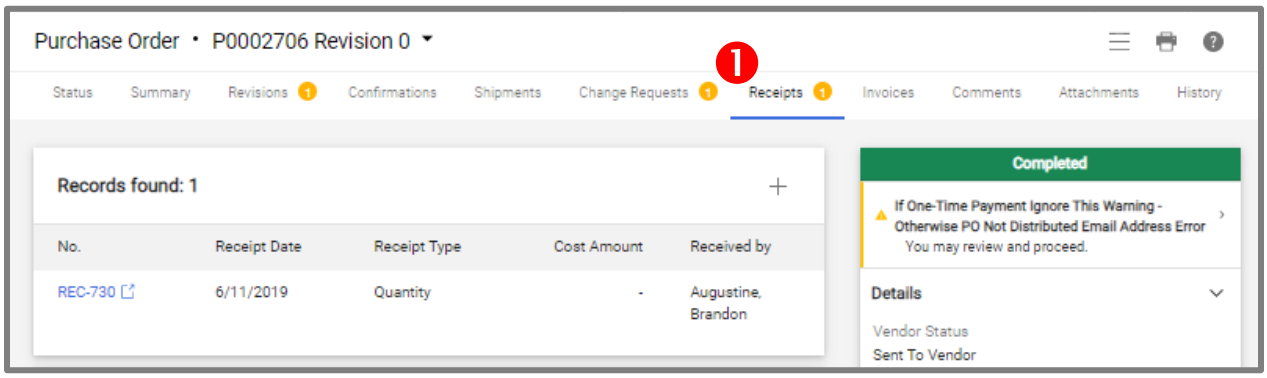


2. Enter a negative cost. In this example, a cost of 15,000 was received, but only 2,000 should have been received. You should enter -13,000
3. Select **Complete**

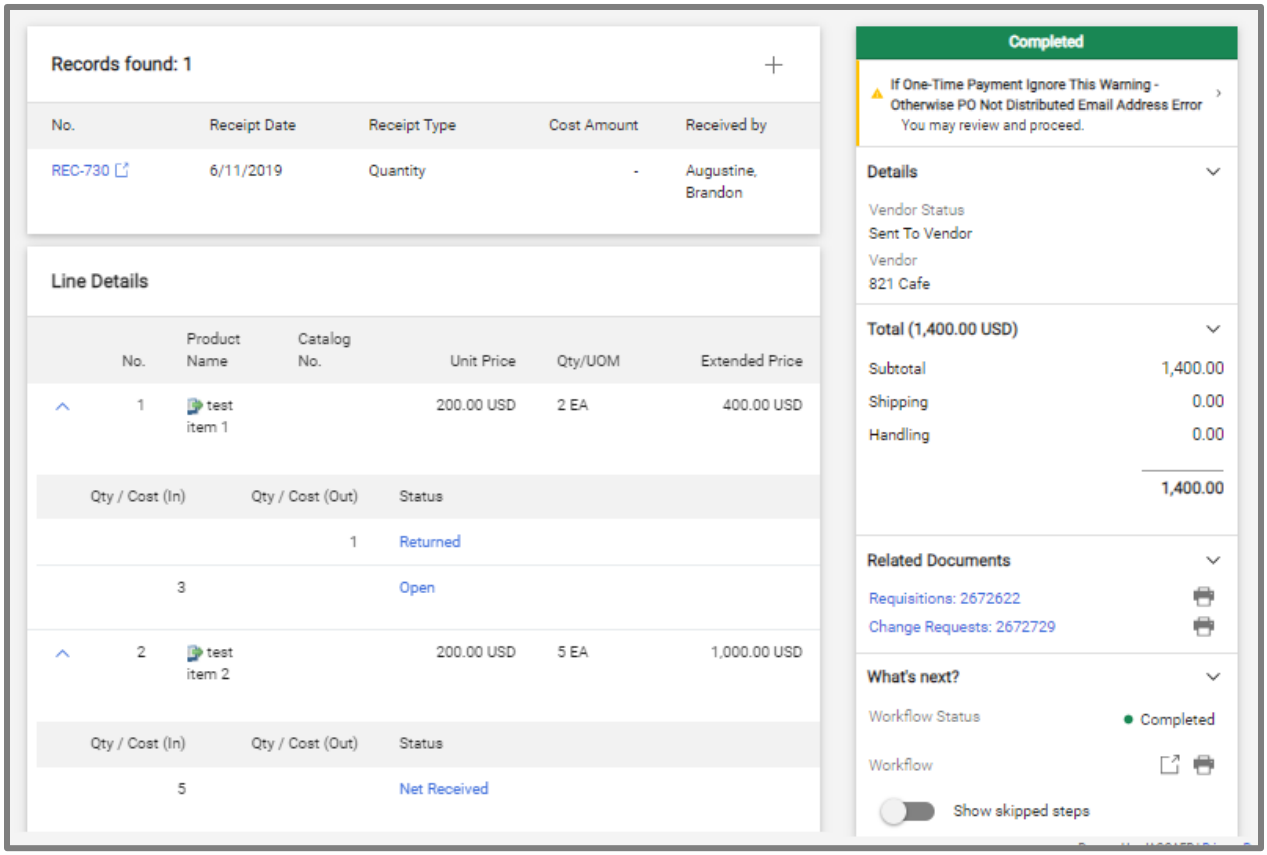
4. You can see that since the new receipt was created with a cost of $-13,000, you still have an open cost of $758,000 to receive.

I. Receipt History

Each completed Receiving Report is given a unique "REC" number and can be found by selecting Receipts from the PO.

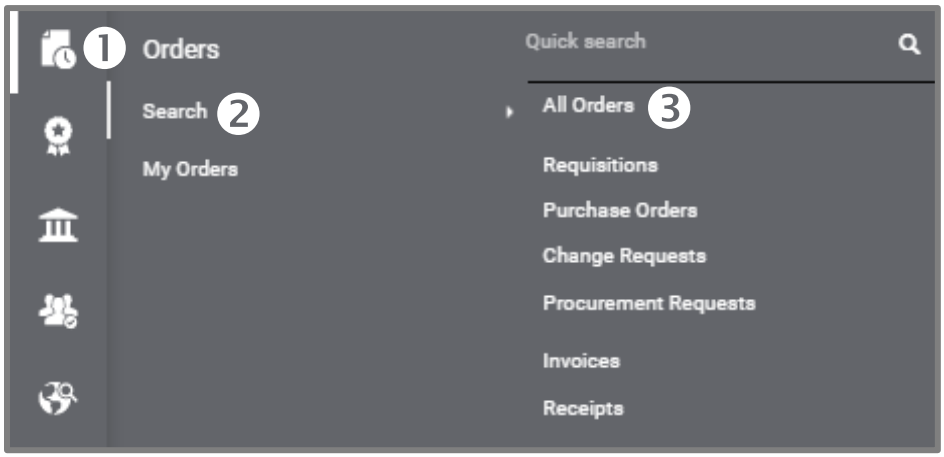


1. Click the **Receipt No.** to view the receipt details

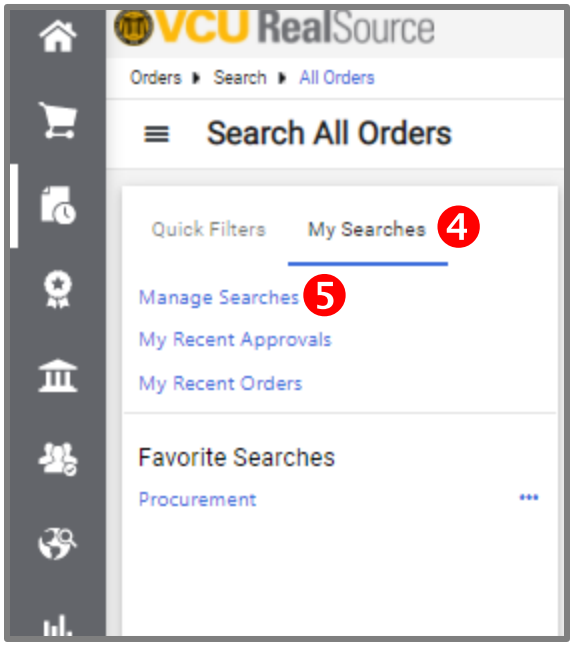


J. How to Search for POs or Invoices with Missing Receipts

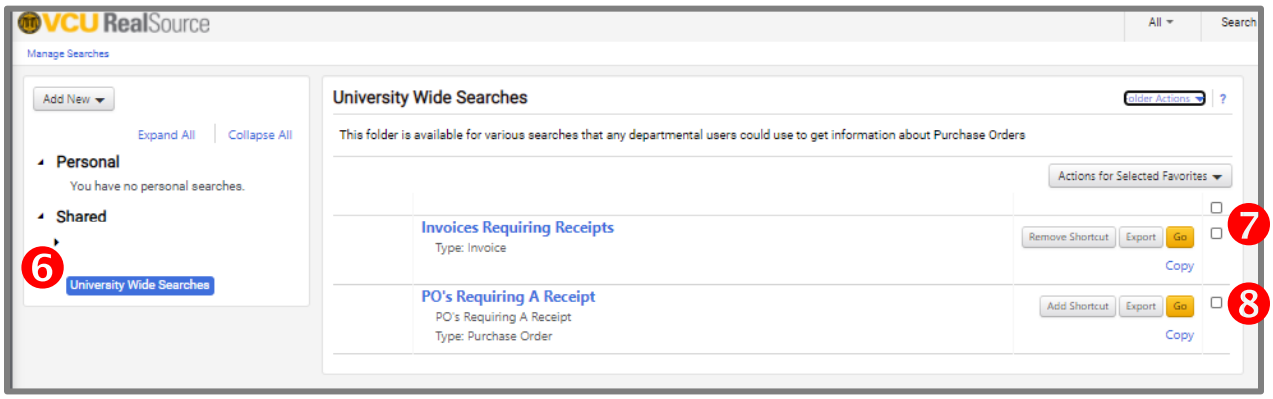
Timely receiving in RealSource is an essential part of the payment process. To find POs or Invoices with missing receipts, you can access Shared Searches that have been created for university wide use by Procurement Services. To access these Shared Searches, follow the instructions below to both locate and filter a Shared Search.



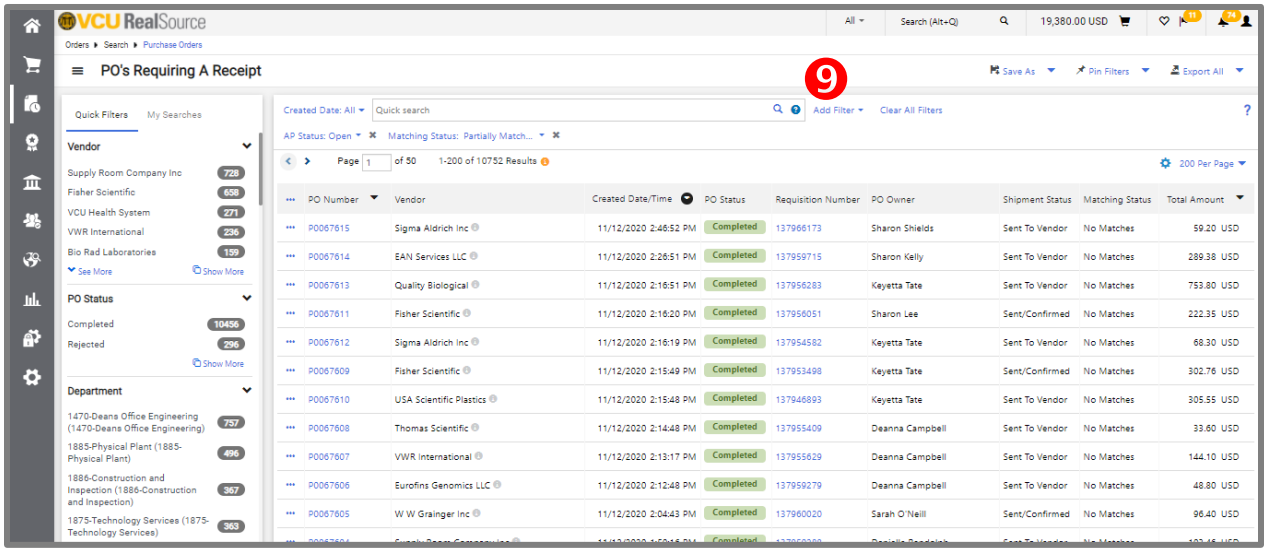
1. Click **Orders**
2. Click **Search**
3. Select **All Orders**



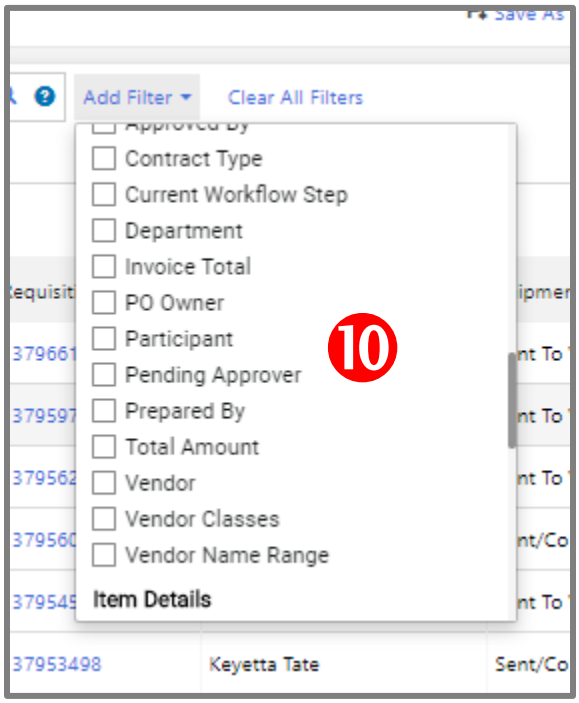
4. Select **My Searches**
5. Select **Manage Searches**



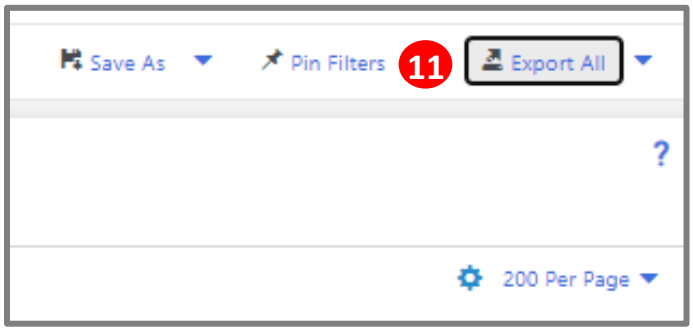
6. Open the folder **University Wide Searches**
7. **Choose** the appropriate search from the list of Shared Searches by checking the **box**
8. Select the **Go icon**



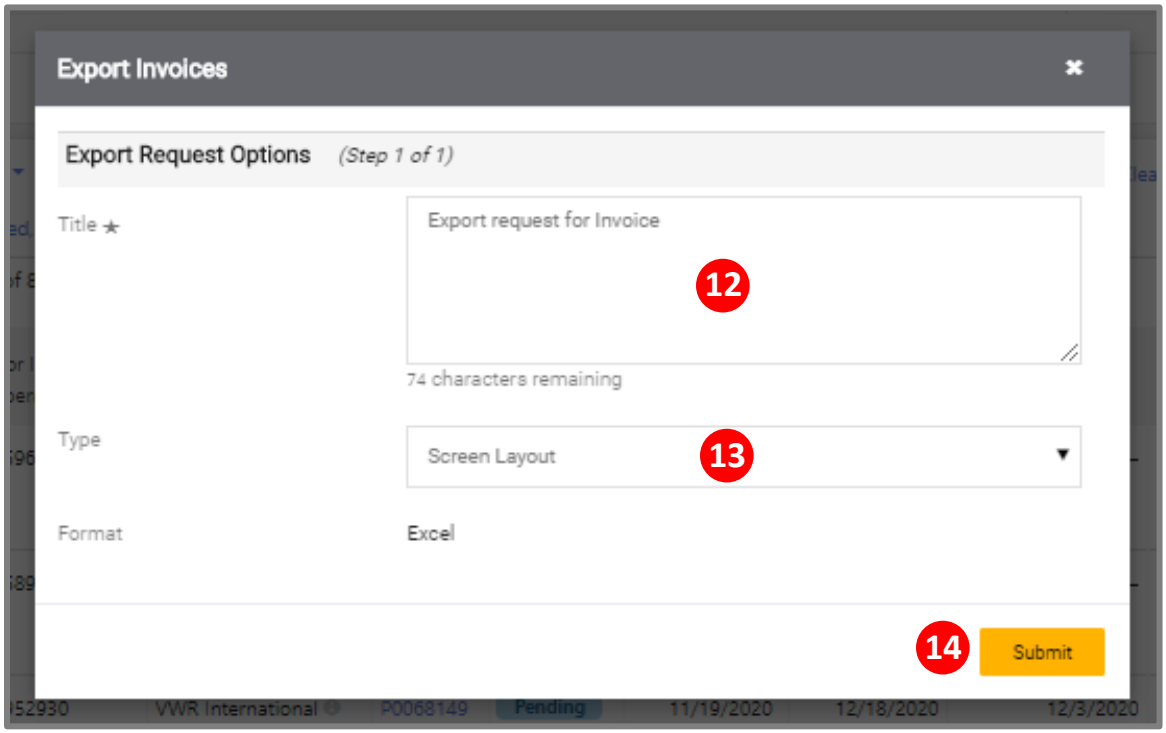
9. To narrow the search even more select **Add Filter**



10. Choose your filters; check **Department** to see transactions created for your own department for each Shared Search. If you have chosen the Invoices Requiring Receipts Shared Search, check **Invoice Owner**. If you have chosen the PO's Requiring Receipts Shared Search, check **PO Owner**



11. Click **Export All**



12. Update the **Title** (what you want the Export to be called)
13. Choose the **Type** of Export, select Screen Layout to obtain an Excel file of the records that appear in the search.
14. Click **Submit**

XIII. INVOICING

A. General

All payments made through Accounts Payable (A/P) are processed through RealSource, except for PCard and travel/personal reimbursements, which are processed through BOA Works and Chrome River, respectively.

There are two basic types of invoices:

- PO invoices, and
- Direct Payments (also called One Time Payment Requests, Internal Invoices, etc.)

B. PO Invoices

One of the primary objectives of RealSource is to receive electronic invoices from vendors vs. by mail or email. All of the university's eCatalog vendors submit eInvoices that integrate directly into RealSource. Registered RealSource vendors also have the ability to submit eInvoices through the RealSource Vendor Portal.

Vendors who are not electronically invoicing are either mailing invoices to the university's Bill-To address in Scranton, PA or to departments instead.

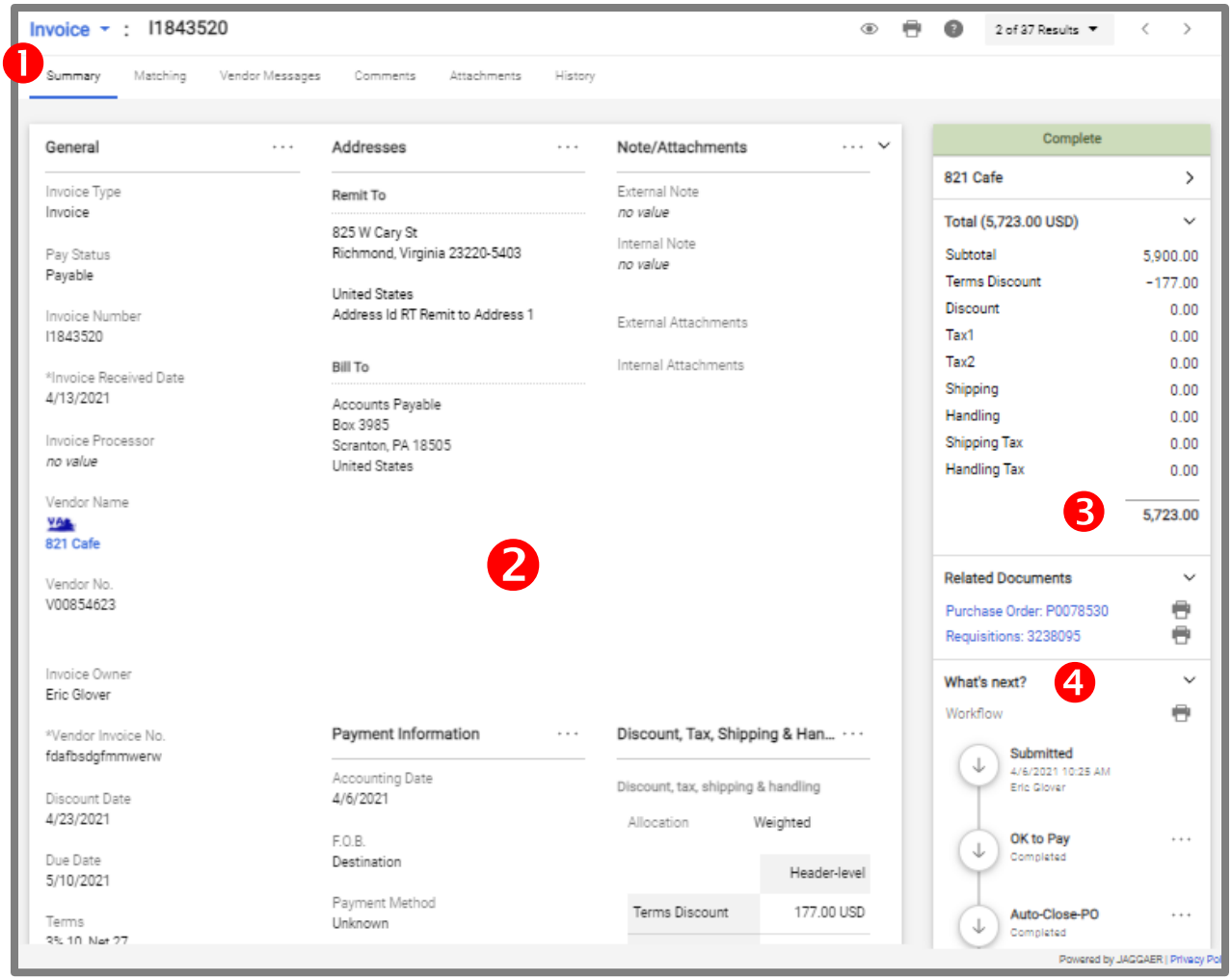
Departments are highly discouraged from accepting paper/PDF invoices from vendors; however, special circumstances sometimes require departments to receive invoices directly. When this regularly occurs, departments should seek an exemption from A/P. Exempted invoices should be sent to A/P by email attachment to deptinvoices@vcu.edu and include the PO number displayed prominently on the face of the invoice and in the "Subject" line of the email.

Once invoices are received either in Scranton, PA or directly by A/P, they are promptly entered into the RealSource system for processing. Scanned copies of all mailed/PDF invoices are attached to RealSource invoice transactions. **Do not attach scanned copies of invoices to requisition or PO records; A/P does not know they are there and cannot process them.**

Once invoices are in RealSource, it attempts to match them to the relevant PO lines and user Receipts. If the PO, Receipt and Invoice lines match, A/P can process the invoice for payment. Where a match cannot occur, users receive RealSource notifications to reconcile the PO, Receipt and Invoice records, either by:

- Correcting PO Lines (e.g., quantities),
- Keying Missing Receipts,
- Fixing Mis-keyed Receipts,
- Processing Returns,
- Notifying A/P of Improper Invoices, etc.

There are several ways to leverage the RealSource system to reconcile transactions with receiving problems. See Three-Way Match, above.



1. Invoices automatically default to the Summary screen; there are five other tabs that relate to the Invoice shown here. Matching, Vendor Messages, Comments, Attachments and History.
2. **Main Invoice** information can be found here. Includes General information like the addresses, invoice processor, discounts and shipping & handling. You can also see the line items below this. The Payment Information will include the check number.
3. The **Invoice Total** is displayed here.
4. **What's Next** section includes all of the Workflow steps.

C. Direct Payment Requests

Some university invoices can be paid without a PO. These are called "Direct Payments." Currently there are two Direct Payment Request forms in RealSource:

- One Time Payment Request form, and
- MCVP-VCUHS Clinical Research Payment Request form.

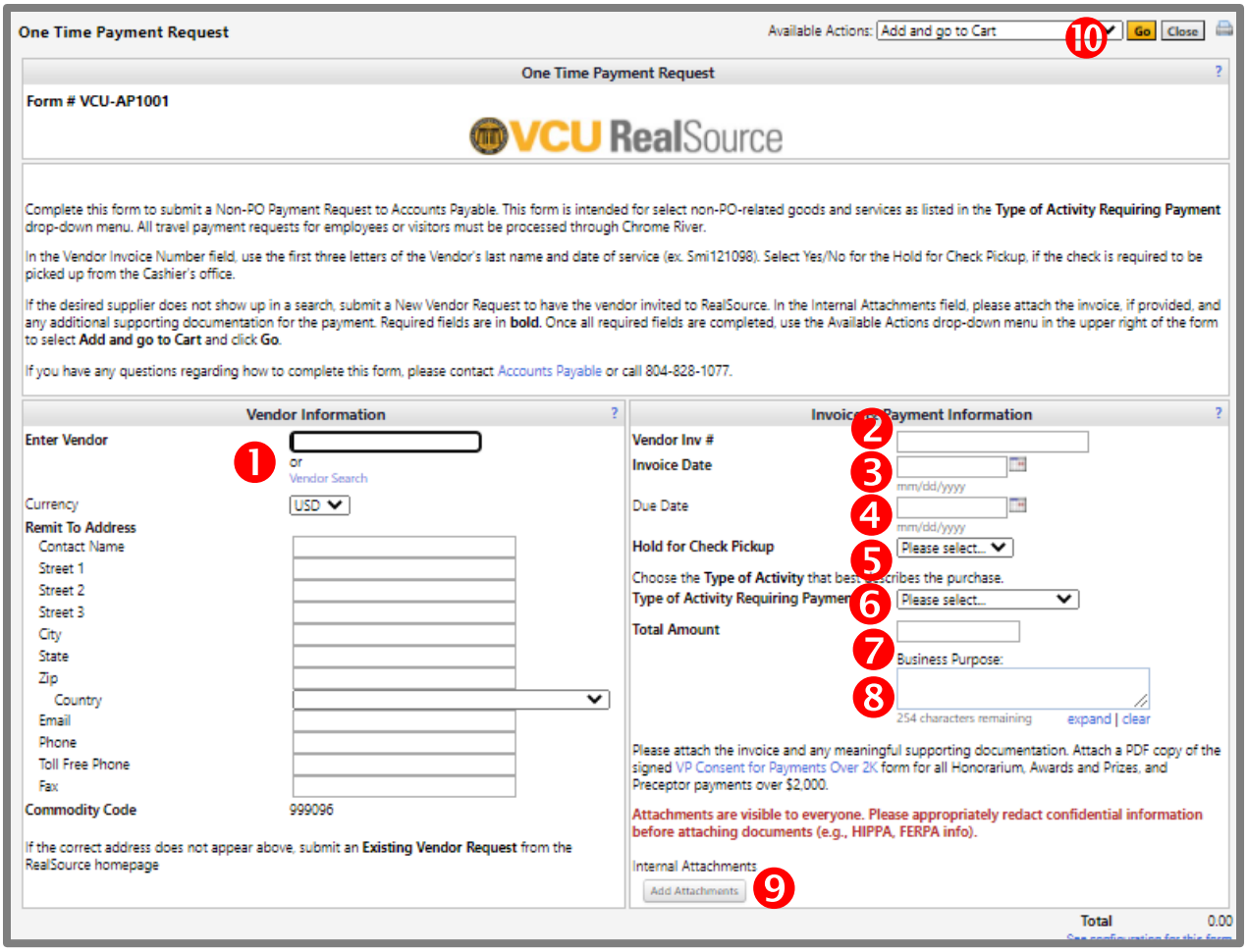
Similar to other RealSource transactions, Direct Payment Requests require Requester and Approver review, as well as, Approver approval prior to release for payment.

Per university policies, certain types of Direct Payment Requests may require additional documentation to be attached to the request. Carefully read the instructions in each form.

Note: POs **MAY NOT BE** issued for goods/services that are covered by Direct Payment Requests. When this occurs, eVA fees are mistakenly charged to both the vendor and VCU.

i. One Time Payment Request Form

The table below includes a list of goods/services which must be paid using the One Time Payment Request form. To complete and submit the form:



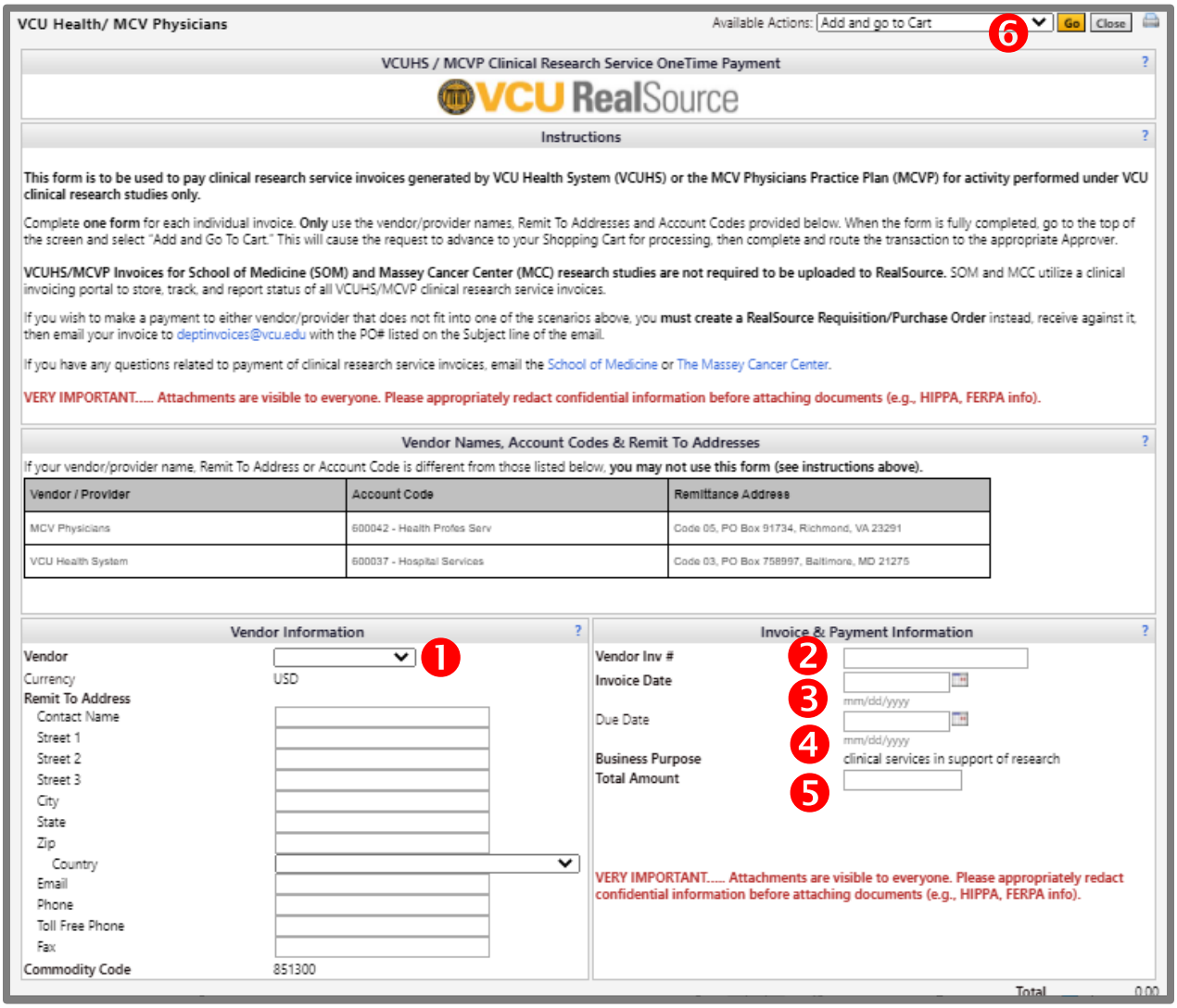
1. Enter the **Vendor** or **complete a Vendor Search**
2. Enter the **Vendor Invoice Number**
3. Enter the **Invoice Date**
4. Enter the payment **Due Date**
5. Select from **"Hold For Check Pickup?"**
6. Choose the **Type of Activity** that describes the purchase
7. Enter the **Total Amount**
8. Enter the **Business Purpose**
9. Add any supporting **Internal Attachments**
10. Click **Go**

ONE TIME PAYMENT REQUEST FORM

Type of Activity	Description	Who may receive the Payment	Acct Code	Report to IRS
Honorarium	Token payment to individual in recognition of a special service for which custom or propriety forbids any fixed business price to be set or for services performed for which payment is not required. Informal arrangement, does not involve a contract, invoicing not required. Recipient may not set the amount. Services vary. Amount must be stated in documentation provided to recipient and should accompany the request for payment. If > $2,000, the responsible VP, Vice Provost, Dean, or Executive Director's signature is required.	Non-students. Non-employee. If a non-resident Alien, see Global Education Office website for detailed instructions and required forms prior to making any commitment to the above individual. https://global.vcu.edu/students/immigration/	638377	Yes
Awards & Prizes	Random drawings or contests only that are processed through Procurement Services. All other types of prizes or awards to students must be processed through Financial Aid.	Students, Non-employees	638382	Yes
Immigration Payment	Visas and passports.	Vendors	638071	No
Research/ Survey Participants	VCU research/survey participants.	Non-employees, Students, Employees	638387	Yes
Postage	USPS Postage.	Vendors	635022 Postage 635002 First Class	No
Preceptor	Supervision of students in clinical setting to allow practical experience with patients.	Non-employees, Non-students		Yes
Stipend	Taxable fellowship typically used as a living allowance. Incentive for a student to attend a class or participate in a particular program at VCU. Never payments involving services performed for the University. Paid directly to the student or applied as a credit to a student's account. Payments made directly to the student are processed through A/P. Payments applied as a credit are processed through Student Acct.	Student		Yes
Revenue Refunds	Return of overpayments or other revenue (receipts) collected.	Individuals, Businesses	Appropriate to refund	No
Other	Only used for items that require special processing. Does not require a PO.	Individuals, Businesses	Appropriate to transaction	Based on Vendor

ii. MCVP-VCUHS Clinical Research Payment Request Form

Use this form to pay clinical research service invoices generated by VCU Health System (VCUHS) or the MCV Physicians Practice Plan (MCVP) for activity performed under VCU clinical research studies. Read the instructions carefully – this form is for certain types of MCVP-VCUHS payments only.



VCU Health/ MCV Physicians

Available Actions: Add and go to Cart 6 Go Close

VCUHS / MCVP Clinical Research Service OneTime Payment

VCU RealSource

Instructions

This form is to be used to pay clinical research service invoices generated by VCU Health System (VCUHS) or the MCV Physicians Practice Plan (MCVP) for activity performed under VCU clinical research studies only.

Complete **one form** for each individual invoice. **Only** use the vendor/provider names, Remit To Addresses and Account Codes provided below. When the form is fully completed, go to the top of the screen and select "Add and Go To Cart." This will cause the request to advance to your Shopping Cart for processing, then complete and route the transaction to the appropriate Approver.

VCUHS/MCVP Invoices for School of Medicine (SOM) and Massey Cancer Center (MCC) research studies are not required to be uploaded to RealSource. SOM and MCC utilize a clinical invoicing portal to store, track, and report status of all VCUHS/MCVP clinical research service invoices.

If you wish to make a payment to either vendor/provider that does not fit into one of the scenarios above, you **must create a RealSource Requisition/Purchase Order** instead, receive against it, then email your invoice to deptinvoices@vcu.edu with the PO# listed on the Subject line of the email.

If you have any questions related to payment of clinical research service invoices, email the School of Medicine or The Massey Cancer Center.

VERY IMPORTANT..... Attachments are visible to everyone. Please appropriately redact confidential information before attaching documents (e.g., HIPPA, FERPA info).

Vendor Names, Account Codes & Remit To Addresses

If your vendor/provider name, Remit To Address or Account Code is different from those listed below, **you may not use this form (see instructions above).**

Vendor / Provider	Account Code	Remittance Address
MCV Physicians	600042 - Health Profes Serv	Code 05, PO Box 91734, Richmond, VA 23291
VCU Health System	600037 - Hospital Services	Code 03, PO Box 758997, Baltimore, MD 21275

Vendor Information

Vendor 1

Currency USD

Remit To Address

Contact Name

Street 1

Street 2

Street 3

City

State

Zip

Country

Email

Phone

Toll Free Phone

Fax

Commodity Code 851300

Invoice & Payment Information

Vendor Inv # 2

Invoice Date 3 mm/dd/yyyy

Due Date 4 mm/dd/yyyy

Business Purpose clinical services in support of research

Total Amount 5

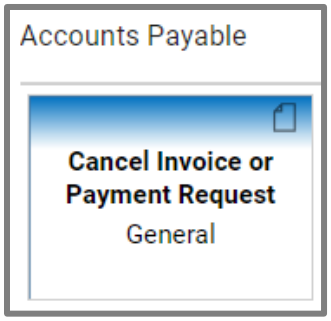
VERY IMPORTANT..... Attachments are visible to everyone. Please appropriately redact confidential information before attaching documents (e.g., HIPPA, FERPA info).

Total 0.00

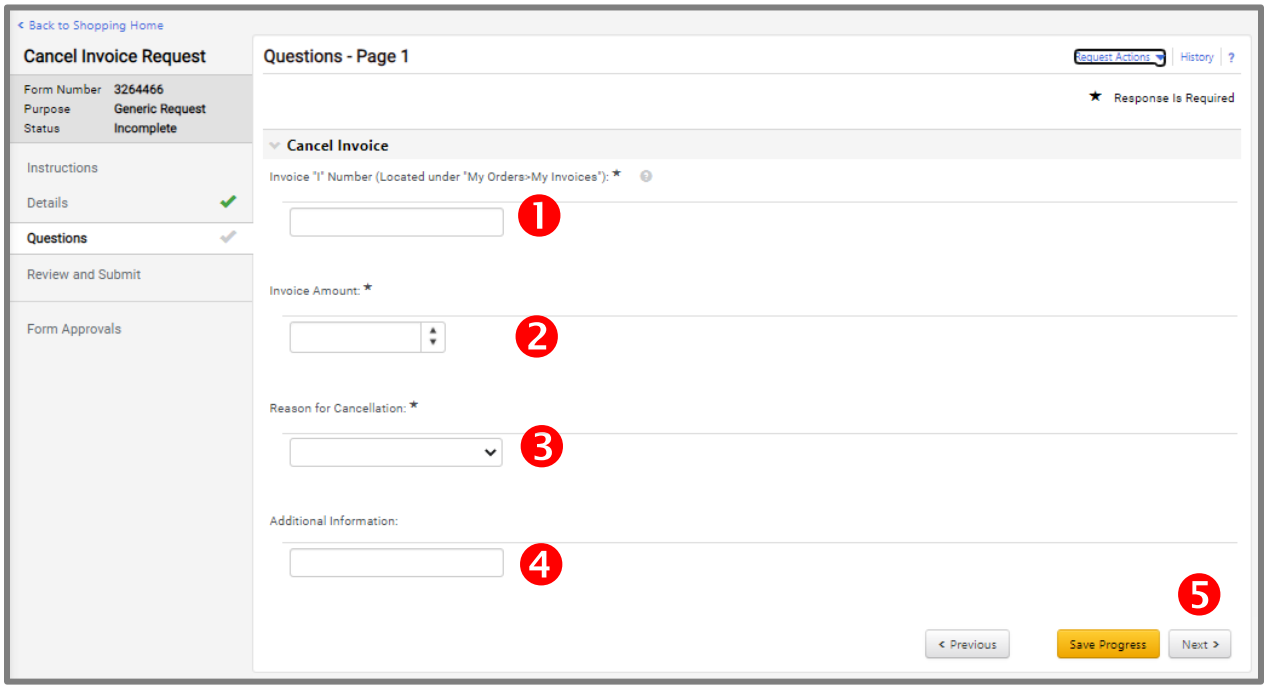
1. Choose one of the 2 **Vendors**
2. Enter the **Vendor Invoice Number**
3. Enter the **Invoice Date**
4. Enter the **Due Date**
5. Enter the **Total Amount**
6. Click **Go**

D. Cancel Invoice Form

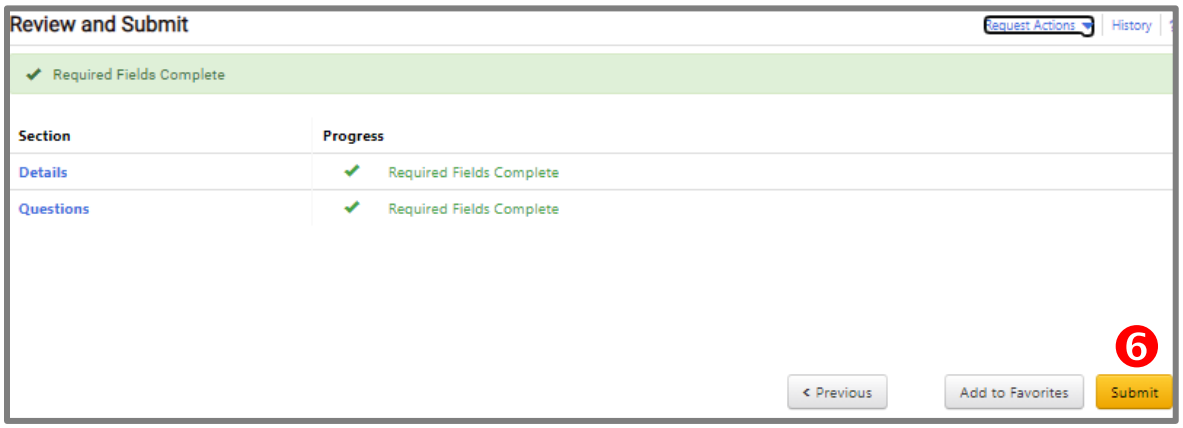
Use this form to request cancellation of an Invoice. This will cancel the entire Invoice in RealSource and Banner (where applicable). Cancellation is permanent and cannot be reversed. Cancellation can only occur where an invoice has not been paid. A/P will respond to requests within two business days.



-



1. Enter the **RealSource Invoice Number (I number)**
2. Enter the **Invoice Amount**
3. Choose a **Reason for Cancellation**
4. Enter any **Additional Information**
5. Click **Next**



6. Select **Submit**

XIV. PAYMENTS

The university's Treasury Department is responsible for processing vendor payments. Once a RealSource invoice or Direct Payment Request is approved by A/P, the invoice is electronically pushed from RealSource to Banner for payment processing.

The timing of the payment is based on the university's payment terms. One of three payment methods is used by the Treasury Department to pay an invoice, based in part on the vendor's payment preferences. Multiple vendor invoices can be included in a single payment. While the actual "payment" is processed in Banner, payment information is electronically pushed to and can be viewed in RealSource.

A. Timing of Payments

The university's standard payment terms are "Net 30" or 30 calendar days from receipt of a proper invoice.

A proper invoice is one that includes information sufficient to identify the vendor, the vendor's Remit-To Address, the correct amount, etc. If the payment is associated with a PO, it must also include the correct PO number and match to PO Lines and Receipts. Matching the invoice to the PO and its corresponding Receipts is "three-way matching."

At times, vendors offer payment discounts to entice the university to pay their invoices faster. These are called Early Payment Discounts. Assuming the university can accelerate the payment to meet the vendor's payment discount terms, the payment will be reduced by the vendor's discount and accrue to the department's benefit.

A list of vendors offering Early Payment Discounts can be found from the RealSource homepage under Quick Links (Early Payment Discount Vendors).

B. Payment Methods

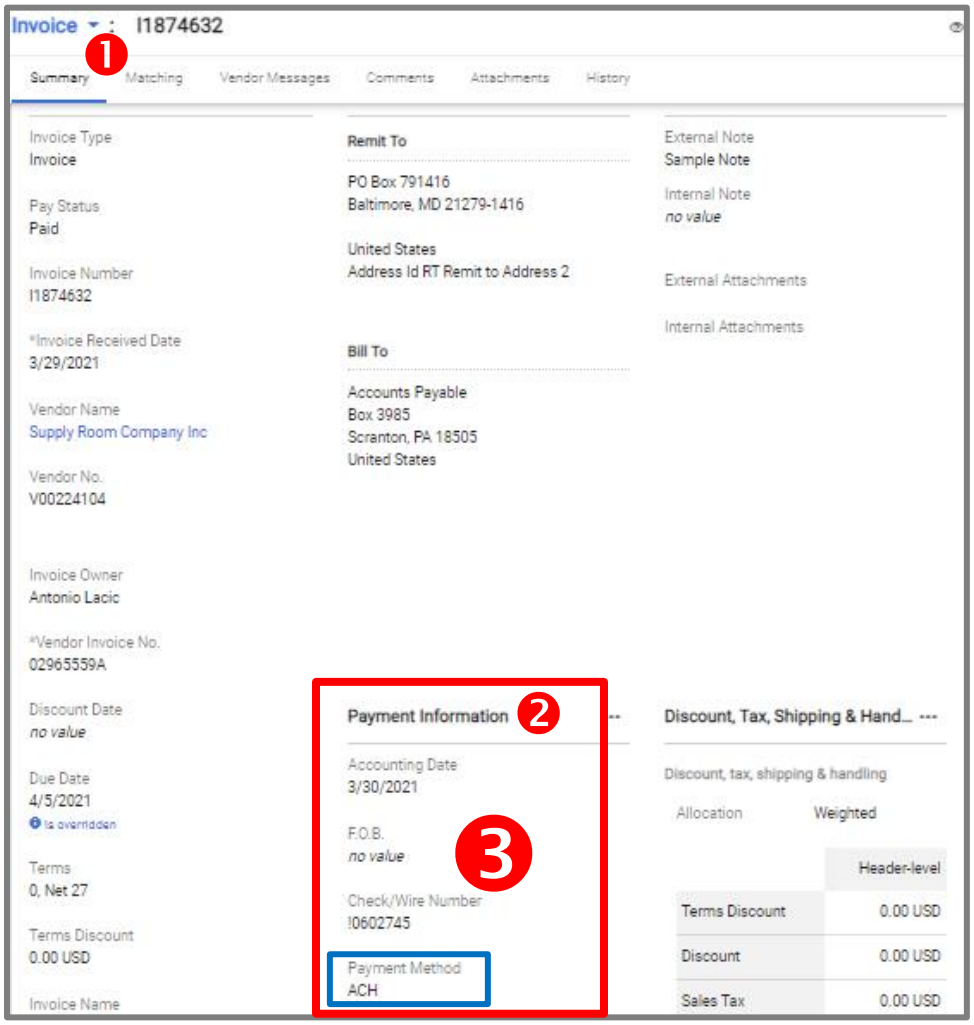
The Treasury Department has authorized four methods (only) to "pay" RealSource PO invoices and Direct Payment Requests. They include:

- **Check** – checks are prepared in hard copy and "mailed" through the USPS. The university's standard 30-day payment terms do not include USPS delivery time.
- **ACH** (Automated Clearing House) – invoices are paid electronically by direct deposit to the vendor's designated bank account. To be paid this way, vendor is required to sign-up with the university's bank. Currently, the university is transitioning to a new bank and is not signing up any additional vendors until late 2021.
- **Commercial Card** – the vendor receives an email when payment is ready for the vendor's virtual "pick-up." The vendor accesses a hyperlink within the email that directs them to a portal where they log in to claim their payment. When they claim their payment, the vendor decides how to deposit it (to their bank account, to a debit card, etc.). To be paid this way, vendors are required to sign-up with the university's bank of record. Currently, the university is transitioning to a new bank and is not signing up additional vendors until late 2021.
- **Wire Transfers (Special ACH)** – this is used on a very limited basis, requires special processing and typically involves payments to foreign entities.

PCards cannot be used to pay POs. PCOs (PCard orders) do not exist in RealSource.

C. Payment Information in RealSource

Once an invoice or Direct Payment Request is processed in RealSource and paid in Banner, certain payment information is pushed from Banner to RealSource. To find the payment information for an Invoice in RealSource…



1. Click the **Summary** Tab
2. Scroll to the **Payment Information** section
3. The **date** that the payment was processed in Banner, **Check/Wire Number** and **Payment Method** will all display. To determine Payment Method, see the chart below.

See Payment Method	Actual Payment Type
Check	Check
ACH	ACH
Check – (Also, Check/Wire # that starts **with a 9)**	Commercial Card
Wire - (Also, Invoice number that starts **with a WT)**	Wire Transfers

XV. CONTRACTS+

A. Requesting a Contract- General

Departments may submit vendor contracts for review or request university-written contracts using the RealSource Contracts+ module.

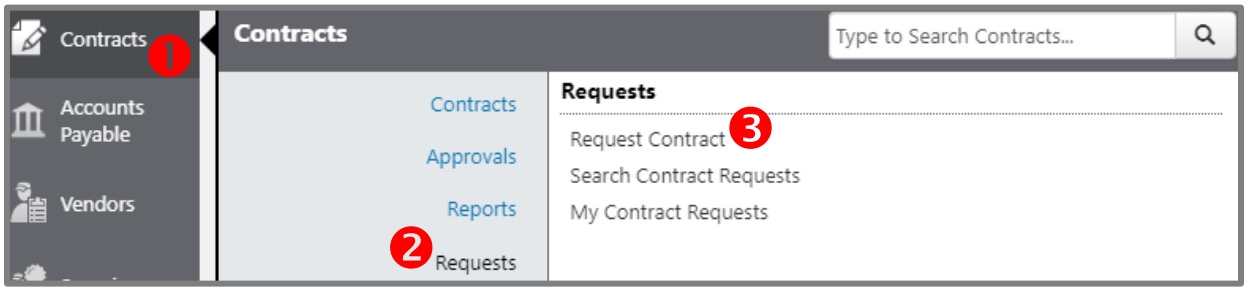
To start the process, departments should first collect all of the necessary data and documents needed to effectively and promptly review and create a contract. Departments may need to coordinate with other university departments to satisfy certain prerequisites that are required by law or university policies/practices. Lack of data, documents or attention to prerequisites will extend the contract review and execution process.

Once all relevant data, information and prerequisites have been satisfied by the department, a request to create a contract can be submitted by a RealSource user. If the user is not the university employee who will be managing the contract and the contractor's work, the user should closely coordinate with their colleague prior to starting the request process.

As with all RealSource forms, data fields marked with an asterisk are "required" and help-text for data fields can be found by clicking the question mark to the right of the field.

When completing the forms, all data fields must be accurate and answers to questions must be truthful. Both trigger actions within the system, including approval workflows, work assignments, etc. Further, Contracts+ serves as the university's system of record for all purchase contracts and agreements, therefore, the accuracy of university reporting and its ability to meet FOIA requests will largely depend on the quality of the user's work.

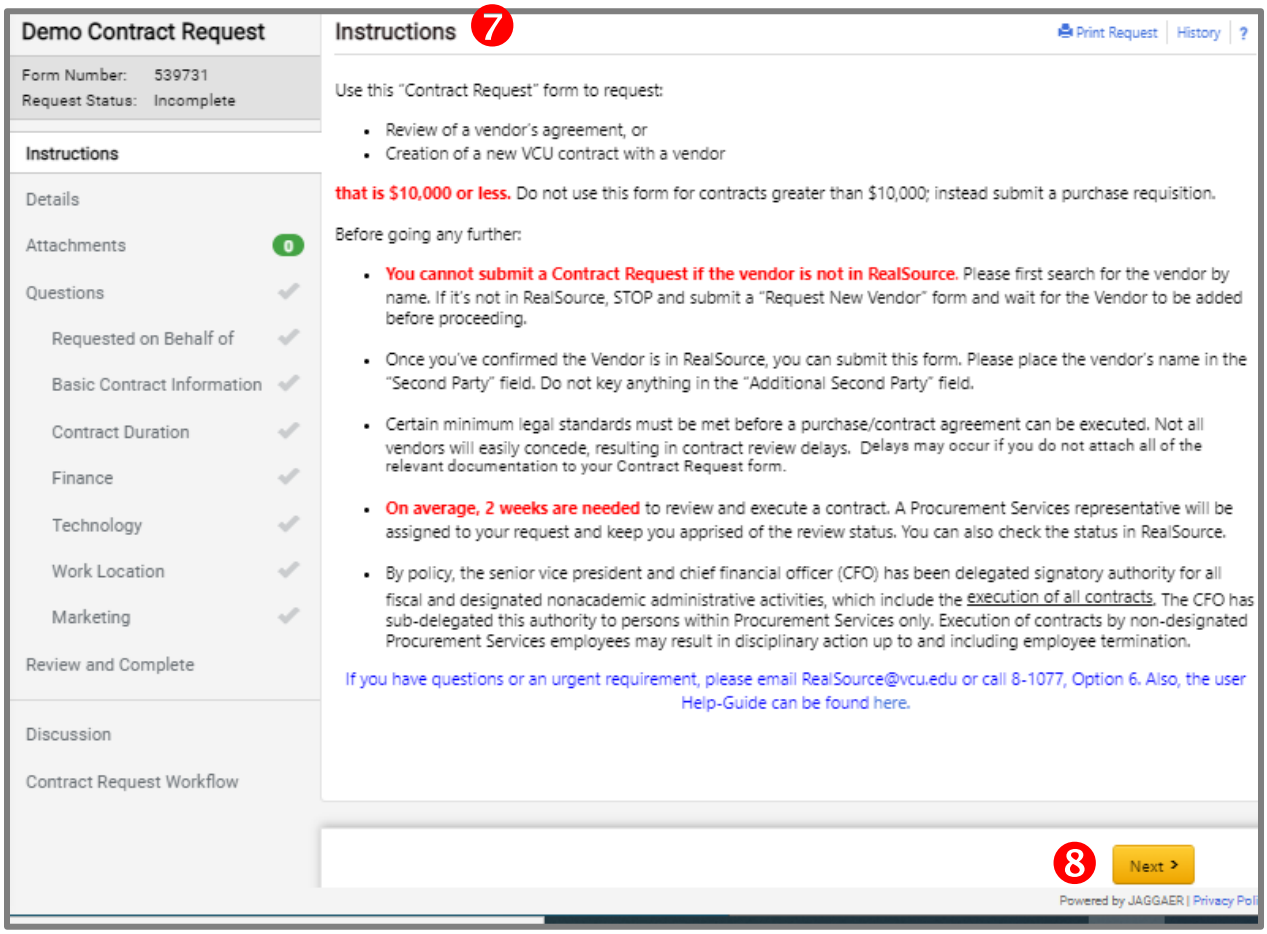
B. Completing the Contract Request Form



1. Select the **Contracts+** icon
2. Select **Requests**
3. Select **Request Contract**

4. Enter the Contract Request Name (name your request for future searching)

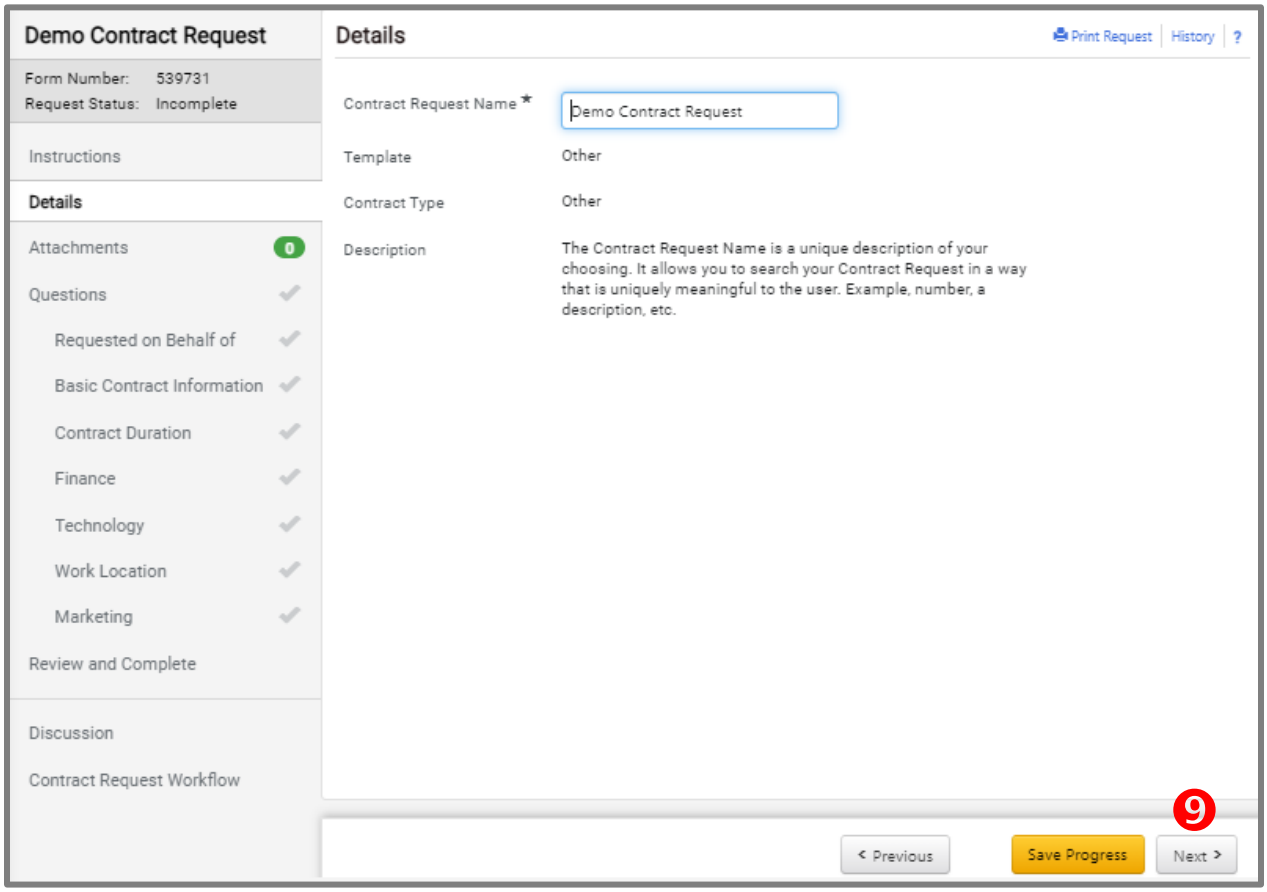
5. Choose a Contract Request Template (always pick Other)
6. Click **Submit**



7. Read the **Instructions**
8. Click **Next**

(a) Details

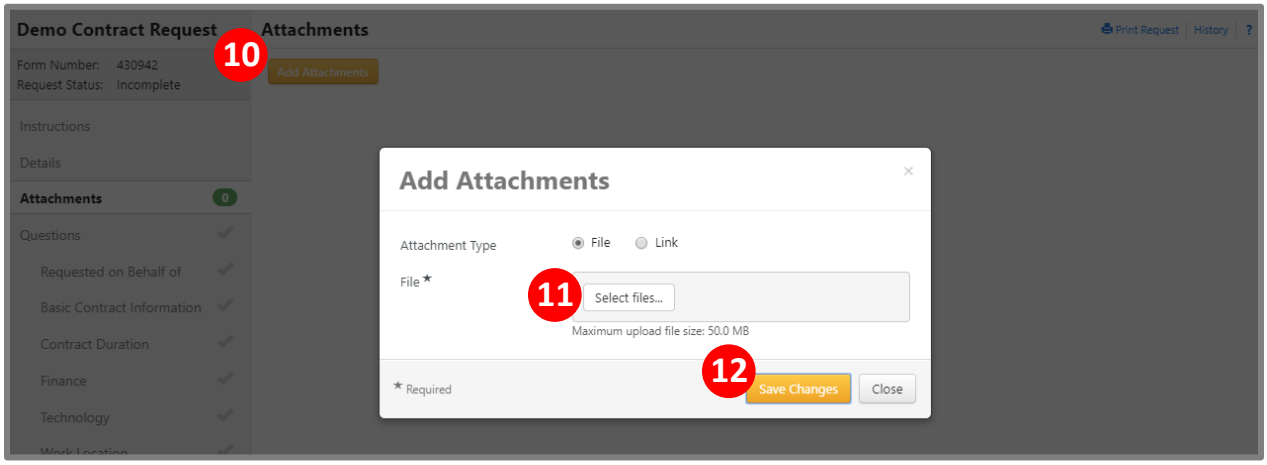
The Details screen shows the same input as the screen before.



9. Select **Next**

(b) Attachments

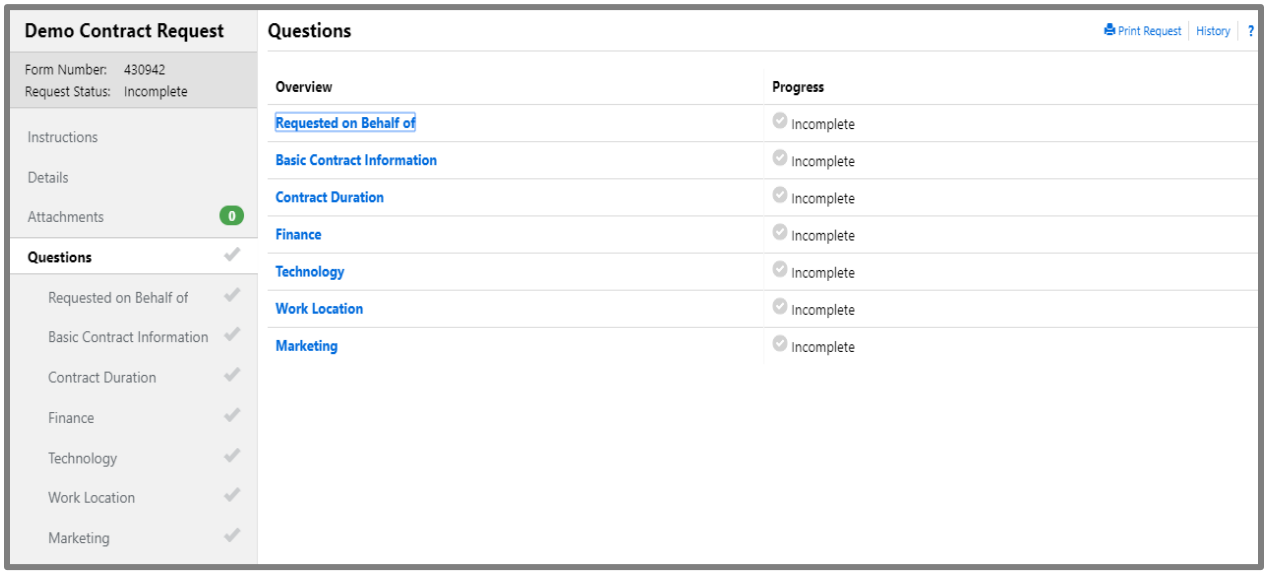
Add all contract or other documents necessary for Procurement Services to complete the review and execute the contract. This includes the contract, all attachments, PDF copies of materials referenced by hyperlink, terms and conditions, specifications, statements of work, etc. The maximum size limit per attachment is 50MB. For more about Attachment Size Limits see the Appendix.



10. Select **Add Attachments**
11. Upload File(s), not to exceed 50 MB each
12. Click **Save Changes**

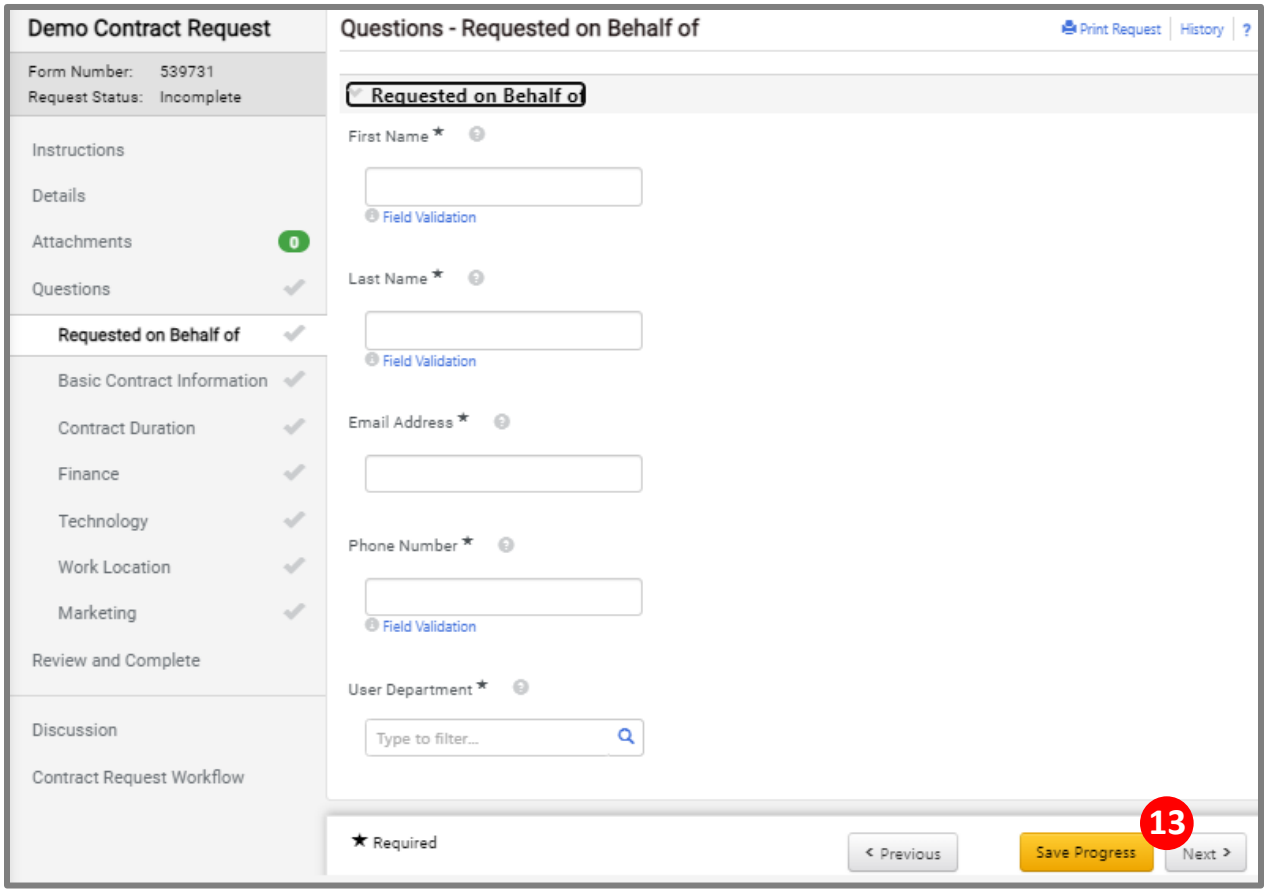
(c) Questions

This section includes a series of screens to collect data and answers to questions. All data must be accurate and answers to questions must be truthful. Click on the help-text for information on how to enter the data fields.



(d) Requested on Behalf of

Provide information about the person who actually requested the contract and will work with the contractor. This may not be the person filling out the form, but a colleague instead. This person is also referred to as the Stakeholder.



13. Select **Next**

(e) Basic Contract Information

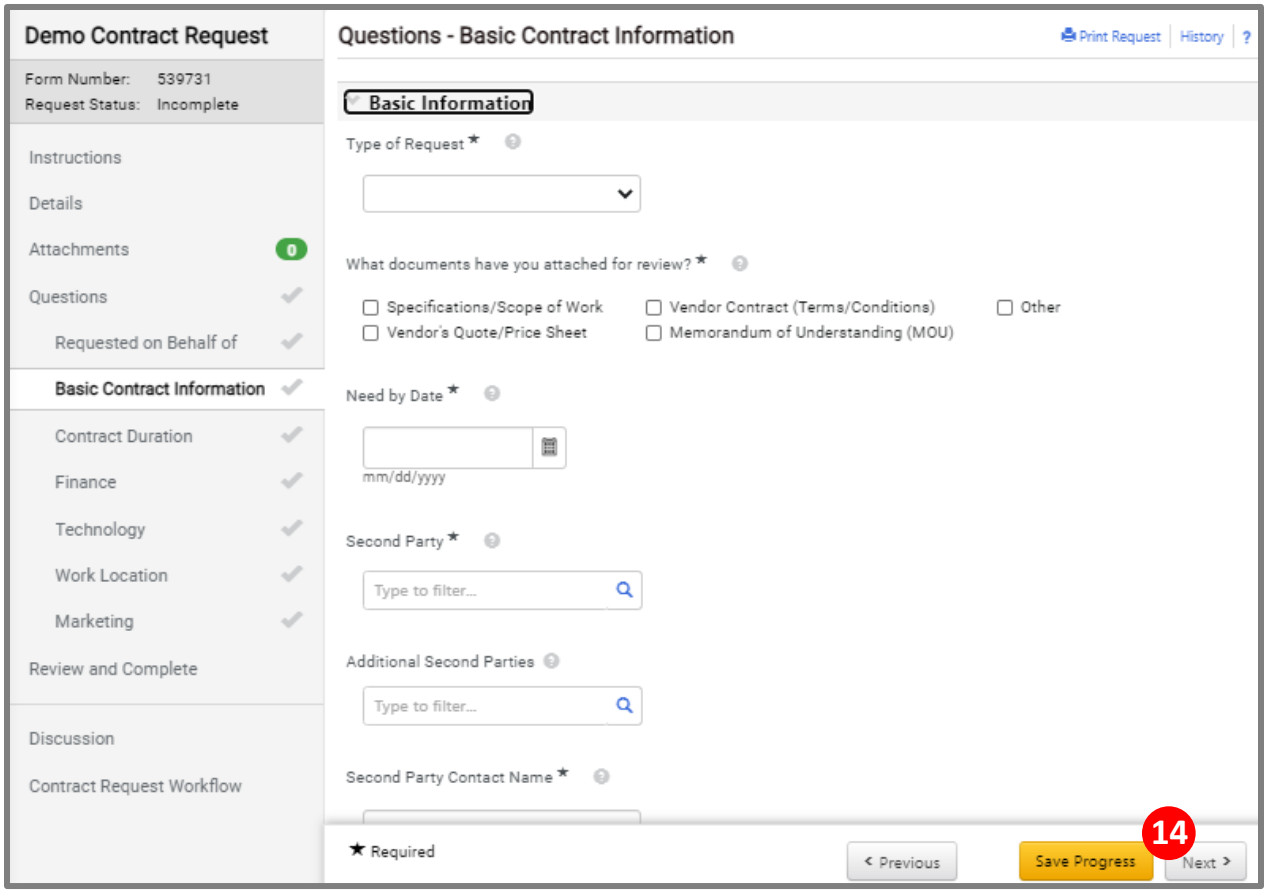
Add **all** of the required information. Note…

- **Second Party** is the name of the Vendor. The vendor must reside in RealSource. If not, stop and submit a Request New Vendor form from the RealSource homepage, Vendor icon. Adding a vendor to RealSource to process a contract request will be given a high priority but may take until the next business day.

- The **Second Party** (Vendor) does not need to be flagged as "active" in RealSource to complete and submit a contract request; however, you should submit an Existing Vendor Request Form at the bottom of the RealSource homepage to activate the vendor so as not to delay contract execution.

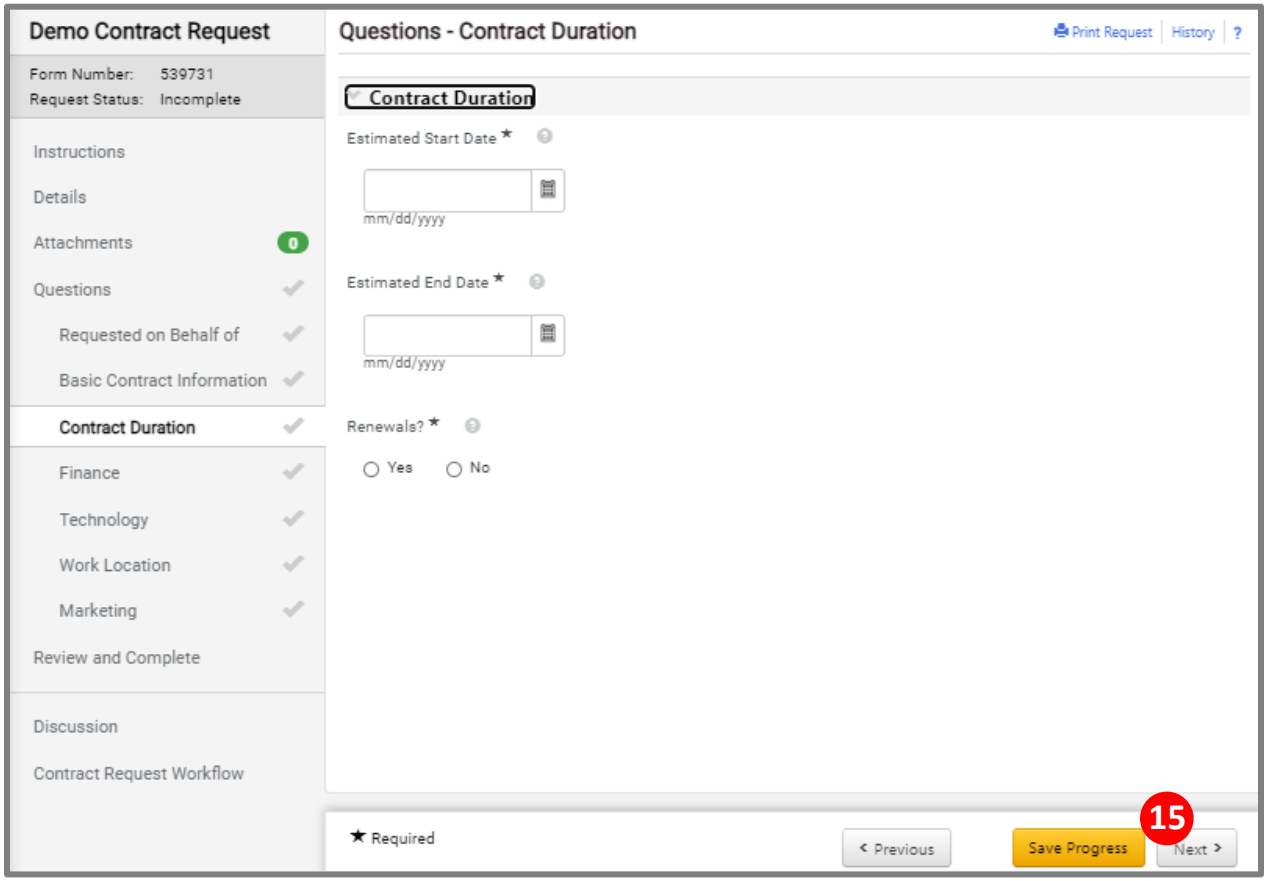
- The **Second Party** Contact information fields should include the direct point of contact for the contract request. Enter the name of a person, their phone number and email address.

- The **Additional Second Parties** field does not apply to VCU and must be left blank.



14. Select **Next**

(f) Contract Duration

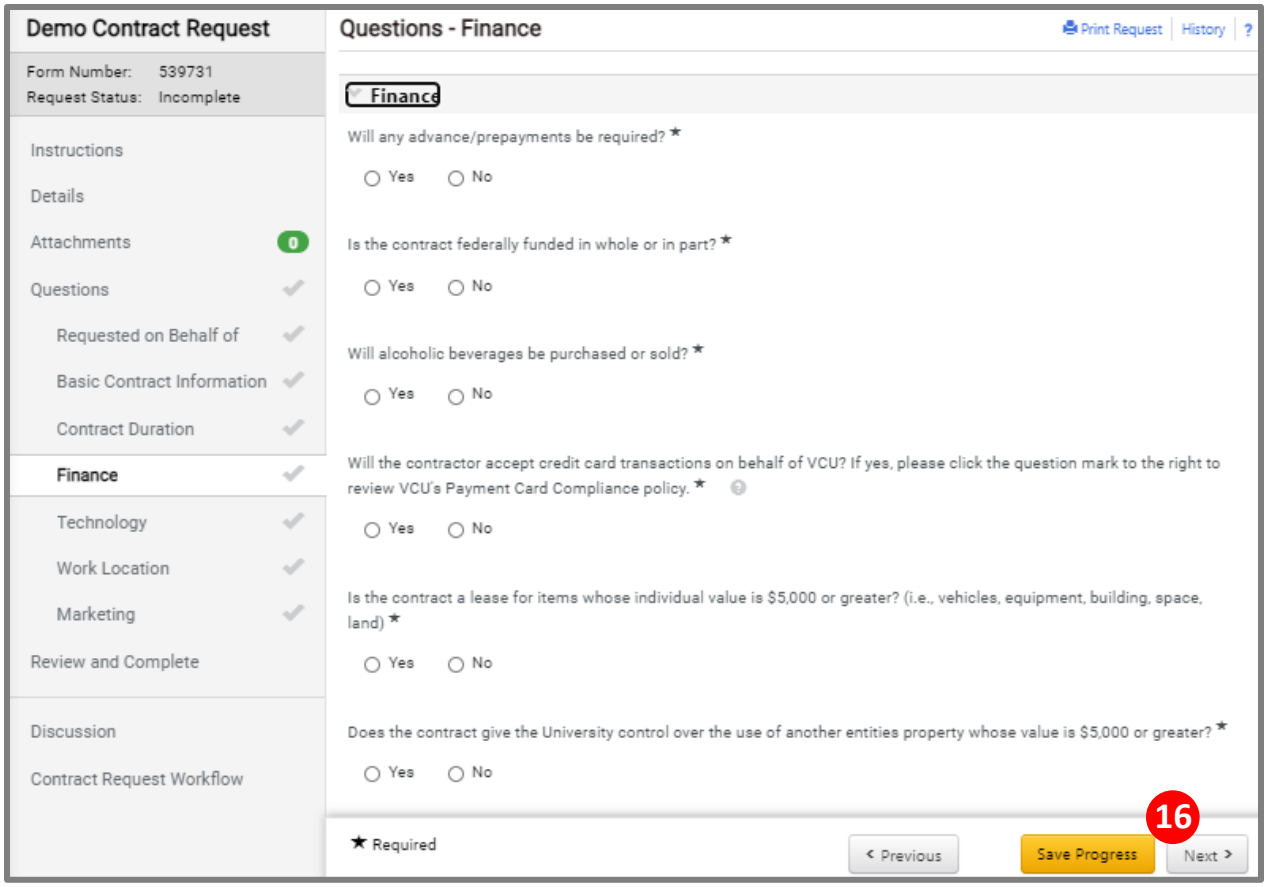


NOTE: Do not backdate the *Estimated Start Date.* The university is not permitted to execute contracts that do not "end" (do not have a projected end date). The *Estimated End Date* applies to the "base term" (initial term) and excludes renewal periods.

15. Select **Next**

(g) Finance Questions

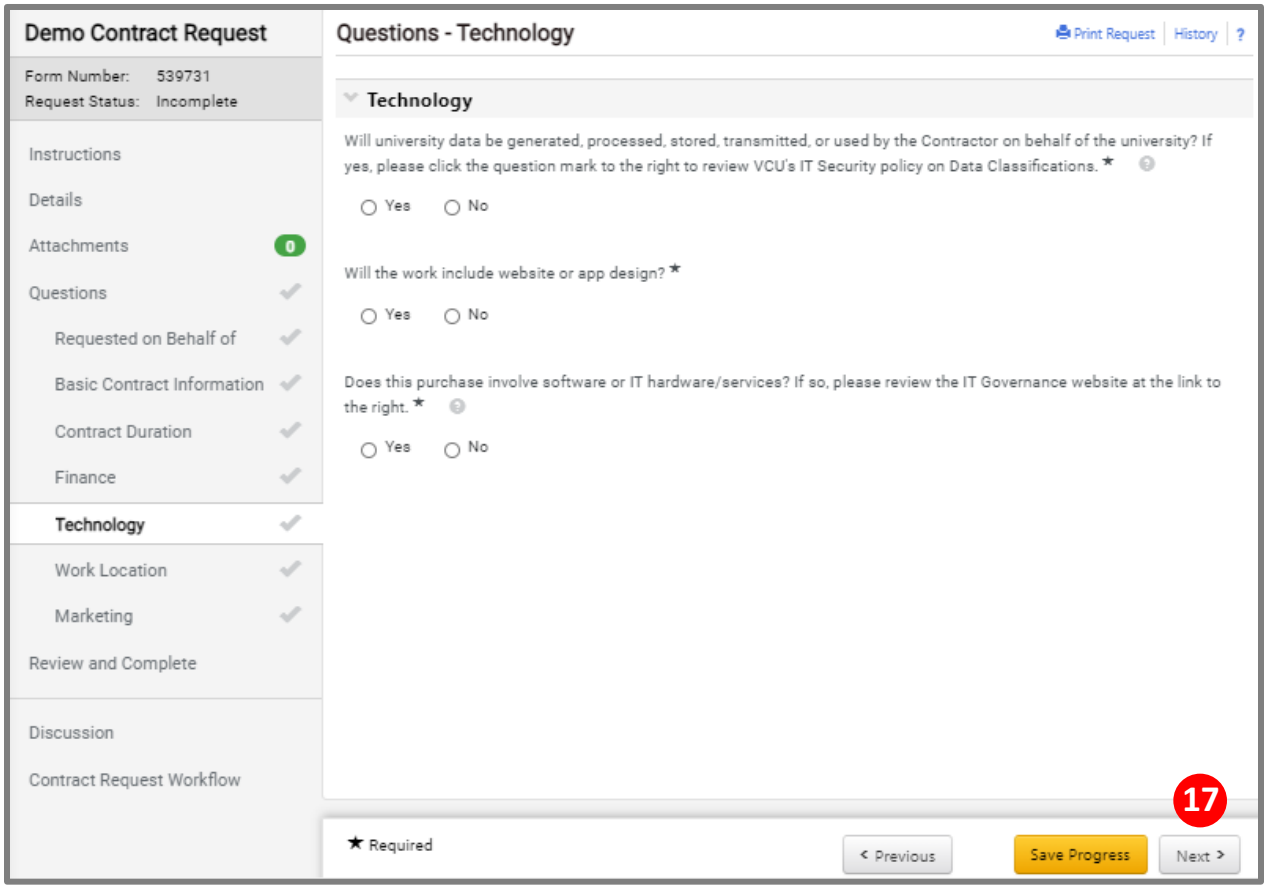
- This section includes a series of finance questions created by other departments (i.e., Treasury, Grants/Contracts, etc.) Some questions may…
  - establish prerequisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on answers



16. Select **Next**

(h) Technology Questions

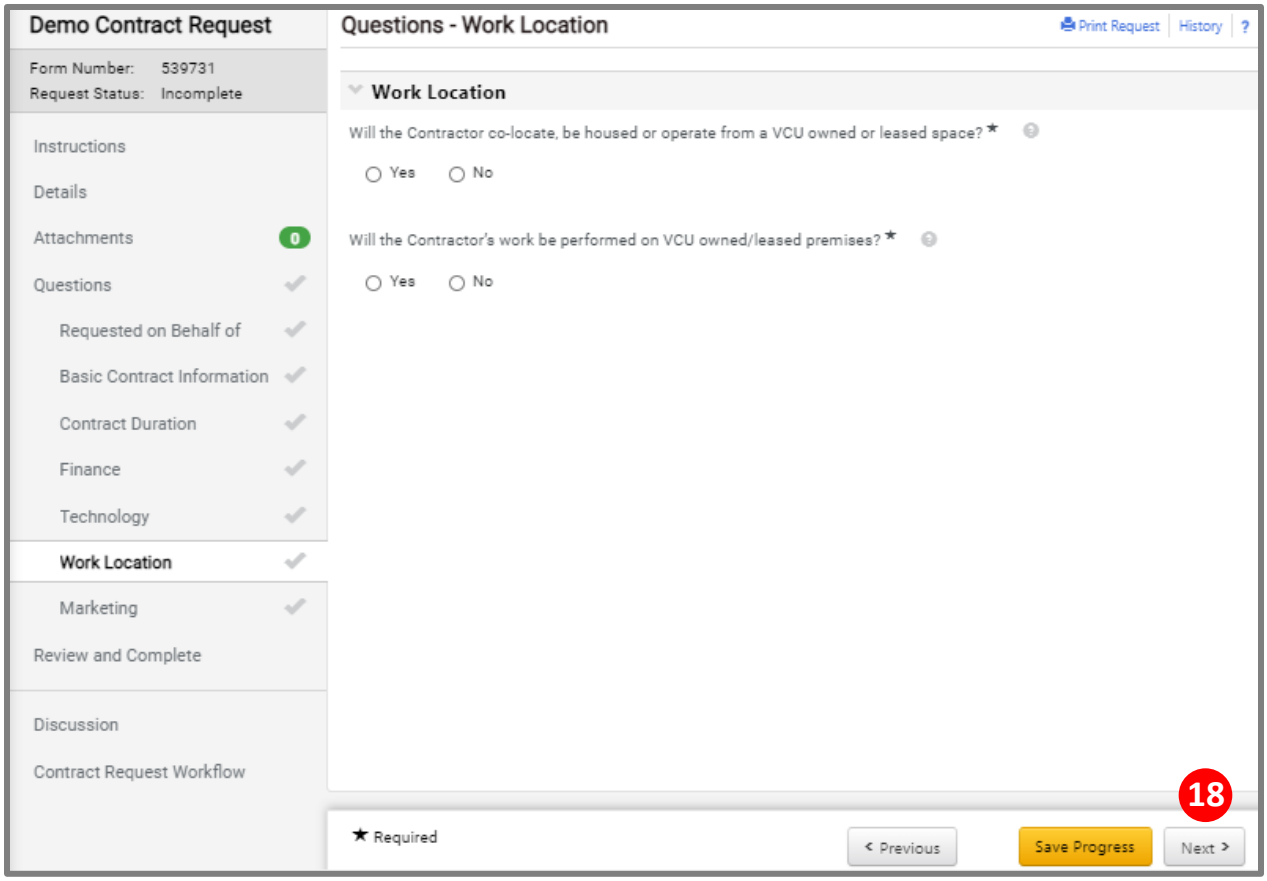
- This section includes a series of technology questions created by other departments (i.e., IT Security Officer, Governance Committee, etc.) Some questions may…
  - establish prerequisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on answers



17. Select **Next**

(i) Work Location Questions

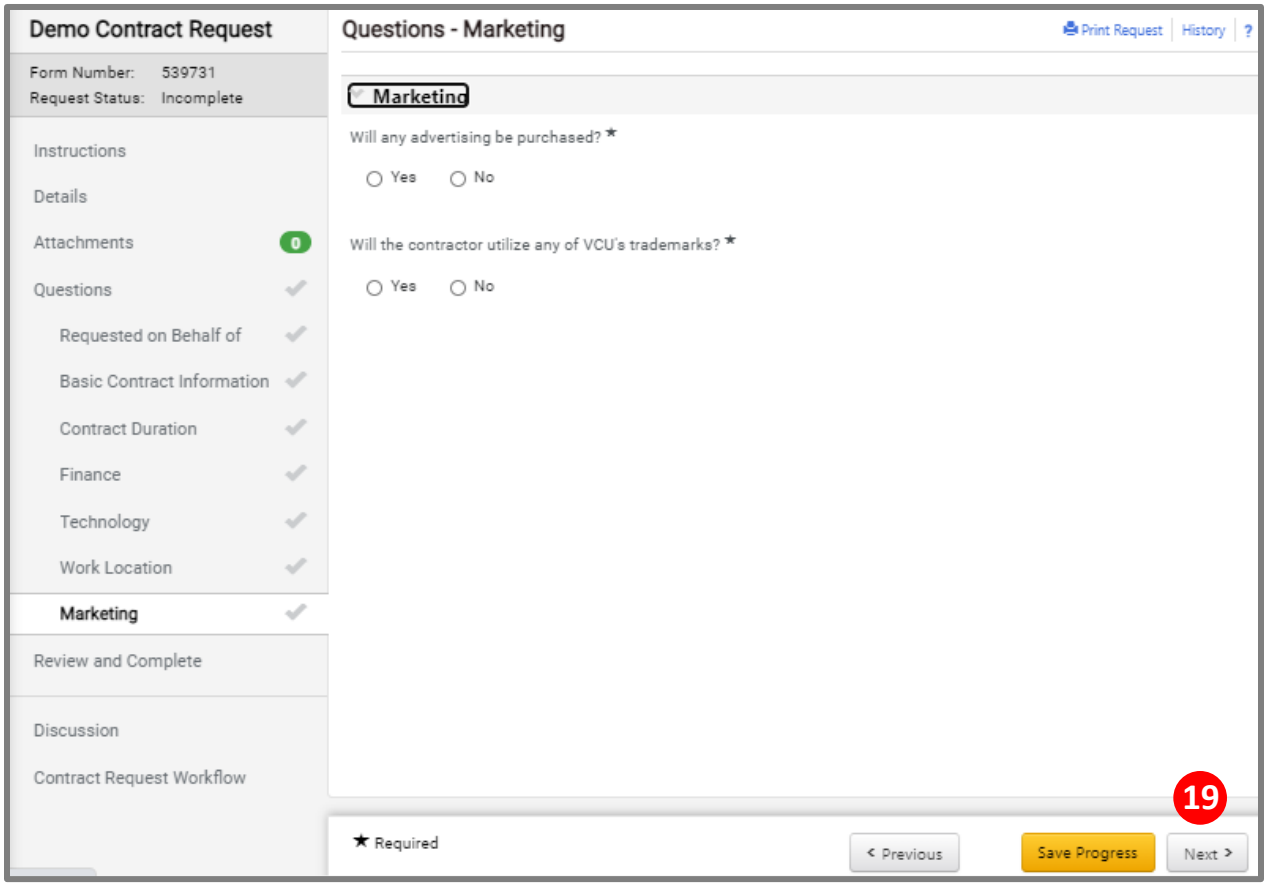
- This section includes a series of questions around the location of the work that were created by other departments (i.e., Treasury, Safety & Risk, etc.) Some questions may…
  - establish prerequisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on answers



18. Select **Next**

J. Marketing Questions

- This section includes a series of marketing questions created by other departments (i.e., University Relations, Business Services) some questions may…
    - Establish prerequisites that must be met by the department before the request can be processed,
    - Not apply to your request, or
    - Cause additional questions to appear based on your answer.

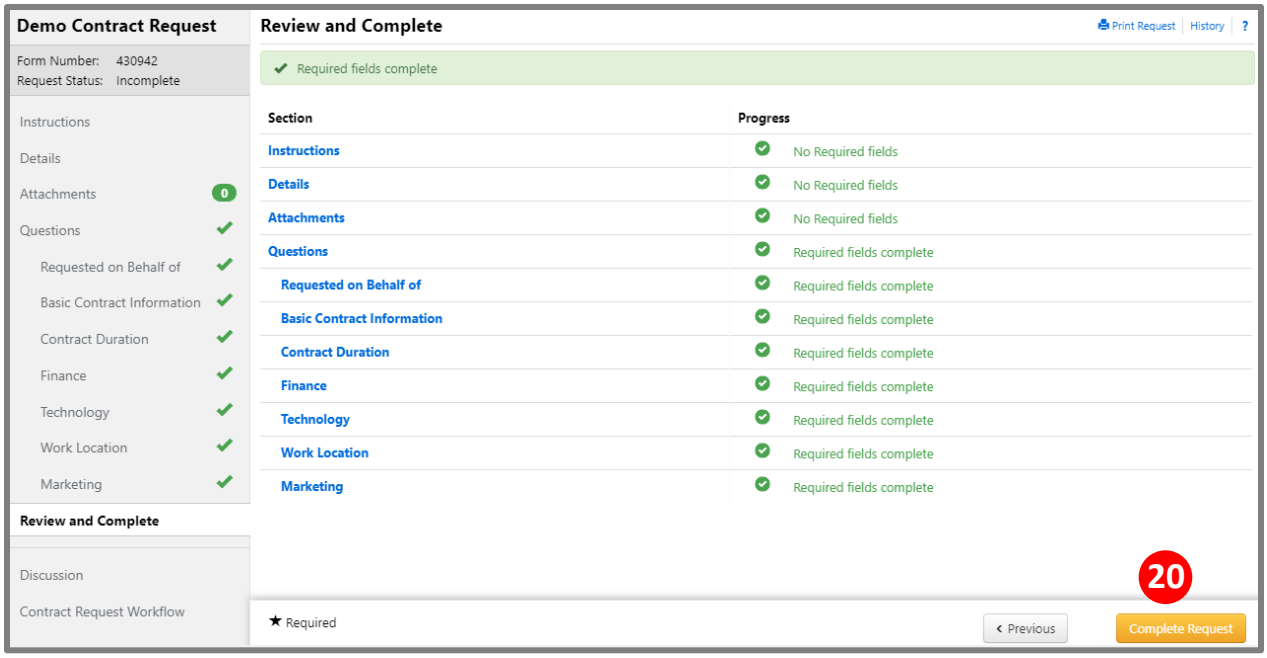


19. Select **Next**

C. Review and Complete

The department has the ability to see the progress of each section. If the section is fully completed the department will see all green checkmarks.

- If the department has not fully completed the section, they will see gray checkmarks.
  - If incomplete, you should return and complete each section of the form.



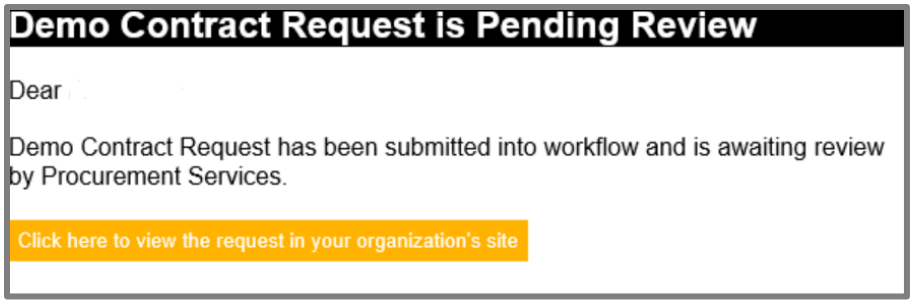
20. Select **Complete Request**

D. Discussion Threads

The department has the option to begin one or more discussion threads with Procurement Services in the Discussion section. Threads must be given a subject and message by the initiator. Attachments can be added to discussion threads.

E. User Notifications

Once the contract request has been completed and submitted by the department, the contract request will route to Procurement Services for assignment. An email and notification will be sent to the user indicating the request is awaiting review. The user can click on the hyperlink in the email to access the request. A sample email is below.



F. Check Status of Contract Request

The department can also access and check the contract status of Contract Requests by selecting: My Contract Requests or Search Contracts Requests from the Contracts icon.

G. Determining Who Is Reviewing a Contract

- Once the request has been assigned to a Procurement Services staff member, the status of the request will be *Under Review* and the Workflow Assignee will display the name of this person.
- Statuses are listed in the above screen shot.

H. Actions Taken by the Procurement Services Staff

- The Procurement Services staff may take the following actions. When taken, the status of the contract will change. Some status changes will trigger a notification and email to users.

Request Returned

- If Procurement Services opts to "return" your request…
  - Request Status will change to *Incomplete*
  - A notification and email will be sent to the user through RealSource
  - The department will see Returned indicated on the actual request
  - The user can correct the request and resubmit it.

RE: New Form Request Returned for Demo Contract Request

Dear

Your request was returned by.

The reason for the return was:

To modify this request, click the link below:

Click here to view the request in your organization's site

Request Rejected

- If Procurement Services opts to "Reject" the request…
  - Request Status will change to *Rejected*
  - A notification and email will be sent to the user through RealSource
  - The department will see Rejected indicated on the actual request
  - The user cannot correct the request nor resubmit (copy) it

RE: Form Request Workflow for Demo Contract Request has been Rejected

Dear

Your request for Demo Contract Request has been rejected.

Click here to view the request in your organization's site

Thank You,

Approve/Complete

- Once Procurement Services has determined the request is acceptable, the status will change to Approve/Complete. This does not mean that the contract request has been executed, but that Procurement Services has adequate information to complete the review.
  - Request Status will change to *Approved*
  - Two notifications and emails will be sent to the user through RealSource
  - The department will see Approved indicated on the actual request

RE: Form Request Workflow for Demo Contract Request has been Approved

Dear

Your request for Demo Contract Request has been approved.

Click here to view the request in your organization's site

Workflow Update for Demo Contract Request

Dear

Demo Contract Request has been received and reviewed.

Type of Request:

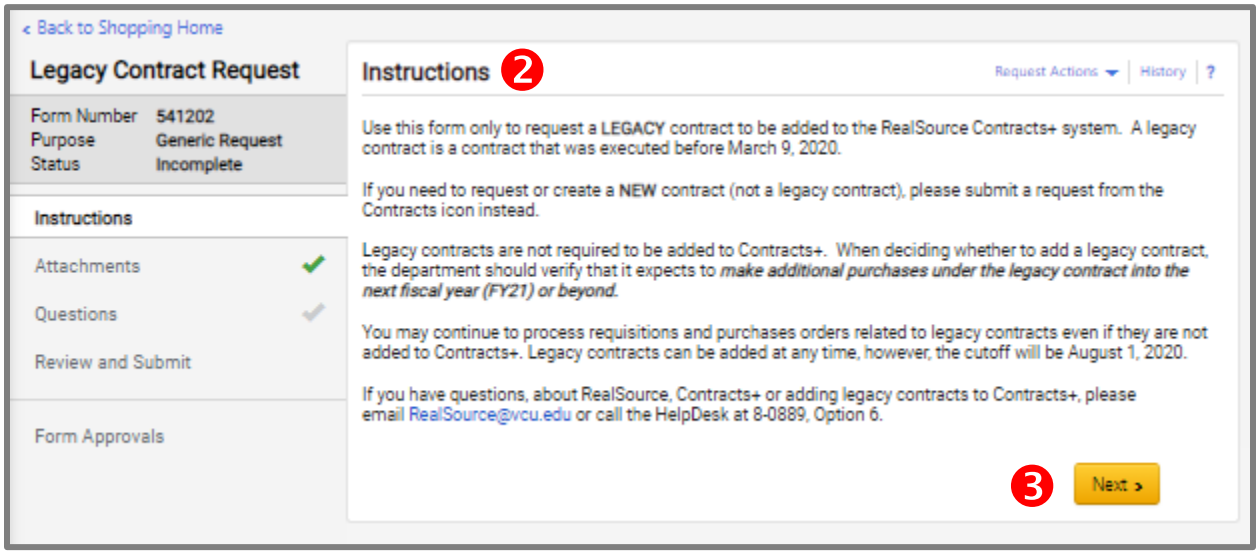
I. Completion & Execution of the Contract

Once the contract is fully reviewed, negotiated and executed by Procurement Services, Procurement Services will add the contract to the Contracts+ repository and the user will receive a notification and email that the contract is Executed.

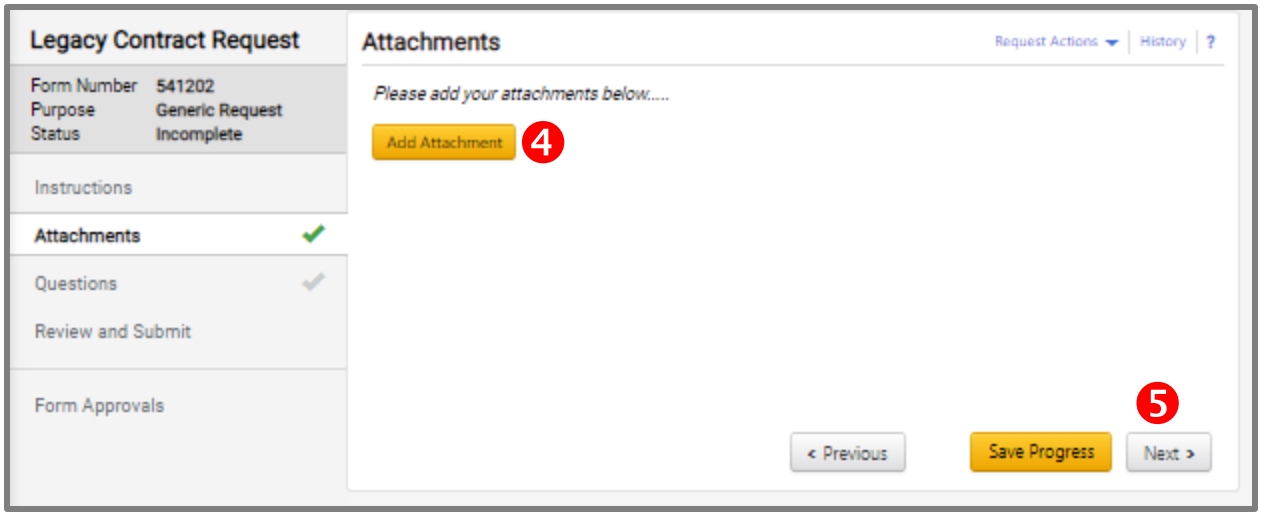
J. Legacy Contract Requests

Users may request contracts that were executed prior to the Contracts+ system launch. Legacy Contracts should not be added to RealSource unless the department has verified that they will need expect to make additional purchases under the contract. This form is located on the RealSource Homepage.

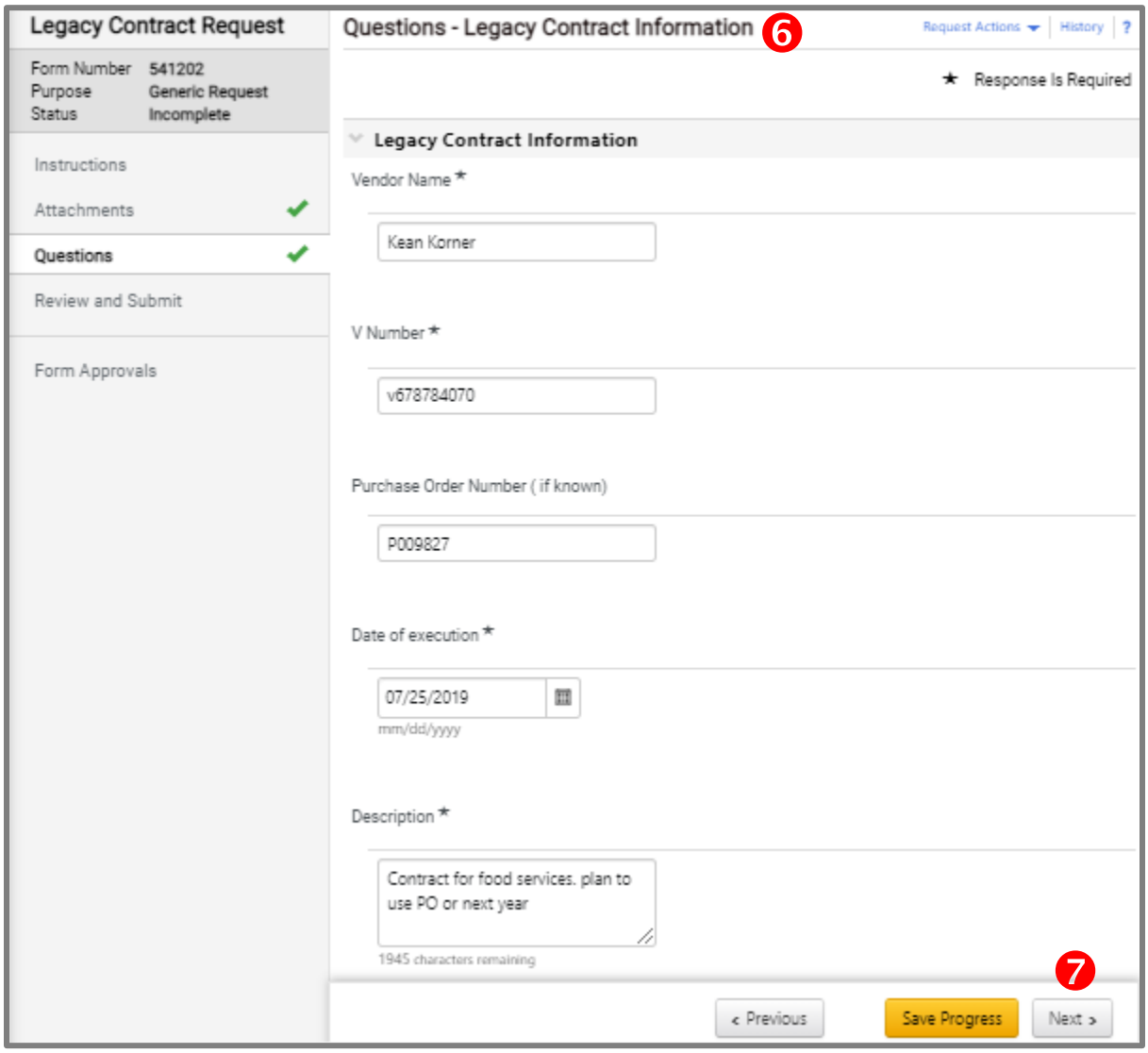
1. Open the **Legacy Contract Request** form



2. Review the instructions
3. Click **Next**

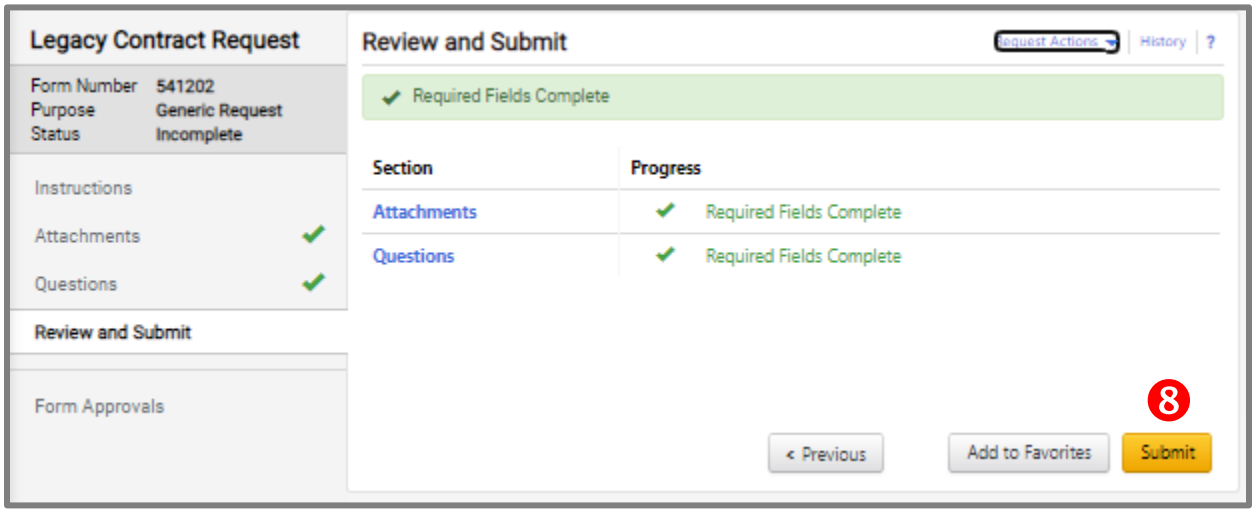


4. Click **Add Attachments**, upload the contract or any information for Procurement's use.
5. Click **Next**



6. Review the information and enter the fields

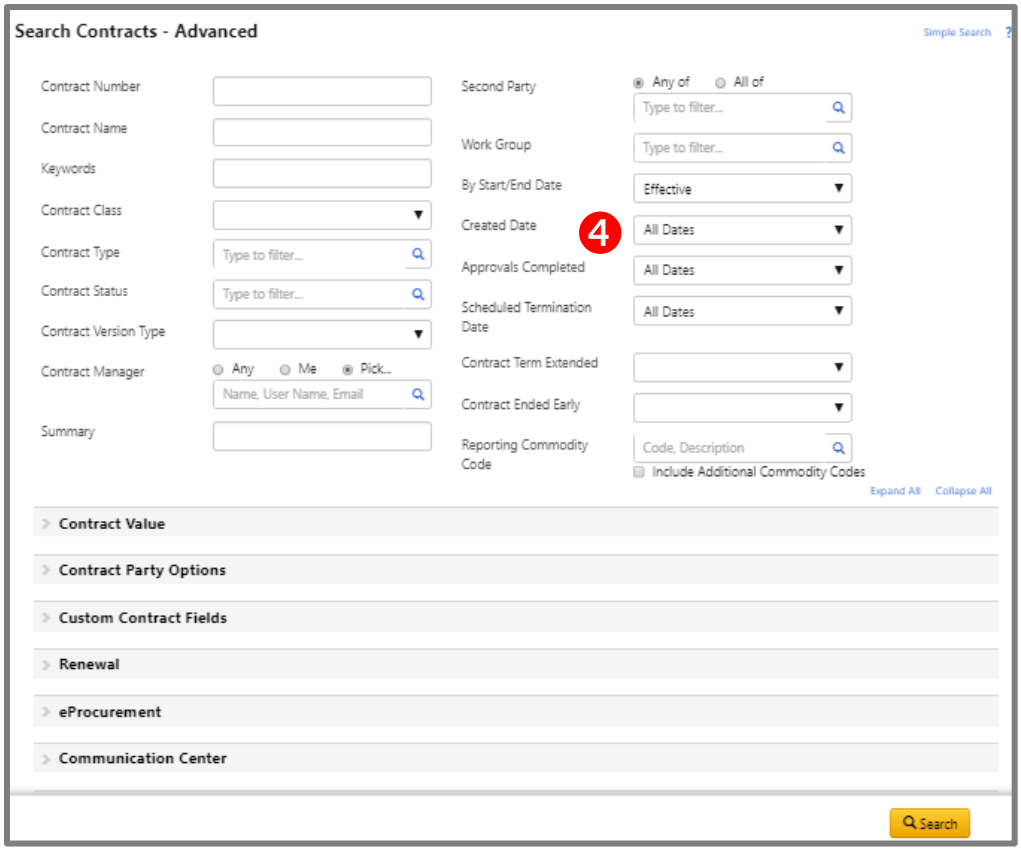
7. Click **Next**

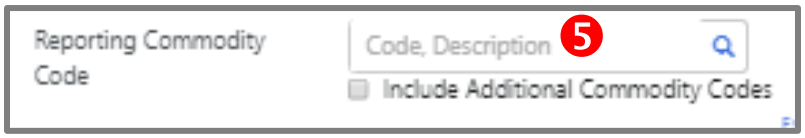


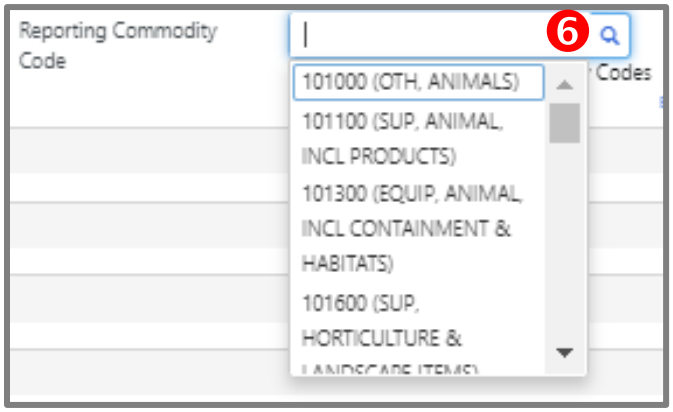
8. Click **Submit**

K. Contract Searches

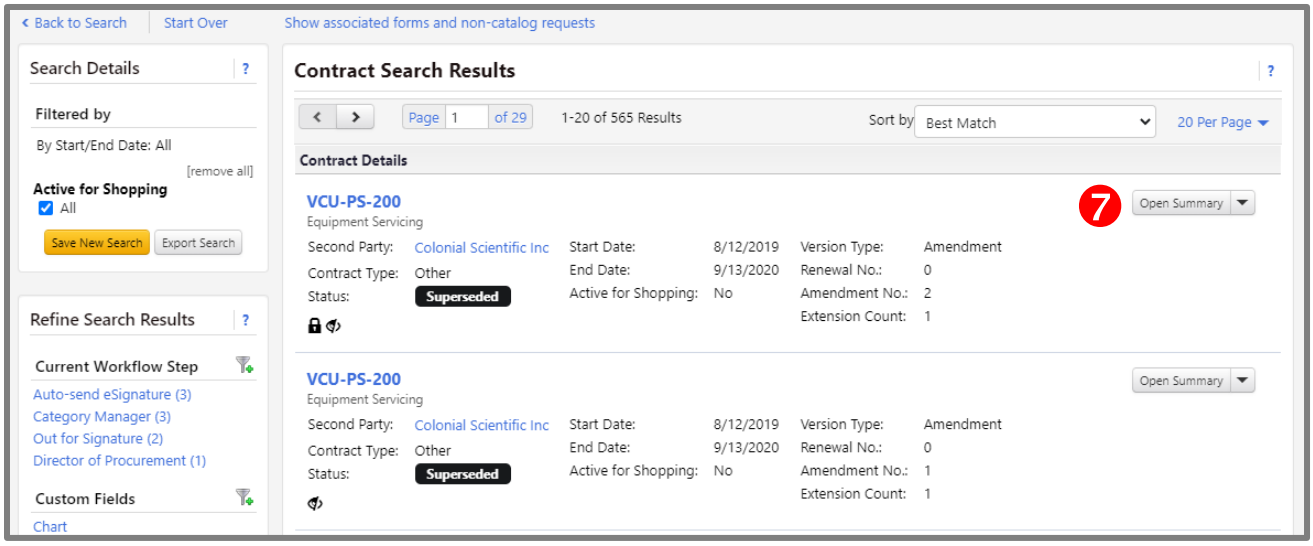
1. Select the **Contracts icon**
2. Select **Contracts**
3. Select **Search Contracts**



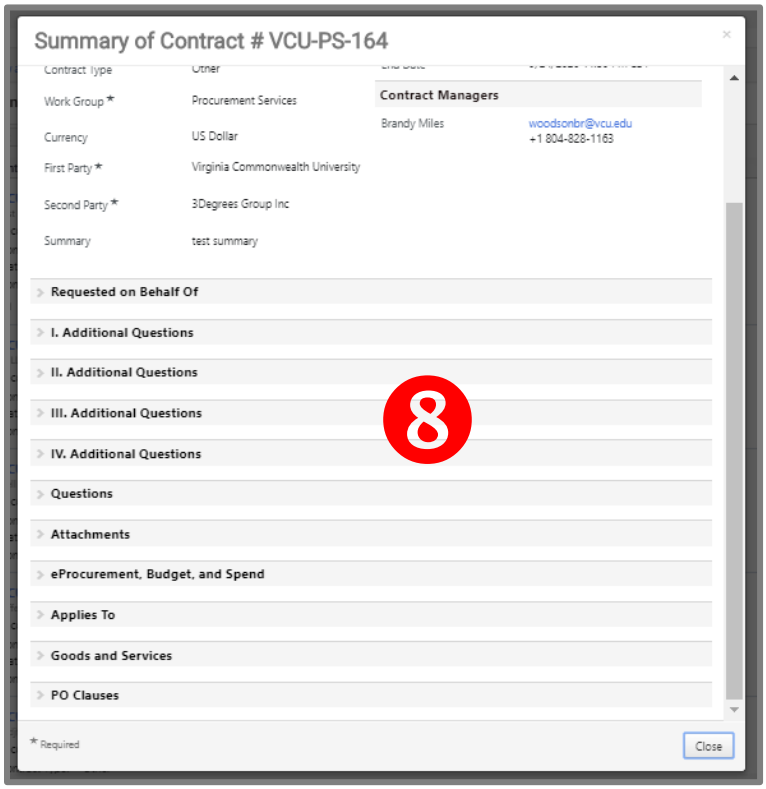




4. To review the Data Filters, be sure that the **Created Date** is set to **All**
5. Choose your data field filters. To search by **Commodity Code,** enter the code, description or click into the field for a rolling list of Commodity Codes
6. Click the **magnifying glass**



7. Click **Open Summary** for one of the contracts



8. The data fields in the Summary and their description of the Contract are listed below in Appendix I.

XVI. WORKFLOW APPROVAL PROCESSES

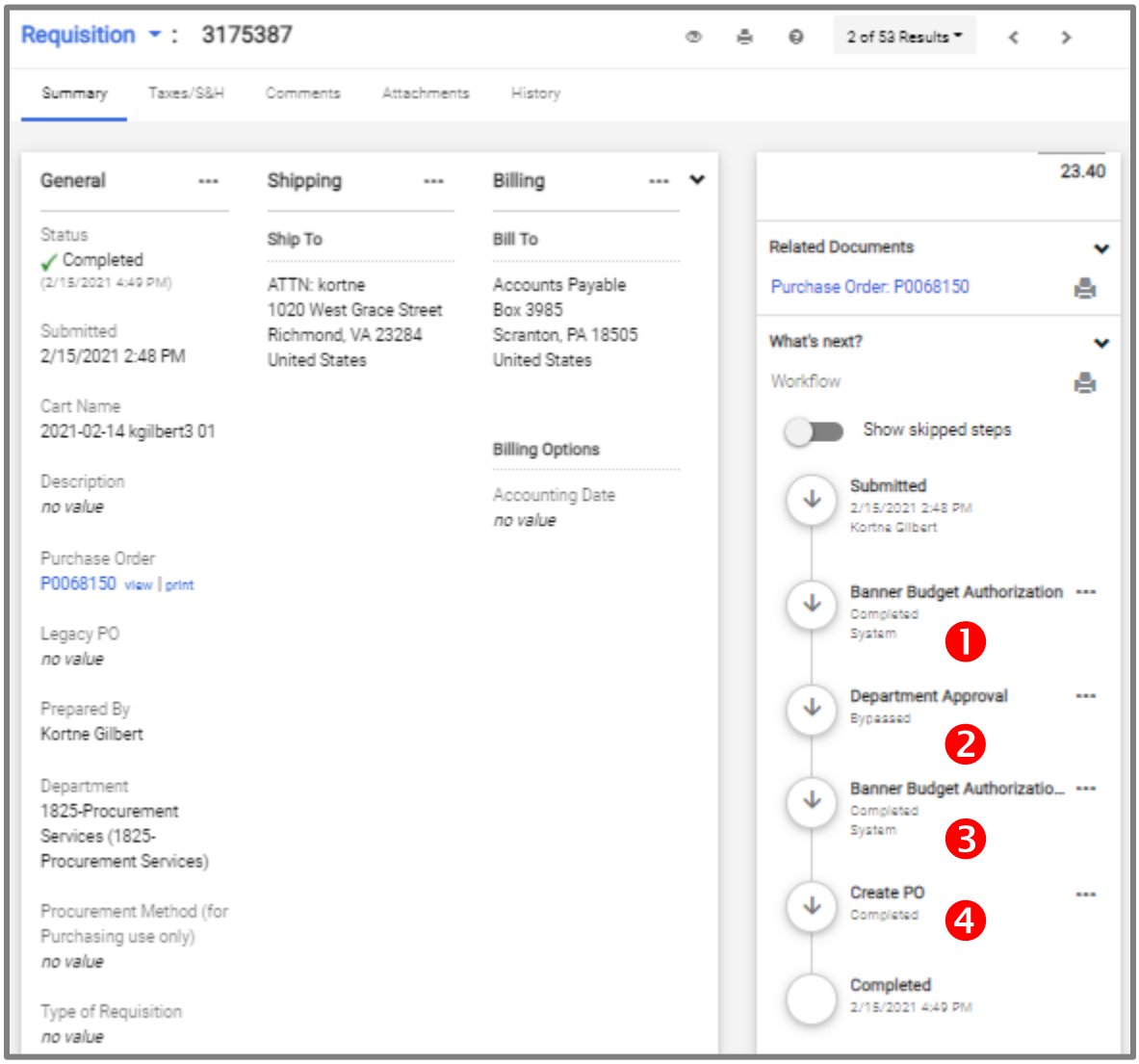
A. General

There are several approval workflows in RealSource based on the type of transaction. They include:

- Requisition,
- Purchase Order,
- One Time Payment, and
- Contracts.

B. Requisition Workflow

The Requisition Workflow for POs and Change Requests typically consists of four steps.



1. The **1st step** is the **Banner Budget Authorization**. This step checks to see if the user department keyed in the **Prepared For** section of the requisition has Banner Finance access. If not, the requisition will automatically reject.

2. The **2nd step** is the **Department Approval**. This step advances the requisition to department Approvers based on the 4-digit department code in the Requester's profile.

3. The **3rd step** is the **Banner Budget Authorization 2**. This step checks again to see if the user in the **Prepared For** section of the requisition has lost Banner Finance access since the transaction started. If so, the requisition will not process.

4. The **last step** is the **Create PO** step. This step attempts to create a Banner PO. If the accounting code is not correct or active in Banner, the vendor address is inactive in Banner, etc., then this step will fail and produce an error message. Otherwise, the PO will be created in both Banner and RealSource.

Users may notice that a requisition has rejected or stalled due to an error message. The cause of the error can generally be detected by opening the requisition **History**. The History includes any action taken on the requisition since its initiation. More information about the most common error messages can be found as an Appendix to this Help-Guide.

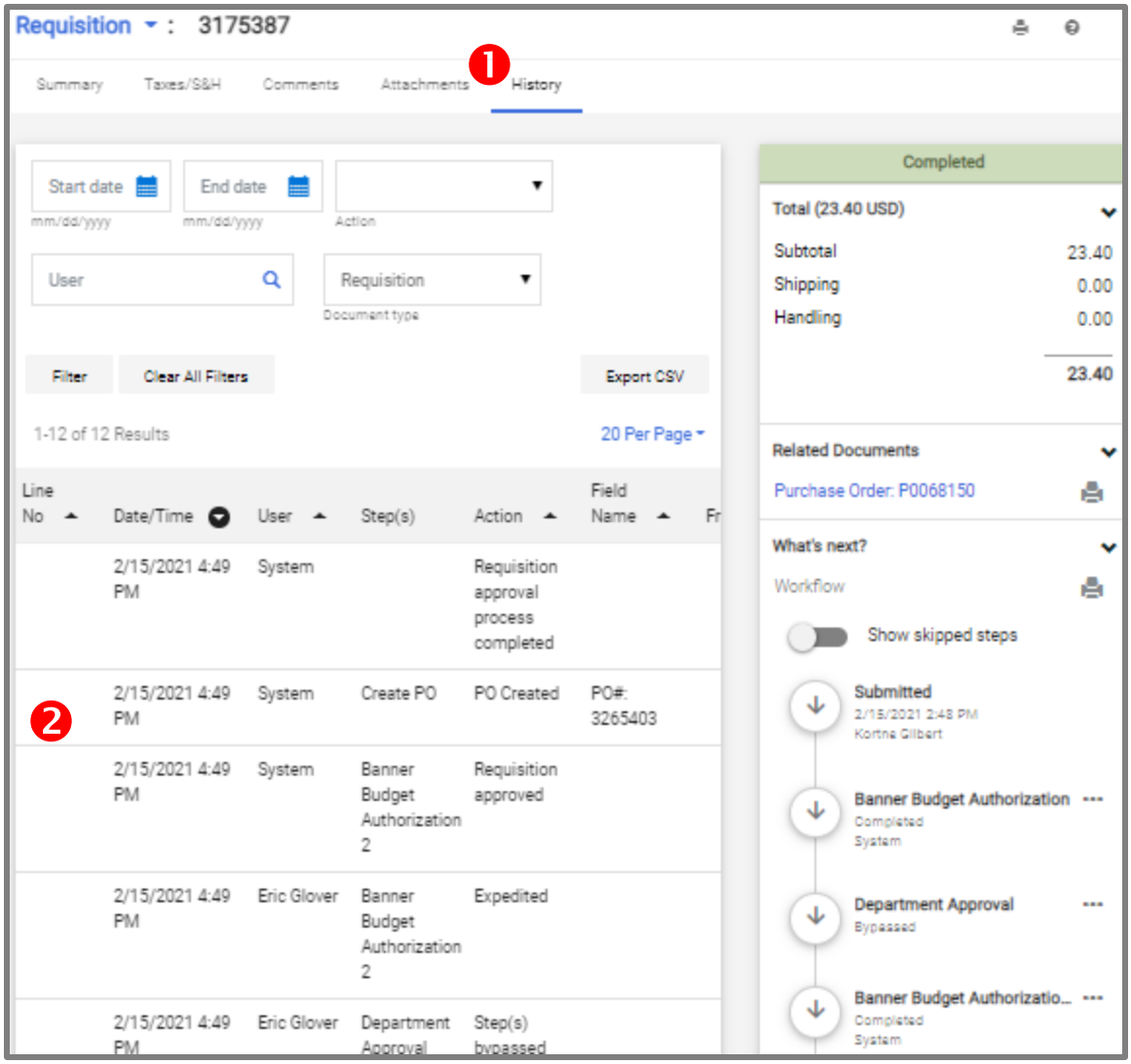
C. Other Special Requisition Workflow Steps

At times users may see other steps in the Requisition Workflow, based on what is being purchased, the dollar value of the purchase, the Ship To Address (full-time teleworker or non-VCU location), special year-end close processing, etc.

- SOM Dell Requisitions: The School of Medicine requires all requisitions for Dell purchases to workflow to SOMTech for review prior to final processing.

- Purch Approval Buyer Review: Purchasing is required to review all requisitions that are (1) >= $10,000 or (2) include Ship To Addresses for full-time teleworkers or non-VCU locations.

- Fiscal Year End: During Fiscal Year End Close, this step will stop any and all requisitions from pushing to Banner while Finance has closed Banner to users. Once the new fiscal year is opened, requisitions will be released for further processing.



1. To view the requisition History, open the requisition and Click the **History** tab
2. Review the History detail

D. Purchase Order Workflow

The Purchase Order and Change Request Workflow usually consists of seven steps. None requires intervention by a user.

1. **Create Banner PO**. This step integrates with Banner making sure the accounting is correct and active in Banner, the Vendor address is active in Banner, etc.
2. **Banner PO Post Successful**. This step posts the newly created PO in Banner.
3. **Create Vendor Documents**. This step creates the vendor documents.
4. **Send PO to Vendor**. This step sends the PO to the vendor. If the vendor is eCatalog then the PO will be sent via cXML. Other vendors will have the PO sent via email.
5. **PO Email Invoicing**. This step sets up the PO for email invoicing.
6. **Banner PO Update**. This step updates Banner.
7. **Banner PO Update Successful**. This step ensures the update has posted in Banner.

If the PO is an After the Fact, One Time Payment Request, Utility Payment or MCV Physicians/VCU Health Request form, it will skip the Send to Vendor step. Also, if "No" is selected on the Declining Balance PO purchase it will skip the Send to Vendor step. If the PO is a Declining Balance PO, a Cost Receiving step towards the end of the PO Workflow is displayed.

The One Time Payment Request does not create requisition. In the PO workflow it will Create Vendor Documents and then auto invoice.

Utility Payment Request POs will move to Department Approval, Form Approval and then Create PO under the Requisition Workflow. In the PO Workflow it will Create Vendor Documents and then Auto Invoice.

MCVP-VCUHS Clinical Res Pmt Requests will go to the Department Approval and then Create PO under the requisition workflow. In the PO workflow it will Create Vendor Documents and then Auto Invoice.

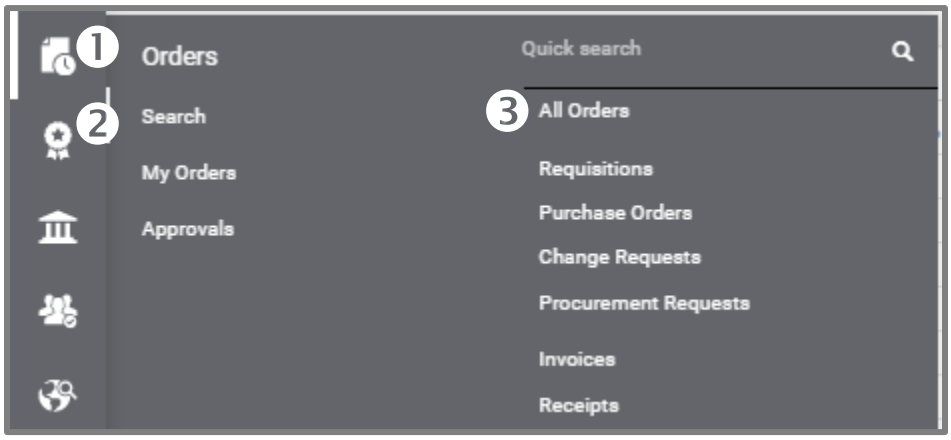
E. Contracts+ Workflow

The Contract Workflow typically consists of nine steps. Once the Contract Request is submitted, the Contract will be reviewed by the appropriate person in Procurement Services.

1. **Auto-create Contract PDF**. After the Contract has been submitted, this step is automatic.
2. **T and C Review**. In this step the Contracts team will review and approve the terms and conditions.
3. **Category Manager**. In this step, the Category Manager reviews and approves the contract.
4. **Asst. Director of Procurement**. In this step, the Asst. Director of Procurement reviews and approves the contract.
5. **Director of Procurement**. In this step, the Director of Procurement reviews and approves the contract.
6. **Auto-send eSignature**. After the Director of Procurement reviews and approves the contract, the contract will enter this step, which is completed automatically.
7. **Launch DocuSign**. After the Auto-send eSignature step completes, the Contracts Manager will launch eSignature to access DocuSign and set the placeholders needed for signatures.
8. **Out for Signature**. This step is done automatically.
9. **Signature Complete**. This step is done automatically.

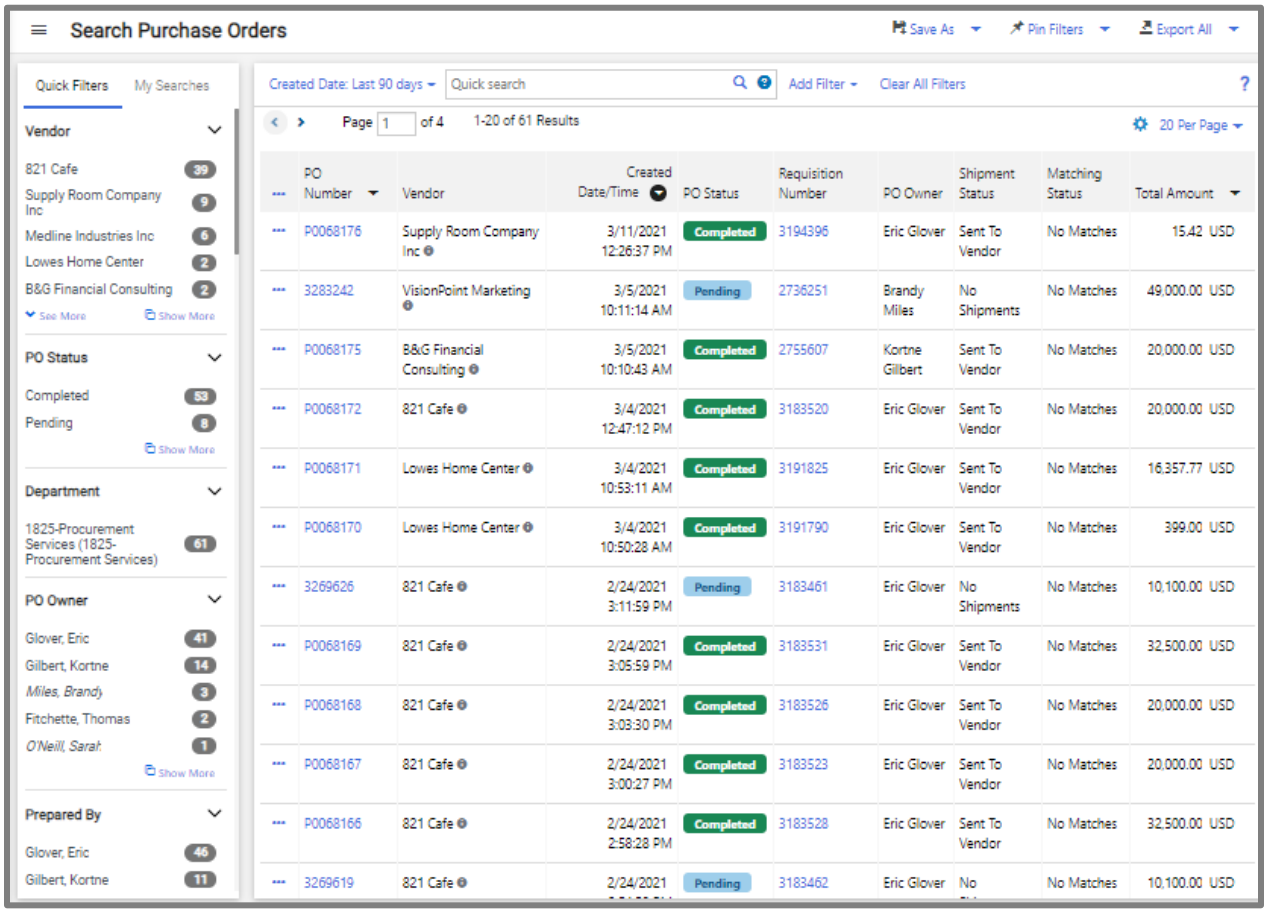
XVII. DOCUMENT SEARCHES

A. Order Search

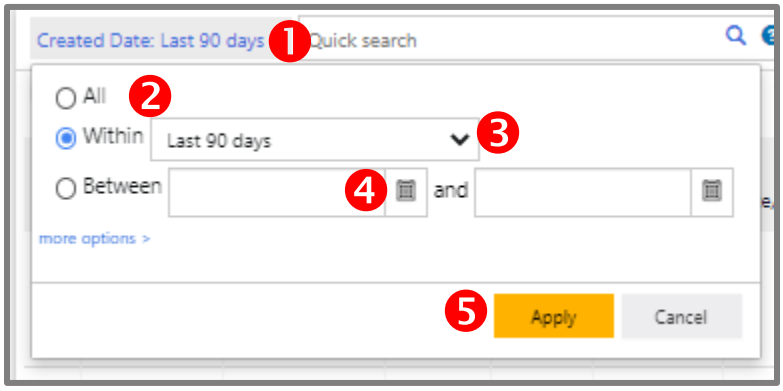


1. Click the **Orders** icon
2. Click **Search**
3. Click **All Orders**

Above is the Search PO screen. You will see all POs created within the past 90 days here. From this screen, you can update and add filters, export data, pin your favorite and most used filters, save searches and look for additional POs more than 90 days old.

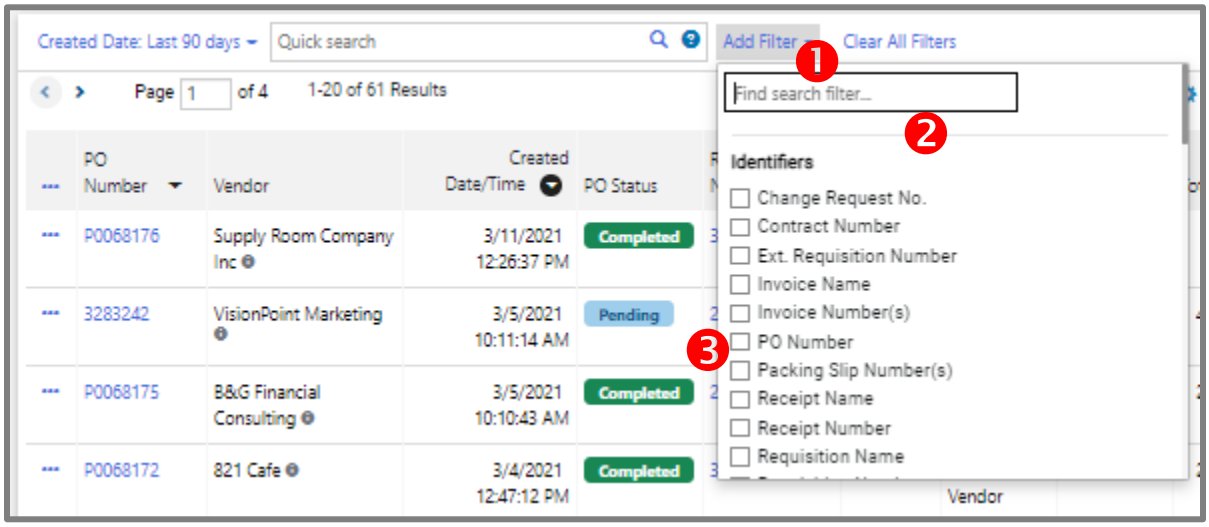


i. Update the Create Date

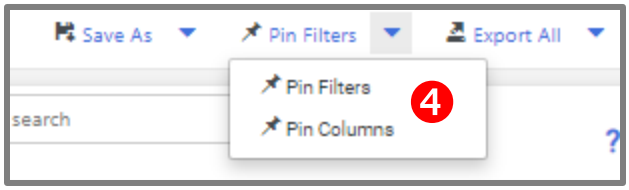


1. Click the **Created Date**, it is defaulted to the last 90 days
2. Click the **All** to view everything
3. Click **Within** to toggle between 90 and 120 days
4. Choose a specific date with the **Between** bubbles
5. Click **Apply**

ii. Update/Add and Pin Filters

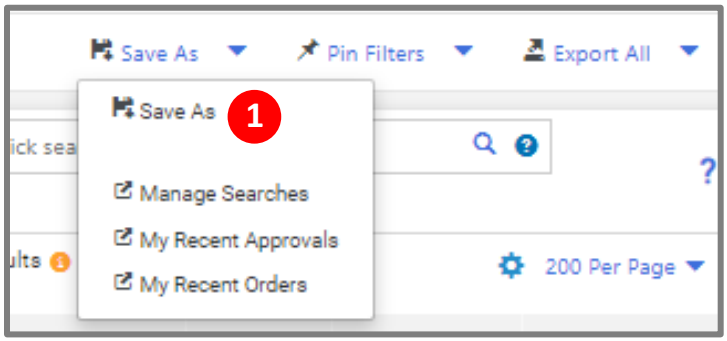


1. Click **Add Filter**
2. Type in the name of the Filter or review the pick list
3. Check the Filter you wish to add. You may choose more than one Filter at a time. The search will show all documents with that Filter

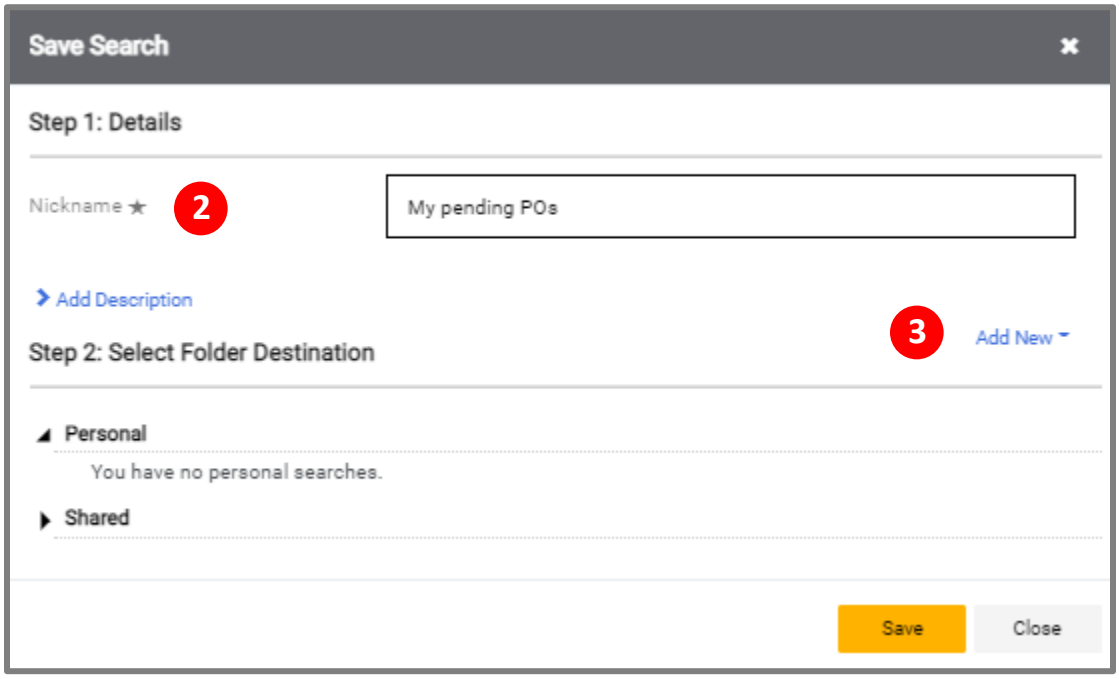


4. Click **Pin Filters** or Click **Pin Columns**

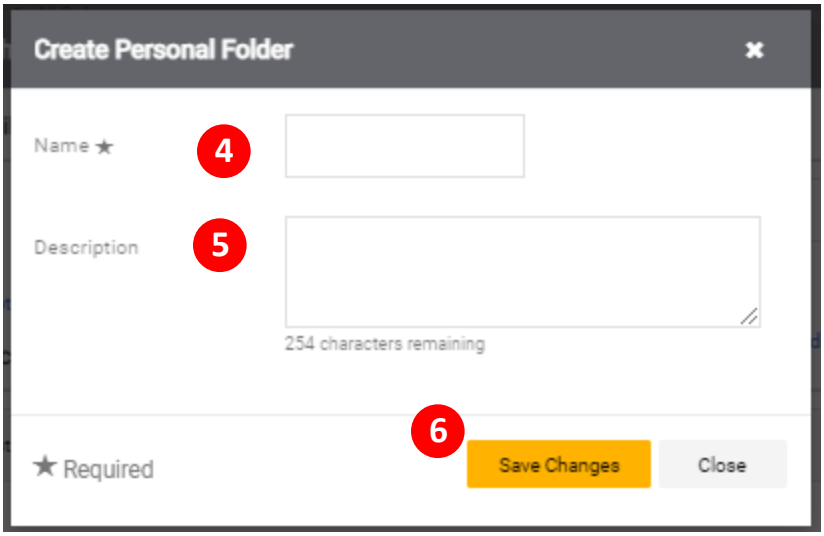
iii. Create a New Saved Search



1. Click **Save As**



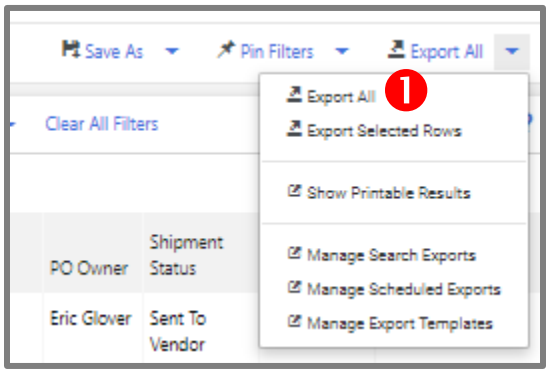
2. Enter a **Nickname**, you are naming the search
3. If this is your first Saved Search, you will need to name the Folder. Click **Add New**



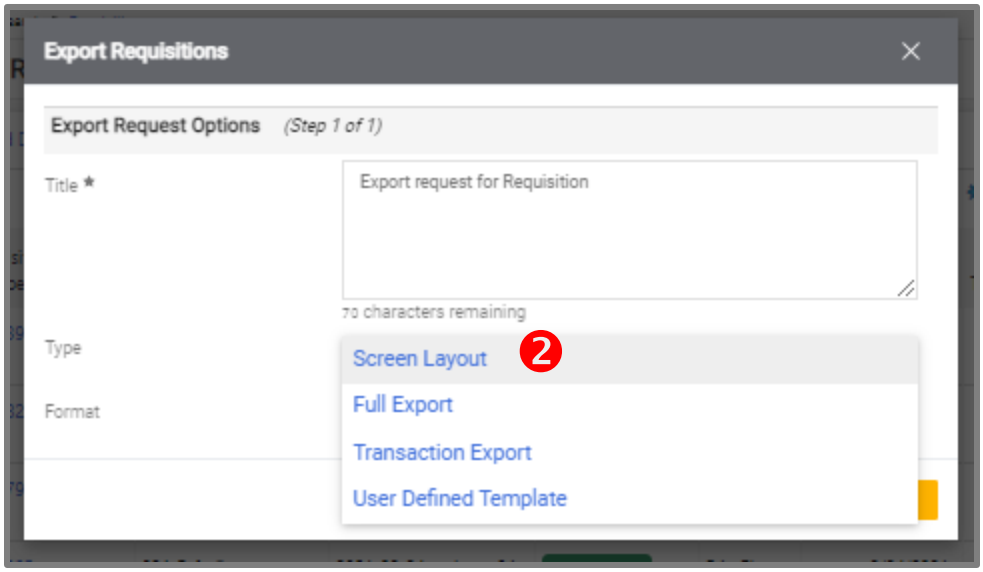
4. Enter the Folder **Name**
5. Enter a Folder **Description**
6. Click **Save Changes**

iv. Export Data

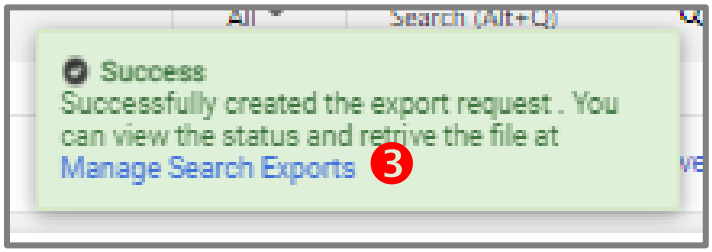
When exporting data, we recommend only downloading the Screen Layout. This will only include the filters added to the search.



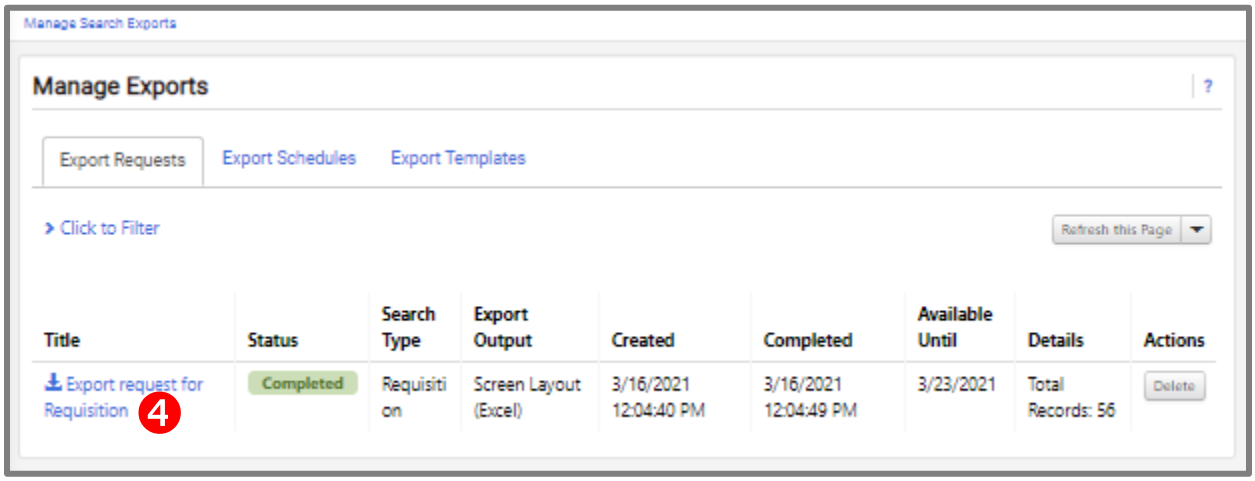
1. Click **Export All**



2. Click **Screen Layout**



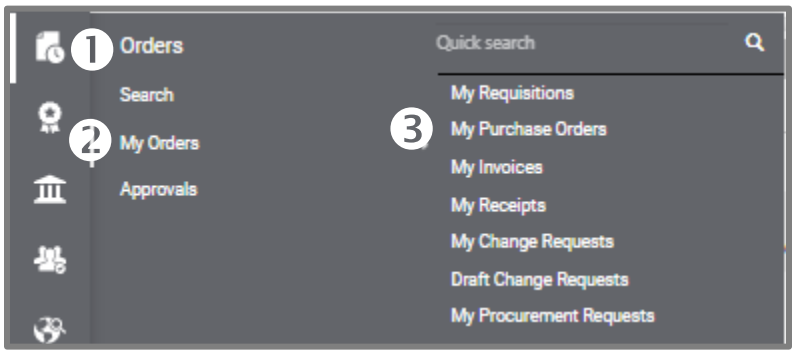
3. Click **Manage Search Exports**



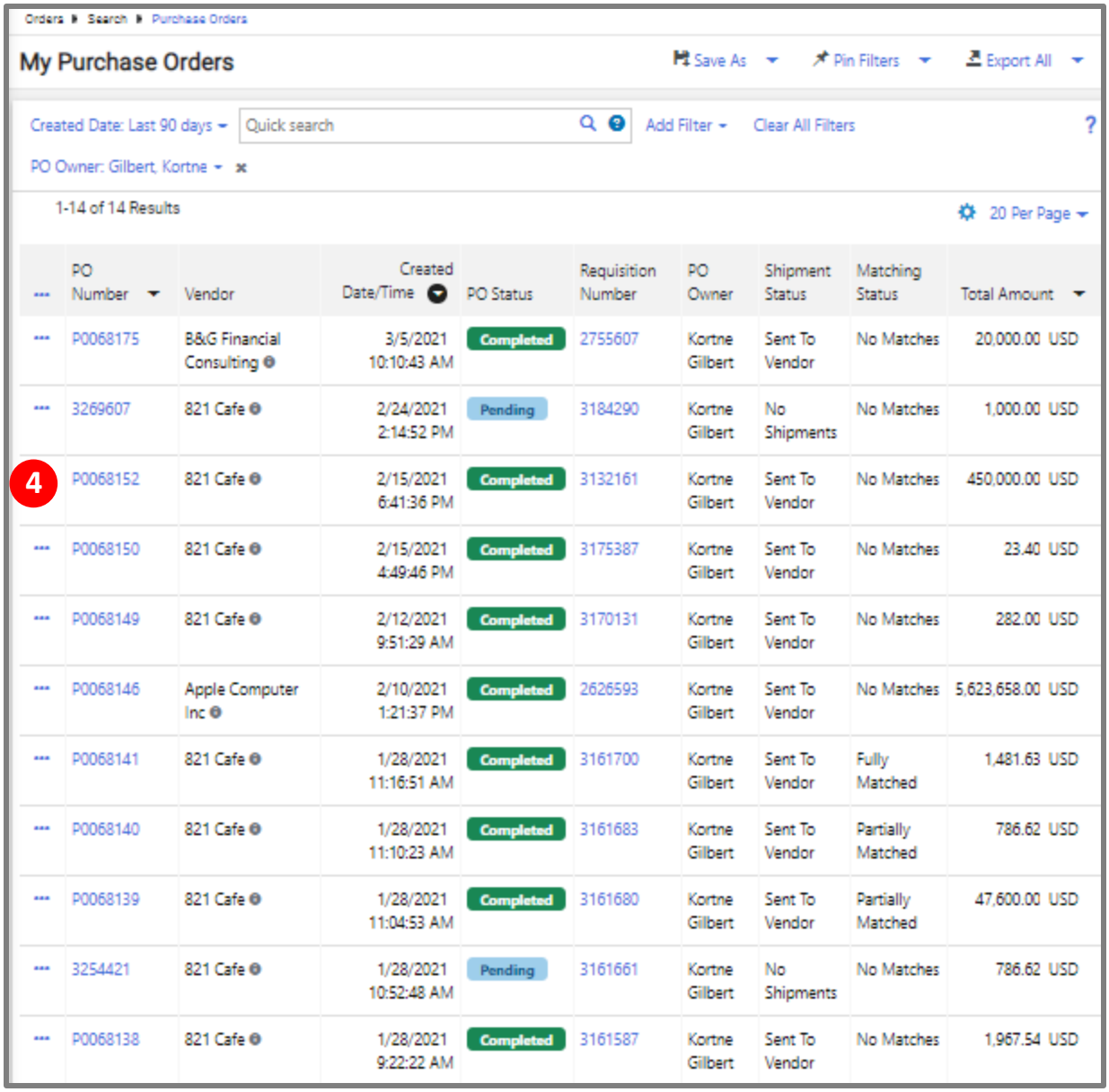
4. Download and review the data export **file**

v. My Orders

Users may only want to see the Orders that they have personally placed. If so, users can quickly view all Orders in one place.

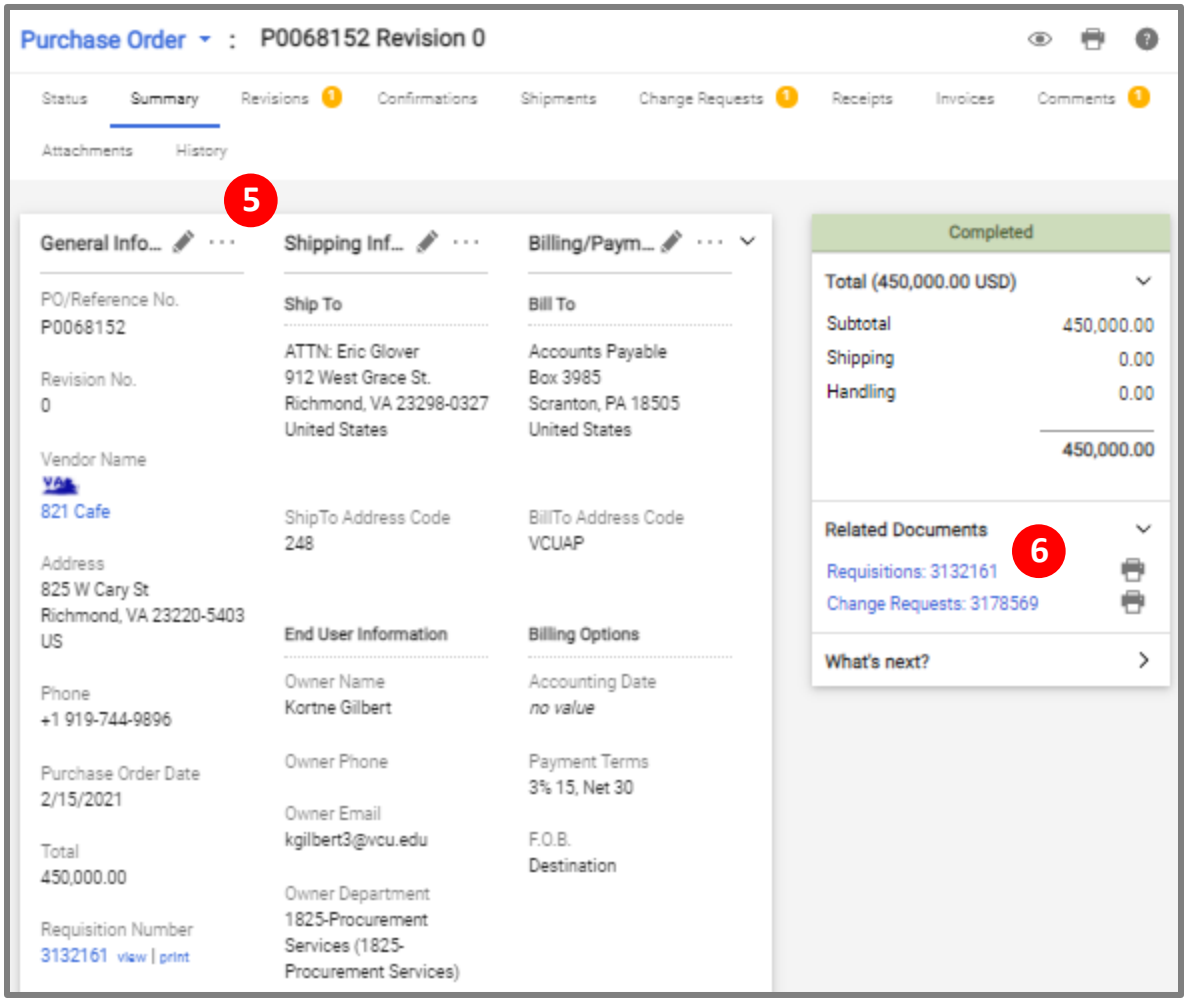


1. Click the **Orders** icon
2. Click **My Orders**
3. Click **My Purchase Orders** (by viewing all POs, you can open the PO and navigate to the other documents associated with the PO like Receipts, Invoices, Change Requests, etc.)



PO Number	Vendor	Created Date/Time	PO Status	Requisition Number	PO Owner	Shipment Status	Matching Status	Total Amount
P0068175	B&G Financial Consulting	3/5/2021 10:10:43 AM	Completed	2755607	Kortne Gilbert	Sent To Vendor	No Matches	20,000.00 USD
3269607	821 Cafe	2/24/2021 2:14:52 PM	Pending	3184290	Kortne Gilbert	No Shipments	No Matches	1,000.00 USD
P0068152	821 Cafe	2/15/2021 6:41:36 PM	Completed	3132161	Kortne Gilbert	Sent To Vendor	No Matches	450,000.00 USD
P0068150	821 Cafe	2/15/2021 4:49:46 PM	Completed	3175387	Kortne Gilbert	Sent To Vendor	No Matches	23.40 USD
P0068149	821 Cafe	2/12/2021 9:51:29 AM	Completed	3170131	Kortne Gilbert	Sent To Vendor	No Matches	282.00 USD
P0068146	Apple Computer Inc	2/10/2021 1:21:37 PM	Completed	2626593	Kortne Gilbert	Sent To Vendor	No Matches	5,623,658.00 USD
P0068141	821 Cafe	1/28/2021 11:16:51 AM	Completed	3161700	Kortne Gilbert	Sent To Vendor	Fully Matched	1,481.63 USD
P0068140	821 Cafe	1/28/2021 11:10:23 AM	Completed	3161683	Kortne Gilbert	Sent To Vendor	Partially Matched	786.62 USD
P0068139	821 Cafe	1/28/2021 11:04:53 AM	Completed	3161680	Kortne Gilbert	Sent To Vendor	Partially Matched	47,600.00 USD
3254421	821 Cafe	1/28/2021 10:52:48 AM	Pending	3161661	Kortne Gilbert	No Shipments	No Matches	786.62 USD
P0068138	821 Cafe	1/28/2021 9:22:22 AM	Completed	3161587	Kortne Gilbert	Sent To Vendor	No Matches	1,967.54 USD

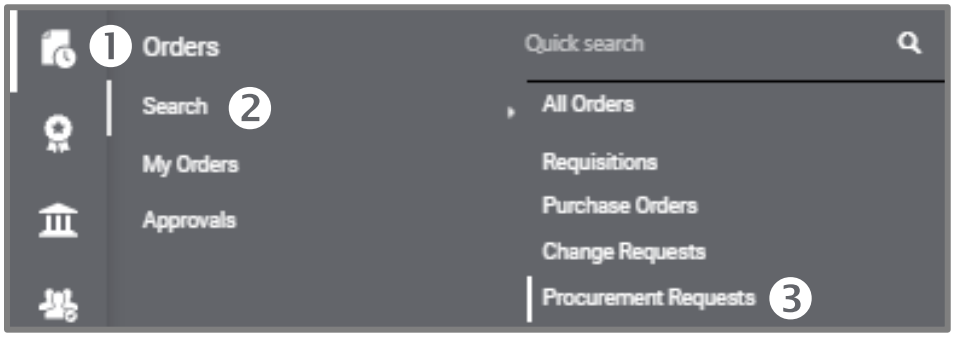
4. Click the **PO number**



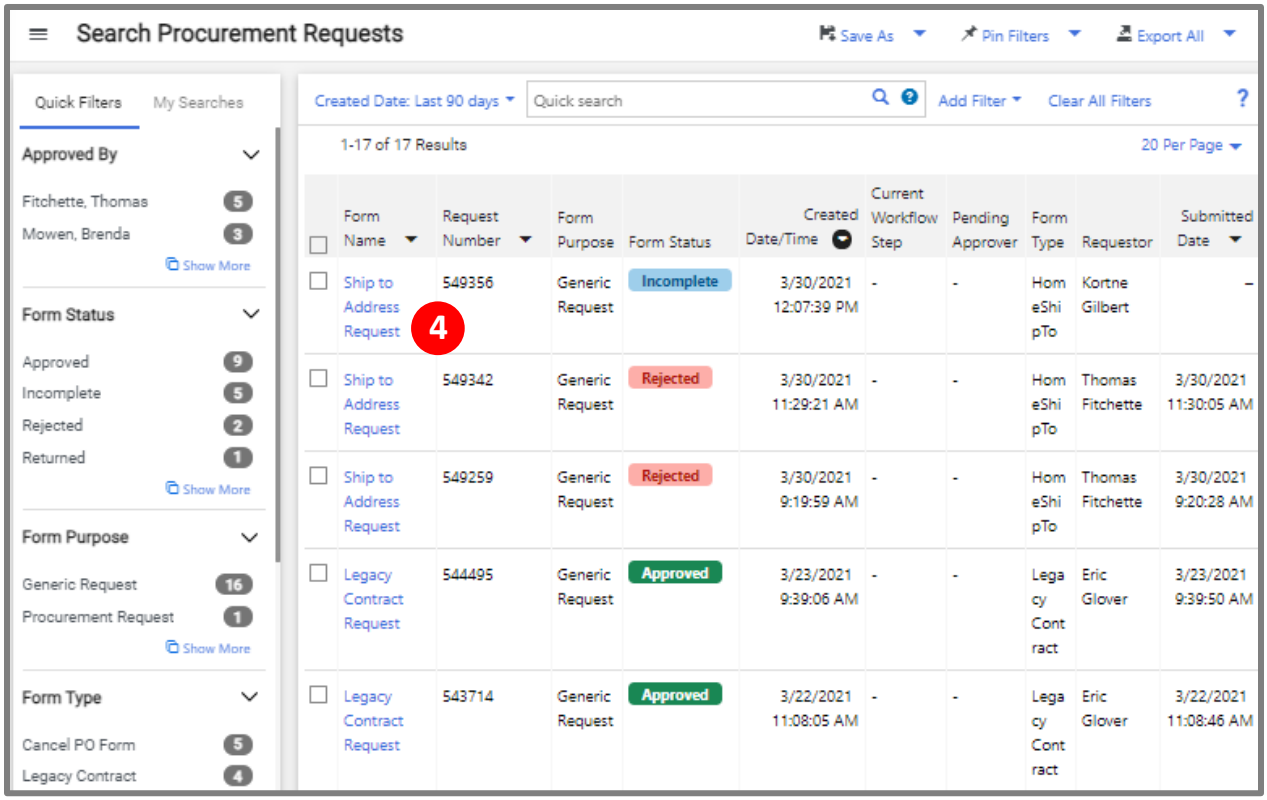
5. Review the PO information
6. To see other **Related Documents**, click and open the document number

B. Form Request Status

After a Form Request has been submitted, users can review the status of their submission.



1. Click **Orders**
2. Click **Search**
3. Click **Procurement Requests**



4. Open the **Form Request Name**

XVIII. APPENDICES

A. Contracts+ Request Form – Data Fields

Header

Field Name	Description	Example
Contract Name	Short description of what is being purchased	Consulting Services
Contract Type	All VCU contracts are listed as Other	Other
Work Group	All VCU contracts are listed as Procurement Services	Procurement Services
Currency	All VCU contracts listed as USD	USD
First Party	All VCU contracts are listed as Virginia Commonwealth University	VCU
Second Party	This is the vendor	ABC Consulting
Summary	Long description of what is being purchased	Consulting Services to include
Start Date	Start or Execution date	44145
Update Start Date Upon Execution	This field does not apply to VCU	No
End Date	End or Expiration date	44510
Contract Managers	Primary point of contact within Procurement Services	Senior Buyer, Category Manager, Contracts Team

General

Field Name	Description	Example
Your Name	Primary point of contact within Procurement Services	
Form of Agreement	Type of Agreement	Vendor
Transaction Type	Original, Renewal, Amendment	Original
Base Contract Amount	An estimate of total payments including Contractor travel, if applicable, over the original contract (base) term. Does not include renewal costs.	
Pricing Type	Pricing arrangement	*Firm Fixed Lump Sum = Construction, Study *Fixed Unit Price = Supplies *Time & Materials or Labor = Task Order *Revenue = Aramark, Media Rights *No Cost or Other = MOU *Other = Pricing schema not above
Is this a RealSource e-catalog contract?	Yes, if associated with an eCatalog	Yes/No
Is the Contractor SWaM certified?	SWaM certification	Yes/No
SWaM Subcontract Goal	If the contractor is not SWaM certified, will it be subcontracting to SWaM certified businesses? If so, what percentage?	4%

Field Name	Description	Example
Is the contractor currently eVA self-registered and active?	All contractors should be both, if not, VCU will be charged state fees based on the price of any requisition processed against the contract.	Yes/No
Explain why the department wants to directly pay the contractor's eVA fees?	If the above answer is no, the reason specified by the department is presented here.	Contractor refusal
Confirm that you have provided information to the Contractor about e-Invoicing.	Electronic Invoices are always preferred. Contract Managers are required to provide this information to contractors.	I Confirm
Requisition Number	Used by Procurement Services, but not required	1398766583
Is this a legacy contract?	Legacy Contracts are those awarded prior to 3/9/2020.	Yes/No
Legacy Contract Number	If a Legacy Contract, the number is here.	1256434CK
Export to VASCUPP?	If Procurement Services offers the contract for use to other universities, the contract will be flagged and loaded to the VASCUPP website.	Yes/No

Finance

Field Name	Description	Example
Does this contract include rebates?	A rebate is a periodic return of purchase dollars to VCU for on contract purchases.	Yes/No
Is the contract federally funded in whole or in part?		Yes/No
Is the contract a lease for items whose individual value is $5,000 or greater? (i.e., vehicles, equipment, building, space, land)		Yes/No
Does the contract give the University control over the use of another entity's property whose value is $5,000 or greater?		Yes/No

IT

Field Name	Description	Example
Does this purchase involve software or IT hardware/services? If yes, please click the question mark to the right to review the IT Governance website.	**See IT Governance**	Yes/No

Field Name	Description	Example
Will university data be generated, processed, stored, transmitted, or used by the Contractor on behalf of the university? If yes, please click the question mark to the right to review VCU's IT Security policy on Data Classifications.	**See IT Security**	Data II

Work Location

Field Name	Description	Example
Will the Contractor's work be performed on VCU owned/leased premises?	If so, insurance may be required and the department will be required to obtain certificates of insurance	Yes/No
Will the Contractor co-locate, be housed or operate from a VCU owned or leased space?	Financing for some VCU owned or leased spaces limit whether a contractor can co-locate or operate within them.	Retail store operations, student camps, student support services, meal engagements (Aramark), student recruiting (Navitas)

Marketing

Field Name	Description	Example
Will the contractor utilize any of VCU's trademarks?	If yes, coordination with Business Services may be required	Yes/No
Attachments		
Field Name	Description	Example
Main Doc	Original PDF version of the contract	

eProcurement Budget & Spend

Field Name	Description	Example
Automatically Apply Purchases from this Vendor to this Contract	This field does not apply to VCU.	
Payment Terms	Early payment Discount. Discount savings accrue to the benefit of the department. Described in Discount, Days, Net	1%, 15 days net 27 If the PO receiving has been timely, AP can pay invoices on this contract in 15 days and the vendor will accept a payment in full of 1% less.
Blanket PO Number	This field does not apply to VCU.	
Budget	If there is a contract budget, it may be listed here.	$150,000.00
USD	All VCU contracts are listed as USD	USD
Enforce Budget	This field does not apply to VCU.	

Applies To

Field Name	Description	Example
Grant access to this contract using Departments and Roles	This field does not apply to departments.	Yes/No

Field Name	Description	Example
Departments with access to this Contract	List of departments that can shop on the contract	1825, 1804
Roles with access to this Contract	This field does not apply to departments.	
Additional Shopping Users	List of specific VCU employees that can shop on the contract	Joe Smith

Visibility

Field Name	Description	Example
Users Who May Manage Other Contracts	This field does not apply to departments	
All Other Users	This field does not apply to departments	

B. Error Messages for Requisitions & History

When a user comes upon an issue that precludes them from completing a transaction, the user should first check the "History" of the transaction for a potential hint or error message. If an error message exists, below is a table with suggested actions.

ERROR MESSAGE (SEE HISTORY)	MEANING
User ID ******* is not a valid finance user	Person in the "Prepared For" field of a **Requisition** does not have Banner Finance access. Correct the name in the "Prepared For" field to a person with Banner Finance access. It also occurs at times when processing a **Change Request** when the original person named in the "Prepared For" field of the **Requisition** no longer has Banner Finance access. Send an email to RealSource@vcu.edu with a snippet of the error message, PO# and name of the person who should appear in the Prepared For field.
Header Record Errors, *ERROR* Vendor address type PO and seqno * combination is invalid or inactive	The "Fulfillment or PO Order From Address" in the **Requisition** is not active in Banner. The RealSource System Administrator can correct these errors. Send an email to RealSource@vcu.edu to request a correction with a snippet of the error and PO#.
Address/Type Exception:ERROR – setting Address/Type to 'Business' Exception: null at	The "Fulfillment or PO Order From Address" in the **Requisition** does not exist in Banner. The RealSource System Administrator can correct these errors. Send an email to RealSource@vcu.edu to request a correction with a snippet of the error and PO#.
All line items in the requisition listed above have been rejected	The person in the "Prepared For" field of the **Requisition** does not have Banner Finance access. This person will need either to obtain Banner Finance access or assign the cart to someone in their department who has Banner Finance access.
Accounting Record Errors for sequence 1, *ERROR* Account ****** is invalid. ORA-06512: at "BANINST1.FB_PURCHASE_ORDER	The Account Code added by the user to the **Requisition** is not active in Banner. The user must select another Account Code.
Warning. Index and Account Splits	When a department creates a **Requisition or Change Request**, Procurement Services highly recommends that Index and/or Account splits always be done at the line level of the transaction. Index and/or Account splits should not be done at the header level. A Warning will appear on the transaction screen that reads… *Splitting by 'Amount of Price' at the header prevents changes to Accounting Codes at the line. If you need to make changes at the line, choose a different split method at the header.*
Sequence 1: *ERROR* Fund code ***** has been terminated as of DD-MM-YYYY	The Fund Code added by the user to the **Requisition** is not active in Banner. The user must select another Index code.
No order distribution has been set for this order	The vendor that was selected by the user does not have an email address for PO distribution in their RealSource vendor record. This triggers an error since the **Purchase Order** cannot be distributed by email. The RealSource System

ERROR MESSAGE (SEE HISTORY)	MEANING
	Administrator is alerted and will work with Purchasing and the Vendor Support to get a valid email address for the vendor.

C. Attachment Size Limits

Limitations on attachment size for certain RealSource documents exist. See the table below. To see more information about reducing file sizes see Creating A Reduced File Size.

MB=Megabytes.

Document Type	Amount of Files	File Size
Requisition	Unlimited	100 MB
PO	Unlimited	100 MB
Invoices	Unlimited	100 MB
Contracts	Unlimited	50 MB

XIX. GLOSSARY OF TERMS

TERM	DEFINITION / EXPLANATION
Account Code	A 5 or 6 digit Banner code that identifies the type of activity occurring in a fund or organization.
Address, Bill To	Address vendors should use to "mail" invoices to VCU and appears on all VCU POs.
Address, Remit To	Address provided by a vendor to send check payments to (typically shown on the face of an invoice).
Alert	A notification sent to a user through RealSource about an action that is needed.
Approver	A RealSource user role with special permissions to approve fiscal transactions and designate user roles.
Banner	VCU's ERP system. Includes the university's financial control system.
Banner Finance Access	Banner access provided by Finance and required by RealSource users who serve in the Requester role.
Banner Vendor	A VCU vendor that lives in Banner but may not be in RealSource.
Cancel PO Request	A form submitted by departments to cancel a PO. When completed, the PO is cancelled in RealSource and liquidated in Banner.
Cart Assignee	A RealSource Requester selected by Shoppers to assign their Shopping Carts to for further processing.
Change Request	A requisition to change a PO, such as quantity, price, accounting information, etc. Change Requests cannot be submitted until pending invoices have been paid.
Chrome River	A software tool used by the university to manage Travel reimbursements for employees and certain other individuals.
Closed PO	A PO that has been made inactive for any additional activity, accounting or otherwise.
Commodity Code	A code selected by users when processing transactions used by the university to analyze goods/services purchased.
Company/Entity	A vendor that is not an individual or person.
Contract	A legally enforceable written or oral agreement between 2 or more competent parties for the purchase of goods or services.
Contract Manager	Procurement Services employee who enters and is the primary contact for a Contracts+ contract record.
Contract Request form	Used by departments to communicate the need for a contract to Procurement Services up to $10,000.
Contract Stakeholder	Department users who are primarily responsible for administering a contract to ensure the university receives what it bargained for.
Contract Status	Shows the current status of the Contract such as Expired, In Effect, etc.

TERM	DEFINITION / EXPLANATION
Contract Workflow	The process of routing contract documents in Contracts+ through the approval cycle.
Contracts+	A RealSource module that drives the approval of contracts in systematic way and acts as a central repository for purchase contracts, including data points and documents.
Cost Receipt	A receipt keyed by dollars on Declining Balance POs only, expressed as dollars (i.e., $10,000, $5,000, etc.) A receipt that is created based on the cost (unit price) on a particular line(s).
Declining Balance PO form	A requisition form used to create a blanket purchase agreement. It is one-line item only and is entered and received by cost (dollars) and not quantity.
Discussion Thread	A means for users to communicate within RealSource about a particular transaction and is saved with the transaction history.
eCatalog	A vendor supported electronic catalog of items that can be purchased with pre-established prices.
Emergency PO Request form	A requisition form used to create a PO for an Emergency Procurement only.
eVA	The Commonwealth of Virginia's eProcurement tool. All VCU vendors (companies/entities) are also statutorily required to register and remain active in eVA.
Existing Vendor	A vendor that exists in RealSource with a status of active or inactive.
First Party	VCU is generally the first party to a contract.
Fulfillment Address	An address selected by the user to show where the vendor will fulfill the PO. Users must ensure to select the correct one.
Help Text	Information usually found behind the "question mark symbol", that provides hints on how to use RealSource.
History	An audit trail of actions taken on a transaction that shows dates, nature of the action, outcomes, names, etc., and may show why a transaction has failed in the system.
Homepage	RealSource landing page.
Independent Contractor PO form	A requisition form used to create a PO for services provided by an Independent Contractor only.
Index	A 6-digit organization (org code) that defaults to a unique combination of Fund, Org (organization), and Program code that represent part of the FOAPAL in Banner.
Individual	A vendor that is a person and not a company or entity.
Internal Ordering Website	Websites used by user departments to purchase goods or services using systems other than RealSource.
Invoice	A bill sent to VCU from a company, entity or individual that requires payment.
Linking Requisitions to Contracts	An activity performed by users when preparing a requisition that allows the university to track the total spend by contract.
Main Toolbar	Menu of actions that can be initiated from the RealSource homepage.
Matching	Occurs when a PO, Receipt and Invoice match by quantity and price/cost.
New Vendor	A vendor that does not exist in RealSource but needs added to process a transaction.
Non-Catalog Item	A good or service that cannot be purchased from an eCatalog.

TERM	DEFINITION / EXPLANATION
Notification	A symbol shown on the homepage (top/right) or email triggered by the system.
Organizational Message	General messages and alerts to users that appear prominently on the RealSource homepage.
Payment	Monies sent by check, ACH or virtual card to a company, entity or individual in exchange for goods or services.
Payment Status	The status of a payment in Banner, such as In Process, Payable or Paid.
Pencil	A symbol in some forms indicating a field can be edited.
Punchout eCatalogs	A vendor's electronic catalog of items for purchase with pre-established prices.
Purchase Order (or PO)	An order prepared by VCU and issued to a vendor through RealSource to purchase goods, services or equipment. Also known as an order or PO.
Quantity Receipt	A receipt keyed by quantity on all POs, except Declining Balance POs, expressed as a number (i.e., 4, 25, 10). A receipt that is created based on the quantity on a particular line(s).
Quick Links	A list of web links for easy access to internal and external websites that complement RealSource.
Radio Button	A symbol in some forms to select an option.
RealSource	VCU's source-to-pay system. Includes vendors, requisitions, POs, receipts, invoices and contracts.
RealSource User Request	A request form located on the RealSource homepage that can be submitted by Approvers only to establish or change RealSource user roles/information.
RealSource Vendor Portal	A VCU RealSource Portal for vendors only. Registered vendors can access the portal to update their VCU account, including addresses, submit invoices and check the status of payments.
Receipt	A transaction keyed by Shoppers or Requesters on a PO that demonstrates goods/services have been received and oftentimes includes proof (an attachment).
Registered Vendor	A vendor that has self-registered in RealSource and can update their own record and submit electronic invoices to RealSource.
Registration Invitation	An email invitation sent through RealSource to a vendor inviting them to self-register in RealSource.
Requested on Behalf of	The name of the department user who actually has the need for a contract, as opposed to the person who submits the contract request on their behalf.
Requester	A RealSource user role with special permissions to complete and advance fiscal transactions to Approvers for final action.
Required Field	Required fields are fields that users must complete to complete a transaction and are generally denoted with a star (*) to the right of the field name.
Role	Designations given to users that define what permissions they have within the system. For example, someone with Requester role can submit an order, while a Shopper can only "window" shop.
Second Party	The vendor is the second party to a contract.
Shared Search	A standard search created by a user that the user has saved and can share with other users.
Ship To Address	The address provided by users to instruct vendors "where" to deliver items. If no delivery is required, the Ship To address is "No Services Required."
Shop	The act of adding line items to a requisition for purchase.

TERM	DEFINITION / EXPLANATION
Shopper	A RealSource user role with permission to "window shop," that is to add requisitions to Shopping Carts and assign them to Requesters for further action. Shoppers can add receipts to POs issued on their behalf.
Shopping Cart	A place where items that have been selected for purchase live until they move to a Requester for further processing.
Shopping Dashboard	A series of Showcases on the homepage that assist users with shopping (i.e., eCatalogs, forms, etc.).
Showcase	A collection of stickers (aka tiles) that appear on the Shopping Dashboard grouped by category or function.
Sourcing Event	A purchasing event used to secure goods and services on behalf of the university, such as a Request for Proposals, Invitation for Bids, Sole Source, Quick Quote, etc.
Split Accounts	The necessity to have more than one account on a transaction.
Stickers	An individual tile that is shown in a Showcase.
Student	A VCU student.
Substitute Requester	A Requester given temporary responsibility to process transactions on behalf of another Requester, typically due to absence.
Tax ID Number	A vendor or payees federal tax identification number.
Unregistered Vendor	A vendor that has not self-registered in RealSource.
User	A university employee.
Vendor	A company, entity or individual (not an employee) that departments wish to transact with.
Workflow	A sequence of steps that move a transaction through the system for completion.