



The majority of the topics in this month's newsletter are based on the most frequently-asked questions from the Help Line and the Help Desk.

Q: Why was my order rejected?

A: See page 3, Vol. 07-3 of The Cart.

Q: How do I handle split funding by dollar amount?

A: See page 5, Vol. 07-2 of The Cart.

Q: How do I handle a credit memo in HokieMart?

A: See page 1, Vol. 07-4 of The Cart.

Q: What do the error messages mean?

A: See page 3, Vol. 07-3 of The Cart.

Q: How do I handle FedEx and UPS in HokieMart?

See page 2, Vol. 07-2 of The Cart.

See page 5, Vol. 07-4 of The Cart.

Q: Can two vendors be put on the same order (PR)?

A: No. You will receive an error message: **✘ Requisition can only contain one supplier. Remove or Move the items to another draft cart**

Q: Which supplier address do I choose when there are several listed in HokieMart?

A: If you are paying for item(s) already received, choose the address in **bold letters**.

The Controller's Office is aware of the correct "remit to" address.

If you are placing an order, choose the address on your quote; if it is not in HokieMart, you will need to add a "New Supplier."

Q: Which vendor address do I choose when processing a Direct Pay?

A: Remember that the Direct Pay form does not get faxed to a supplier. Therefore, choose the supplier address in bold letters.

Q: I have not received my order that HokieMart faxed to the supplier. Now what?


A: Call the supplier to see if they have received the order. If not, verify that the fax number is the same as the one on the HokieMart PR. Contact HokieMart via phone (1-2020) or email (HokieMart@vt.edu) to request that the PO be resent and to update the supplier fax number if necessary.

Q: How do I print the Reimbursement Form for signature?

See page 3, Vol.07-4 of The Cart.

Q: If I forgot to print the Reimbursement Form, how do I get back to it?

A: In Review, scroll down to Line Item Details; click on the small square that resembles a piece of paper.

Line Item Details							
Hide line details		For selected line items: Add To Favorites					
Product Description	Catalog No	Size / Packaging	Unit Price	Quantity	Ext. Price		
1 ✓ Reimbursement for business phone calls from South Carolina and New York to discuss HokieMart and faculty search status.  more info...	REIM	1/LO	52.44	1 LO	52.44		
Click to open form		Taxable	x	Requisition Number	3404141	view print	
				External Note	no note		
				Attachments for supplier			

The form will open and can then be printed using one of these three methods:

Ctrl P

Alt Print Screen

Right click on the mouse, choose the print option

Available Actions (Click [here](#) for details): Add and go to Cart

Form History	
Supplier Info	
Supplier	Sherry S Crunkilton more info...
Address	Purchasing 270 Southgate Center Blacksburg, VA 24061 US
Supplier Phone	+1 (540) 231-3988
General Info	
Non-Configurable Fields	
General Info Instructions	Please use this form to reimburse Virginia Tech students/employees for non-travel items/services. Send supporting receipts to the Controller's Office with reference to this PO number. Reimbursee must sign statement below (either print this form or stamp document with this statement for signature). Reimbursement Request (HokieMart will not deliver PO)
Form Type	REIM
Catalog No.	Reimbursement for business phone calls from South Carolina and New York to discuss HokieMart and faculty search status.
Product Description	
Quantity	1
Packaging	LO - Lot
Estimated Price	\$2.44
Internal Info	
Internal Info Instructions	I hereby certify that the expenses listed above were incurred by me and are necessary and appropriate expenditures of the University. By my signature, I acknowledge that the goods purchased become the property of Virginia Tech.
Reimbursee Signature:	no value
Payment Category	B1 - Reimbursements to university employees
Internal Attachments	
Total 52.44	

Reimbursee Signature

Payments to the U.S. Citizenship & Immigration Services

When processing payments to the U.S. Citizenship & Immigration Services, use the Direct Pay Form, Payment Category A6 (purchases from other governmental and public entities). The account code is 12470.

CLARIFICATION Reimbursements for Individuals Not Affiliated with VT

When reimbursing an individual not affiliated with VT (not a student or employee), use the Direct Pay Form and the Payment Category KK (for this particular transaction only). Please provide full legal name of the reimbursee. Do not include the Social Security Number. Individuals previously paid by VT will have a Banner ID.

New Features

On the Interdepartmental Printing Request and the Interdepartmental Service Request the suppliers are now listed in a drop-down menu.

ISR

Supplier Info		?
Supplier	<input type="text" value="VT Digital Print Center I"/>	
Phone		

The titles for the **copy centers** are now VT Digital Print Center I (Burruss Hall) and VT Digital Print Center II (Smyth Hall). The Print Shop is now VT Printing Services on South Main Street. The **account code** for work done at the Print Centers is **12152**. The **account code** for work done at Printing Services is **12150**.

IPR

Supplier Info		?
Supplier	<input type="text" value="VT Biological Sciences Posters"/>	
Phone		

Current suppliers are the VT Glass Shop, VT Biological Sciences Posters, and VT University Development.

OfficeMax

Use OfficeMax.com to place orders for allowable items that are not listed in HokieMart. Use the P-Card for across-the-counter sales at local stores, including Christiansburg. Most local OfficeMax stores will not accept HokieMart POs. The items listed in OfficeMax sales fliers are not available at the sale price in HokieMart; use your P-Card at the local store to make these purchases.

Multiple Forms in the Same Cart

Please do not create a PR using **two** HokieMart forms. An example would be processing a PR using a Non-Catalog Item **and** a Contract Payment Purchases Form. The PR will be rejected and you will need to process **two** new forms – one Non-Catalog Item and one Contract Payment Purchases Form – for the respective items.

Multiple Suppliers in the Same Cart

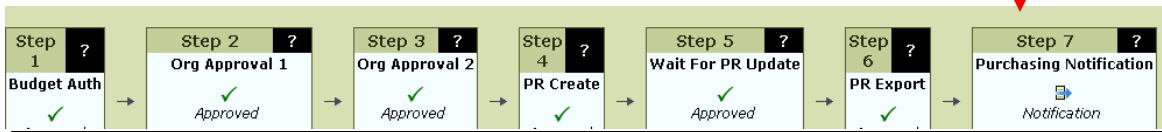
HokieMart cannot process a PR with more than one supplier. The PR will be rejected and you will need to process two new forms – one to each supplier.

Banner Report Questions

If you are having trouble interpreting your Banner Finance Reports, please contact Doug Irvin at 231-3381. The HokieMart Help Desk and Help Line cannot view your Banner reports.

Purchase Requisitions that are Electronically Forwarded to Purchasing

When PRs exceed the delegated departmental authority (see Forms and Processes, Appendix 3 of the Requestor Guide), they are electronically forwarded to the Purchasing Department. Your Approvals workflow will have Purchasing Notification as the last step in the process.



When the PR is sent to Purchasing, the PR will have an External Requisition number (R000XXXX). The requisition is forwarded to a buyer in Purchasing for processing. After the PO is issued, the department will receive a paper copy of the PO from Purchasing.

General	
Status	✓ Completed (6/4/2007 9:13 AM)
Submitted	6/3/2007 6:27 PM
Cart Name	2007-06-03 thosbell 01
Priority	Normal
Accounting Date	no value
Prepared by	Thomas Bell
External Req #	R0001351

When phoning Purchasing to check the status of a requisition, please have the External Requisition number available.

Important Reminders

Frequent Error Messages

“Account type must be either General Ledger, Expenditure or Transfer.”

The account code **must be a 5-digit number**. The drop-down menu for account codes lists some 4-digit numbers which are not used in HokieMart but are part of the account code system. If you are unsure of the account code, the complete list of codes can be found at this URL: <http://www.co.vt.edu/Procedures/p6018b.pdf>.

As suggested in HokieMart training, it is very helpful to make a list of the most frequently-used account codes, especially for On-Behalf-Of Requestors and those who do not use HokieMart on a routine basis.

“Mixing asset and non-asset accounts results in an incomplete fixed asset record.”

This error results when an **account code for fixed assets** (items over \$2,000) and an **account code for non-fixed assets** (items under \$2,000) are used on the same PO. Do an individual PO for fixed assets and another for non-fixed assets.

Questions for Accounts Payable

For any questions concerning the processing of invoice payments, check distribution, or other payment-related information, please contact Accounts Payable at 540-231-6418.

Newsletter Suggestions

We are interested in having your input and suggestions for The Cart. Please send an email to Sherry Crunkilton at scrunkil@vt.edu.

