



## ***Buyers Work Centre: Incomplete Orders***

A purchase order will go incomplete when:

- the individual who raised the requisition has a iProcurement Buyer responsibility
- the individual's approval limit is insufficient to approve the order/s generated from the requisition and the requisition was submitted rather than forwarded.

In this scenario, the requisition will approve, the system will create the relevant purchase order/s but with an incomplete status due to the buyer approval limit being insufficient.

It is important that these orders are completed or cancelled and not just left in the system as incomplete. The common mistake made is that users raise the requisition again as they think it has 'vanished' from the system, therefore duplicating the commitment of funds against the grant or departmental funds. Do not raise the requisition again!

There are two ways of establishing whether your order is incomplete:

- The **Requisition Tab** on the Marketplace Home Page
- The **Buyers Work Centre**

### **How can I tell if my order is incomplete from the Requisition Tab**

1. From the Marketplace Home page, click on the **Requisitions** tab.
2. Find the requisition and click on the requisition number.

Requisitions: Requisitions >  
Requisition 939091

Description ABCA  
Created By DARLO  
Creation Date 02-A  
Deliver-To Dep  
CAMB  
Justification

**Details**

Line	Description	Need-By	Unit Price	Amount (GBP)	Details	Order
1	ABCAM PLC ab144863-100ug	09-Apr	1 GBP	140.00		2034306
2	AL7551 1.70KW COMBI STORAGE HTR.	09-Apr	3 GBP	261.30		2034307
3	Delivery to area to local to Cambridge	09-Apr	BP	14.00		2034306
				<b>Total</b>		<b>415.30</b>

[Return](#)

[Copy To Cart](#)

3. If the **Order** column is populated and the number is not hyperlinked, then the order is incomplete.



## How can I tell if my order is incomplete from the Buyers Work Centre

1. From the Buyers Work Centre, select **Orders**.
2. You may see the order listed on the **Purchase Order Summary** screen with the status of **Incomplete**.

Orders

Indicates a pending change request

TIP To change tax, select the order, select Update, then press Submit

Headers Lines Shipments Distributions

Views

View Purchase Order Summary Go Personalize

Select Order: Update Submit | Exp

Select OU	Order	Rev	Description	Supplier	Total	Curr	Status	Buyer	Closure Status	Matched Amount
Cambridge University	<a href="#">2034307</a>	0		REXEL UK L	1.30	GBP	Incomplete	DARLOW, Mrs. Rebecca	Open	0.00
Cambridge University	<a href="#">2034306</a>	0		ABCAM PLC	0.00	GBP	Incomplete	DARLOW, Mrs. Rebecca	Open	0.00
Cambridge University	<a href="#">2034232</a>	0		OFFICE TEA	0.00	GBP	Approved	DARLOW, Mrs. Rebecca	Open	5,600.00
Cambridge University	<a href="#">2034231</a>	0		OFFICE TEA	0.00	GBP	Approved	DARLOW, Mrs. Rebecca	Open	5,600.00
Cambridge University	<a href="#">2034229</a>	0		VWR INTER	0.00	GBP	Approved	DARLOW, Mrs. Rebecca	Open	385.00
Cambridge University	<a href="#">2034228</a>	0		VWR INTER	0.00	GBP	Approved	DARLOW, Mrs. Rebecca	Open	0.00

If not click on **Search** and in the **Approval Status**, select **Incomplete** from the drop down list and click **Go**. This will display all your incomplete orders as per screen below.

Show table data when all conditions are met.

Show table data when any condition is met.

Order is

Supplier is

Buyer is

Approval Status is Incomplete

Go Clear Add Another Acknowledgment

Select Order: Update Submit | Exp

Select OU	Order	Rev	Description	Supplier	Total	Curr	Status	Buyer	Closure Status	Matched Amount
Cambridge University	<a href="#">2034307</a>	0		REXEL UK LIM	1.30	GBP	Incomplete	DARLOW, Mrs. Rebecca	Open	0.00
Cambridge University	<a href="#">2034306</a>	0		ABCAM PLC	0.00	GBP	Incomplete	DARLOW, Mrs. Rebecca	Open	0.00

## How do I complete an incomplete order for items I still wish to buy

1. **Select** the incomplete order.
2. Ensuring that the **Select Order** field is **Update**, click **Submit**.

The update **Standard Purchase Order** window displays

Show table data when all conditions are met.

Show table data when any condition is met.

Order is

Supplier is

Buyer is

Approval Status is Incomplete

Go Clear Add Another Acknowledgment Add

Select Order: Update Submit Export

Select OU	Order	Rev	Description	Supplier	Site	Order Date	Total	Curr	Status
Cambridge University	<a href="#">2034307</a>	0		REXEL UK LIMITED T/A WF SENATE	ZMARKETPLACE	02-Apr-2015 10:25:24	261.30	GBP	Incomplete
Cambridge University	<a href="#">2034306</a>	0		ABCAM PLC	ZMARKETPLACE	02-Apr-2015 10:25:24	154.00	GBP	Incomplete



3. Click on **Approval Options** button on the right hand side of the screen to display the approval page.

Orders > Update Standard Purchase Order >  
Specify Approval Options: Standard Purchase Order 2034307  
Operating Unit Cambridge University  
\* Indicates required field  
\* Approval Path [dropdown]  
Approver [dropdown]  
Justification [dropdown]  
[Cancel] [Submit Document]  
[Cancel] [Submit Document]

4. In the **Approval Path** field enter your department code and **tab**.
5. **Quick Select** the departments *\_Purchasing path*.
6. Enter in the **surname** of the colleague you are sending it to for approval and **tab**. Depending on the search results, the approvers name may populate, or you may have to quick select in from a search results screen.
7. **Submit Document**. The colleague will receive an email notification to advise them an order has been sent for approval. The Orders screen will display and only remaining incomplete orders will be listed awaiting action.

## How do I complete an incomplete order for items no longer needed

You cannot cancel an incomplete order, therefore a couple of amendments must be made before the order can be approved and cancelled.

1. **Select** the incomplete order.
2. Ensuring that the *Select Order* field is **Update**, click **Submit**.

The update Standard Purchase Order window Displays.

Select Order: Update  
[Submit] [Export]  
Select:OU Order Rev Description Supplier Site Order Date Total Curr Status  
Cambridge University 2034307 0 REXEL UK LIMITED T/A WF SEVATE ZMARKETPLACE 02-Apr-2015 10:25:24 261.30 GBP Incomplete  
Cambridge University 2034306 0 ABCOM P... ZMARKETPLACE 02-Apr-2015 10:25:24 154.00 GBP Incomplete

3. If the **Suppliers Site** shows as ZMARKET PLACE this must be deleted and amended to a different site. The reason for this is that as soon as the order is completed and approved it will transmit to the supplier even though we are only approving to then cancel. By changing the site from ZMarketplace, a paper copy will print which can then be destroyed, resulting in no order being received by the supplier for items not required.
  - a. Click in the **Supplier Site** field and delete ZMARKETPLACE.
  - b. Click on the **Magnifying Glass** to display the search screen.
  - c. Click **Go** to display the supplier sites.
  - d. **Quick Select** a site that is not ZMARKETPLACE



4. New supplier site should now show in the relevant field.
5. Complete the **Bill-To Location** and the **Default Ship-To Location** with your department code and tab.
6. Click on the **Lines** tab and amend the **Price** for each item to 0.01 and **Save**.
7. Click on **Approval Options** button on the right hand side of the screen to display the approval page.

Orders > Update Standard Purchase Order >  
Specify Approval Options: Standard Purchase Order 2034307  
Operating Unit Cambridge University

\* Indicates required field

\* Approval Path   
Approver   
Justification

Cancel Submit Document

Cancel Submit Document

8. In the **Approval Path** field enter your department code and **tab**.
9. **Quick Select** the departments **\_Purchasing path**.
10. In the **Approver** field, enter the **surname** of the colleague you are sending it to for approval and **tab**. Depending on the search results, the approvers name may populate, or you may have to quick select in from a search results screen.
11. In the **Justification** box, advise that the items are not required but to cancel an incomplete order it has to be approved first, and to dispose of the printed order.
12. **Submit Document**. The colleague will receive an email notification to advise them an order has been sent for approval. The Orders screen will display and only remaining incomplete orders will be listed awaiting action.

Header Lines Shipments Distributions

Operating Unit Cambridge University

Add Lines: From Catalog Go

*Line	*Type	Item/Job	*Description	*Category	Qty	Unit	Price	Amount	Need-By/Start
1	Goods		ABCAM PLC at	LKA	1	Each	0.01	0.01	09-Apr-2015 0
2	Goods		Delivery to are	QD	1	Each	0.01	0.01	09-Apr-2015 0

13. Once the order has been approved, follow procedures on '**Buyers Work Centre: Amending Purchase Orders**'.