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.
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**.

If not click on **Search** and search for **My Incomplete Orders** from the drop down list. This will display all your incomplete orders as per screen below.
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

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

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.

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.

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 approver's 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.

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