HokieMart Approver Guide

HokieMart Approver Guide

Contents

Introduction

HokieMart is an e-procurement system which allows Virginia Tech to provide an effective and efficient purchasing system for the university. HokieMart, allows Virginia Tech:

- To secure better pricing of commonly-used products
- To provide one-stop shopping
- To reduce time and effort in the purchasing process
- To select goods from online suppliers
- To produce cost savings through the use of HokieMart contract suppliers
- To improve business practices with the introduction of initial purchase approval
- To increase efficiency with the use of central invoicing and electronic receiving
- To produce, in conjunction with Banner, accurate and more timely financial information
- To increase the flow of purchase orders to eVA

Roles in HokieMart

Requestor – an individual who initiates the **electronic** purchase of goods and services by shopping and creating a "cart." The **Requestor** has numerous sources to search for commodities and services and place the chosen items in a "shopping cart." After placing these items in the "shopping cart" the Requestor will "check out." After "check-out" is complete, a Purchase Requisition (PR) is created.

On Behalf-of-Requestor - an individual who initiates the **electronic** purchase of goods and services "on behalf of" the **Requestor** who is authorized to use HokieMart.

Approver – individual designated to **electronically** review/edit and approve purchase requisitions and invoice documents within the delegated purchasing authority. After verification, the Approver may either reject part/all of the document or approve the document. This role approves two types of documents: Requisitions and Invoices. Approval of the requisition creates a Purchase Order (PO) that is electronically delivered to the supplier. Approval of an Invoice provides Accounts Payable with approval to generate payment once the document completes workflow and integrates in to Banner.

Receiver – an individual who **electronically** receives goods and services. The **Receiver** verifies receipt of goods/services. All or part of the order may be received depending on delivery (backorders, damaged goods, etc.). After HokieMart interfaces with Banner, a Banner PO number is created by the system. Typically, a single user may also serve as both a **Requestor** and **Receiver.** HokieMart provides a central receipt of invoice process for the entire university. All invoices created in HokieMart are sent directly to the Controller's Office. Departments continue to receive invoices for direct payments and university contract transactions.

HokieMart is open to the entire university; there should be virtually no paper processing. The responsibility of each user is described in one of three guides: **Requestor**, **Approver**, and **Receiver**.

Additional HokieMart material may be found on the Purchasing website:
https://www.procurement.vt.edu/hokiemart.html

System Requirements

Web Browsers

HokieMart is a web-based product and is used in conjunction with the Internet. Users may access HokieMart from either a PC or Mac.

The following browsers are currently supported by Jaggaer for use of HokieMart:

Platform	Browser Support
Windows	Internet Explorer (IE) – Only Version 11* Edge – latest version with Windows 10 Chrome – latest version – automatically updated by Google Firefox – latest version – automatically updated by Mozilla
Macintosh	Safari 4.0 and higher Firefox – latest version – automatically updated by Mozilla
iPad	Safari – embedded browser within the iPad

*Previous versions of Internet Explorer are no longer supported. Users will be redirected to a page displaying recommended browsers.

Please note: iPad is supported by Jaggaer, however, not all Supplier punch-out sites will support the use of this device. Additionally, although Safari is supported by Jaggaer, not all Supplier punch-out sites will support this browser.

Navigation

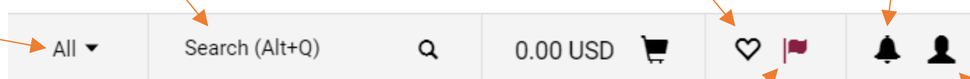
Top of the Home Page (right side) – Snapshot of the system and items that need to be processed

The **Quick Search** bar is for locating documents by number

The **Heart** icon is used to access **My Bookmarks**, useful for frequently used forms

The **Bell** icon will include the number of **Notifications** you have

Use drop down arrow to narrow search

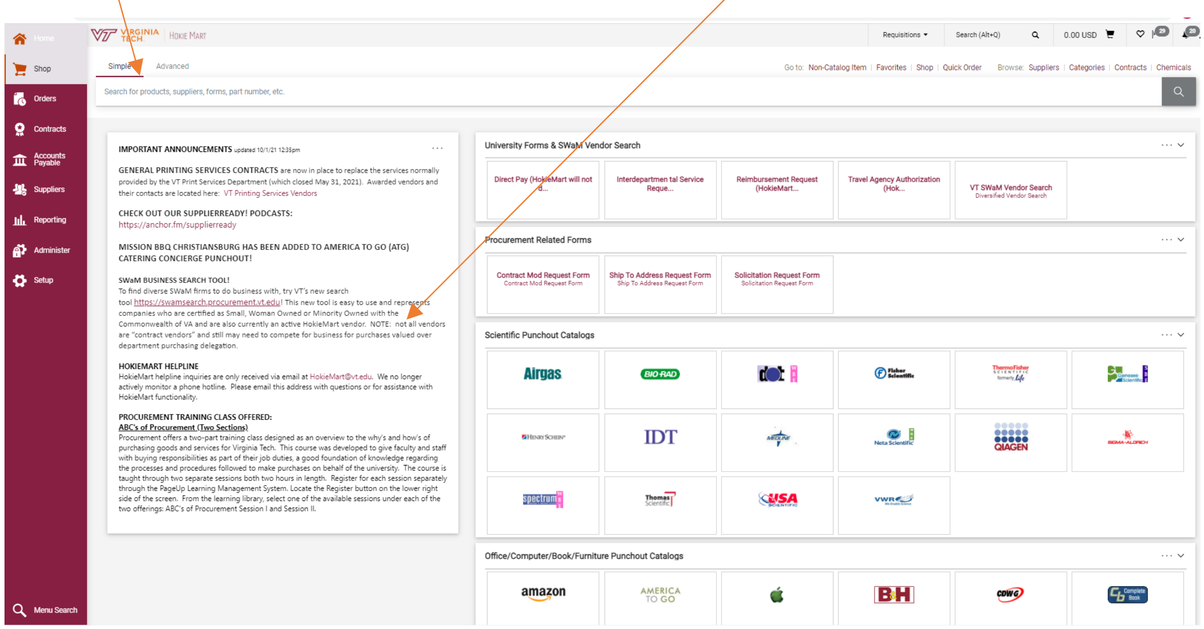


The **Flag** icon will include the number of **Action Items** you have to complete

The silhouette contains basic user information. Here you can **view your profile**

The **Search Tool** you can search for products, suppliers, forms and part numbers, etc

The **Organization Message** displays announcements from Procurement

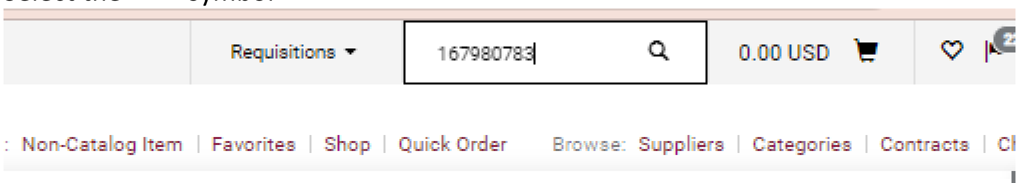


Searching for a Document

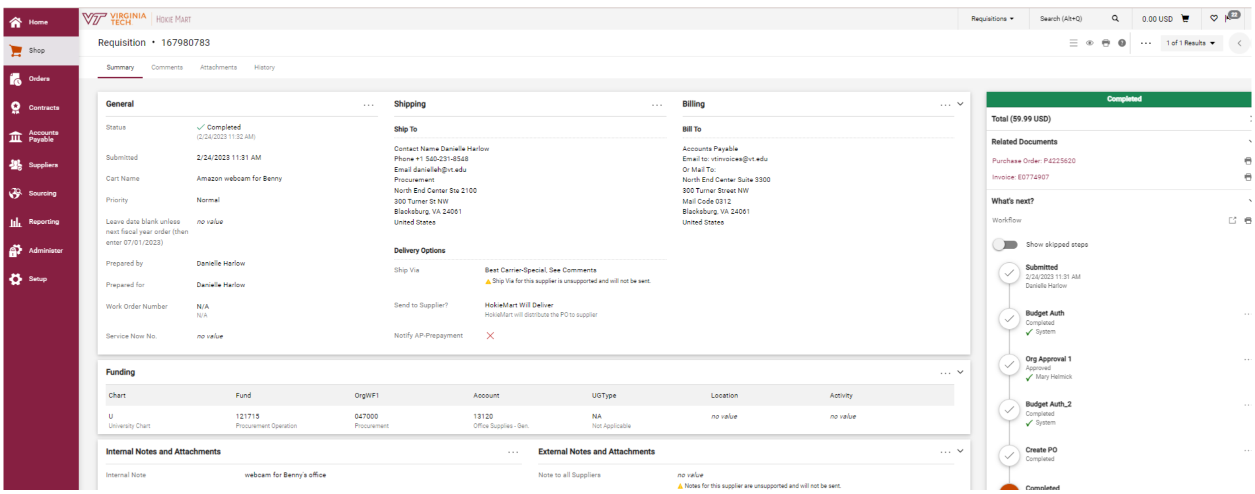
Approvers will have the ability to search for documents, such as requisitions, purchase orders, and invoices, using their unique numbers.

From the Home Page of HokieMart, type in the document number that you would like to view

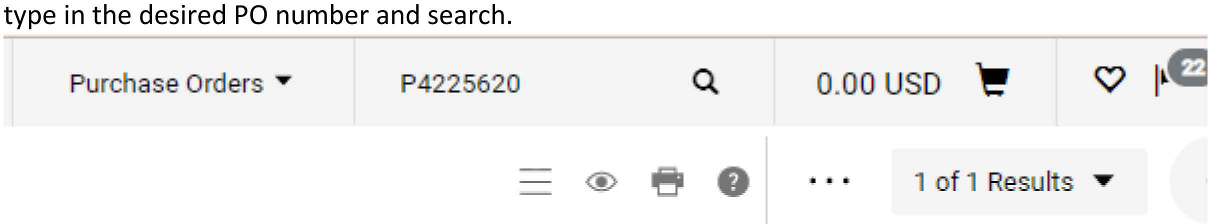
Select the  symbol



The entire document will be visible



Follow the same steps as above to view a PO. Change the drop-down options to Purchase Order then type in the desired PO number and search.

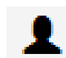


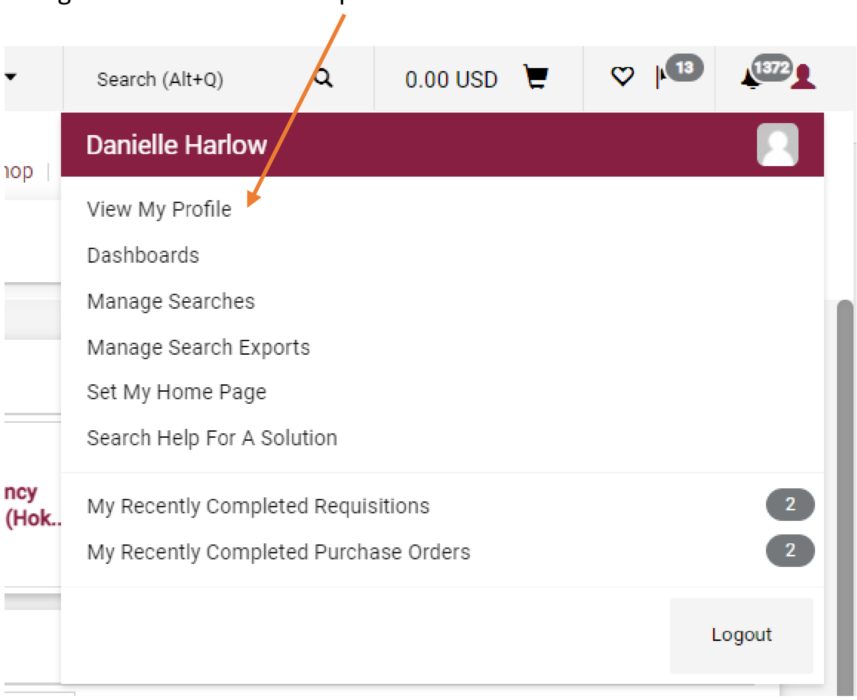
User Profile/ Notification Preferences

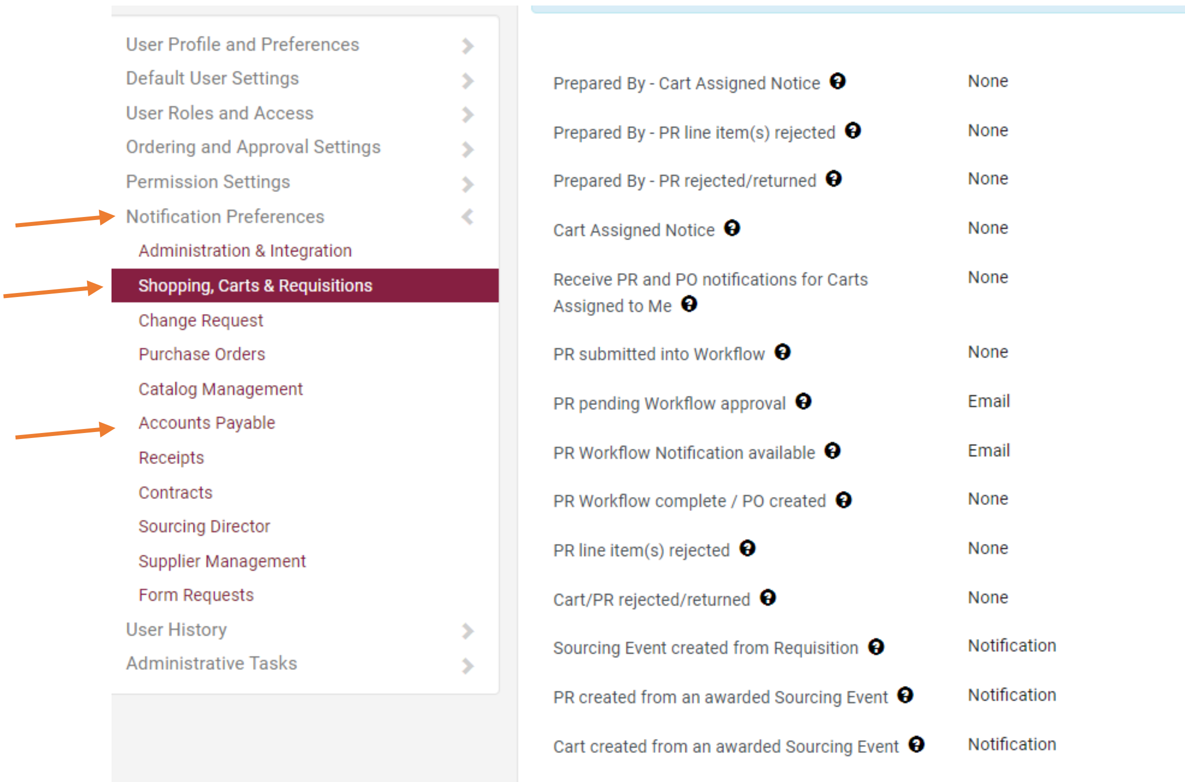
Each HokieMart Approver will have a "personalized" profile which must be created prior to performing HokieMart functions. Your profile is created by General Accounting when you submit your HokieMart Access Request form.

Email Preferences

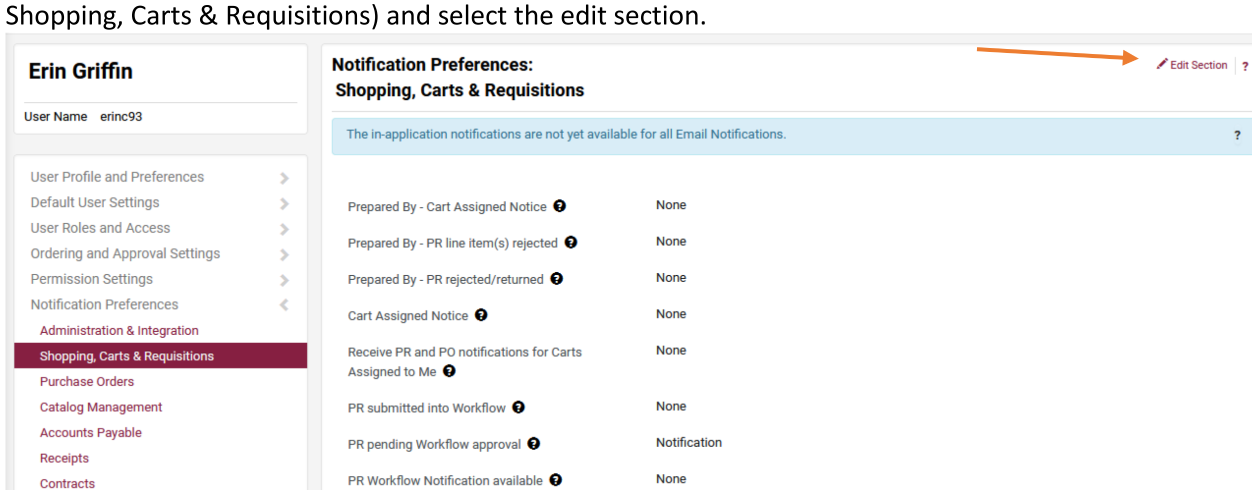
When a Requisition or Invoice is submitted in HokieMart and awaiting approval, emails can be automatically generated to notify Approvers. By default, certain email notification boxes will be checked. Approvers may choose to check additional email notification boxes to increase the level of individual notification. By placing the cursor over the description, a brief definition will be displayed to assist users in making a decision.

- Select the silhouette icon 
- Then select "View My Profile"
- Navigate to the notification preferences section





The notification preferences are categorized by type. Approvers will want to turn on notifications under the Shopping, Carts & Requisitions section, as well as the Accounts Payable section. Select the type (ex. Shopping, Carts & Requisitions) and select the edit section.



In the edit section, select the type of notification you would like to modify from the drop-down (none, email, notification, or email & notification).

- **None (Default)** – no notifications are delivered by the system
- **Email** – the system will send an email to your VT email address
- **Notification** – will add a notification to the Notifications Menu on the top of the HokieMart page.
- **Email & Notification** – will do both listed above (recommended).

For requisition notifications, we recommend turning on the **PR pending Workflow Approval** email & notification in the Shopping, Carts & Requisitions section.

For invoice notifications, we recommend turning on the **Invoice pending Workflow approval** email & notification in the Accounts Payable section.

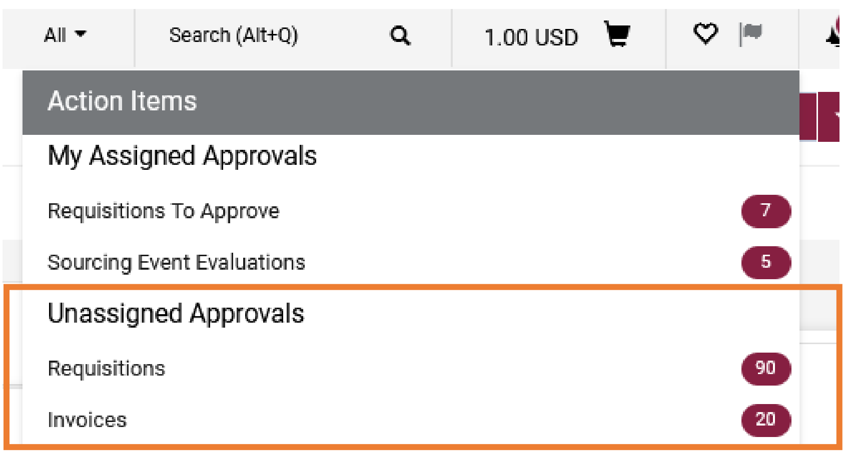
Document Approval Actions

As an Approver, you have the responsibility to review/verify the data on the PR. The Approver is responsible for ensuring that purchases are appropriate university expenditures.

As part of the review process, several actions may be taken, outlined in the sections below.

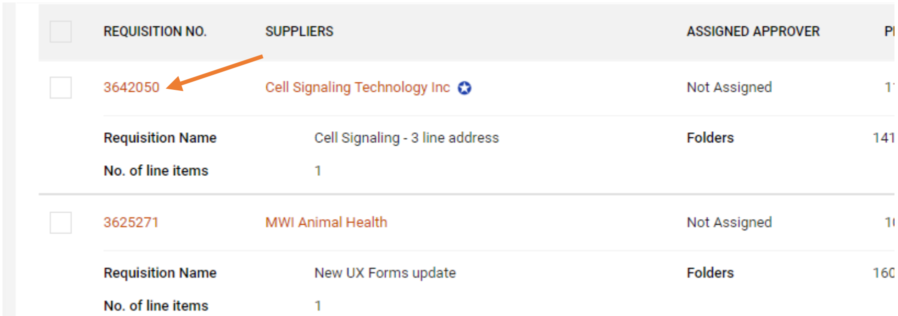
Managing Documents Awaiting Approval and Assigning the Document

Approvers can work their approvals on a notification basis, or they can view all documents needing their approval in a queue. From the home page of HokieMart select the flag icon for action items.

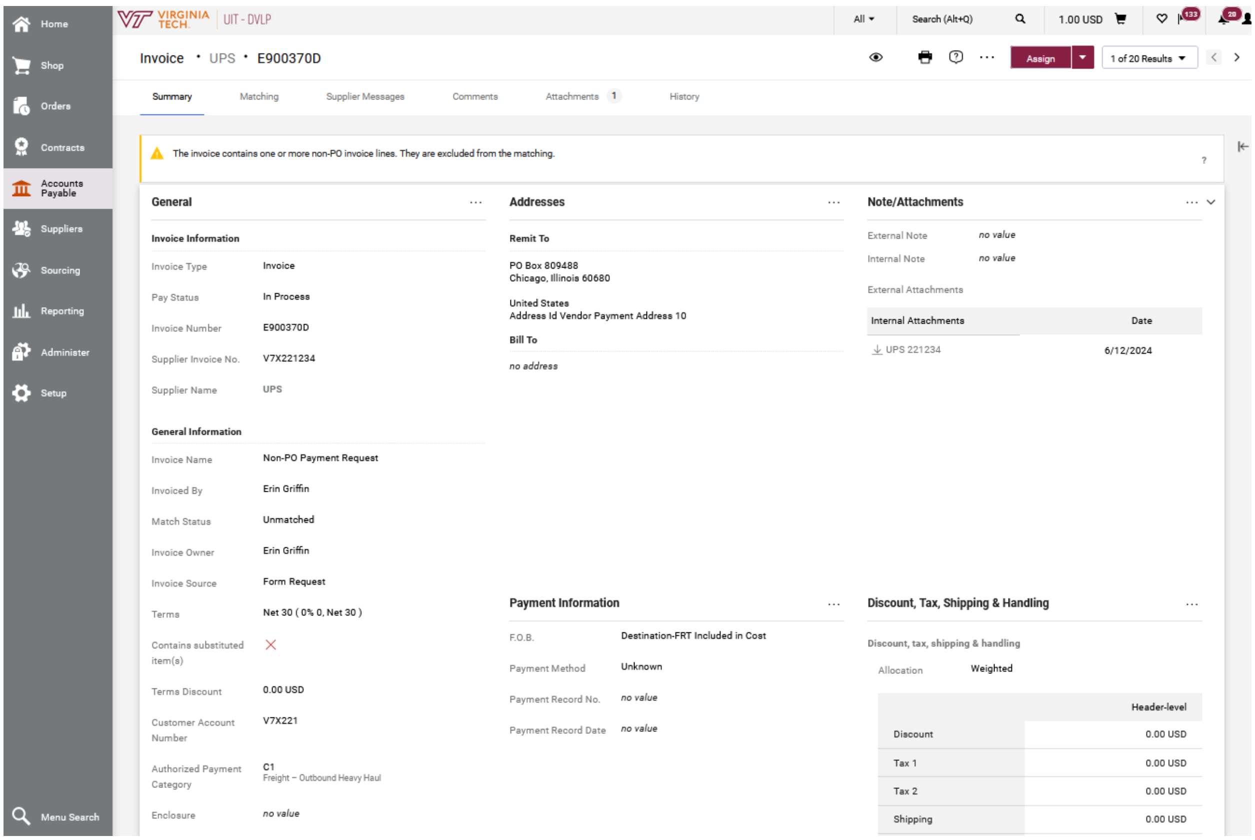


Click on the category of document, either Requisitions or Invoices, that you wish to approve. This will bring up your queue of requisitions and/or invoices awaiting your approval. If you have any documents that you have already assigned to yourself, you will see those listed as well.

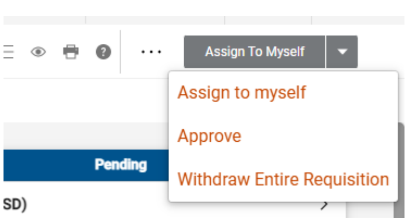
Click on the requisition or invoice number that you wish to review.



The document will open up for your review.



Select “Assign to myself” on the top right hand corner of requisition or invoice you wish to review. This will assign the requisition in to your personal approval queue. This is important especially for departments with multiple approvers.



Reviewing a Requisition

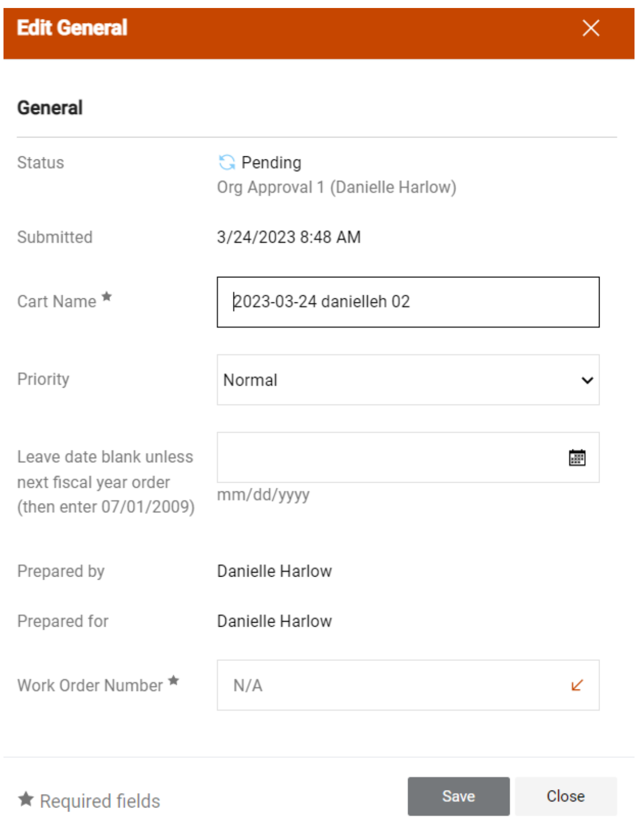
Approvers are responsible for reviewing requisitions to ensure the appropriateness of organizational funding, correct account codes, and accurate shipping information for department purchases of goods and services. By approving a requisition, the Approver confirms the validity of the purchase.

Throughout the document, to edit, select the pencil icon

Once assigned, the Approver must review and, if applicable, edit the document. The document cannot proceed through the workflow process until the "Review" is done. The areas that can be edited are in the sections that follow.

General Information

In this section of the review, Approvers can update the following fields of General information:



Cart Name: The system will automatically assign a name for the Cart unless users choose a unique name.

Priority: Approvers can modify the "priority" of the order. This should be left at "normal" unless the PO is above department delegation and a time-sensitive or urgent purchase.

Accounting Date: This field should be left blank unless you wish to use funds from a future fiscal year. If using funds from the next fiscal year, enter 07/01/ and the year.

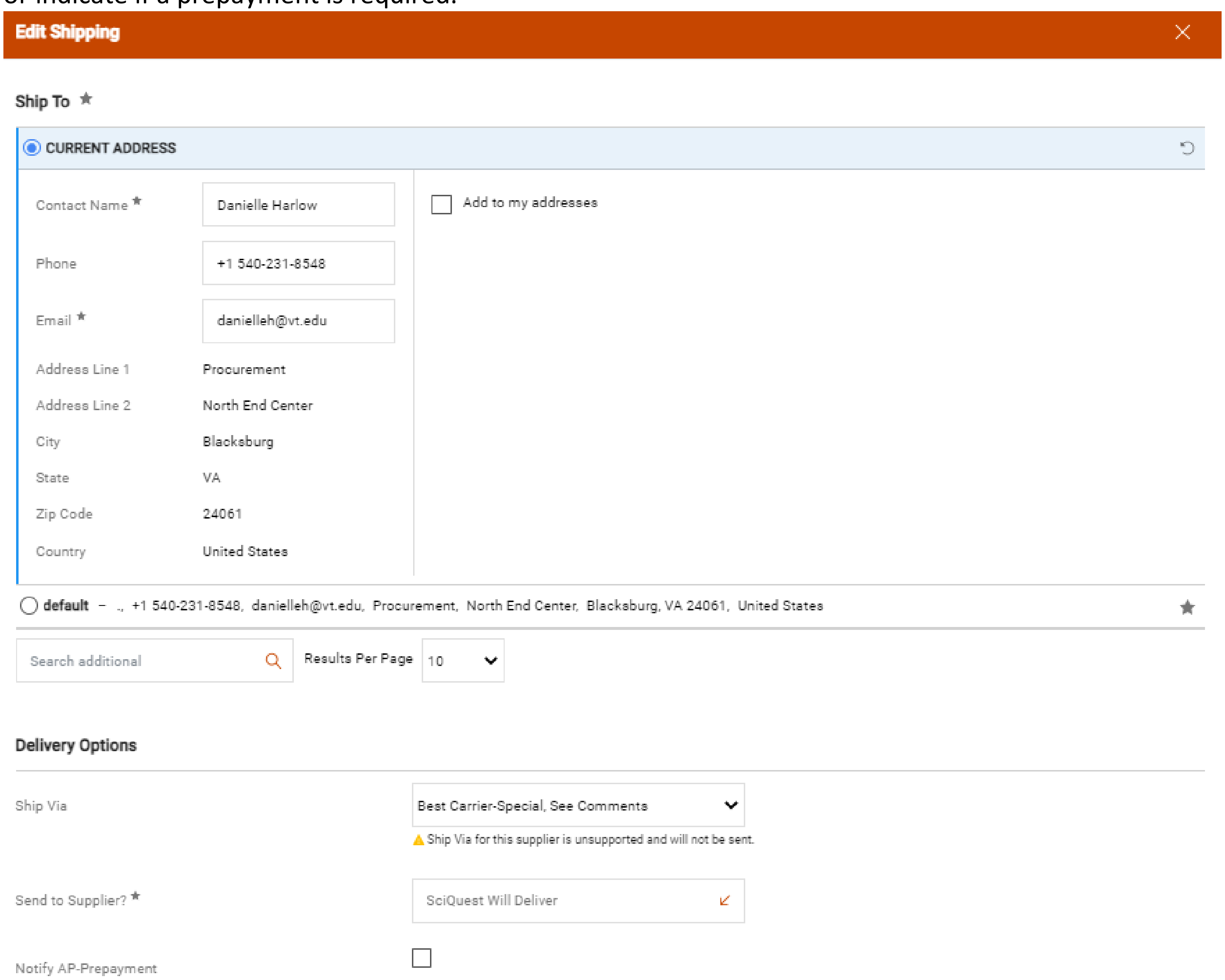
Shipping Information

The “Ship To” is the location where materials will be delivered. The Requestor designates a “Ship To” address at the time the requisition is prepared.

As the approver you will need to review the information and ensure it’s the proper ship to contact and Virginia Tech ship to location. To edit this section, click on the pencil icon in the Shipping block.

The Send to Supplier field indicates if the HokieMart system to automatically send a copy of the purchase order to the vendor upon completion of the requisition through the approval workflow. HokieMart will deliver indicates the system will send the purchase order to the vendor. User Will Deliver indicates that the system will not send the purchase order to the vendor.

Approvers can then edit the contact information, change the shipping address, send to supplier method or indicate if a prepayment is required.

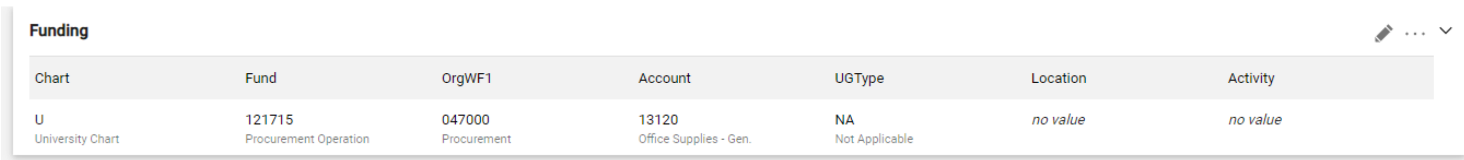


Bill To Adress

The “Bill To” address will be Accounts Payable in the Controller’s Office. This address should not be edited.

Purchase Order Funding

As the approver you will need to review the funding information closely to ensure accurate fund, org, and account codes are being used.



To edit the funding information, select the pencil icon

After the updates are made select “save” to apply changes.

A comprehensive list of university account codes may be viewed here:
https://www.controller.vt.edu/accountcodes.html

Reviewing an Invoice

Similar to Requisitions, the Approver should review all invoices in their queue for appropriateness of organizational funding and correct account codes for the transaction. Approvers should also ensure timeliness of payment by providing a quality control review of the date the invoice was received by the department and the date the invoice was submitted as a Payment Request in HokieMart.

Invoices needing approval are those that are generated by a Payment Request Form. These are forms designed to process a payment for pre-established transaction types. For more detailed information on Payment Request Forms, please view the Payment Forms User Guide.

The invoice approval process will mirror the purchase requisition approval workflow process. In order to maintain appropriate internal control, the approver must be different than the requestor. The Controller's Office will conduct a quarterly review to ensure compliance.

Once assigned, the Approver must review and, if applicable, edit the document. The document cannot proceed through the workflow process until the "Review" is done. An explanation of the information available on an invoice document is outlined below.

General Section

The General Section on invoices is broken in to three subsections: Invoice Information, General Information, and Dates Information.

General

Invoice Information

Invoice Type	Invoice
Pay Status	In Process
Invoice Number	E900370D
Supplier Invoice No.	V7X221234
Supplier Name	UPS

Here, Approvers can see information such as who the supplier is that we are paying, what the supplier's invoice number is, and what our internal HokieMart invoice number is.

The Invoice number always starts with an E and ends with a D. This is the number users can use to pull up the invoice in the HokieMart and Banner systems.

General Information

Invoice Name	Non-PO Payment Request
Invoiced By	Erin Griffin
Match Status	Unmatched
Invoice Owner	Erin Griffin
Invoice Source	Form Request
Terms	Net 30 (0% 0, Net 30)
Contains substituted item(s)	✕
Terms Discount	0.00 USD
Customer Account Number	V7X221
Authorized Payment Category	C1 Freight – Outbound Heavy Haul
Enclosure	*no value*

The General Information is the next subsection.

This subsection tells the Approver information such as the Requestor who entered the invoice (Invoice Owner), that the invoice originated on the Payment Request Form, and the payment terms of the supplier.

Additionally, you can see information that the Requestor entered on the Payment Request Form. The Approver should review the Customer Account Number, Authorized Payment Category, and Enclosure if applicable.

Dates Information

Accounting Date	6/12/2024
Invoice Date	6/8/2024
Discount Date	*no value*
Due Date	7/8/2024
Invoice Received Date (mm/dd/yyyy)	06/08/2024
Service Start Date (mm/dd/yyyy)	*no value*
Service End Date/ Goods Receipt Date (mm/dd/yyyy)	06/08/2024

The final subsection under the General Section is the Dates Information.

Here, Approvers will see dates such as the date the invoice was received by the department and the due date calculated based on the payment terms.

Approvers should review the Invoice Received Date to verify that the invoice was submitted in to HokieMart for payment promptly upon receipt from the vendor.

Note/Attachments Section

Note/Attachments

External Note	*no value*
Internal Note	*no value*
External Attachments	

Internal Attachments	Date
UPS 221234	6/12/2024

The Note/Attachments section pulls in the invoice and any payment backup information that the Requisitioner attached on the Payment Request Form.

Payment Information Section

Payment Information

F.O.B.	Destination-FRT Included in Cost
Payment Method	Unknown
Payment Record No.	*no value*
Payment Record Date	*no value*

Once an e-invoice routes for approval and is completed, the document will integrate with Banner Finance.

The Payment Information section on each e-invoice in HokieMart will show payment information once a disbursement is made in Banner Finance.

Codes Section

Funding information will display under the Codes Section. Approvers should thoroughly review this information to ensure appropriate funding and account codes are applied to this payment.

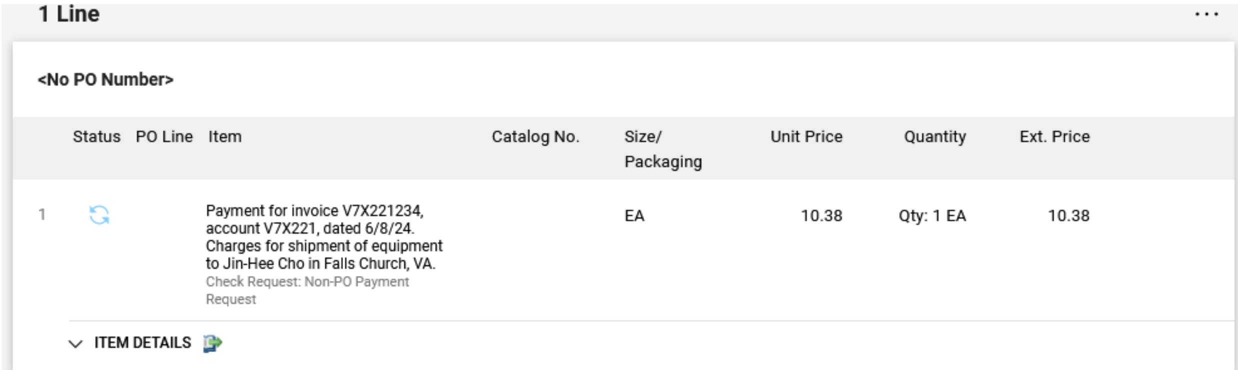
Codes

LINE

Chart	Fund	OrgWF1	Account	UGType	Location	Activity
U University Chart	121715 Procurement Operation	047000 Procurement	12130 Messenger Services	NA Not Applicable	*no value*	*no value*

Line Item Details

The final section on an invoice will show the Approver more detailed information on the description and total cost of this payment.



1 Line

<No PO Number>

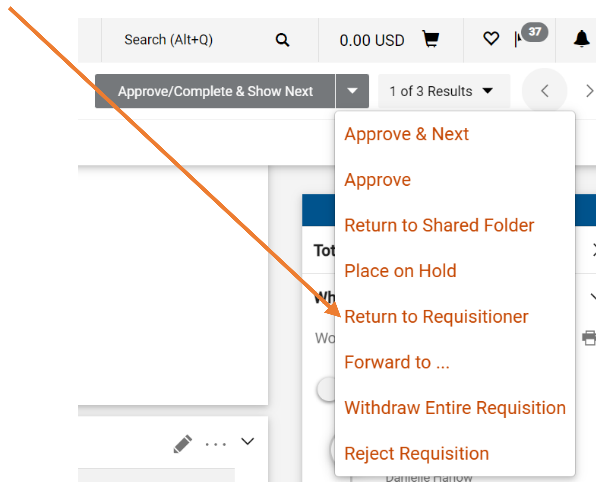
	Status	PO Line	Item	Catalog No.	Size/ Packaging	Unit Price	Quantity	Ext. Price
1			Payment for invoice V7X221234, account V7X221, dated 6/8/24. Charges for shipment of equipment to Jin-Hee Cho in Falls Church, VA. Check Request: Non-PO Payment Request		EA	10.38	Qty: 1 EA	10.38

ITEM DETAILS

Returning the Document

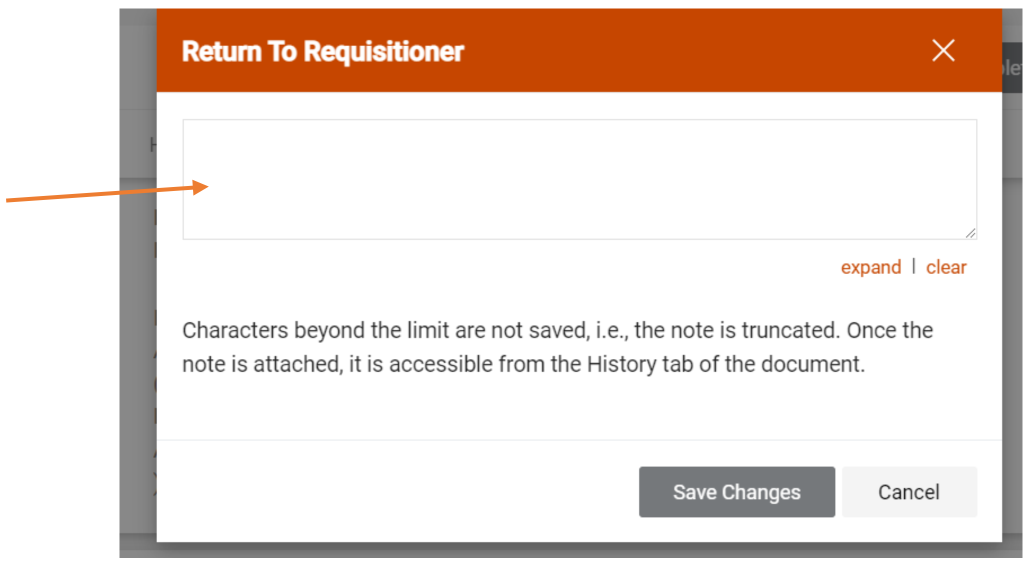
As an Approver there may be times that you will need to return the requisition back to the requisitioner to make changes. Please note, the return function is only available on a Requisition Document and is not an action that can be taken on an Invoice awaiting approval.

From the drop-down action items select "Return to Requisitioner"



***Please note, the requisition must be assigned to the approver to have this action as an option.*

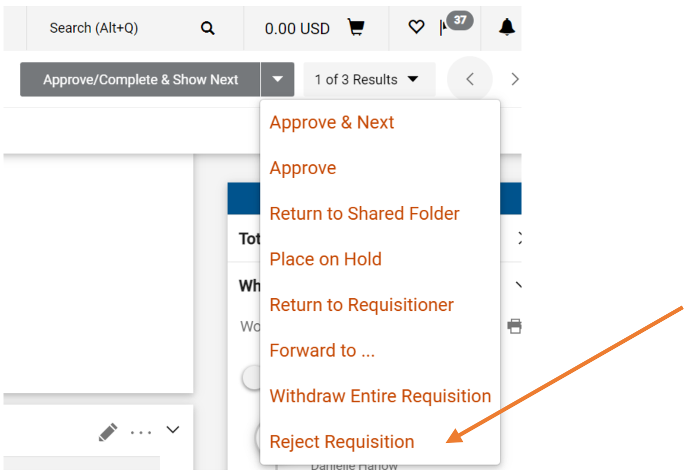
This will allow you to include a comment explaining why you are returning the requisition.



When done, select "Save Changes" to complete the action.

Rejecting a Document

Should you need to reject a requisition or invoice entirely, this action can be done. However, the document will no longer be salvageable to the requisitioner, and it will remain permanently rejected. This means that if re-entry is needed to ensure a purchase order is issued or a payment is completed, the Requisitioner will need to re-enter the requisition or Payment Request Form from scratch.



A comment box will open which allows the Approver to add specific notes about the rejection. The note can be seen in the PO history.

Adding a Comment

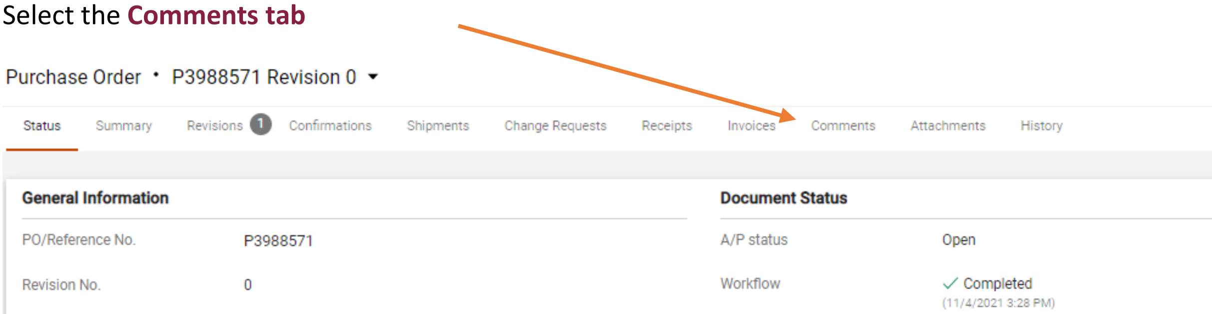
Adding Comments to a Document

Approvers have the ability to add comments to a Requisition, Invoice, or Purchase Order. In addition, a comment may be sent to other HokieMart users. If designated, notification of a comment will be transmitted via email to the designated recipients. Examples of situations where a comment might be useful are:

- To notify a HokieMart user to submit a receipt
- To add an attachment
- To add internal information to a transaction after the document has completed workflow

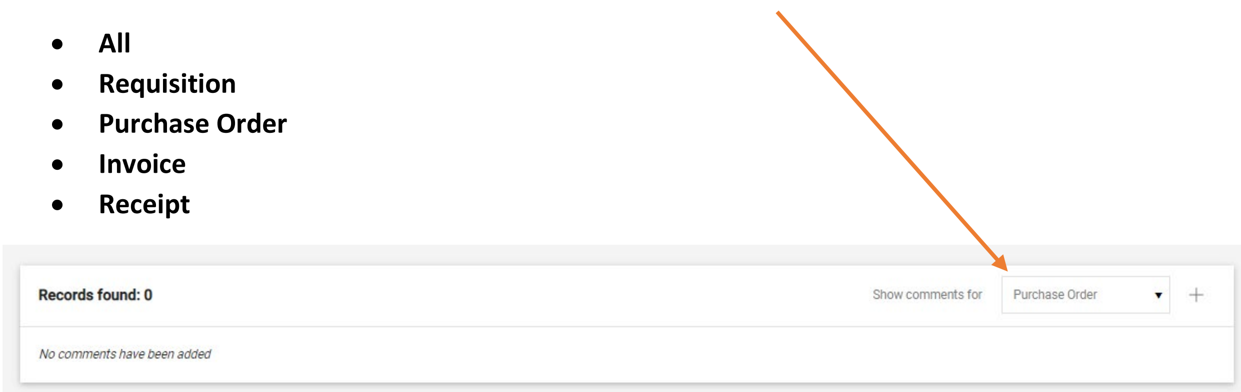
To add a comment:

Select the **Comments tab**



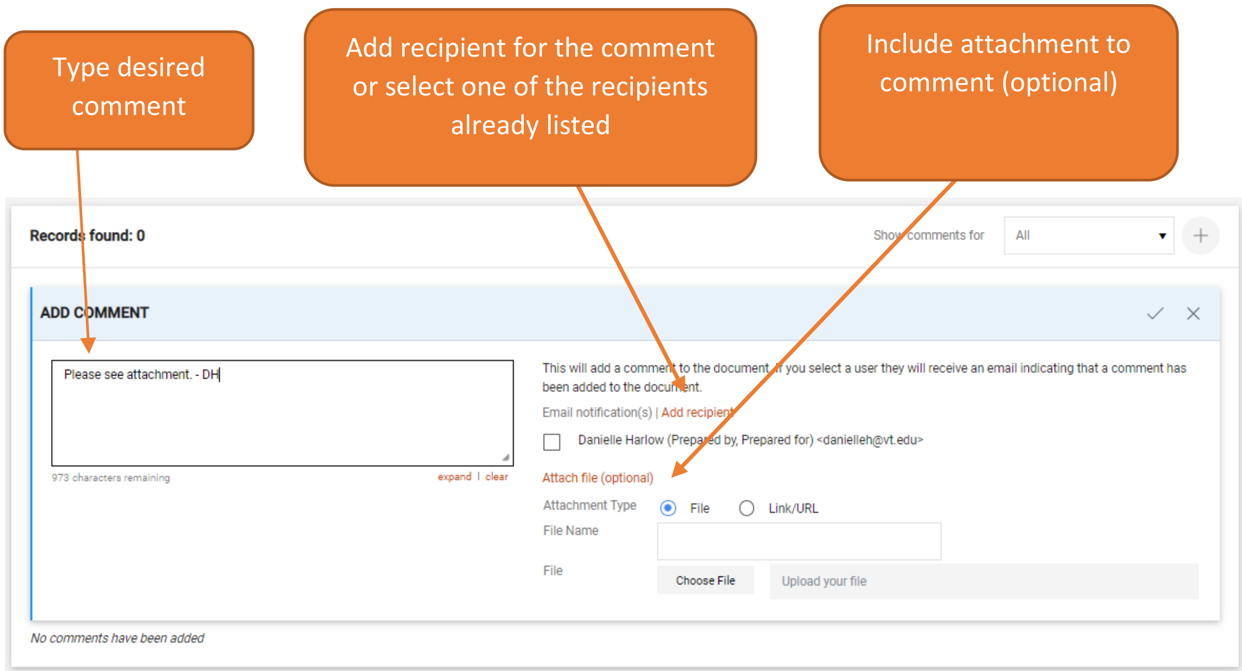
The drop-down menu will allow user display comments from:

- **All**
- **Requisition**
- **Purchase Order**
- **Invoice**
- **Receipt**

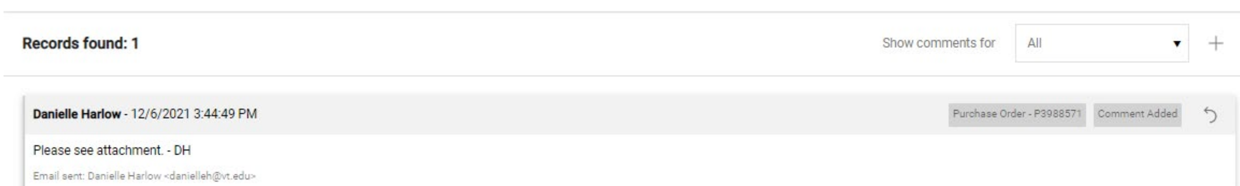


We recommend leaving this set to All.

To add a new comment, select the “+” symbol



When satisfied with the comment select the check mark symbol  .



The comment has now become a permanent part of the Purchase Order or Requisition.

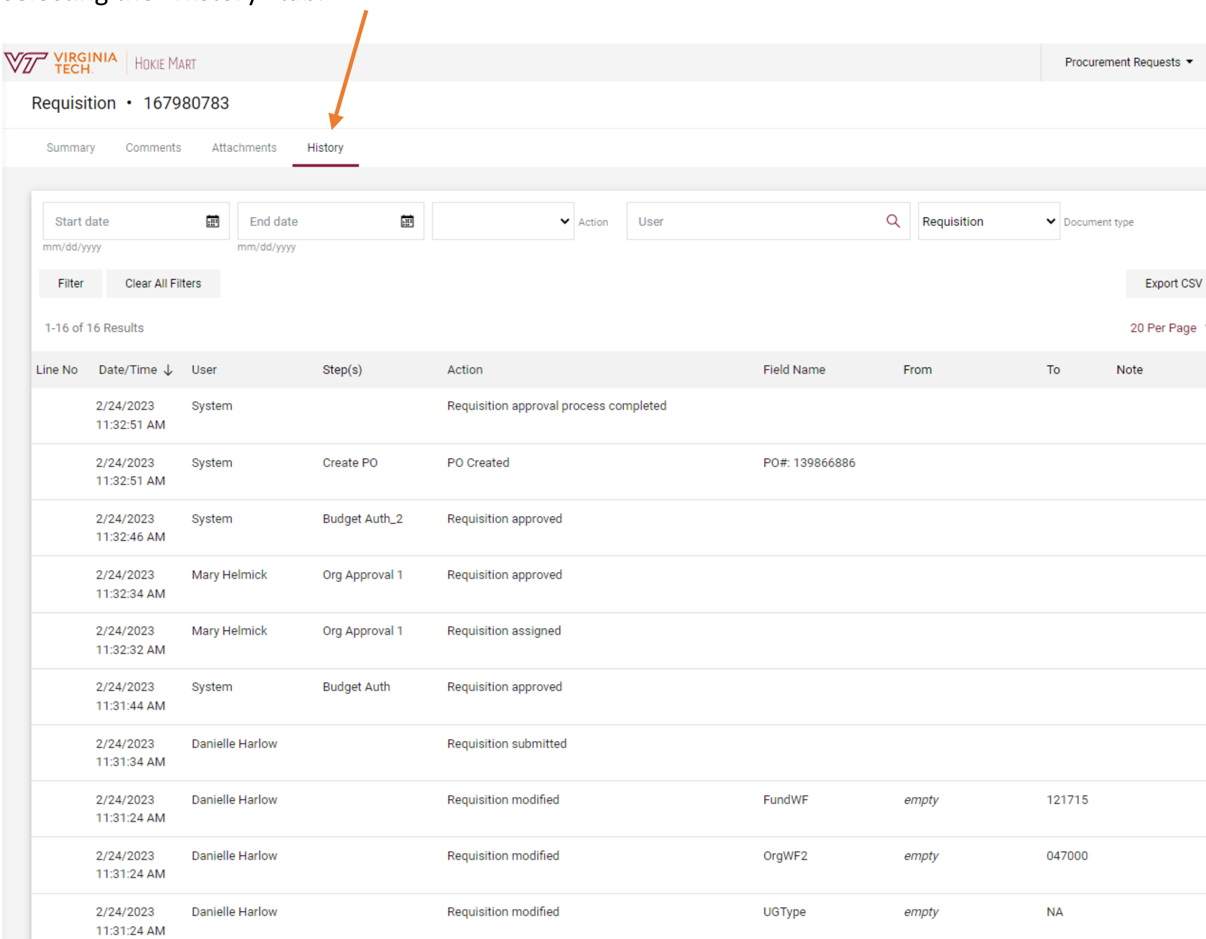
***Please note, comments cannot be deleted or edited once posted to the document. Anyone with access to view this document in HokieMart can see the comments.*

Approval Workflow and History of the Document

History Tab

This tab provides the entire history of the document process from creation and the individual steps in the process.

An Approver can view the approval steps and any history pertaining to the requisition or invoice by selecting the “History” tab.

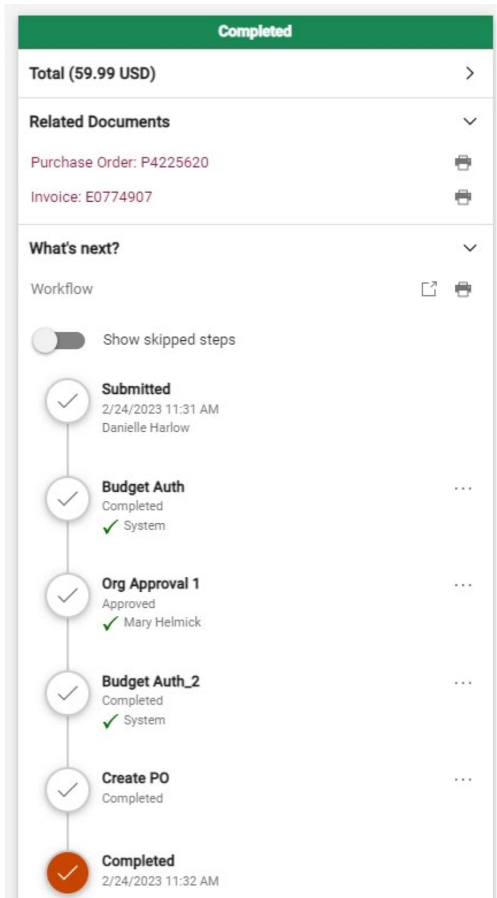


Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	2/24/2023 11:32:51 AM	System		Requisition approval process completed				
	2/24/2023 11:32:51 AM	System	Create PO	PO Created	PO#: 139866886			
	2/24/2023 11:32:46 AM	System	Budget Auth_2	Requisition approved				
	2/24/2023 11:32:34 AM	Mary Helmick	Org Approval 1	Requisition approved				
	2/24/2023 11:32:32 AM	Mary Helmick	Org Approval 1	Requisition assigned				
	2/24/2023 11:31:44 AM	System	Budget Auth	Requisition approved				
	2/24/2023 11:31:34 AM	Danielle Harlow		Requisition submitted				
	2/24/2023 11:31:24 AM	Danielle Harlow		Requisition modified	FundWF	*empty*	121715	
	2/24/2023 11:31:24 AM	Danielle Harlow		Requisition modified	OrgWF2	*empty*	047000	
	2/24/2023 11:31:24 AM	Danielle Harlow		Requisition modified	UGType	*empty*	NA	

Workflow

The workflow is listed on the right hand side of each document with in the HokieMart system. The workflow lists all of the approval stages before the requisition is completed and turned into a PO or the invoice is integrated in to Banner for payment. The workflow provides transparency so that document viewers can see the real time progress of a given purchase requisition or invoice.

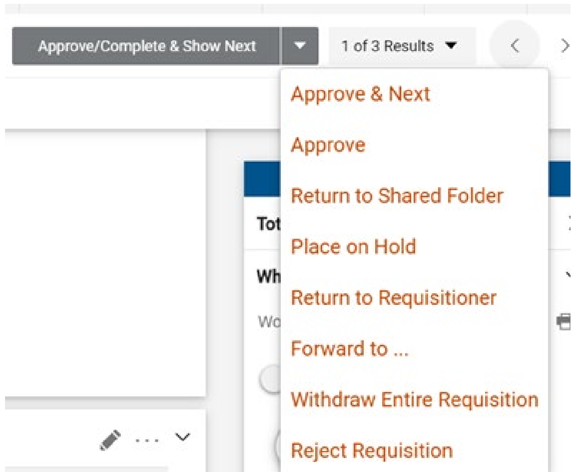
Below is an example of a Requisition workflow.



Other Actions

There are additional steps that may be taken from the drop-down menu.

If you have chosen “Assign” to place a requisition or invoice in your Approvals folder, you must take action on the document. You do, however, have the ability to take alternative actions.



Return to Shared Folder - places the document back into the organization folder. This will release you from the approver responsibility and allow another approver to assign the requisition.

Place on Hold - there may be times that you wish to delay action. By using this option, it will not require any action until you change the date.

Forward to - this will forward the document to another assigned Approver. If this option is selected, you will be able to choose another Approver to assume responsibility for approving the requisition or invoice.

General Contact Information

HokieMart	Questions concerning HokieMart functions (rejected/pending PRs and POs), appropriate form usage and procedures, vendor receipt of orders: HokieMart@vt.edu
Accounts Payable	Questions concerning the payment of invoices, encumbrances, and expenditures: Accounts Payable acctpay@vt.edu
Fixed Assets	Questions regarding fixed assets, please contact VTFixedAssets@VT.edu
Receiving	Questions concerning electronic receiving: Accounts Payable acctpay@vt.edu
Banner Reports	Questions concerning Banner Finance Reports: General Accounting genactg@vt.edu
HokieMart Access	Questions concerning updating or adding roles (Receiver, Requestor, Approver) or access to funding: General Accounting genactg@vt.edu

Helpful links/Websites

Additional HokieMart material and HokieMart User Quick Guides may be found on the Procurement website: **https://www.procurement.vt.edu/hokiemart.html**

Issues of the HokieMart Newsletter, The Cart, may be found at:
https://www.procurement.vt.edu/hokiemart/cart.html

***Please note if you are an active user in HokieMart, you will receive The Cart newsletter.*

Latest updates about upcoming HokieMart upgrades can be found at:
https://www.procurement.vt.edu/hokiemart/updates.html