

## When Orders Need to Change and Importance of Receiving in the Prompt Payment of Vendors

If the goods or services are incorrect or do not work properly, resolution should be initiated by the department or the procurement buyer, depending upon who placed the order. Only the procurement buyer can make contract or purchase order changes, although the department can request the change using a [Request for Purchase Order Change](#) form.

Departments should make no verbal form of commitment to vendors beyond that specified in the purchase order. Only process invoices for payment after corrective action has been completed. If the goods and services are correct, but the invoice is incorrect, the department should contact the vendor to obtain a corrected invoice. Submit only a correct invoice for payment. Receive the goods timely in HokieMart to facilitate timely payments to university vendors.

Receiving goods and services timely in HokieMart authorizes the payment process to begin. Many vendors offer additional discounts for prompt payment.

### Changes to Purchase Orders (Change Orders)

If the department is contacted by the vendor, advising that the purchase order is incorrect, there are actions that should be taken based on the circumstances. The following are options that can be taken.

#### Scenario 1: Purchase Orders Created Under Departmental Delegation

If the vendor is requesting a change to the purchase order, the department may handle this in one of the following ways:

- verbally approving the change,
- printing the purchase order from HokieMart and manually annotating the change on the purchase order copy, then return it to the vendor.

If the vendor will not accept the verbal or manually annotated change, the original purchase order should be cancelled by processing a “cancelled receipt” in HokieMart, which will notify the Procurement Department to remove the encumbrance. A new purchase order to the vendor with the corrected information should then be processed in HokieMart.

**NOTE: The department is always responsible for notifying a vendor of purchase order changes or cancellations when the purchase order originates from their departmental delegation.**

**Scenario 2: Purchase Orders Over \$2,000 Created by the Procurement Department**

If a University Department or the vendor requires a change to a purchase order created by the Procurement Department, a Request for Purchase Order Change form must be completed and sent to the Procurement Department **PRIOR** to any changes to the purchase order.

**Note: Purchase Orders created by the Procurement Department can ONLY be changed by the Procurement Department.**

Some of the reasons for a purchase order change are:

- Order processed to the wrong vendor
- Changes in item description, part number, item quantities, unit price
- Addition of new items, or deletion of existing line items

**NOTE: If purchase order changes are not processed prior to delivery of items, the payment to the vendor is delayed until the items invoiced agree with the items on the purchase order.**