# Hilltop Shop User Reference Guide

# USF Requestor

UNIVERSITY OF
SAN FRANCISCO

**Version 1.2**
**Last Update: 10/16/2017**

| Version | Changes | Date Created | Author |
|---|---|---|---|
| 1.0 | Initial version | 8/6/17 | Huron |
| 1.1 | Incorporated edits from PAAS | 8/24/17 | Huron; Janet Teymourtash |
| 1.2 | Minor updates (screenshots and spelling) | 10/16/17 | JAGGAER (Squarebriggs) |
| | | | |
| | | | |
| | | | |

# Table of Contents

# Overview of the Session

## Agenda

1. Introduction
2. About this Session
3. Concepts & Process Overview
4. Hands-On Exercises
5. Training resources
6. Question and Answer
7. Survey

## About Our Learning Objectives

We have developed Learning Objectives to provide you with the necessary knowledge, skills, and attitudes to successfully use Hilltop Shop. Please refer to them as we proceed through training.

The general Skills, Knowledge and Attitudes that are expected once the learning objectives are accomplished are listed below.

| | |
|---|---|
| **Skills** | What participants should be able to do by the time the course is completed. |
| **Knowledge** | What participants should know and understand by the time the course is completed. |
| **Attitudes** | What the participants' opinions will be about the subject matter of the course by the time it is completed. |

# Hilltop Shop Business Process

## Learning Objectives

During this session, you will learn:
✓ Benefits Hilltop Shop will bring to the Procure-to-Pay process
✓ New practices and procedures for requesting products and services
✓ Departmental roles and responsibilities in Hilltop Shop
✓ Key capabilities of each role
✓ High level process overview

## Benefits of Hilltop Shop

**Efficiencies**

- One system to accomplish all procurement activities
- One stop shop for catalog and non-catalog orders

**Ease of Use**

- Catalog content available with USF preferred pricing
- Catalog and non-catalog orders in the same system
- After-the-Fact payment to vendors

**Visibility**

- Purchasing and payment information in one place
- Complete history per transaction showing who, what and when a transaction was created/modified
- Data export capability

**Compliance**

- Ability for departments to increase compliance using workflow
- Ability to ensure purchasing compliance with USF policy

**Speed**

- Orders are electronically sent to the supplier as soon as approval steps are complete
- Orders dispatched to vendors in real-time
- Quick order turn-around from catalog enabled vendors

**Cost Savings**

- On contract spend
- Increased spend visibility will lead to better supplier pricing

**Communication**

- Use of internal notes, comments and attachments to others involved in processing the purchase
- Use of external notes to communicate with suppliers

## New Practices and Procedures

➢ Except those noted as out-of-scope in the USF Procurement Policy, all university related expenditures will be purchased through Hilltop Shop.
➢ All University employees ("Shoppers") can access Hilltop Shop through myUSF.
➢ Hilltop Shop allows departments to purchase goods or services from pre-negotiated contracts and buying agreements.

- Requestors can place Hosted Catalog and Punch-Out Store orders up to $500 without additional approvals.
- If you can't find the item or service required, users will submit a **Non-Catalog** or **Service Request** form.
- A Shopper, Requestor or Approver associated with the purchase order (PO) will be required to post receipts for all goods and services $500 and over. Please note: The receipt is required to pay the Vendor.
- Receipts are not required on purchases less than $500. If desired, users may post receipts on all transactions, however, the Vendor will be paid regardless if a receipt is posted or not. If a Vendor has not satisfactory fulfilled PO obligations, please refer to the Quick Reference Guide titled Managing Invoice Exceptions.
- Receipt of goods or services will serve as a confirmation that the vendor has fulfilled their obligation and all associated invoices are "Ok to pay".

# Departmental Roles in Hilltop Shop

## Roles & Capabilities

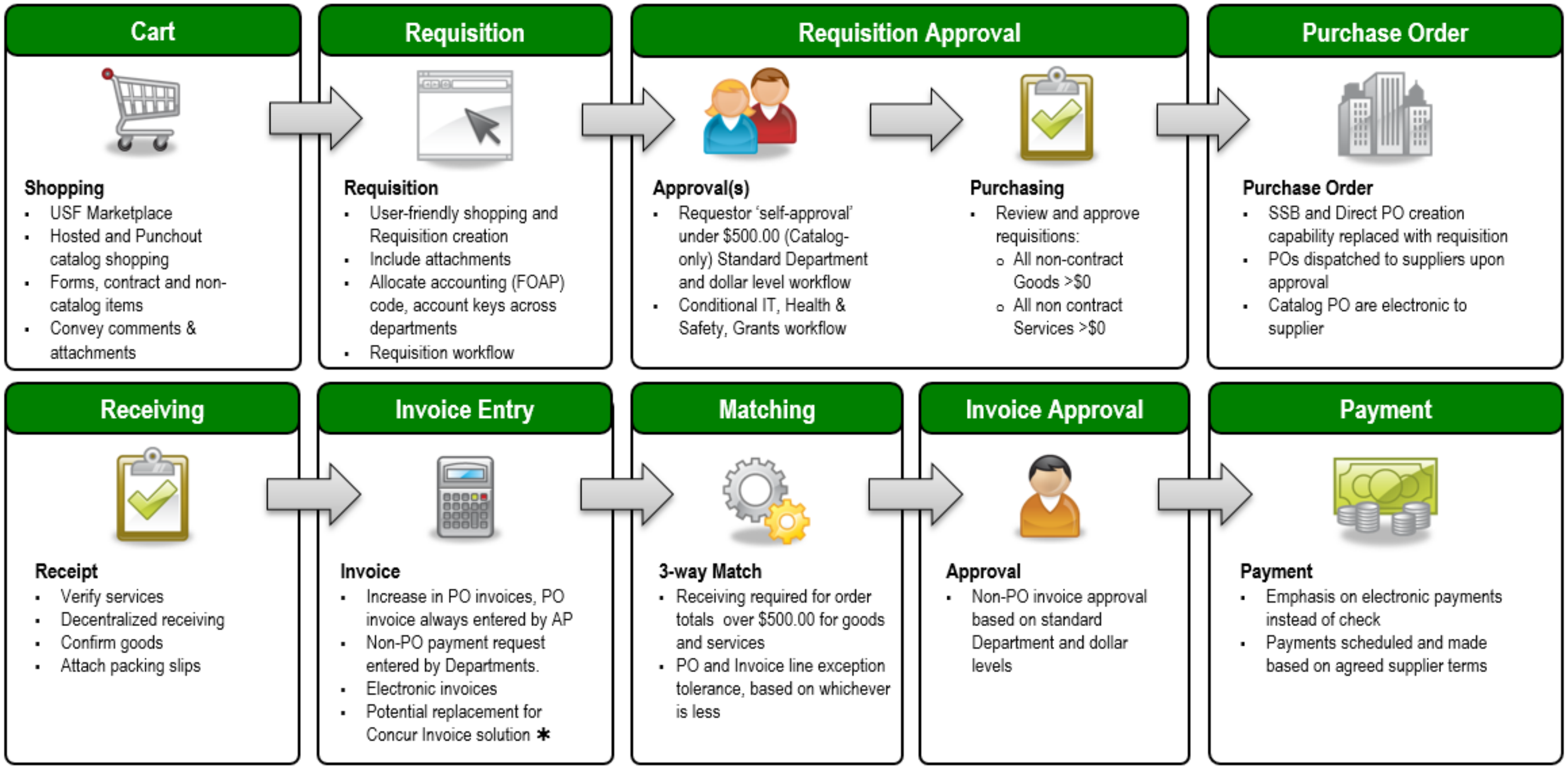
All users in Hilltop Shop will have an assigned role. Each role has assigned permissions allowing a user to perform specific functions in Hilltop Shop. The table below provides a high-level summary of the basic functions each role can perform in Hilltop Shop.

| | Capabilities/Functions | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Role** | Create Cart | Assign Cart | Submit Cart | Appv/ Reject/ Return Req | Edit Req in WF | Edit PO | Create Receipt | Create Invoice | Resolve Match Excep. | Appv/ Reject/ Comment Invoice | Request New Vendor | Appr Vendor Request |
| **Shopper** | ✓ | ✓ | | | | | ✓ | | | | | |
| **Requestor** | ✓ | ✓ | ✓ | | | | ✓ | | | | ✓ | |
| **Approver** | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | | | | ✓ | |
| **Specialty Approver** | ✓ | ✓ | | ✓ | ✓ | | ✓ | | | | | |
| **PaAs Ops** | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | ✓ | ✓ |
| **A/P Ops** | ✓ | ✓ | | | | | | ✓ | ✓ | ✓ | ✓ | |
| **Invoice Approver** | ✓ | ✓ | | | | | | | ✓ | ✓ | | |

## Details

| Role | Description |
|---|---|
| **Shopper** | Shop/create carts in Hilltop Shop<br>Assign Carts to Requestor. (Shopper must know to whom to assign the cart)<br>On PO greater than $500, confirms Vendor has fulfilled the order by posting the receipt<br>Optional: Can convey comments and funding instructions |
| **Requestor** | Role is assigned by Budget Manager<br>Can shop for department up to $500 from hosted catalog or punch-out store without additional approvals.<br>Receives assigned/submitted carts from Shoppers<br>Can edit the Cart before submitting into requisition workflow<br>Must have knowledge of proper chart field use and responsible for proper FOAP assignment<br>Confirms all requisition information is accurate, complete and complies with policy and funding requirements<br>On PO greater than $500, confirms Vendor has fulfilled the order by posting the receipt |
| **Approver** | Role is assigned based on Banner approval queues<br>Can shop and submit requisitions without assigning carts to Requestor<br>Review requisitions for compliance and budget availability on unrestricted funds<br>Confirms requisition information is accurate, complete and complies with the policy and funding requirements<br>Ability to edit requisition within workflow<br>Ability to approve, return, or reject requisition.<br>On PO greater than $500, posts receipts to authorize payment to vendor |
| **Specialty Approver** | Role assigned based on Hilltop Shop workflow rules (not Banner)<br>Reviews and confirms requisitions for compliance<br>Ability to edit requisition within workflow<br>Ability to approve, return, or reject requisition<br>Assigned based on Jaggaer workflow rules (not Banner)<br>Role can shop, however Specialty Approvers must assign carts to a Requestor for review |
| **Purchasing Ops** | Submit requisitions that are cross charged across multiple department FOAPs<br>Confirms requisitions comply with USF Procurement Policy<br>Approve, return, reject and edit requisitions within workflow<br>Completes change orders and cancellations requests<br>Create and manages formal Sourcing Events<br>Create and manages procurement related contracts and buying agreements<br>Views Vendor profiles<br>Vets and approves Vendor registrations |
| **Accounts Payable** | Enter, review and approve vouchers/credit memos<br>Sets up prepays and recurring payment schedules<br>Review and approve match exceptions scenarios for tax exceptions and 1099 reporting<br>Reject/Cancel Invalid Vouchers<br>Review and approve all after-the-fact payment requests |
| **Invoice Approver** | This role is typically the Budget Manager/Director within the Business Unit.<br>Works with Shoppers and/or Requestors to resolve all match exceptions<br>When appropriate, works with non-catalog vendors to correct erroneous invoices |

## High Level Business Process




The High-Level Business process shows each of the major steps that are performed in the end-to-end process from shopping through review, authorization, approval, ordering, receiving, invoice processing, exception management and payment

# About the Requestor Role

## Overview

Requestors receive a notification in Hilltop Shop and an email of a new cart assignment. The Requestor is responsible for converting the cart to a requisition as well as editing, canceling or finalizing carts. In addition, the Requestor is responsible for

- ✓ reviewing the carts assigned by Shoppers
- ✓ creating requisition line items
- ✓ assigning accounting (FOAP)
- ✓ optionally determine the correct commodity coding
- ✓ verifying shipping information
- ✓ review and confirm attachments
- ✓ adding comments to requisitions
- ✓ submitting requisitions to Approvers

Requestors have responsibilities to ensure purchase and after-the-fact payment requests are appropriate, accurate, complete, have accurate funding (FOAP) assigned, and are in alignment with USF Procurement Policy. In general, Requestors will need to become familiar with procurement practices and policies that apply to the requisitions they process. Additionally, Requestors must know the department's approval workflow and keep track of requisitions through the workflow lifecycle. They must also use Hilltop shop to communicate with Shoppers, Approvers, Specialty Approvers, PaAs and A/P operations involved in the workflow by using internal notes, history, comments, and attachments.

## Responsibilities

**Shopping & Cart Management**

- Receive shopping carts assigned by a Shopper
- Monitor and maintain your 'Worklist' of assigned shopping carts
- Edit items and form contents
- Optionally identify the appropriate commodity codes
- Review and add comments, notes, and attachments
- Return incomplete, out of policy, or unnecessary shopping carts to Shoppers
- Shop and create requisitions without a Shopper being involved

**Requisition Quality**

- Edit all aspects of the requisition, including both the Catalog and Forms items prior to approval
- Ensure line item descriptions are specific and detailed enough to properly describe the item or service being requested (i.e.: Do not enter "Business Cards"; rather enter "Business Cards for Jane Doe")
- Validate the Bill To and Ship To addresses and edit the information, if necessary
- As a best practice, keep items using Forms in a separate cart from Hosted Catalog and Punch-Out Stores

**FOAP Coding**

- Understand department specific policies on how FOAPs should be utilized for purchases
- Enter the appropriate FOAP information and other essential funding information
- Apply FOAP information that a requestor has authorization to charge against
- Know when it's appropriate to split orders across multiple FOAP strings and limiting FOAP splitting to no more than 4 splits per order
- Assign shopping carts to PaAs when cross charging an order across multiple department FOAPs

**Commodity Codes**

- Optionally, can assign commodity codes to all line non-catalog line items (ie: non-catalog form, services form, etc…); however, PaAs will review commodity code assignments for proper alignment
- Hosted and Punch-out catalog orders are automatically assigned commodity codes

**Necessary Documentation**

- **Quotes/Bids:** Ensure requisition complies with USF Procurement policies for quotations and competitive bidding and appropriate documentation is attached to the requisition
    - Up to $5,000 - Pricing should be reasonable but there is no requirement to solicit a quote or proposal
    - $5,000 to $25,000 - Obtain a quote or proposal from at least 2 qualified sources
    - $25,000 to $50,000 - Obtain a quote or proposal from at least 3 qualified sources
    - Above $50,000 - Formal sourcing event (RFx) is required. Please contact Purchasing and Ancillary Services
- **Sole Source Justification:** Demonstrate the purchase from a particular vendor is sufficiently justified as sole or single source when quotations or competitive bids are not acquired
    - Requestor should complete the Sole/Single Source Justification section on the following forms:
        - Non-Catalog Requisition
        - Service Order Requisition
        - After-the-Fact Payment
        - Independent Contractor
- **Pre-Payments:** Though pre-payments are not typically acceptable, in rare instances some vendors may require a deposit prior to fulfilling a Purchase Order. In these instances, the Requestor is responsible to ensure the following documentation and comments are provided.
    - Attach a pro-forma invoice provided by the vendor outlining the applicable payment schedule
    - Ensure the "Prepayment Required" checkbox in the General section on the Requisition is checked (Note: the pre-payment will not be processed if this checkbox is not properly set on the requisition
    - Provide an explanation of why a pre-payment is necessary for the purchase
- **Purchases Crossing Fiscal Year:** Towards the end of the USF fiscal year, purchases may get placed the will not be fulfilled nor invoiced until the next fiscal year. In these instances, the Requestor is responsible that the purchase is coded to the correct accounting date in Hilltop before submitting the requisition. Exercise 12 includes steps for adjusting the accounting date on the requisition.

**Communication of Approach**

- Requestors will need to inform Shoppers about the department's approach to Cart management

**Order Communication**

- At times, the Vendor may communicate directly to the Requestor with questions/status related to the PO
- Requestors should use Hilltop Shop to document these comments by using the Notes, Comments, or Attachments

## Self-Approval Threshold

The implementation of Hilltop introduces a new concept to USF being a self-approval threshold. The self-approval threshold is simply a rule where certain types of purchases under a specific dollar threshold will not require departmental approval from a Business Manager or higher.

- New Procurement Policy allows Requestors to placed Hosted Catalog or Punch-Out Store orders up to $500 without additional departmental approval
- Hosted Catalog or Punch-Out orders over $500 and all requisitions created from a form (i.e., non-catalog, service, payment, etc.) will require a departmental approval regardless of amount.
- Specialty Approvals (i.e., ITS, Facilities, EH&S, Grants, etc.) will be required depending on the nature of the purchase. The rules for specialty approvals is covered in a later section

# Requisition Approval Workflow (Departmental)

Hilltop Shop utilizes automated workflow to route purchase requisitions through departmental workflow based on the assigned FOAP and total amount of the requisition. The table below outlines the type of departmental approvals that are required per dollar threshold.

| Approval Required | Expenditure Threshold |
|---|---|
| Requestor<br>Specialty Approval (if required) | Hosted Catalog & Punch-Out Store purchases up to $500 |
| Business Manager<br>Specialty Approval (if required) | Hosted Catalog & Punch-Out Store purchases $500-$5,000. |
| Business Manager<br>Specialty Approval (if required) | Non-catalog purchases up to $,5000 |
| Business Manager<br>Specialty Approval (if required)<br>**Plus**:<br>**For Non-Provost Units:** Assistant or Associate Vice President, Athletic Director<br>**For Provost Units:** Dean and Associate Vice Provost | All purchases greater than $5,000<br><br>**Note: Non-Provost Units**: With the approval of the respective divisional Vice President and the Vice President for Business and Finance, threshold values can increase up to $50,000, |
| Business Manager<br>Specialty Approval (if required)<br>**Plus:**<br>**For Non-Provost Units:** Respective Divisional Vice President<br>**For Provost Units:** Vice Provost for Planning and Budget | All purchases greater than $10,000 |

# Specialty Approval

In addition to departmental approvals, certain Specialty Approvals will be required on requisitions that meet certain conditions regardless of the value.

| Approval Required | Scenario |
|---|---|
| **Grants Approval** | Purchases made against a Grants fund<br>(funds beginning with a “4”) |
| **ITS** | Purchases made for information technology, including systems, hardware or software purchases |
| **Environmental Health & Safety** | Purchases of hazardous materials or chemicals |
| **Furniture** | Purchases for furniture, fixtures or equipment (FF&E) |
| **Appliances** | Purchases for appliances (i.e., refrigerator, microwave, heater, A/C, etc.) |
| **Branding, Marketing or Advertising** | Purchases for marketing collateral, advertising or branding (logo). |
| **Office of the General Counsel (OGC)** | Any procurement related contract or agreement (SLA, MSA, etc) |
| **Sourcing** | Purchases > $50,000 requires Formal Sourcing Events (RFx) |
| **Procurement** | Non-Catalog Orders<br>New Orders:  Name Badges and Business Cards<br>Purchases > $5,000<br>Procurement related contracts or buying agreements<br>Purchases with blank commodity codes<br>Change Order and Cancellation requests |
| **Accounts Payable** | After-the-Fact Payment form is used |

# Hilltop Shop Exercises

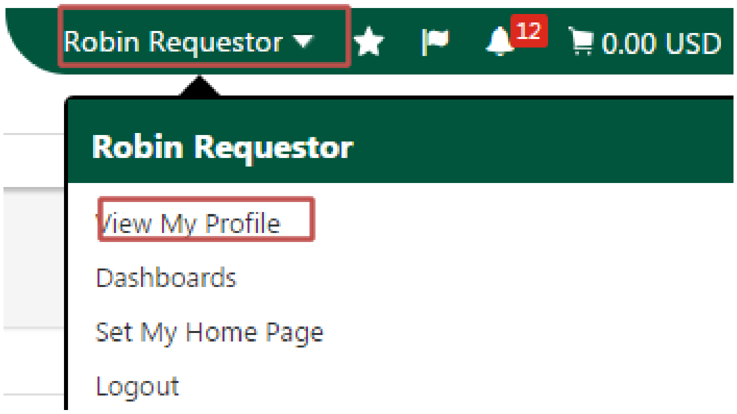
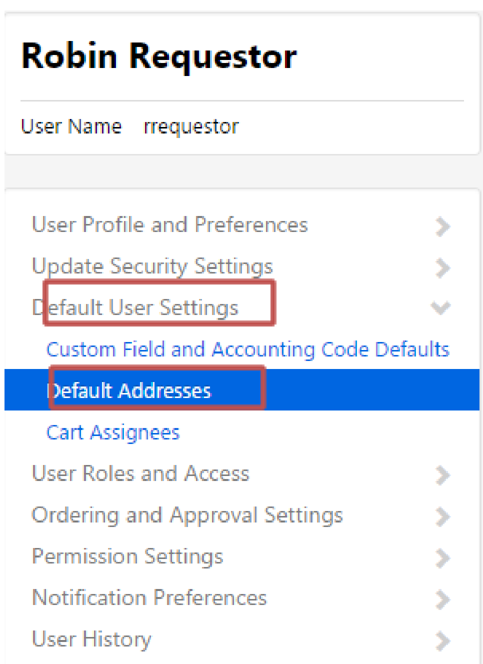
## Profile Management

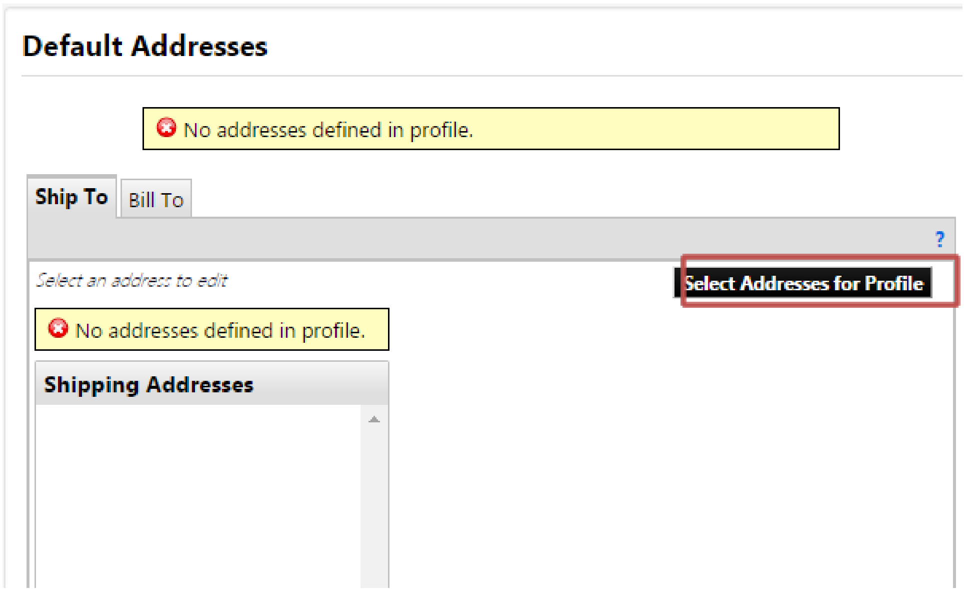
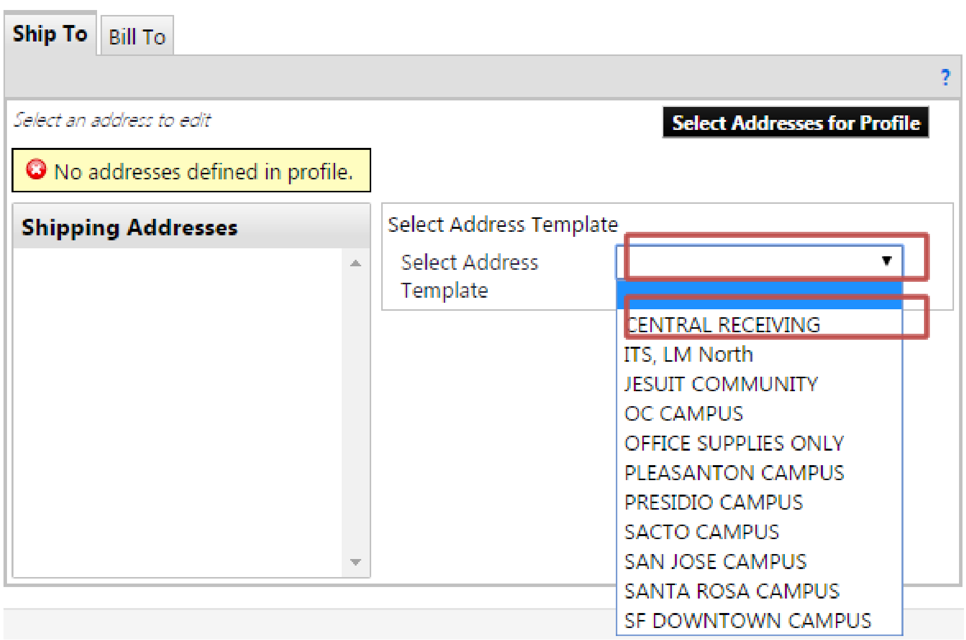
Profiles in Hilltop Shop allow you to make the buying and paying process more efficient and customize your user experience by allowing you to save default information, shipping addresses, frequently used fund and account codes, cart assignees, notification preferences and email approval options. Note, some of the values in your profile are maintained by the system administrators and cannot be changed – these include user roles, permissions, order settings and approval settings.

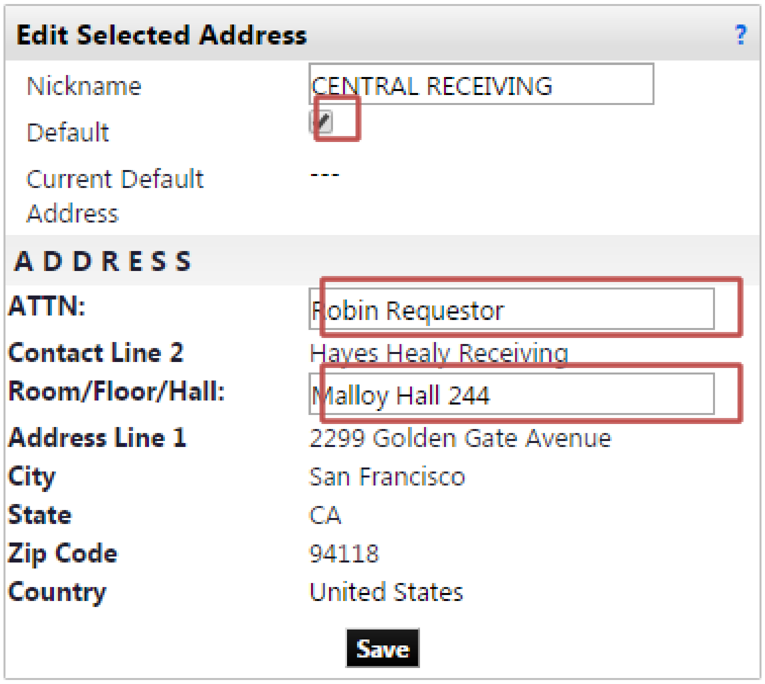
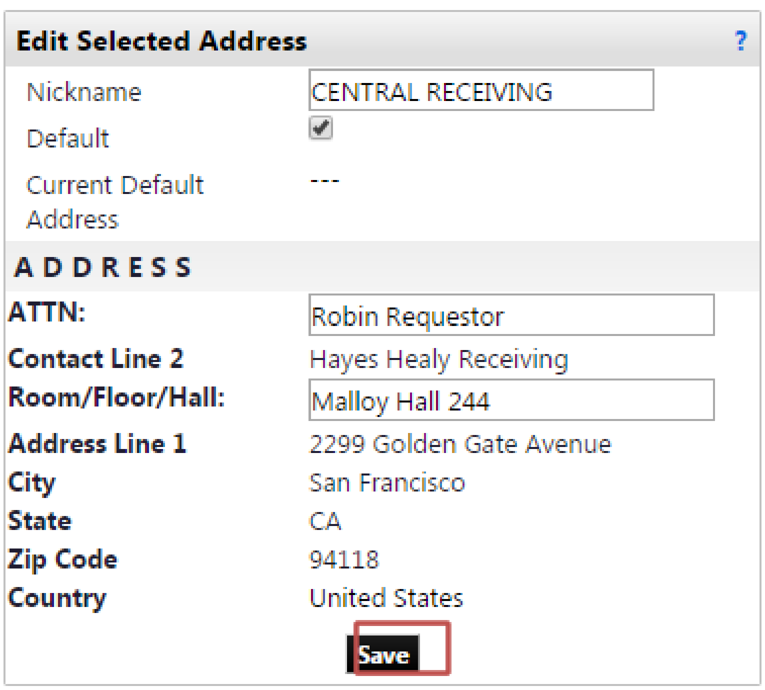
In this section of the course, you learn to perform the following:

- Exercise 1: Setting Default Shipping Address
- Exercise 2: Setting Default FOAP
- Exercise 3: Setting Favorite Pages

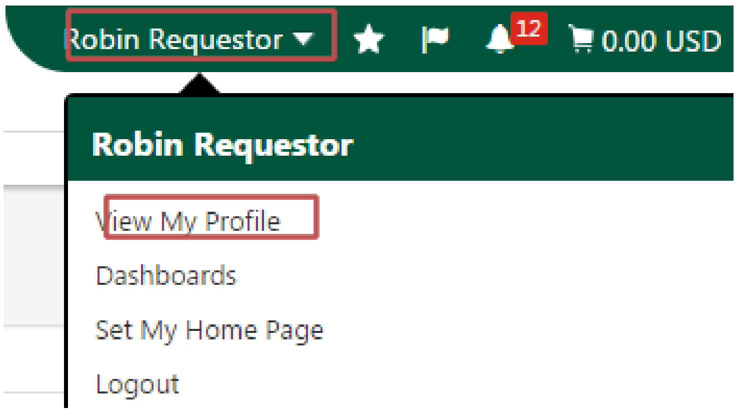
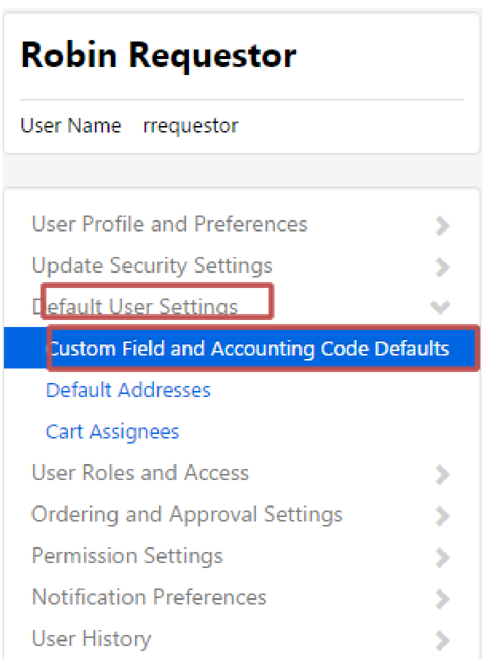
## Exercise 1: Setting Default Shipping Address

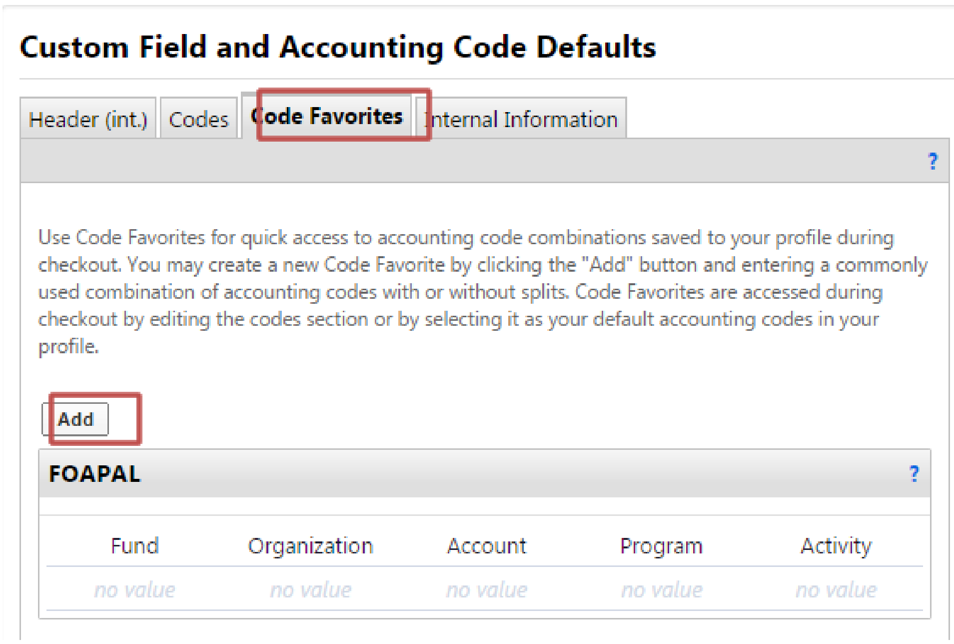
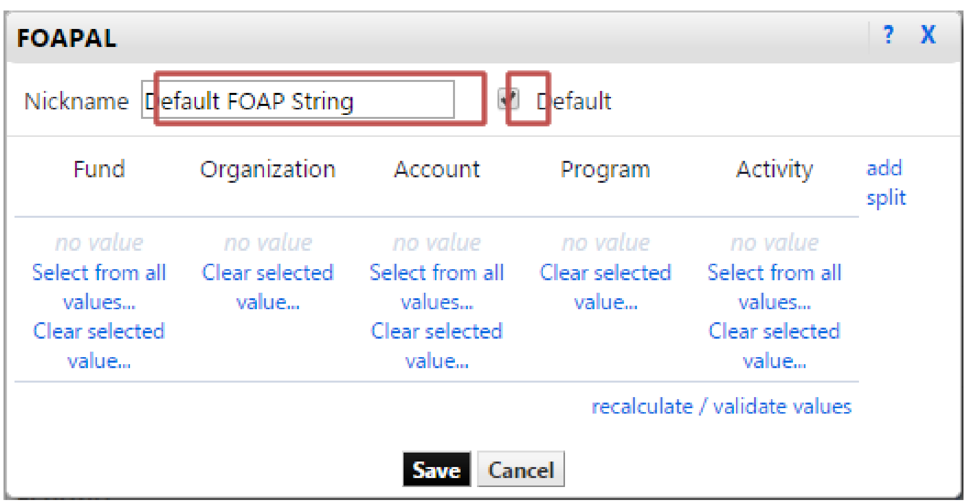
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Log into Hilltop Shop<br><br>Use the username provided to you.  In production, there will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on</td></tr>
<tr><td>2</td><td>From the home page, click your name in the dashboard located in the top right and select View My Profile from the menu<br>

</td></tr>
<tr><td>3</td><td>Click Default User Settings and then Default Addresses<br>

</td></tr>
<tr><td>4</td><td>Click on the Select Addresses for Profile button</td></tr>
</table>

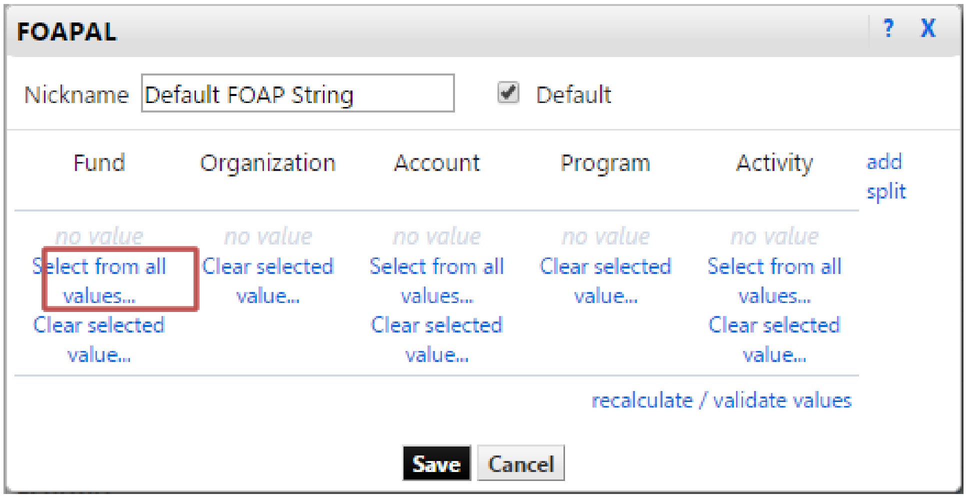
| | |
|---|---|
| |  |
| 5 | Search using the drop down list of approved USF address locations. Once you have identified your preferred address, click on the corresponding address name.<br> |
| 6 | Ensure the option to make this your **Default** address is checked. Make sure the **ATTN** line is correctly filled out with your name. Enter your location on campus in the **Room/Floor/Hall** field. |

<table>
<tr><td></td><td>
</td></tr>
<tr><td>7</td><td>Click the Save button to store this address in your profile. This will ensure future orders are prompted with this shipping address.<br><br>Please note: Billing Address (or Bill To) has been defaulted to the only option available, which is the Accounts Payable billing address.<br><br>
</td></tr>
</table>

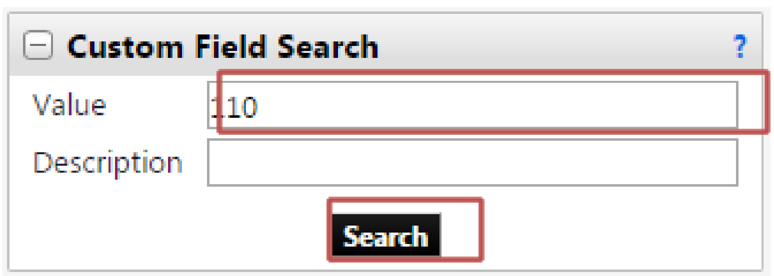
## Exercise 2: Setting Default FOAP

| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop.<br><br>Use the username provided to you. In production, there will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on |
| 2 | From the Hilltop Shop home page, click your name in the dashboard located in the top right and select **View My Profile** from the menu<br><br> |
| 3 | Click **Default User Settings** and then **Custom Field and Accounting Code Defaults**<br><br> |

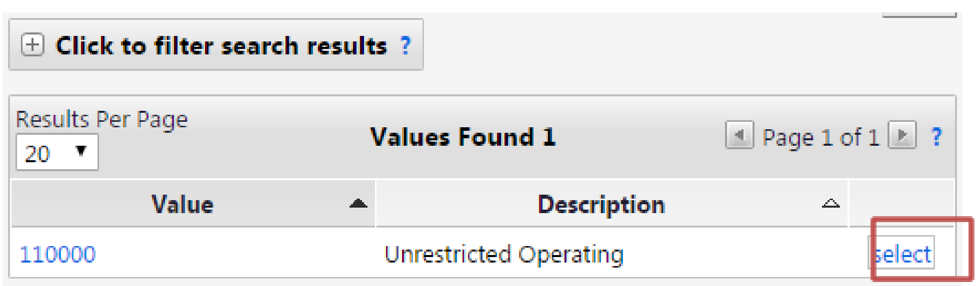
| | |
|---|---|
| 4 | Now click on the **Code Favorites** tab in the center of the screen. Then click on the **Add** button above the **FOAPAL** section.<br><br> |
| 5 | Enter a brief description in the **Nickname** field, then click the checkmark box next to the **Default** option to make this your default FOAP string.<br><br> |
| 6 | Under the **Fund** heading click on **Select from all values…** link |



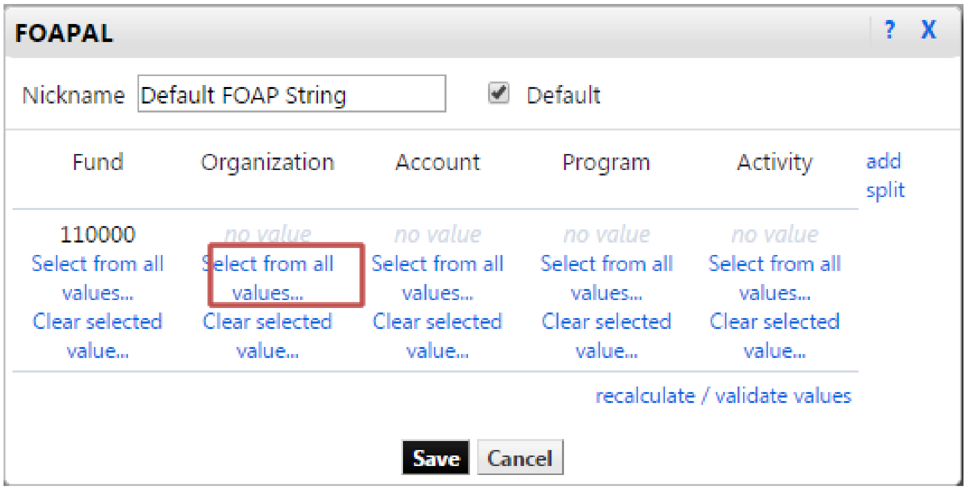
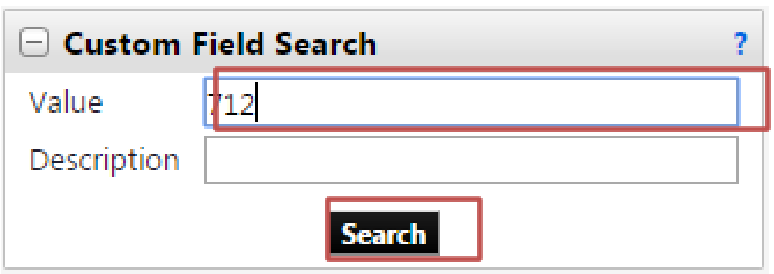
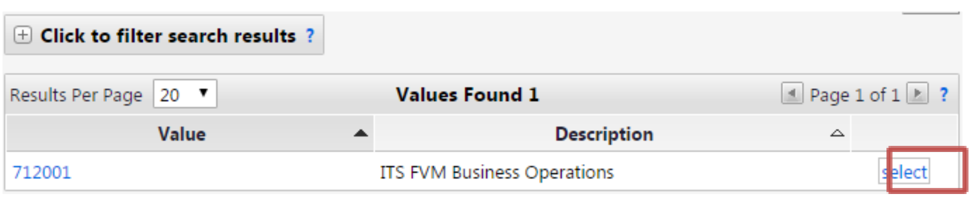

7 A pop-up window will open. Enter the first three digits of the Fund code you'd like to select in the **Value** field. Click the **Search** button

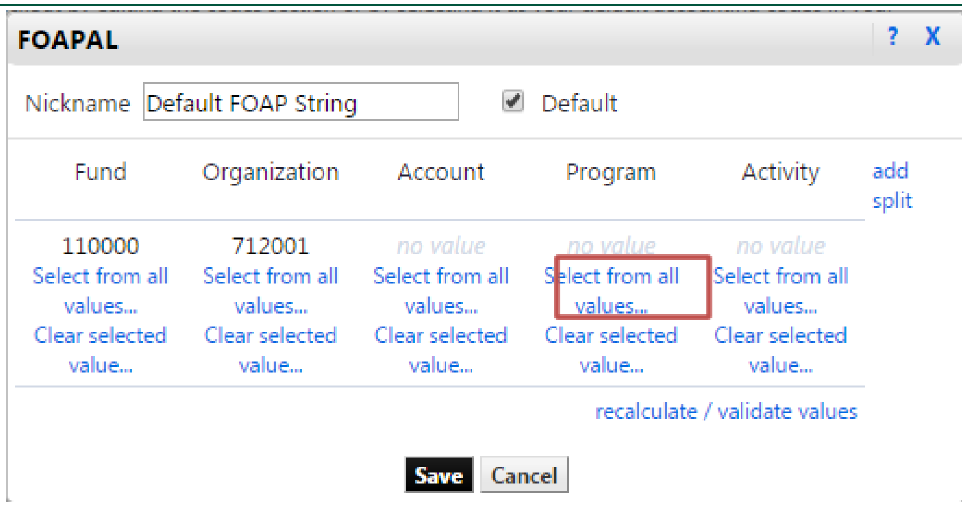
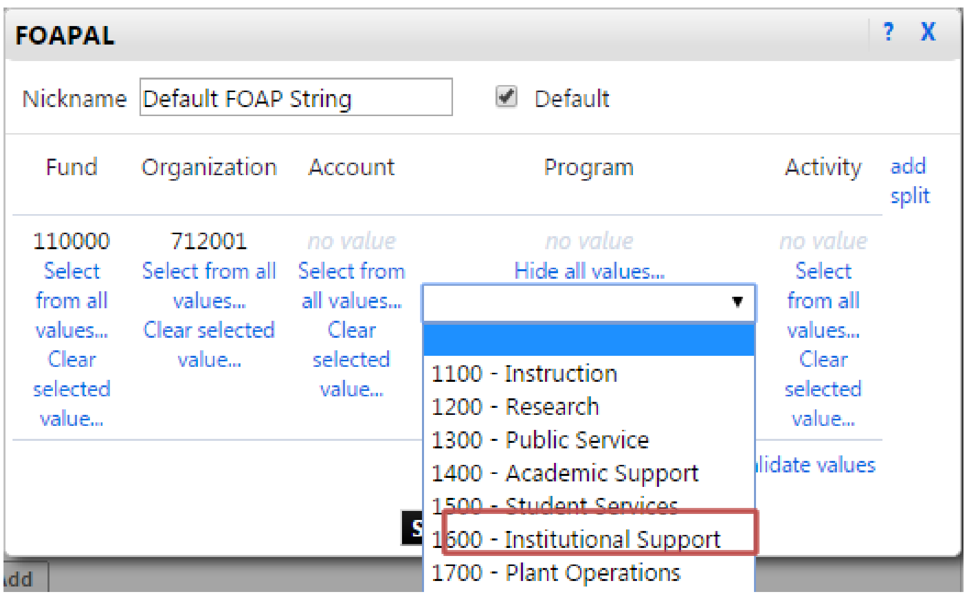


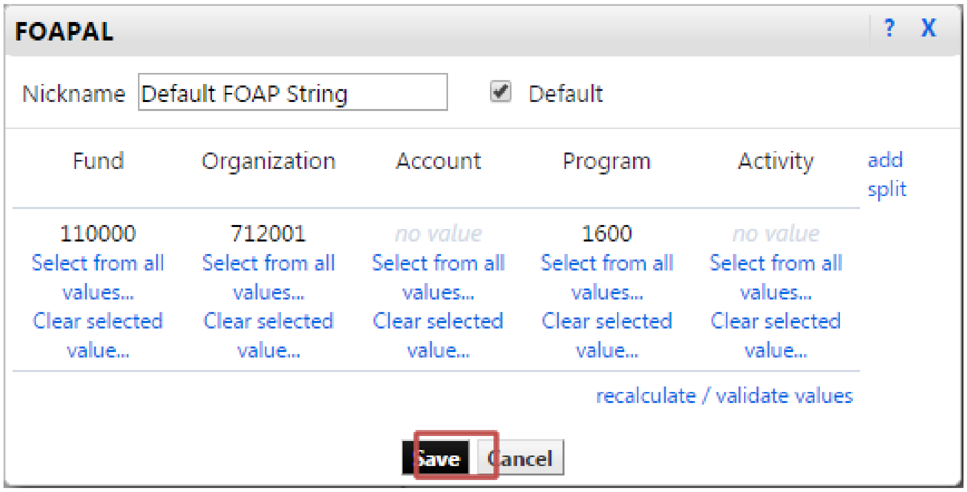
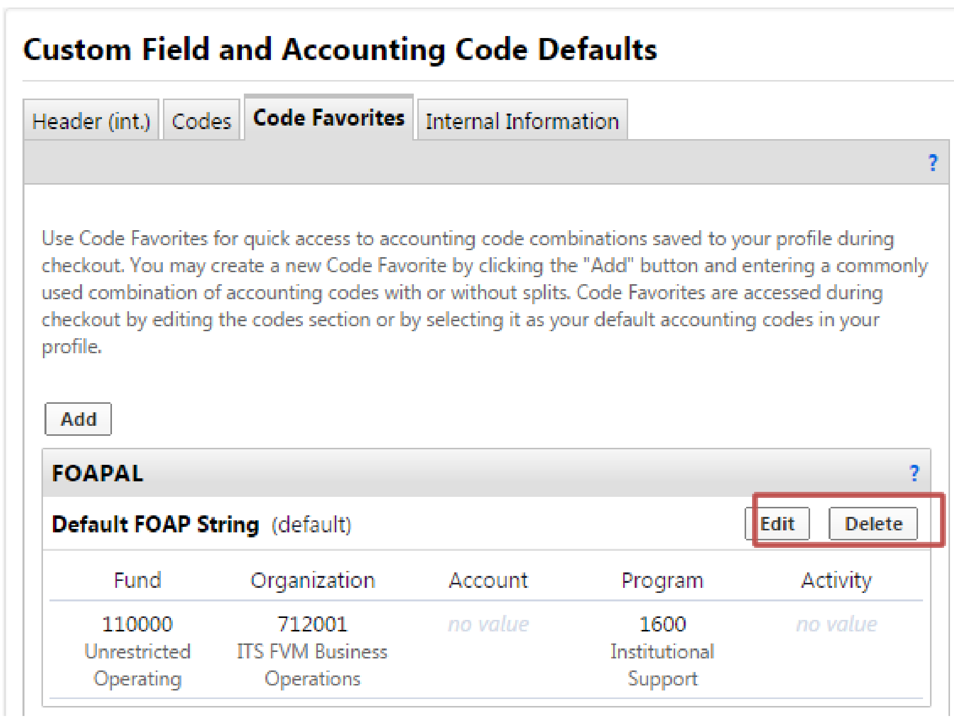

8 A list of options matching your search criteria will appear. Click on **select** next to the value you wish to choose




9 The selected value will now appear under the **Fund** heading. Next, under the **Organization** heading, click on **Select from all values…** link

<table>
<tr><td></td><td>
</td></tr>
<tr><td>10</td><td>A pop-up window will open. Enter the first three digits of the Organization code you'd like to select in the Value field. Click the Search button<br>
</td></tr>
<tr><td>11</td><td>A list of options matching your search criteria will appear. Click on select next to the value you wish to choose<br>
</td></tr>
<tr><td>12</td><td>The selected value will now appear under the Organization heading. Next, under the Program heading, click on Select from all values… link</td></tr>
</table>

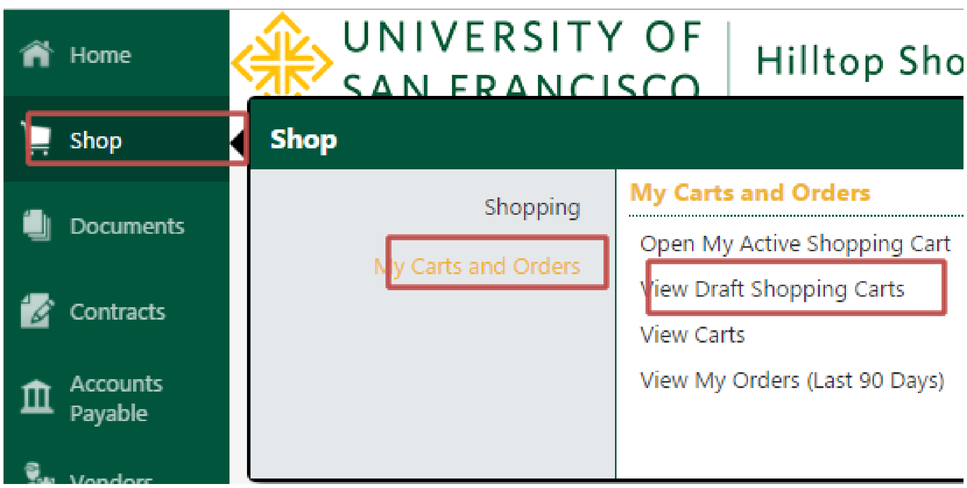
<table>
<tr><td></td><td>
</td></tr>
<tr><td>13</td><td>A drop down list will appear. Click on the drop down list and select the appropriate Program code you wish to choose<br>
</td></tr>
<tr><td>14</td><td>At this point, all the appropriate default values have been selected. Click on the Save button to save your selections.<br><br>Note: A default Account code should not be selected as this will default per order based on the commodity code assigned to each order (covered in later exercises)</td></tr>
</table>

<table>
<tr><td></td><td>
</td></tr>
<tr><td>15</td><td>The values you assigned should display in your profile. You can Edit or Delete your selections by clicking on the applicable button in top right of the FOAP string<br>
</td></tr>
</table>

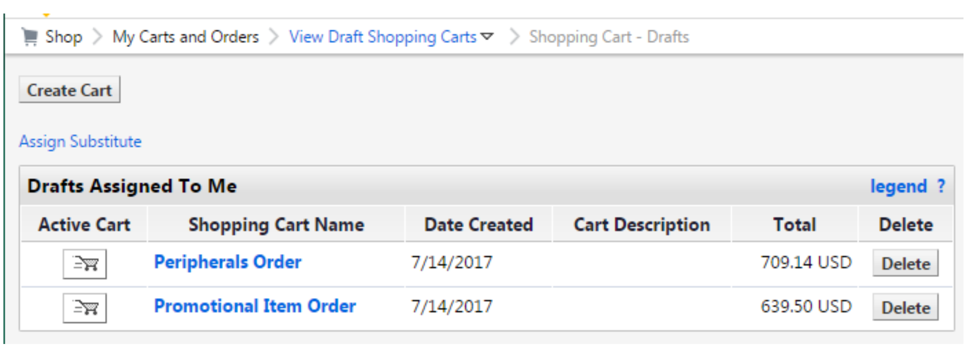
## Exercise 3: Setting Favorite Pages

As a Requestor, one of your primary responsibilities will be to review and complete shopping carts assigned to you from Shoppers. As a result, you will likely spend a significant amount of time in Hilltop Shop on the page that list all carts assigned to you. To save time, you can set this page as a favorite so you do not have to click through the options on the left navigation bar each time you want to access this page. The steps below will show you how to set this as a favorite page that will allow you to access it with minimal mouse clicks.

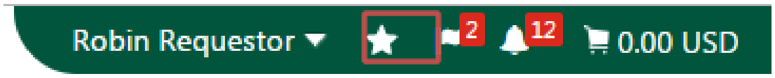
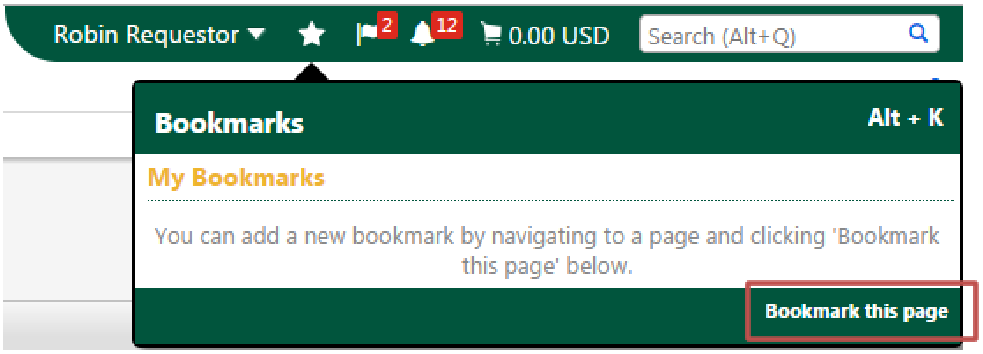
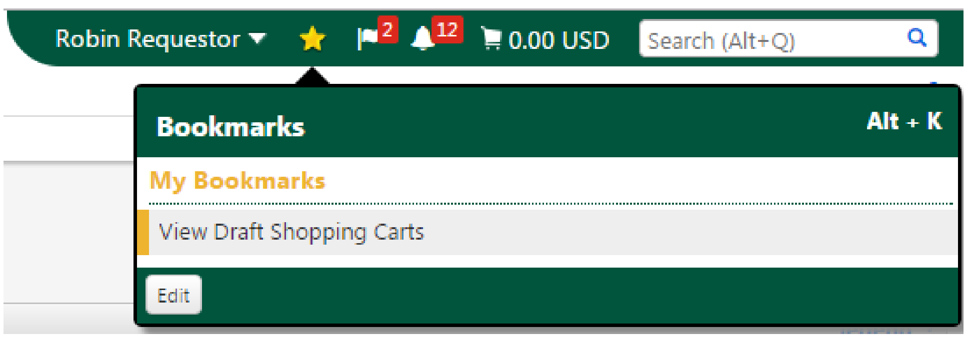
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Login to Hilltop Shop<br><br>Use the username provided to you. In production, there will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on</td></tr>
<tr><td>2</td><td>From the home page, click on Shop from the left side navigation bar. Click on My Carts and Orders. Click on View Draft Shopping Carts



</td></tr>
<tr><td>3</td><td>You are now on the screen that shows the list of shopping carts assigned to you by other Shoppers as well as your own draft shopping cart(s) you've created



</td></tr>
<tr><td>4</td><td>At the top of the screen, click on the star icon next you to your name</td></tr>
</table>

<table>
<tr><td></td><td>
</td></tr>
<tr><td>5</td><td>Your Bookmarks listing will expand.  Click on the link to the lower right titled Bookmark this page<br>
</td></tr>
<tr><td>6</td><td>This page is now saved in your Bookmark and you can now directly navigate to it by click on the link.  Notice the star icon color is now yellow indicating you have a saved bookmark.  You can bookmark as many pages as you wish.<br>
</td></tr>
</table>

## Shopping and Forms

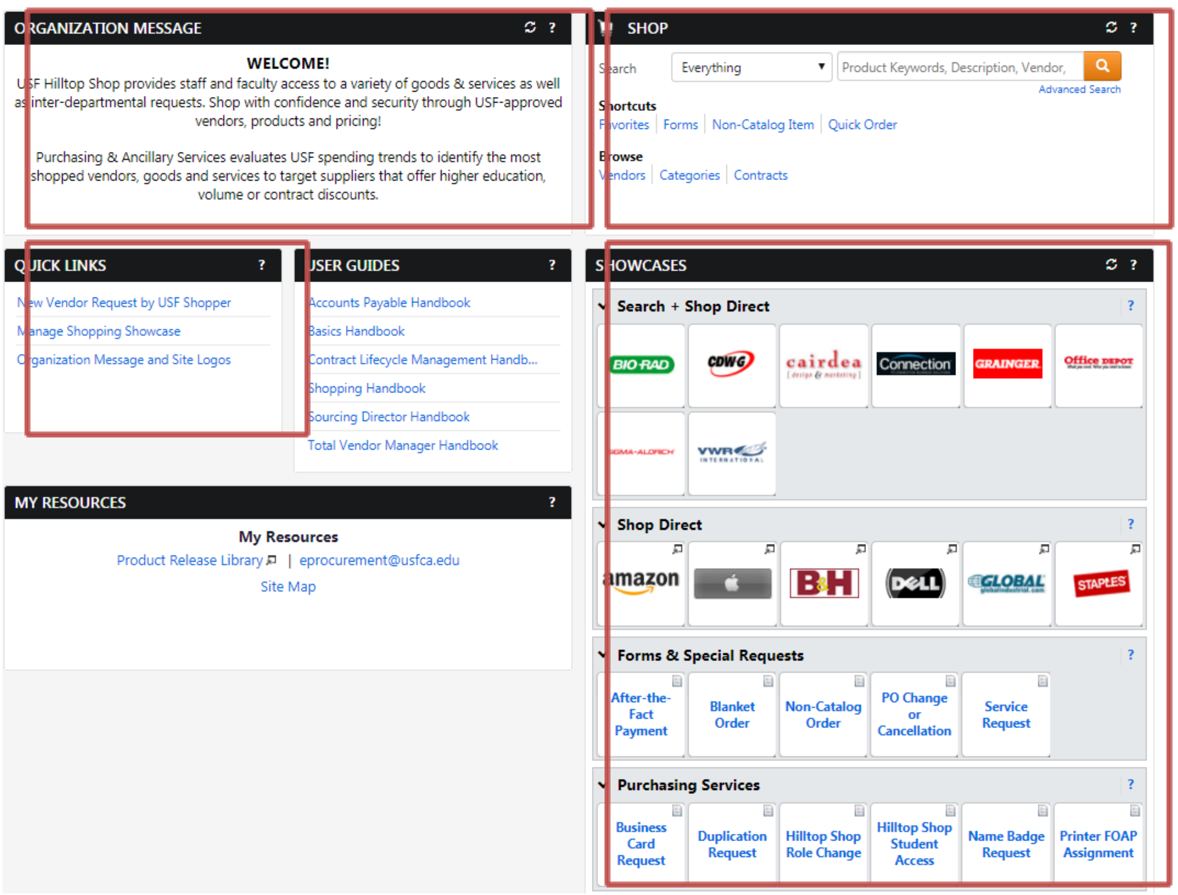
As a Requestor, you will have the ability to shop within Hilltop Shop utilizing the Hosted and Punch-out catalogs. Products and services not available from a Hosted Catalog or Punch-out Store utilize a form to submit the requisition. Forms also allow Shoppers and Requestors to make other requests such as requesting a change to a purchase order already distributed to a vendor and to request payment on a vendor invoice that does not have a PO associated with it.

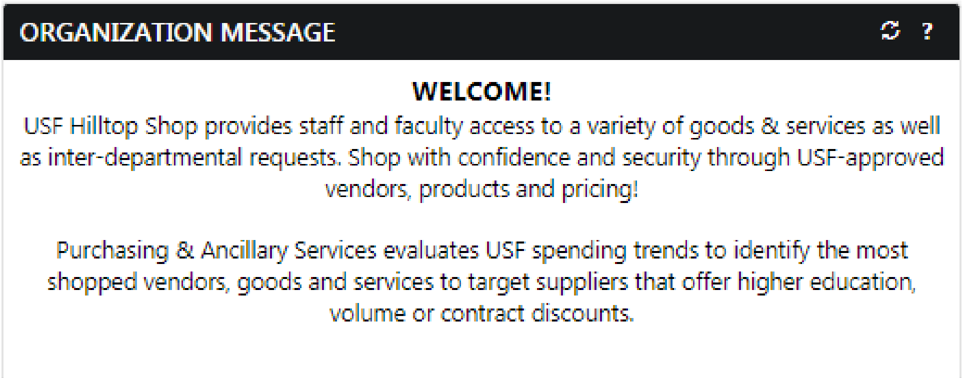
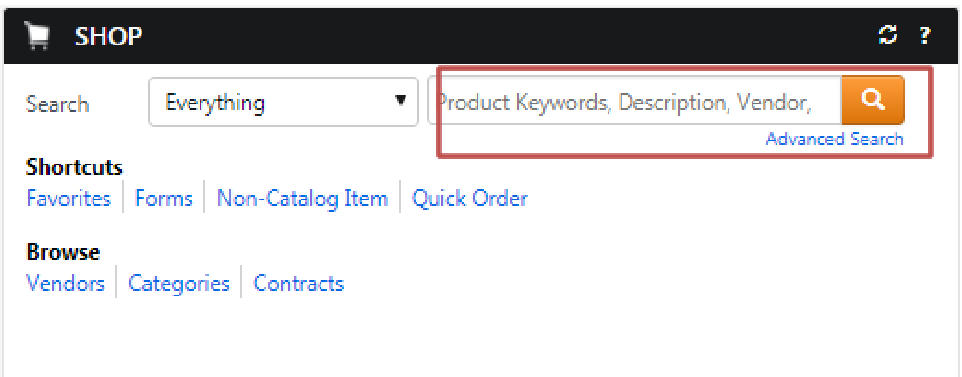
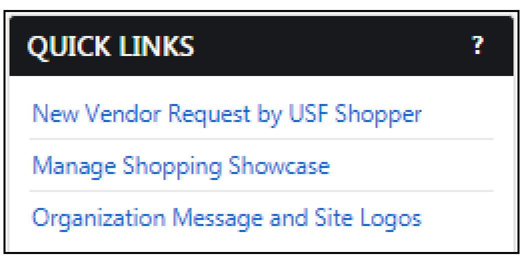
In this set of exercises, you will learn how to shop and submit requisitions utilizing the available methods in Hilltop Shop including Hosted Catalogs, Punch-out Catalogs, and forms.

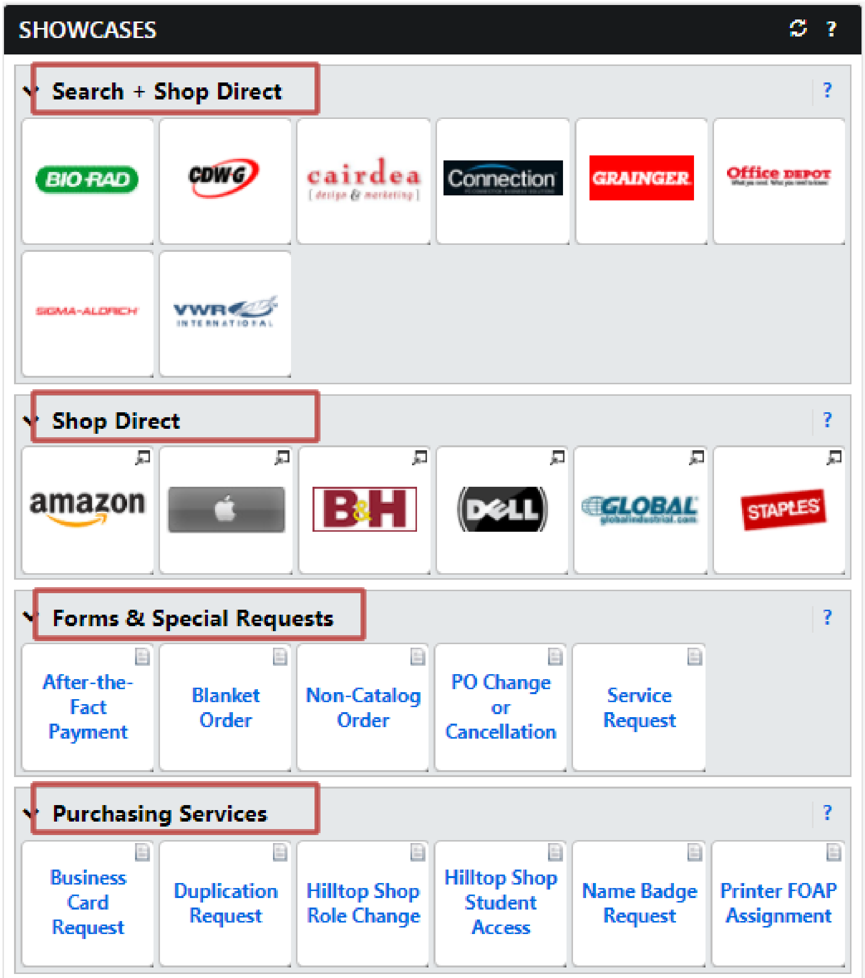
In this section of the course, you learn to perform the following:

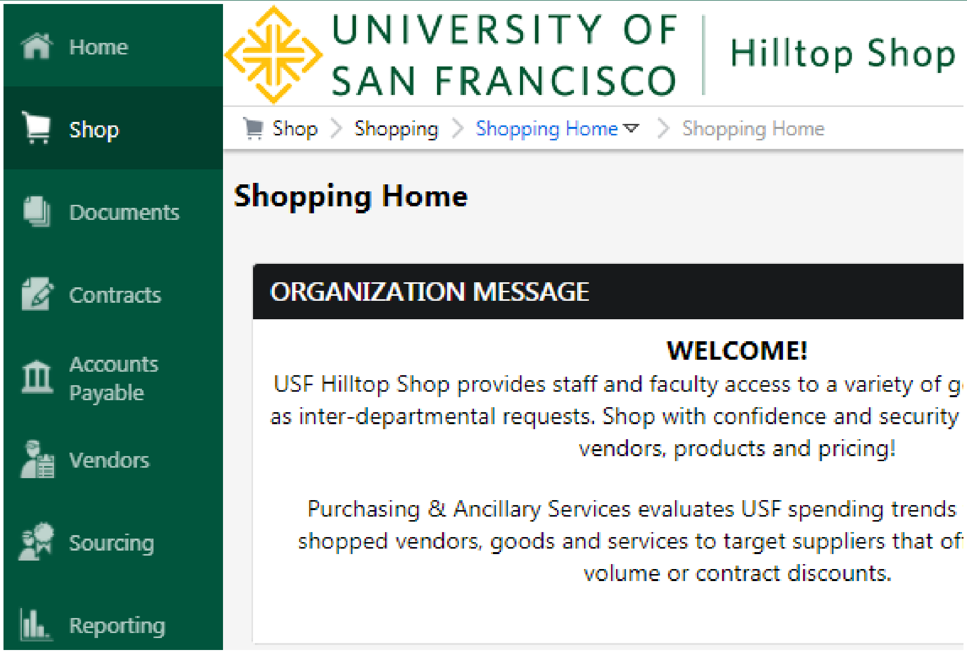
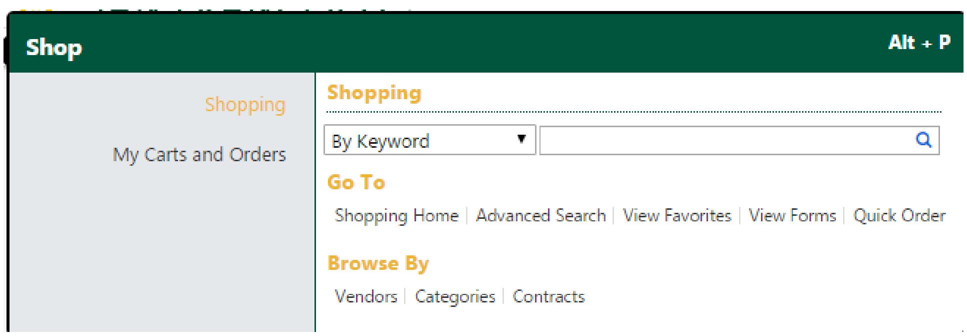
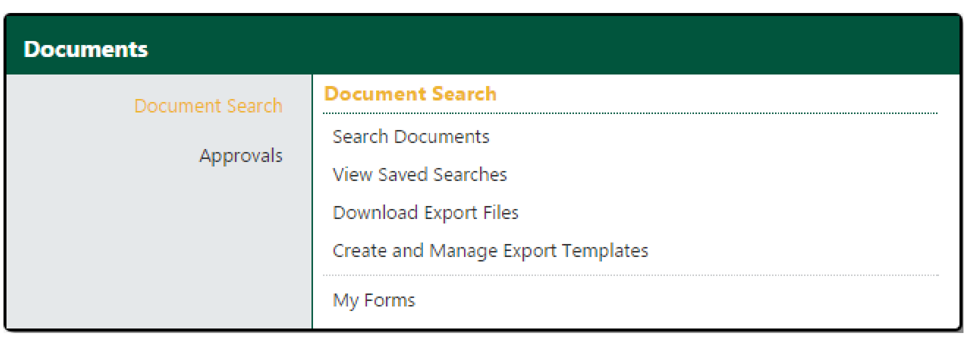
- Exercise 4: Basic Navigation
- Exercise 5: Shopping Punch-out Catalog
- Exercise 6: Shopping Hosted Catalog
- Exercise 7: Shopping Non-Catalog Form
- Exercise 8: Shopping Using Services Form
- Exercise 9: After-the-Fact Payment Form
- Exercise 10: PO Change Order Form

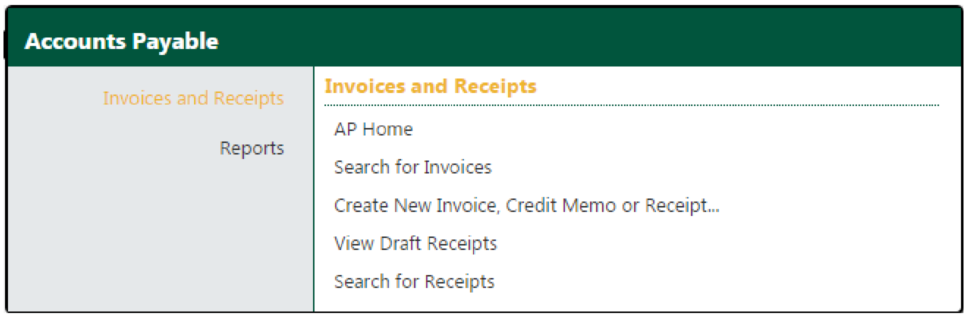
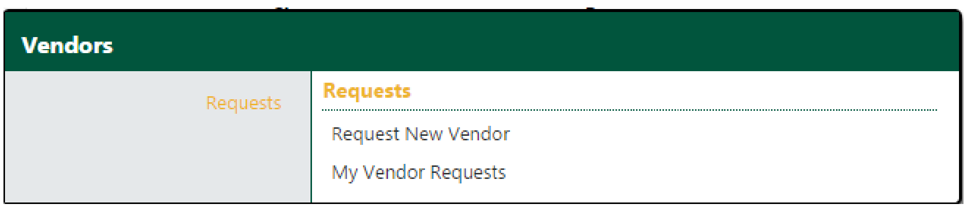
# Exercise 4: Basic Navigation

| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop<br><br>Use the username provided to you. In production, there will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on |
| 2 | The shopping homepage is composed of 4 major sections including:<br>▪ Organization Message<br>▪ Shop "at the top"<br>▪ Quick Links<br>▪ Shopping Showcases<br> |
| 3 | The **Organization Message** will contain announcements from Purchasing and Ancillary Services (PaAs), such as:<br>▪ New functionality and updates<br>▪ New Hosted Catalogs, Punch-Out Stores and Forms<br>▪ USF Procurement Policy Updates<br>▪ Planned site outages |

<table>
<tr><td></td><td>
</td></tr>
<tr><td>4</td><td>Shop “at the top” allow users to search for products from vendors who are hosting their products directly in Hilltop Shop.<br>
</td></tr>
<tr><td>5</td><td>The Quick Links contain shortcuts to commonly used pages as well as links to other sites<br>
</td></tr>
<tr><td>6</td><td>The Showcases contain direct links to all Vendor Hosted and Punch-out Stores.<br><br>The vendors listed under the Search + Shop Direct section have opted to post their products directly in Hilltop Shop. This allows users to shop utilizing the Shop at the Top search bar. These vendors also offer a Punch-Out Store site as well. Click on the store logo to access the Punch-Out Store site.<br><br>The vendors listed under the Shop Direct section have opted not to post their products and prices directly in Hilltop Shop. Users must go directly to the Punch-Out Store site to search for products.<br><br>Additionally, the Showcases contain links to Forms users will need, such as a Non-Catalog Order, After-the-Fact Payment, etc.</td></tr>
</table>

| | |
|---|---|
| |  |
| 7 | In addition to the shopping page, the left navigation bar contains links to all other functions a user may perform, including document search, receipt creation, view invoices, and request a new vendor |

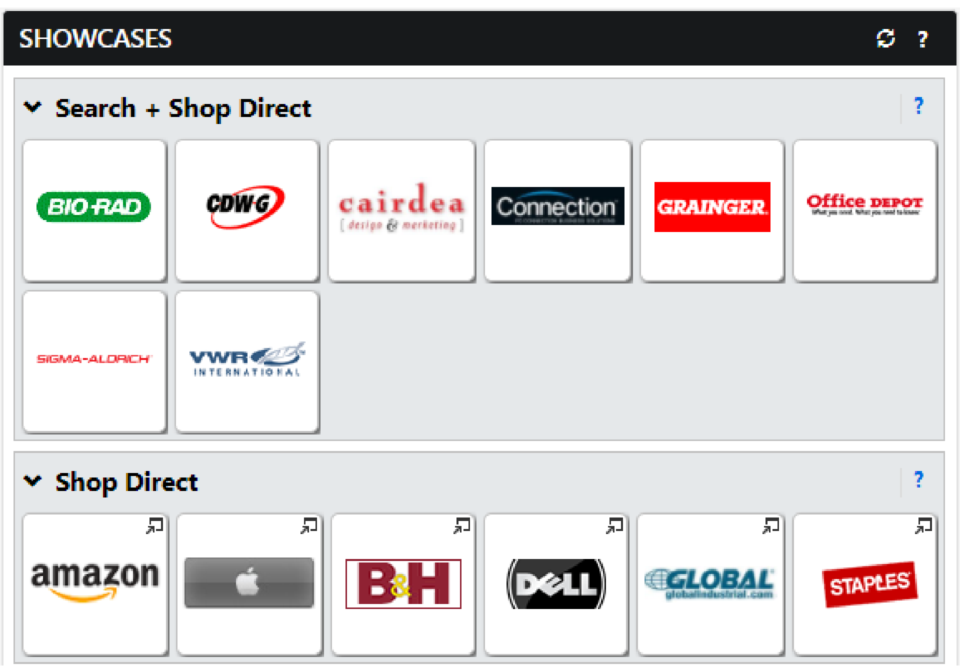
<table>
<tr><td></td><td>
</td></tr>
<tr><td>8</td><td>Shop provides many of the same shopping links as found on the home page in addition to links to navigate users to a listing of their active, assigned, and historical shopping carts<br>
</td></tr>
<tr><td>9</td><td>Documents allows users to the ability to search for requisitions, POs, and invoices they have permission to access. Additionally, this menu item will allow users to navigate to their approval queue.<br>
</td></tr>
<tr><td>10</td><td>Contracts allows users to search for Purchasing Contracts you have access to view as well as place a request for a new purchasing contract with a vendor</td></tr>
</table>

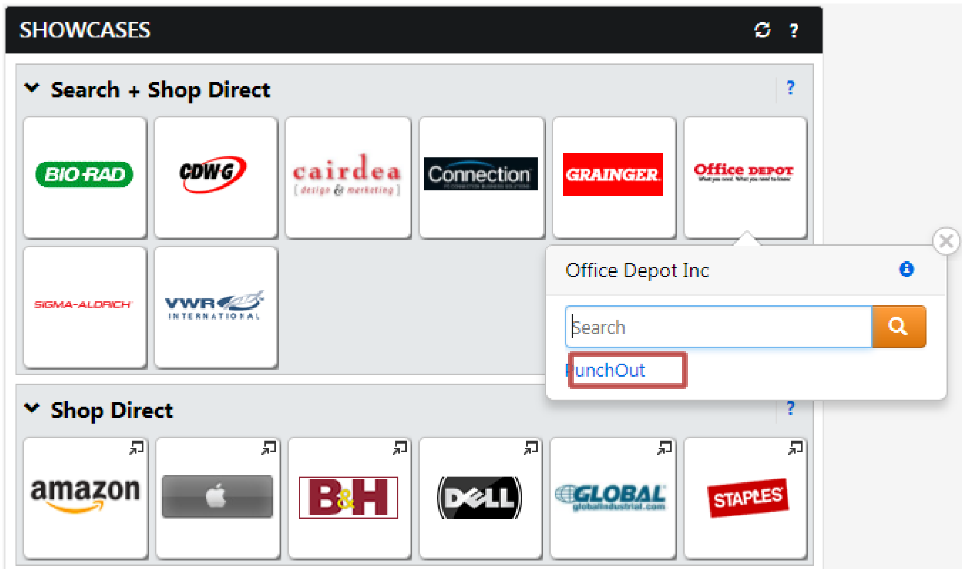
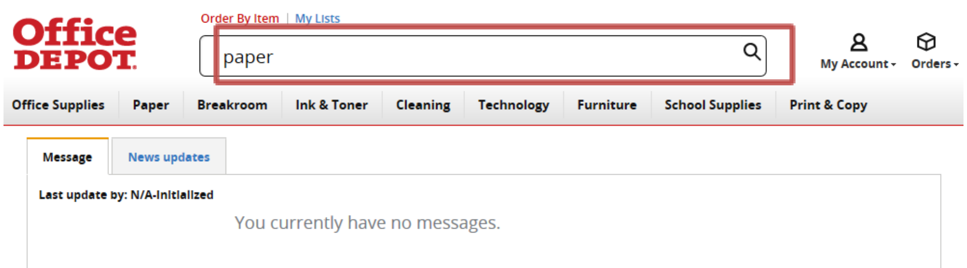
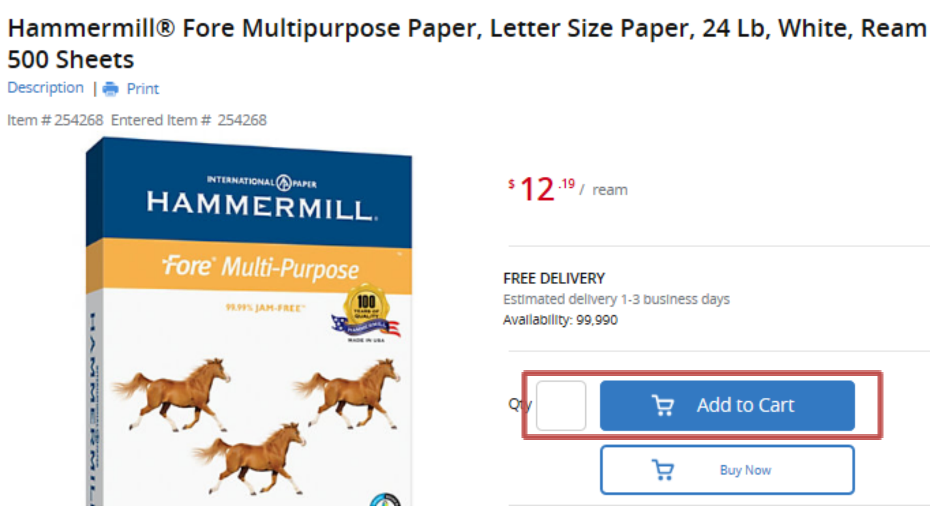
| | |
|---|---|
| |  |
| 11 | **Accounts Payable** gives users access to create and search for receipts as well as view invoices<br> |
| 12 | **Vendors** navigates users to the applicable form for requesting a new vendor in Hilltop Shop<br> |
| 13 | **Sourcing** gives end users to ability to view all Procurement Sourcing Events where a user is identified as a stakeholder<br> |

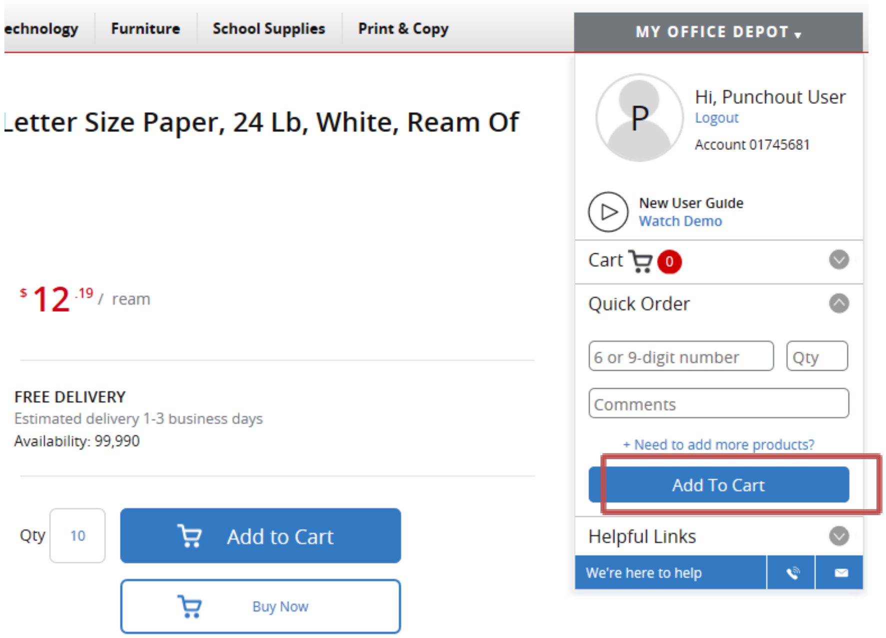
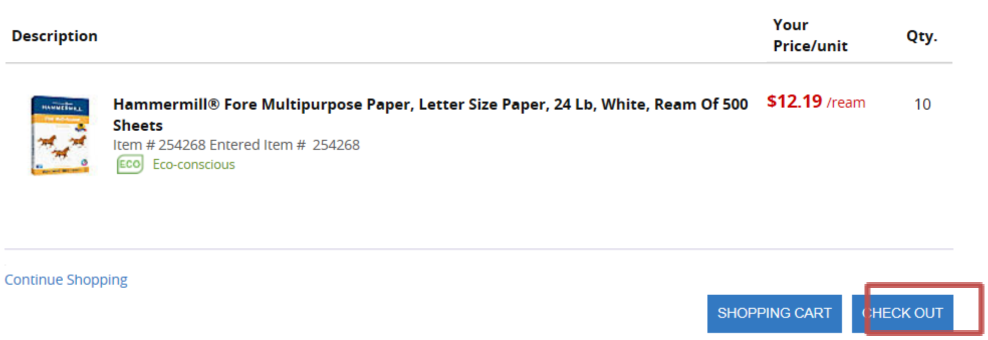
## Exercise 5: Shopping from a Punch-out Store

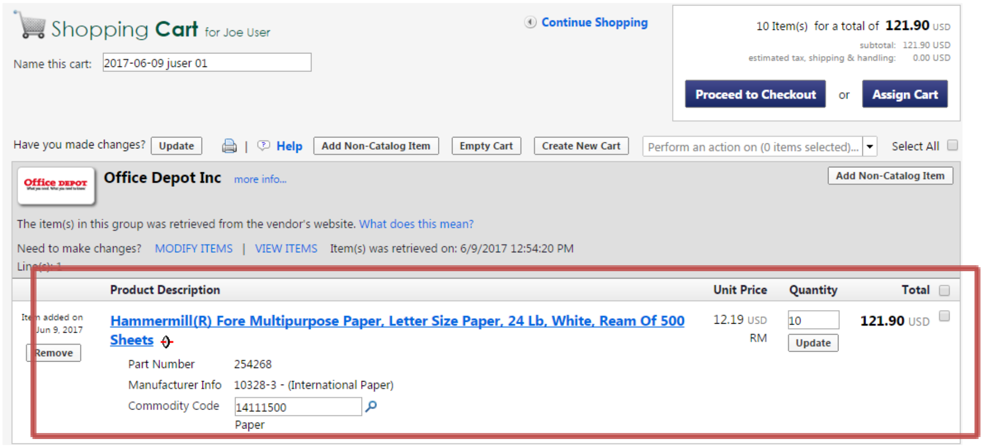
Purchasing and Ancillary Services (PaAs) has setup strategic relationships with a number of vendors frequently used by the campus community. These vendors have the ability to maintain a Punch-Out Store. Punch-out Stores provide the USF campus community with the following advantages:

- Similar shopping experience as consumer web sites
- Contain products and pricing negotiated at USF discount rates
- Selected products will automatically fill-out the Hilltop Shop cart without manual keying of product details
- Purchases < $500 from punch-out catalogs do not require Department nor Procurement approval

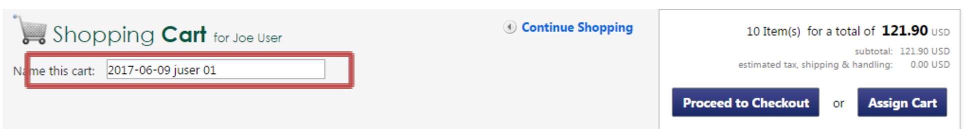
| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop<br><br>Use the username provided to you. In production, there will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on |
| 2 | From the homepage, navigate to the **Showcases** located in the lower right of the dashboard. Under **Showcases** lists the Vendors that are available.<br> |
| 3 | Select a Vendor. Click the **PunchOut** link to be taken to the Vendor's website |

| | |
|---|---|
| |  |
| 4 | From within the Vendor's website, you can browse or search for items from the Punch-Out Store. In this example, we use the search feature to shop for "paper"<br> |
| 5 | After locating the desired item, enter the **Quantity**. Click **Add to Cart**<br>(Note: Each Vendor's Punch-Out Store will navigate slightly differently)<br> |

<table>
<tr><td>6</td><td>Click on Add to Cart in the right hand corner or middle of the screen

</td></tr>
<tr><td>7</td><td>Review shopping cart items and click Check Out

</td></tr>
<tr><td>8</td><td>Items should now appear in your active shopping cart in Hilltop Shop</td></tr>
</table>




**9** Click on the text box next to Name This Cart and enter a name for the cart that will be more meaningful to you and any approvers who will need to review your order

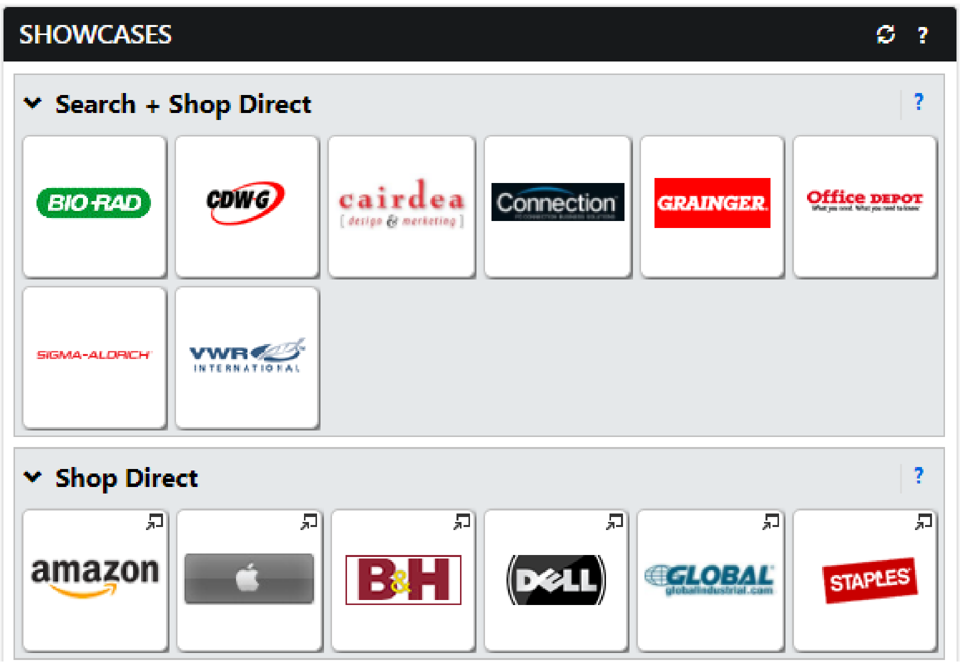


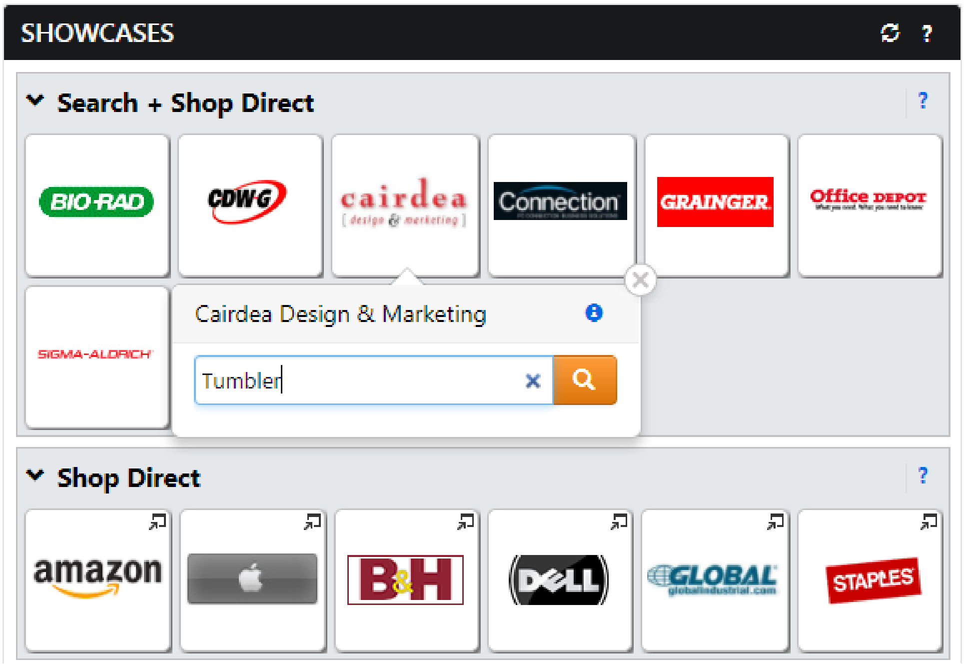
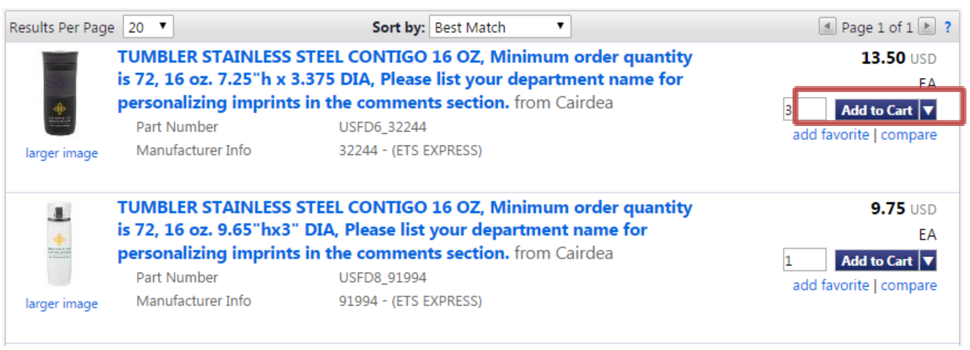
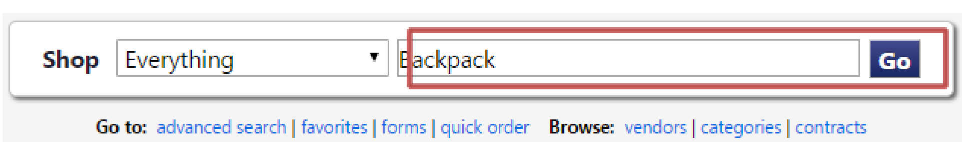

**10** At this point, a Requestor will need to perform the following actions to complete and submit the shopping cart:

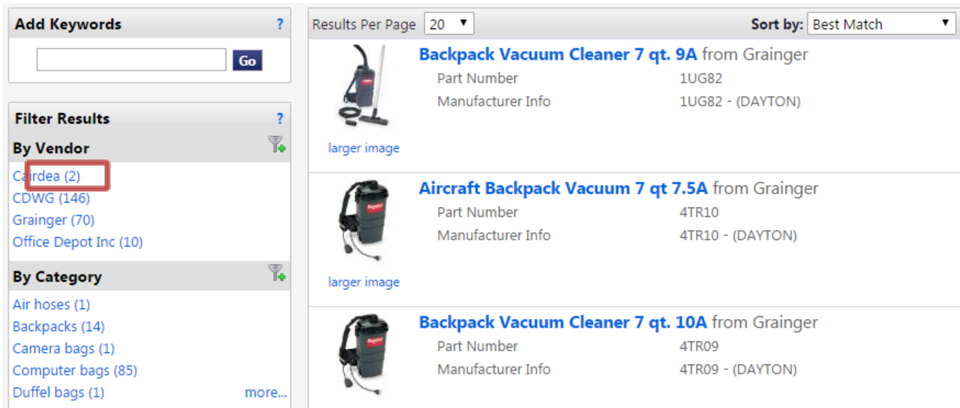
- Optionally, assign an appropriate **Commodity Code** for each line item
- Assign the appropriate **FOAP** string to the order
- Ensure the **Shipping** information is correct
- Set the **Prepayment** checkbox and provide the appropriate instructions, if a prepayment is required
- Update the **Accounting Date** if the order is placed towards the end of the fiscal year and products will be delivered on or after June 1$^{st}$ of the new fiscal year
- Add any additional **Comments** to the order request that will help facilitate approval

Follow the directions provided in **Exercise 12** for Completing and Submitting the Shopping Cart

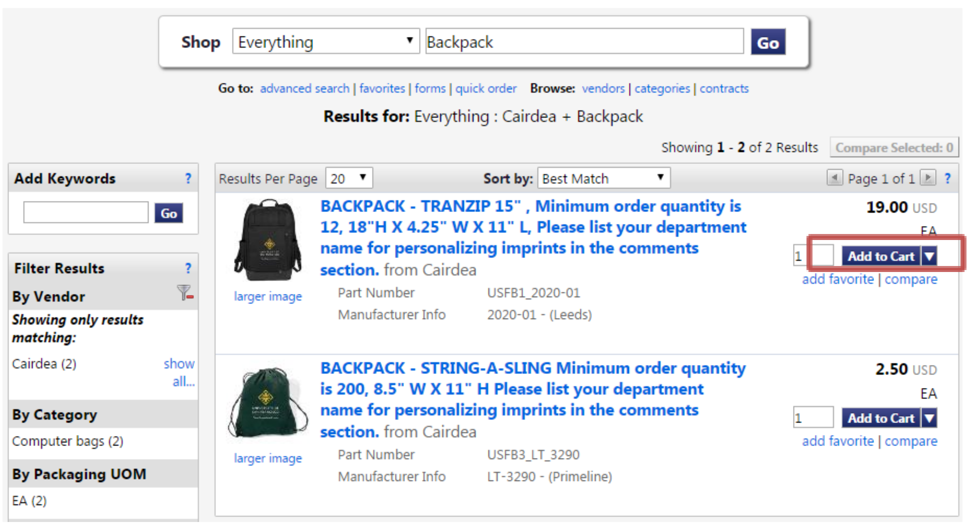
## Exercise 6: Shopping from a Hosted Catalog

| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop<br><br>Use the username provided to you.  In production, there will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on |
| 2 | From the homepage, navigate to the **Showcases** located in the lower right of the dashboard.  Under **Showcases** lists the Vendors that are available.<br><br> |
| 3 | Select a Vendor.  Type in either the description or part number for the item and click the **Search Icon**. |

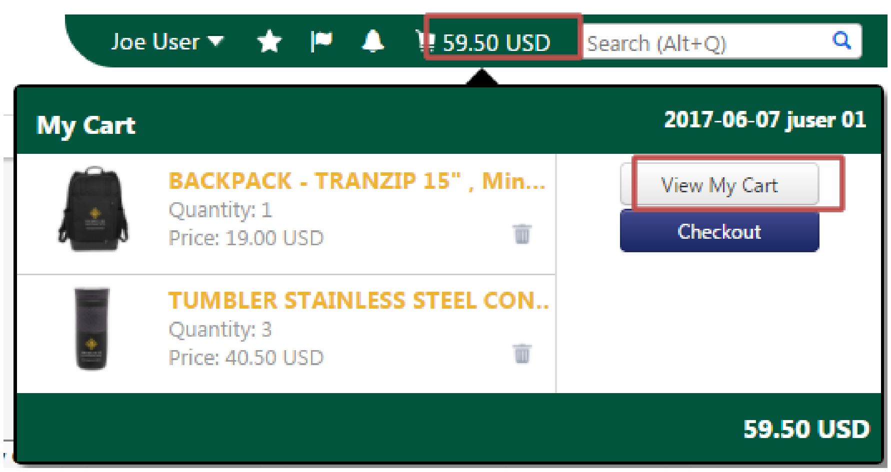
<table>
<tr><td></td><td>
</td></tr>
<tr><td>4</td><td>To add an item to your cart, type in the quantity and click on Add to Cart.<br>

</td></tr>
<tr><td>5</td><td>To add additional items to a cart, scroll to the top of the page and type in the product description or part number in the search bar. Click Go.<br>

</td></tr>
<tr><td>6</td><td>The new search results should appear. If the search returns too many products, use the filter options on the left side of the screen by clicking on one of the selection options</td></tr>
</table>




7 Once the item is located, type in the quantity and click on **Add to Cart**

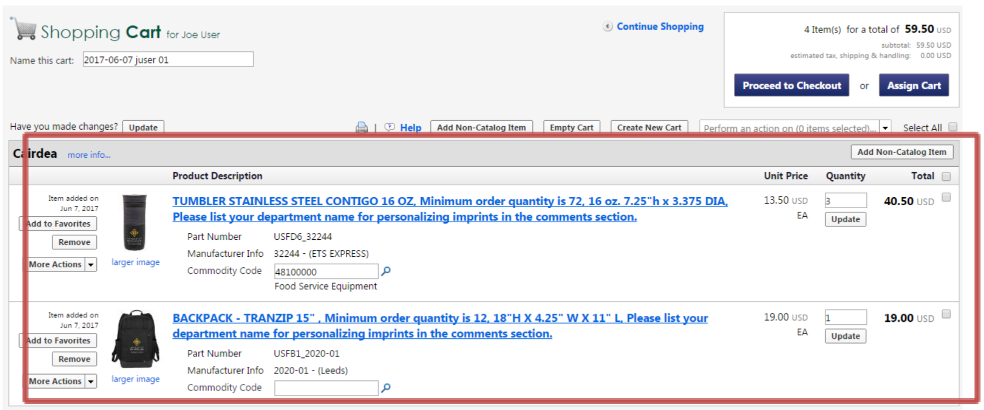



8 After you have added all the items to your cart, go to the top of screen and click on the Shopping Cart icon then click on the **View My Cart** button.



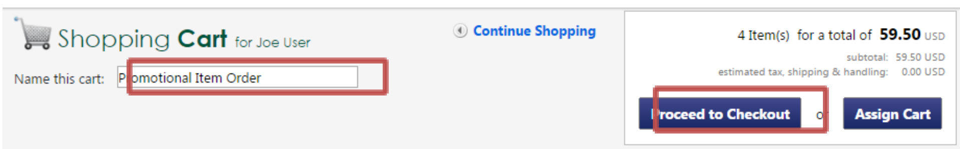
**9**

The items should now appear in your active shopping cart.




**10**

Click on the text box next to **Name This Cart** and enter a name for the cart that will be more meaningful to you and any approvers who will need to review you order. Click on **Proceed to Checkout.**




**11**

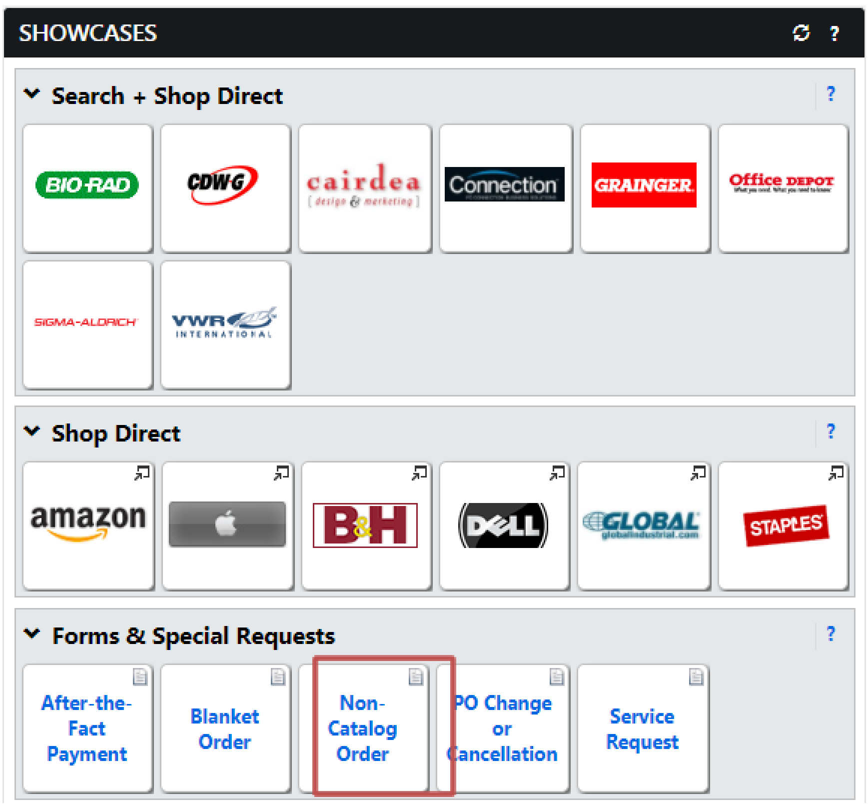
At this point, a Requestor will need to perform the following actions to complete and submit the shopping cart:

- Optionally, assign an appropriate **Commodity Code** for each line item
- Assign the appropriate **FOAP** string to the order
- Ensure the **Shipping** information is correct
- Update the **Accounting Date** if the order is placed towards the end of the fiscal year and products will be delivered on or after June 1$^{st}$ of the new fiscal year
- Add any additional **Comments** to the order request that will help facilitate approval

Follow the directions provided in **Exercise 12** for Completing and Submitting the Shopping Cart

## Exercise 7: Shopping using the Non-Catalog Form

Hilltop Shop has a variety of Hosted Catalogs and Punch-Out Stores. However, there will be many occasions where users will need to submit a requisition for products and/or service that are not available through the catalogs or stores showcased. To accomplish this, Hilltop Shop has several forms setup to facilitate submitting a requisition. The Non-Catalog form should only be used to request products not available in an existing Hosted Catalog or Punch-Out Store. **Note:** There is a separate form for requesting services (covered in the next exercise).

| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on |
| 2 | From the homepage, navigate to the **Forms** section, located under **Showcases**. Click on **Non-Catalog Order** sticker.<br><br> |
| 3 | The Non-Catalog Order form will open. Please read the **Form Instructions** at the top of the screen prior to filling out the form. |

**Form Instructions** ?

Use this form when a product or vendor is not available in Hilltop Shop. Hover over each heading for instructions or refer to the User Manual. Incomplete forms will be returned to the Requestor.

**NOTE:** All vendors must complete an on-boarding profile and be vetted before the University can do business with them. As such, the time to process this request may be delayed while the vendor completes the on-boarding process.

* denotes a mandatory field

**1. University Business Purpose*** ?

Paper Plates and cups for Students

966 characters remaining — expand | clear

**2. Sole or Single Source Justification** ?

Sourcing Justification Reason: 2. Single Source: There is only one vendor qualified to provide the product or services.

**3. Supporting Attachments** ?

Internal Attachments — Add Attachments — **Size** **Attached on**

External Attachments — Add Attachments — **Size** **Attached on**

**4. Vendor Information*** ?

**Perform a vendor search. If the vendor is found, please select the vendor.**

| | |
|---|---|
| **Vendor** | Promotional Edge more info...<br>select different vendor |
| **Fulfillment Address** | PO Purchase Orders 1: (preferred)<br>2007 Hill Meadow Pl<br>Danville, CA 94526-4448 US |
| Vendor Phone | +1 925-362-9913 |

**PO sent via**

The system will distribute purchase orders using the method(s) indicated below:

Check this box to customize order distribution information.

Manual

Contract — select contract...

If the vendor is NOT found in search results, the vendor is required to register with USF. See instructions below.

| NEW VENDOR PAYMENT PROFILE PROCESS |
|---|
| 1. Click on the "NEW VENDOR REQUEST" link below and provide vendor information. |
| 2. PAAS will receive the vendor request and invite vendor to complete payment profile. |
| 3. Once the vendor has submitted request, we will review & approve. |
| 4. Once notified by Purchasing, please return to this form, search for vendor, complete and submit your non-catalog request. |
| **NOTE:** Vendors must formally register with USF after 2 payments. Payment may be withheld until vendor formally registers. As needed, refer to USF Purchasing Policy. |

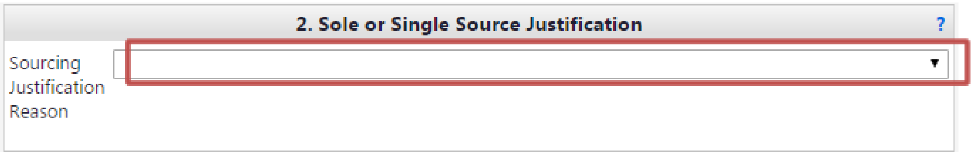
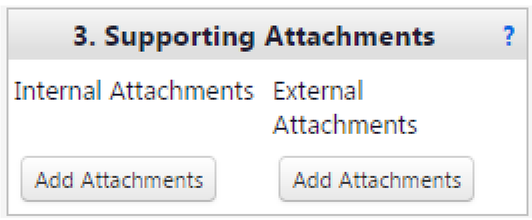
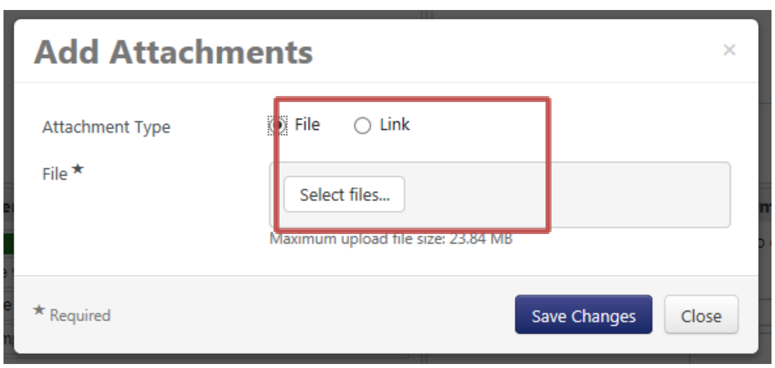
4 Complete the **University Business Purpose** section by typing the purpose of the purchase (Note: this is a required section)

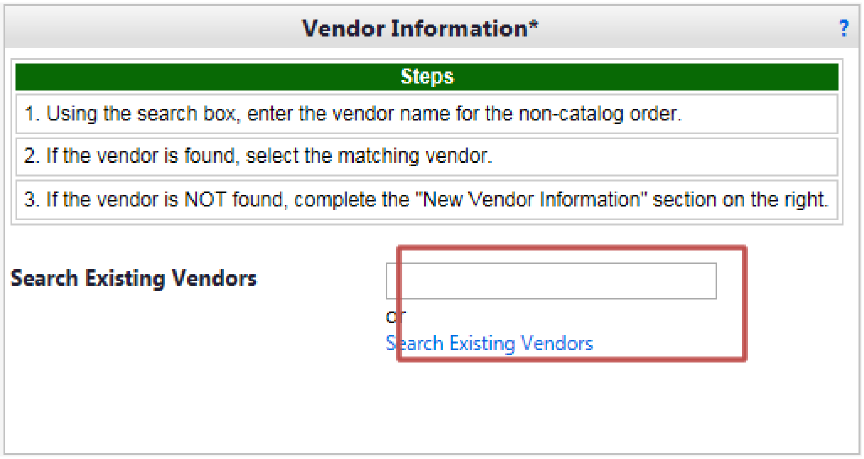
**1. University Business Purpose** ?

Paper and disposable products needed for a student event on 9/12.

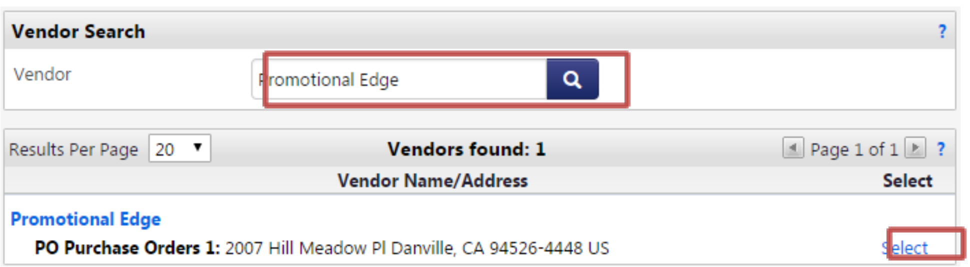
185 characters remaining — expand | clear

5 Please complete the **Sole Source Justification** if competitive quotes are not attached. Please consult USF Procurement Policy for guidance. Formal Sourcing Events (RFx) are required for purchases $50,000 or greater Use the drop down box to select a **Justification Reason**.

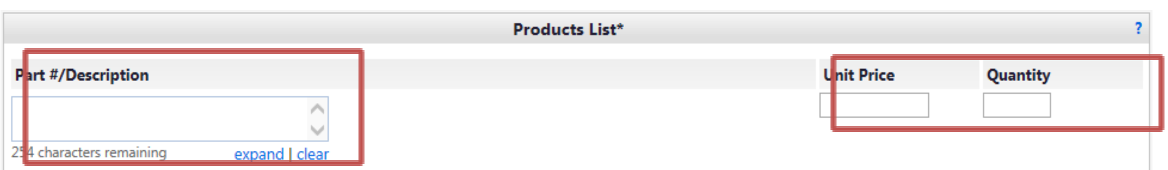
<table>
<tr><td></td><td>
</td></tr>
<tr><td>6</td><td>Click the Add Attachments to provide supplemental information or quotes.<br><br>Internal Attachments will remain internal in Hilltop Shop and are only viewable to just USF employees<ul><li>Quotes provided by all vendors</li><li>Internal USF information that is important for approvers to access</li></ul>External Attachments are sent to the vendor when the PO is dispatched. Be sure you only include attachments you intend to share with the vendor<ul><li>Quote provided by the vendor the purchase is being made against</li><li>Specifications or other documentation the vendor will need in order to complete the order</li></ul>Note: The maximum file size is 50 MB<br><br>
</td></tr>
<tr><td>7</td><td>Attachments can be added by selecting a file from your computer or by entering a link to a website. Click Save Changes.<br><br>
</td></tr>
<tr><td>8</td><td>Enter the Vendor Information. Use the search box to search for existing vendors and select the matching vendor.</td></tr>
</table>

<table>
<tr><td></td><td>


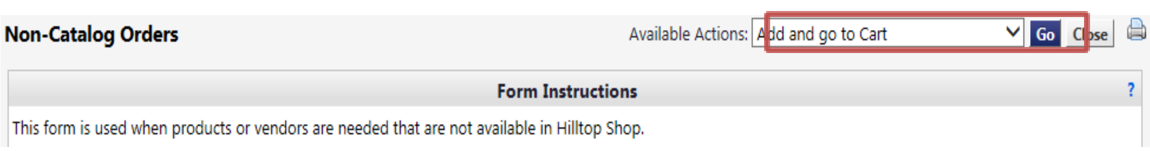
</td></tr>
<tr><td>9</td><td>
By selecting Search Existing Vendors, a new page should appear. Type the vendor name into the search box then click on Select next to the first address in the list.



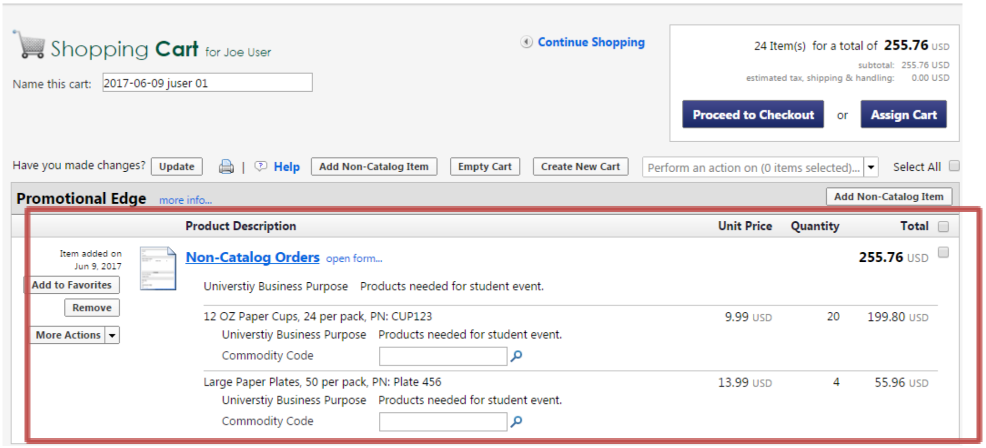
</td></tr>
<tr><td>10</td><td>
Scroll down to the Product List. Enter the Part Number / Description, the Unit Price, and Quantity. Scroll down to the next line item and repeat this step to add additional items.



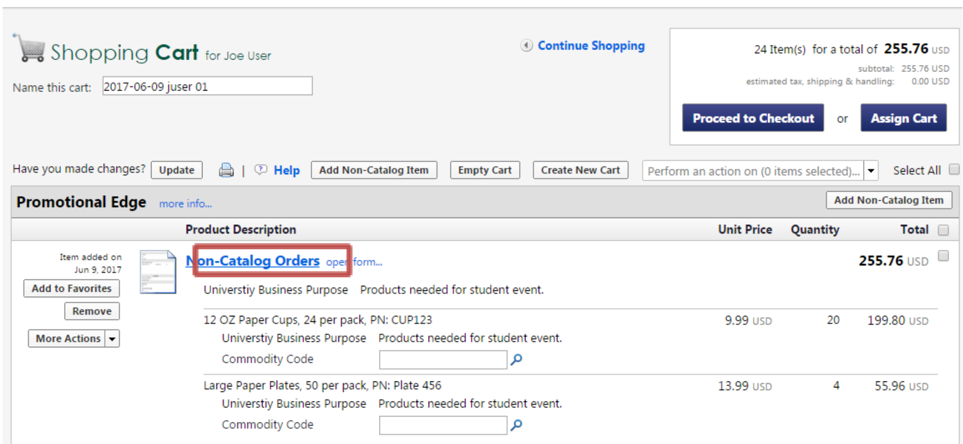
</td></tr>
<tr><td>11</td><td>
Once the form is completed, scroll up to the top of the page and click on the drop down menu next to Available Actions in the upper right hand corner. Select Add and Go To Cart and press the Go button.



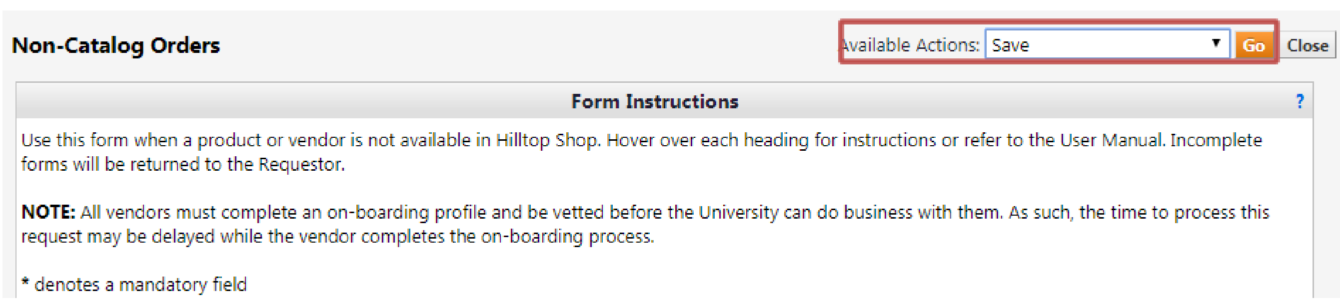
</td></tr>
<tr><td>12</td><td>The items should now appear in your active shopping cart.</td></tr>
</table>



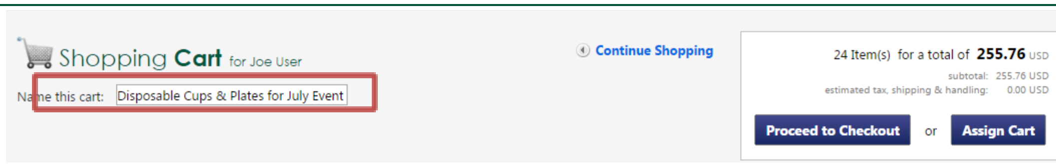

13 If you need to make an modifications to the form (update price, quantity, descriptions, etc…), click on **Non-Catalog Orders** link above the line items.




14 The form will reopen and you can change of the information in the form. Once complete, scroll back to the top of the form, make sure the **Available Actions** is set to **Save**, then click on **Go**.

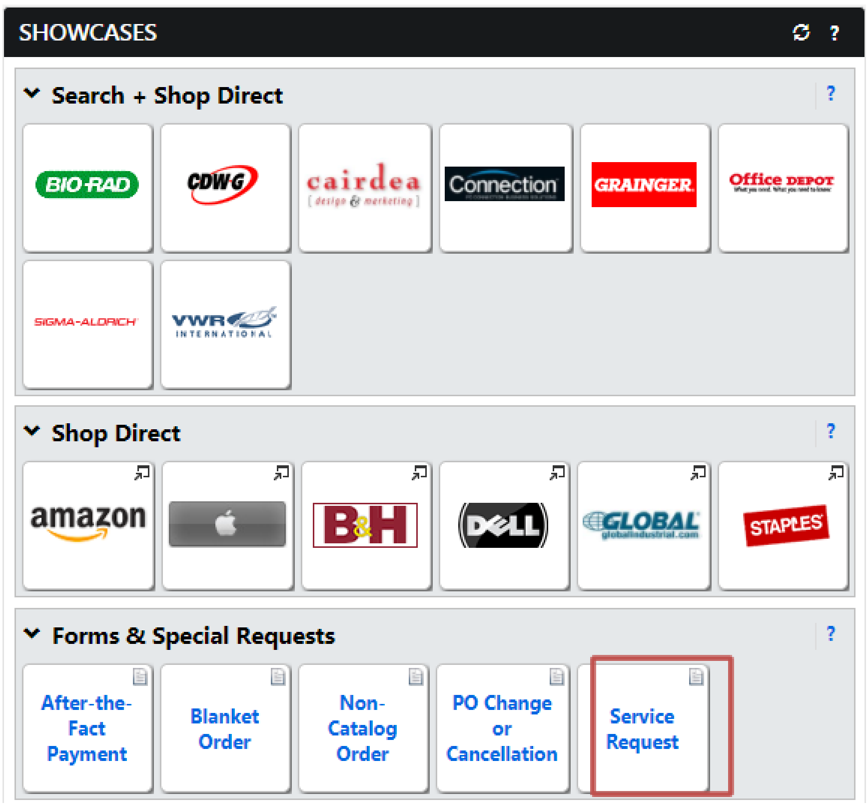


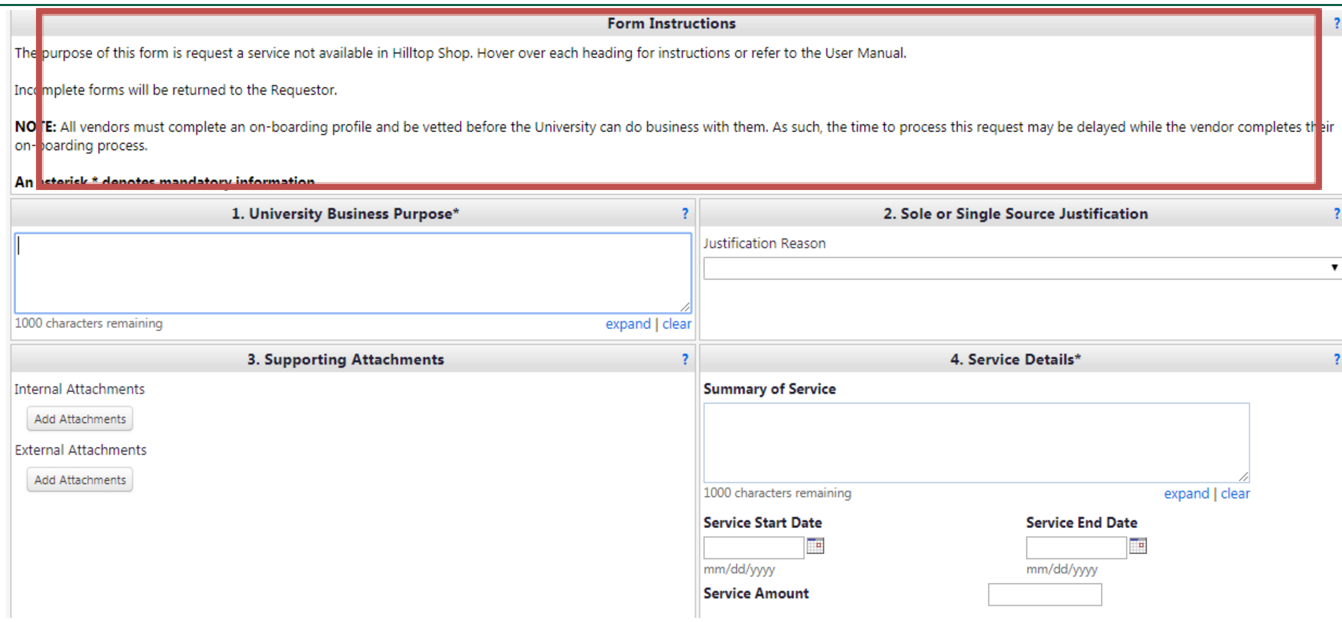

15 Click on the text box next to **Name This Cart** and enter a name for the cart that will be more meaningful to you and any approvers who will need to review you order.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>16</td><td>At this point, a Requestor will need to perform the following actions to complete and submit the shopping cart:<br>
• Optionally, assign an appropriate Commodity Code for each line item<br>
• Assign the appropriate FOAP string to the order<br>
• Ensure the Shipping information is correct<br>
• Set the Prepayment checkbox and provide the appropriate instructions, if a prepayment is required<br>
• Update the Accounting Date if the order is placed towards the end of the fiscal year and products will be delivered on or after June 1st of the new fiscal year<br>
• Add any additional Comments to the order request that will help facilitate approval<br>
Follow the directions provided in Exercise 12 for Completing and Submitting the Shopping Cart</td></tr>
</table>

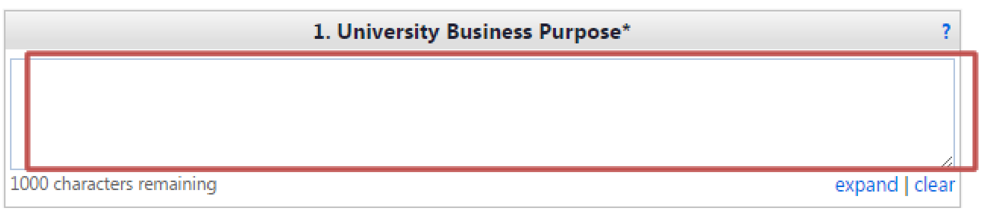
## Exercise 8: Shopping Using the Service Request Form

This exercise will cover how to complete a purchase request for services being performed by a vendor. Shoppers and Requestors will utilize the Service Request form found in the Hilltop Shop Showcase.

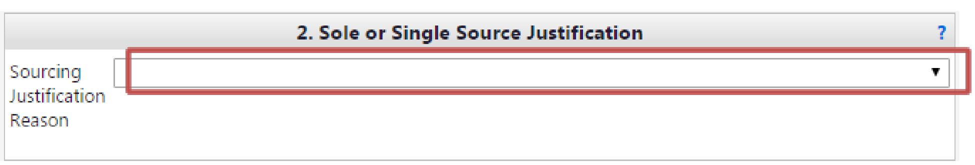
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF’s Single Sign-on</td></tr>
<tr><td>2</td><td>From the homepage, navigate to the Forms section, located under Showcases. Click on Service Request sticker.<br>

</td></tr>
<tr><td>3</td><td>The Service Request form will open. Please read the Form Instructions at the top of the screen prior to filling out the form.</td></tr>
</table>




4 Complete the **University Business Purpose** section by typing the purpose of the purchase (Note: this is a required section)




5 Please complete the **Sole Source Justification** if competitive quotes are not attached. Please consult USF Procurement Policy for guidance. Formal Sourcing Events (RFx) are required for purchases $50,000 or greater Use the drop down box to select a **Justification Reason**.




6 Click the **Add Attachments** to provide supplemental information or quotes.

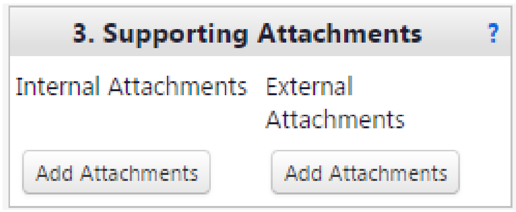
Internal Attachments will remain internal in Hilltop Shop and are only viewable to just USF employees

- Quotes provided by all vendors
- Internal USF information that is important for approvers to access

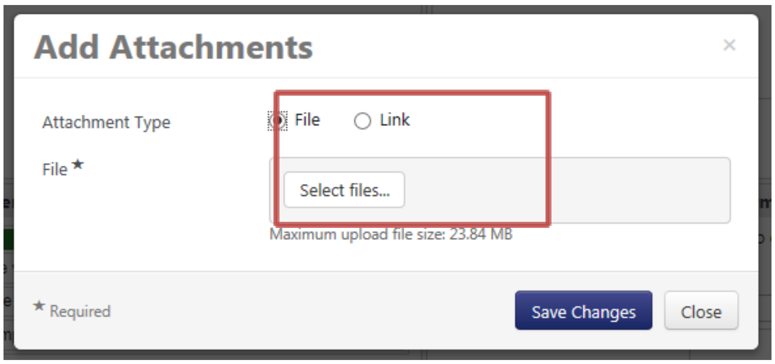
External Attachments are sent to the vendor when the PO is dispatched. Be sure you only include attachments you intend to share with the vendor

- Quote provided by the vendor the purchase is being made against
- Specifications or other documentation the vendor will need to complete the order

Note: The maximum file size is 50 MB

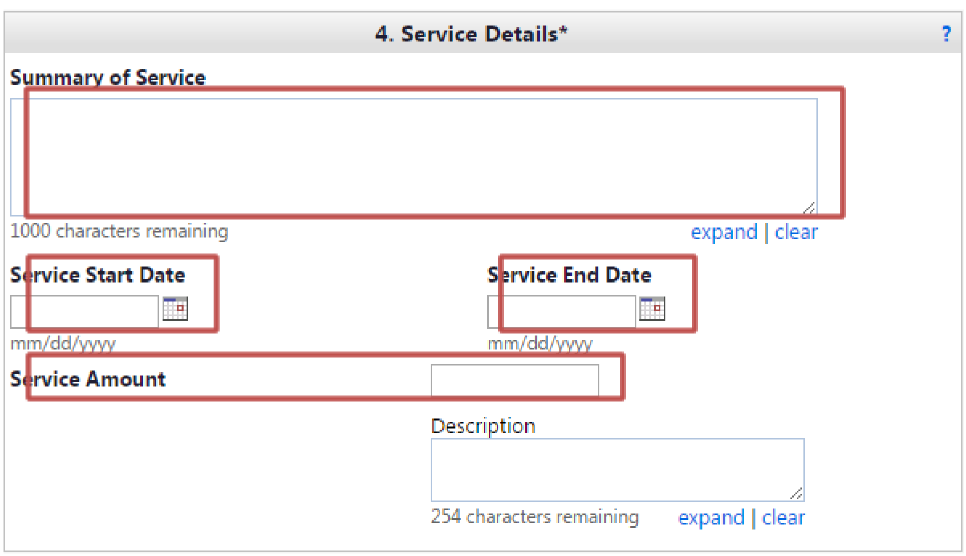



7 Attachments can be added by selecting a file from your computer or by entering a link to a website. Click **Save Changes.**

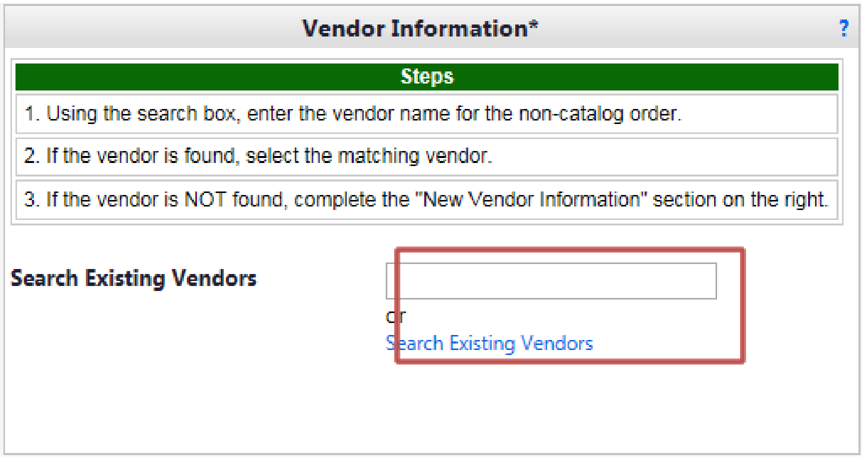
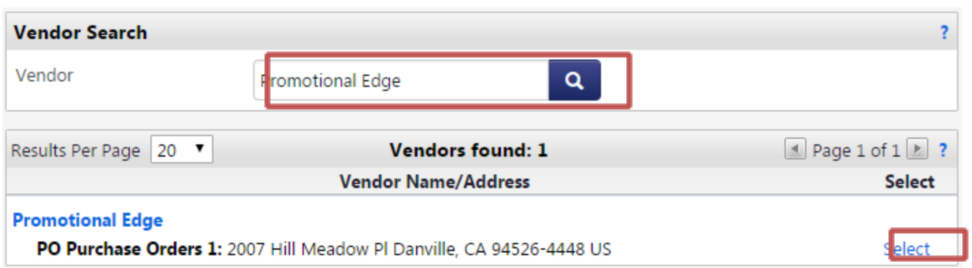
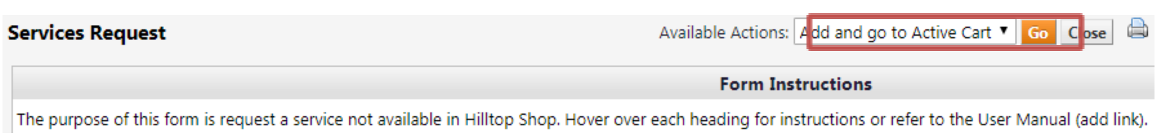
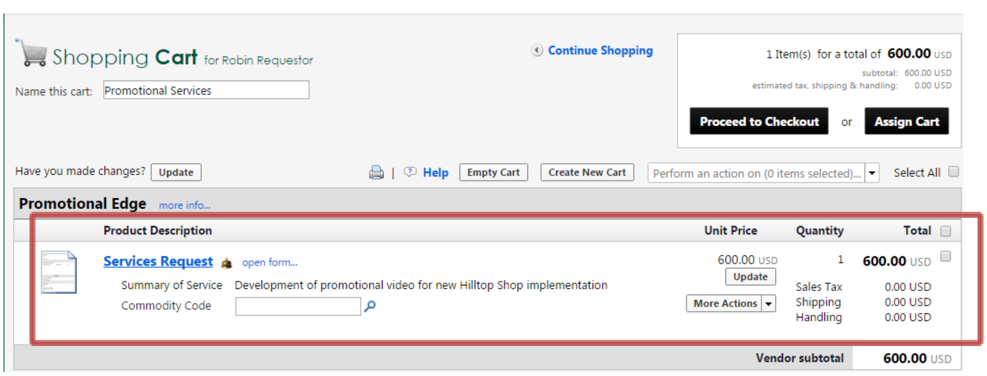


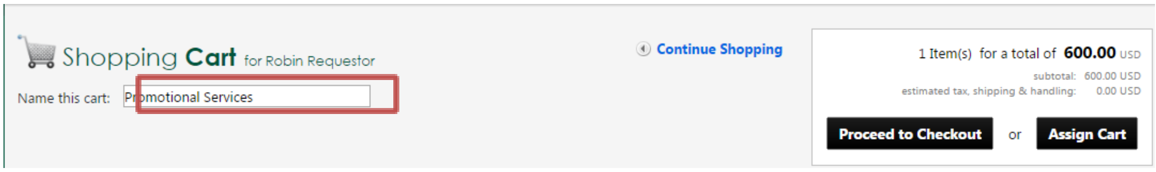

8 Complete the **Services Details** section with the specific details of the service including:

- **Summary of Service:** Detailed description of the service the vendor will perform for USF
- **Service Start Date:** The date the vendor will begin the work according to the statement of work
- **Service End Date:** The date the vendor will end the work according to the statement of work
- **Service Amount:** Total amount of the service



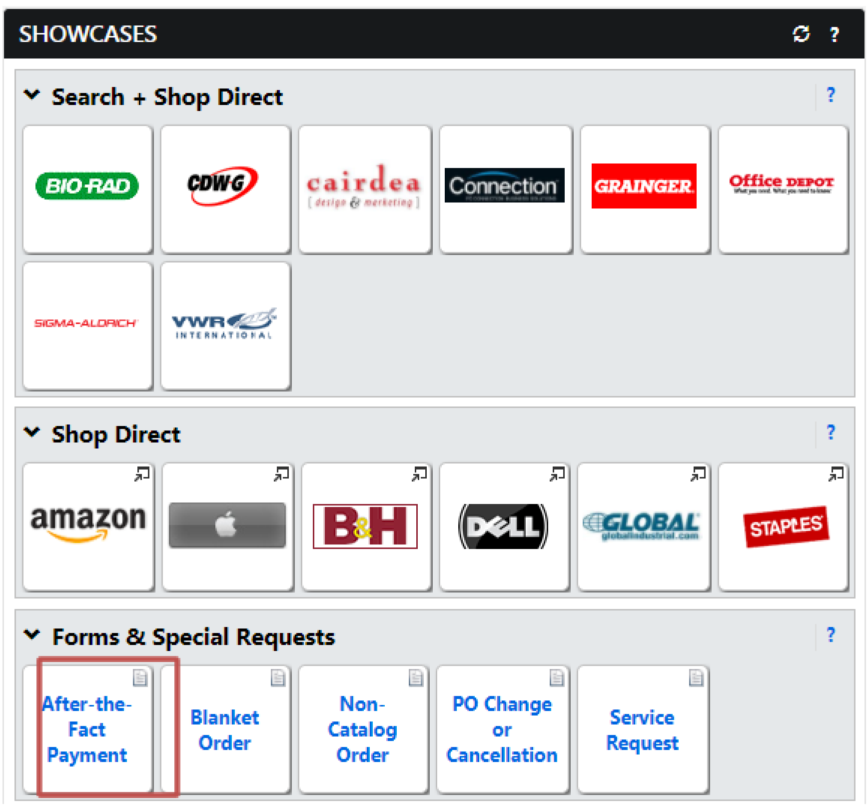

9 Enter the **Vendor Information**. Use the search box to search for existing vendors and select the matching vendor.

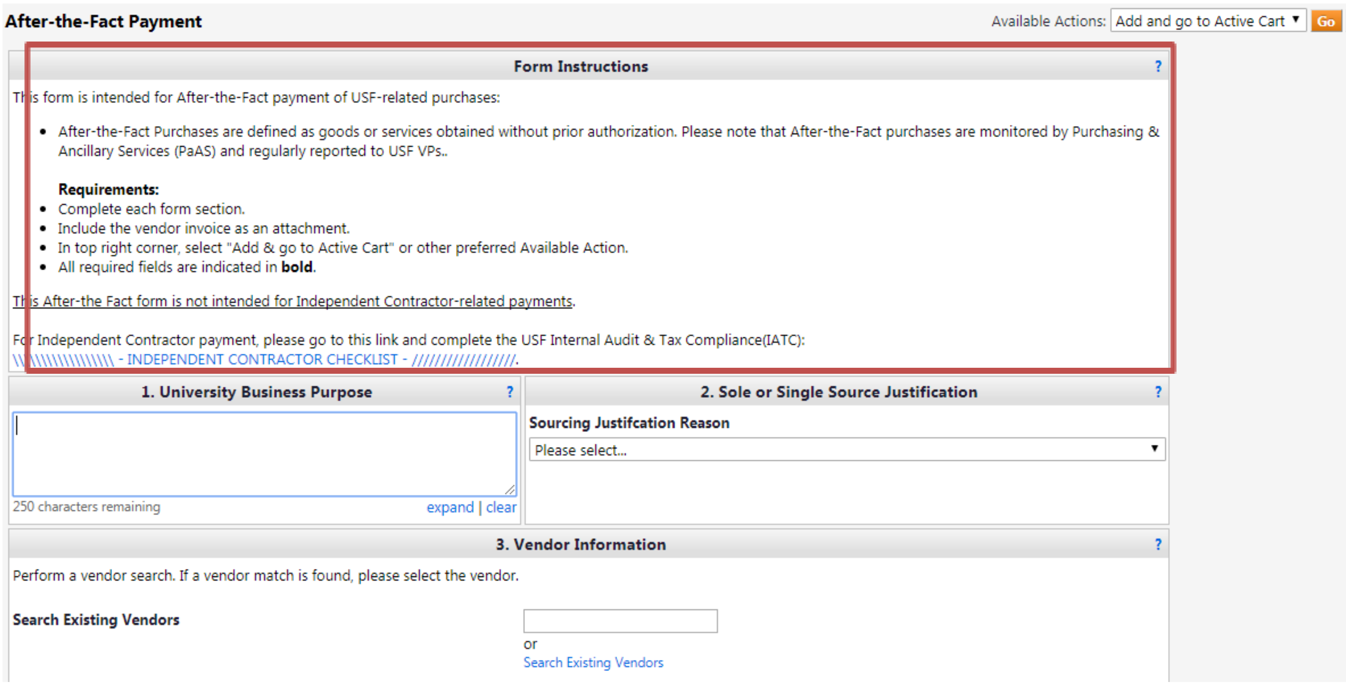
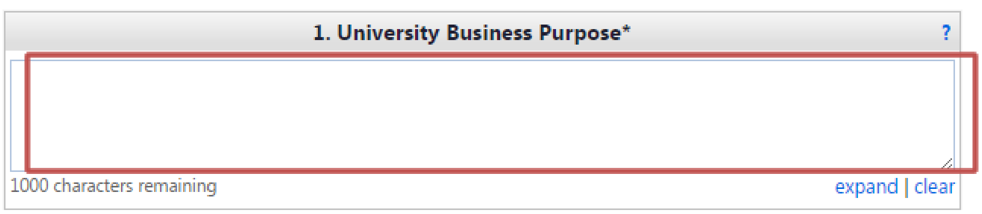
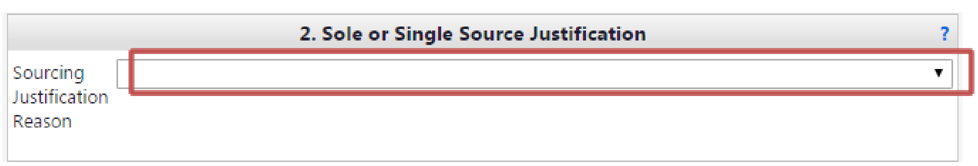
<table>
<tr><td></td><td>
</td></tr>
<tr><td>10</td><td>By selecting Search Existing Vendors, a new page should appear. Type the vendor name into the search box then click on Select next to the first address in the list.<br>
</td></tr>
<tr><td>11</td><td>Once the form is completed, scroll up to the top of the page and click on the drop down menu next to Available Actions in the upper right hand corner. Select Add and Go To Cart and press the Go button.<br>
</td></tr>
<tr><td>12</td><td>The services form should now appear in your active shopping cart.<br>
</td></tr>
<tr><td>13</td><td>Click on the text box next to Name This Cart and enter a name for the cart that will be more meaningful to you and any approvers who will need to review you order.</td></tr>
</table>

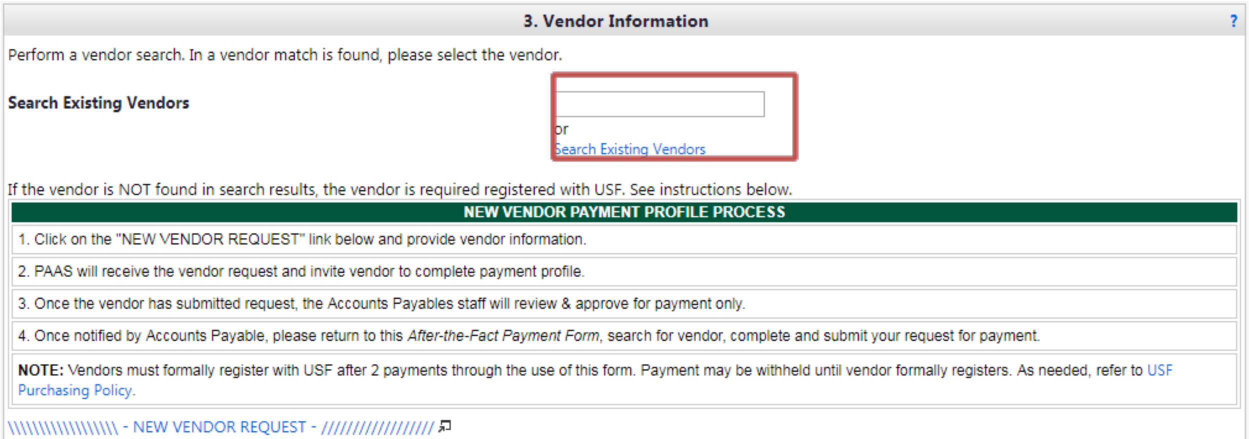
<table>
<tr><td></td><td>
</td></tr>
<tr><td>14</td><td>At this point, a Requestor will need to perform the following actions to complete and submit the shopping cart:
<ul>
<li>Optionally, assign an appropriate Commodity Code for each line item</li>
<li>Assign the appropriate FOAP string to the order</li>
<li>Ensure the Shipping information is correct</li>
<li>Set the Prepayment checkbox and provide the appropriate instructions, if a prepayment is required</li>
<li>Update the Accounting Date if the order is placed towards the end of the fiscal year and services will be performed on or after June 1st of the new fiscal year</li>
<li>Add any additional Comments to the order request that will help facilitate approval</li>
</ul>
Follow the directions provided in Exercise 12 for Completing and Submitting the Shopping Cart</td></tr>
</table>

## Exercise 9: After-the-Fact Payment Form

In addition to purchase requests, Hilltop Shop will be utilized to allow Shoppers and Requestors to fill-out and submit requests for after-the-fact payment to vendors. This form should only be utilized when a payment needs to be made to a supplier for products or services procured outside of Purchase Order through Hilltop Shop.

| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on |
| 2 | From the homepage, navigate to the **Forms** section, located under **Showcases**. Click on **After-the-Fact Payment** sticker.<br> |
| 3 | The **After-the-Fact Payment** form will open. Please read the **Form Instructions** at the top of the screen prior to filling out the form. |

<table>
<tr><td></td><td>
After-the-Fact Payment<br>Available Actions: Add and go to Active Cart Go<br>Form Instructions ?<br>This form is intended for After-the-Fact payment of USF-related purchases:<br>• After-the-Fact Purchases are defined as goods or services obtained without prior authorization. Please note that After-the-Fact purchases are monitored by Purchasing & Ancillary Services (PaAS) and regularly reported to USF VPs..<br>Requirements:<br>• Complete each form section.<br>• Include the vendor invoice as an attachment.<br>• In top right corner, select "Add & go to Active Cart" or other preferred Available Action.<br>• All required fields are indicated in bold.<br>This After-the Fact form is not intended for Independent Contractor-related payments.<br>For Independent Contractor payment, please go to this link and complete the USF Internal Audit & Tax Compliance(IATC):<br>\\\\\\\\\\\\\\\\\ - INDEPENDENT CONTRACTOR CHECKLIST - /////////////////.<br>1. University Business Purpose ?<br>250 characters remaining expand | clear<br>2. Sole or Single Source Justification ?<br>Sourcing Justifcation Reason<br>Please select...<br>3. Vendor Information ?<br>Perform a vendor search. If a vendor match is found, please select the vendor.<br>Search Existing Vendors<br>or<br>Search Existing Vendors</td></tr>
<tr><td>4</td><td>Complete the University Business Purpose section by typing the purpose of the purchase (Note: this is a required section)<br>
1. University Business Purpose* ?<br>1000 characters remaining expand | clear</td></tr>
<tr><td>5</td><td>Please complete the Sole Source Justification if competitive quotes are not attached. Please consult USF Procurement Policy for guidance. Formal Sourcing Events (RFx) are required for purchases $50,000 or greater Use the drop down box to select a Justification Reason.<br>
2. Sole or Single Source Justification ?<br>Sourcing Justification Reason</td></tr>
<tr><td>6</td><td>Enter the Vendor Information. Use the search box to search for existing vendors and select the matching vendor.</td></tr>
</table>


3. Vendor Information ?

Perform a vendor search. In a vendor match is found, please select the vendor.

Search Existing Vendors — or Search Existing Vendors

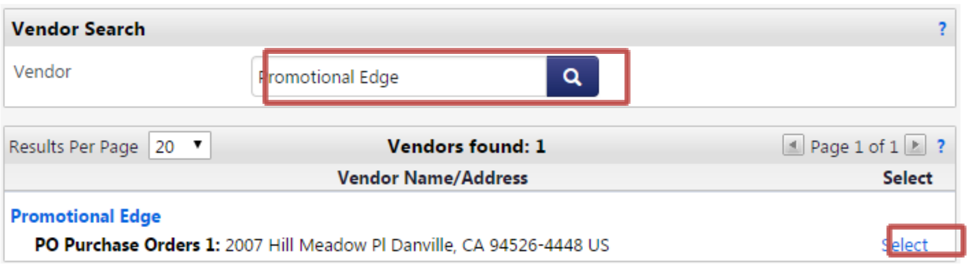
If the vendor is NOT found in search results, the vendor is required registered with USF. See instructions below.

| NEW VENDOR PAYMENT PROFILE PROCESS |
| --- |
| 1. Click on the "NEW VENDOR REQUEST" link below and provide vendor information. |
| 2. PAAS will receive the vendor request and invite vendor to complete payment profile. |
| 3. Once the vendor has submitted request, the Accounts Payables staff will review & approve for payment only. |
| 4. Once notified by Accounts Payable, please return to this *After-the-Fact Payment Form*, search for vendor, complete and submit your request for payment. |
| **NOTE:** Vendors must formally register with USF after 2 payments through the use of this form. Payment may be withheld until vendor formally registers. As needed, refer to USF Purchasing Policy. |

\\\\\\\\\\\\\\\\\\\\\\\\\\ - NEW VENDOR REQUEST - //////////////////

7

By selecting **Search Existing Vendors**, a new page should appear. Type the vendor name into the search box then click on **Select next** to the first address in the list.


**Vendor Search** ?

Vendor: Promotional Edge

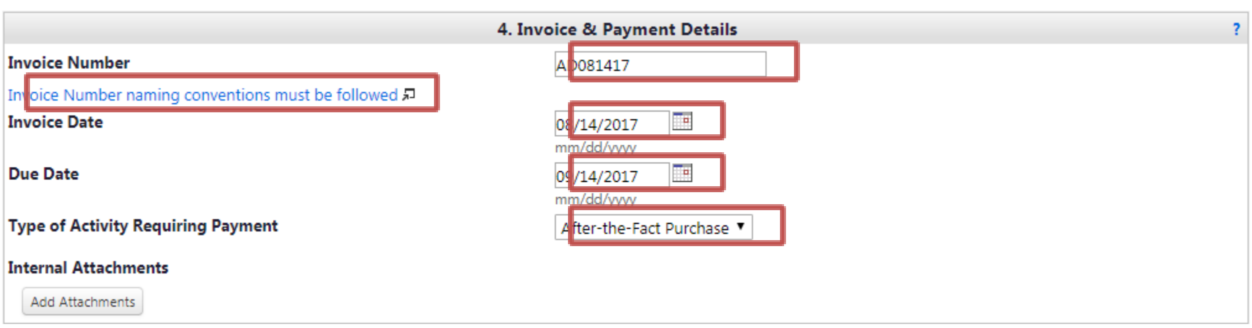
Results Per Page 20 — **Vendors found: 1** — Page 1 of 1 ?

| Vendor Name/Address | Select |
| --- | --- |
| **Promotional Edge**<br>**PO Purchase Orders 1:** 2007 Hill Meadow Pl Danville, CA 94526-4448 US | Select |

8

Complete the **Invoice & Payment Details** section with the specific details of the payment including:

- **Invoice Number**: If the vendor has provided an Invoice Number, enter it into the text box. If the vendor has not provided a number, use the link to take you to a guide that will provide invoice numbering conventions
- **Invoice Date:** The date the vendor issued the invoice
- **Due Date:** The date the payment is due to the vendor
- **Type of Activity Requiring Payment:** Dropdown list of the type of activity or service being paid


4. Invoice & Payment Details ?

| | |
| --- | --- |
| **Invoice Number**<br>Invoice Number naming conventions must be followed | A0081417 |
| **Invoice Date** | 08/14/2017<br>mm/dd/yyyy |
| **Due Date** | 09/14/2017<br>mm/dd/yyyy |
| **Type of Activity Requiring Payment** | After-the-Fact Purchase |
| **Internal Attachments**<br>Add Attachments | |

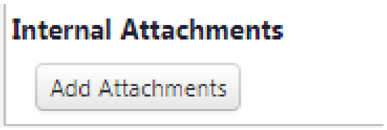
9

Click the **Add Attachments** to provide a copy of the vendor's invoice, quotes, and supplemental information.

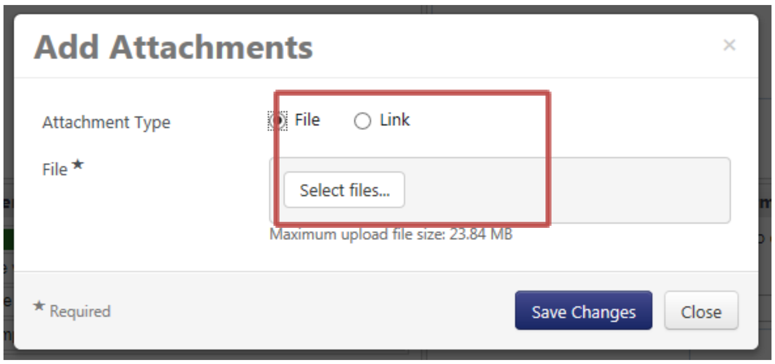
Internal Attachments will remain internal in Hilltop Shop and are only viewable to just USF employees and should include:

- Vendor invoice
- Quotes provided by the vendor

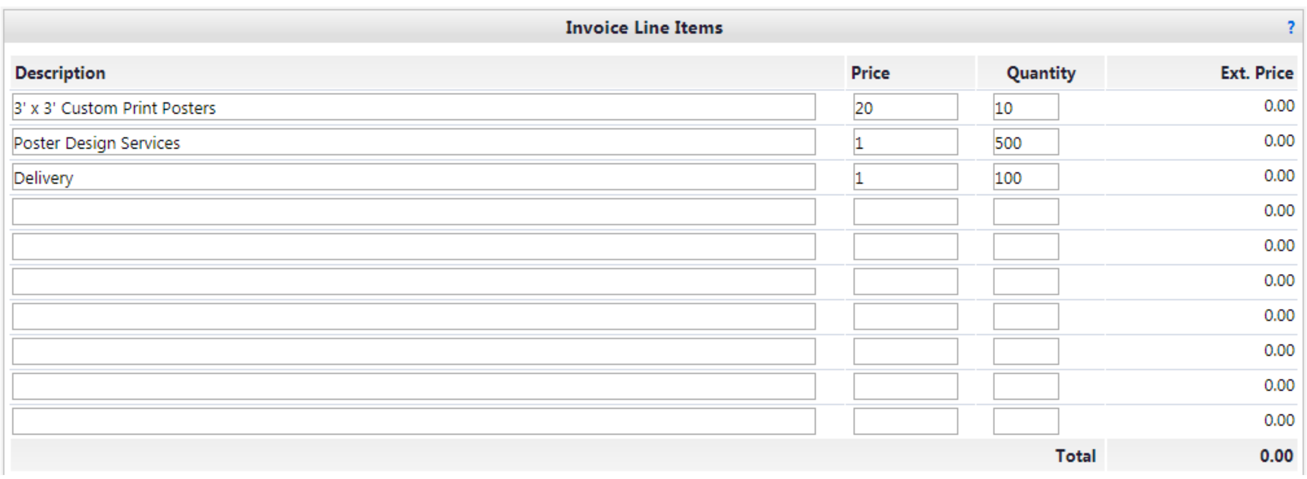
- Internal USF information that is important for approvers to access



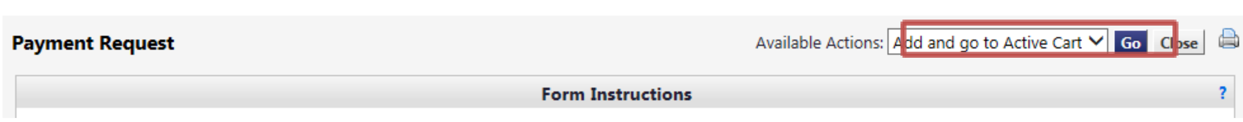

10 Attachments can be added by selecting a file from your computer or by entering a link to a website. Click **Save Changes.**



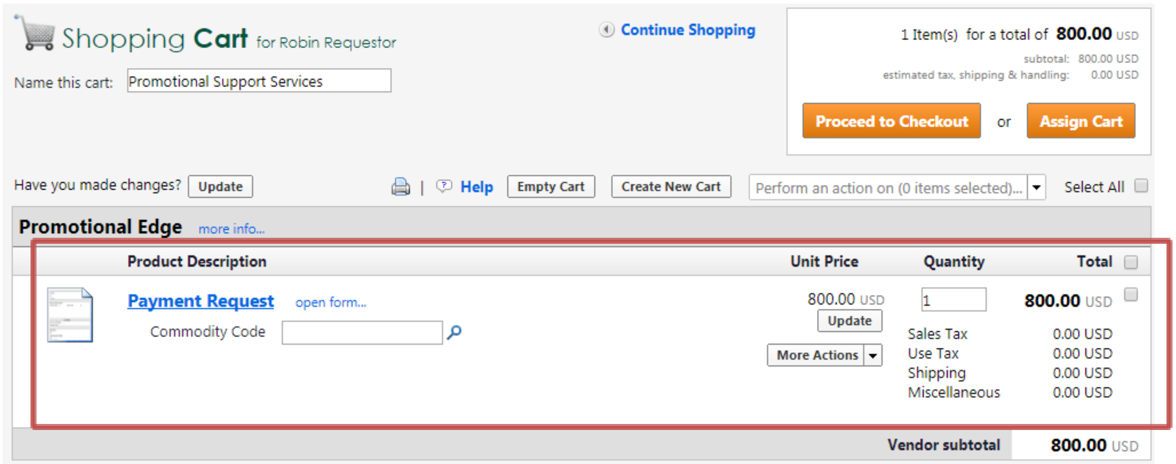

11 Complete the **Invoice Line Items** section with the **Description, Price, and Quantity** for each line item found on the vendor's invoice.




12 Once the form is completed, scroll up to the top of the page and click on the drop down menu next to **Available Actions** in the upper right hand corner. Select **Add and Go To Cart** and press the **Go** button.




13 The services form should now appear in your active shopping cart.

<table>
<tr>
<td></td>
<td>


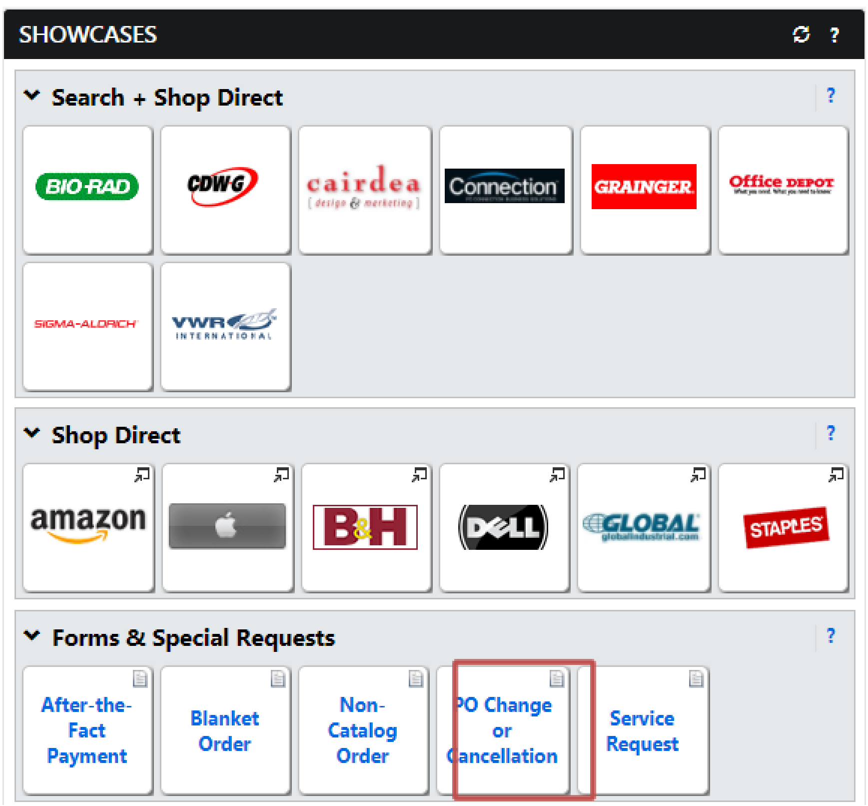
</td>
</tr>
<tr>
<td>14</td>
<td>
Click on the text box next to Name This Cart and enter a name for the cart that will be more meaningful to you and any approvers who will need to review you order.

</td>
</tr>
<tr>
<td>15</td>
<td>
At this point, a Requestor will need to perform the following actions to complete and submit the shopping cart:
<ul>
<li>Optionally, assign an appropriate Commodity Code for each line item</li>
<li>Assign the appropriate FOAP string to the order</li>
<li>Update the Accounting Date if the request is placed towards the end of the fiscal year and the payment needs to processed on or after June 1st of the new fiscal year</li>
<li>Add any additional Comments to the order request that will help facilitate approval</li>
</ul>
Follow the directions provided in Exercise 12 for Completing and Submitting the Shopping Cart
</td>
</tr>
</table>

## Exercise 10: PO Change Order Form

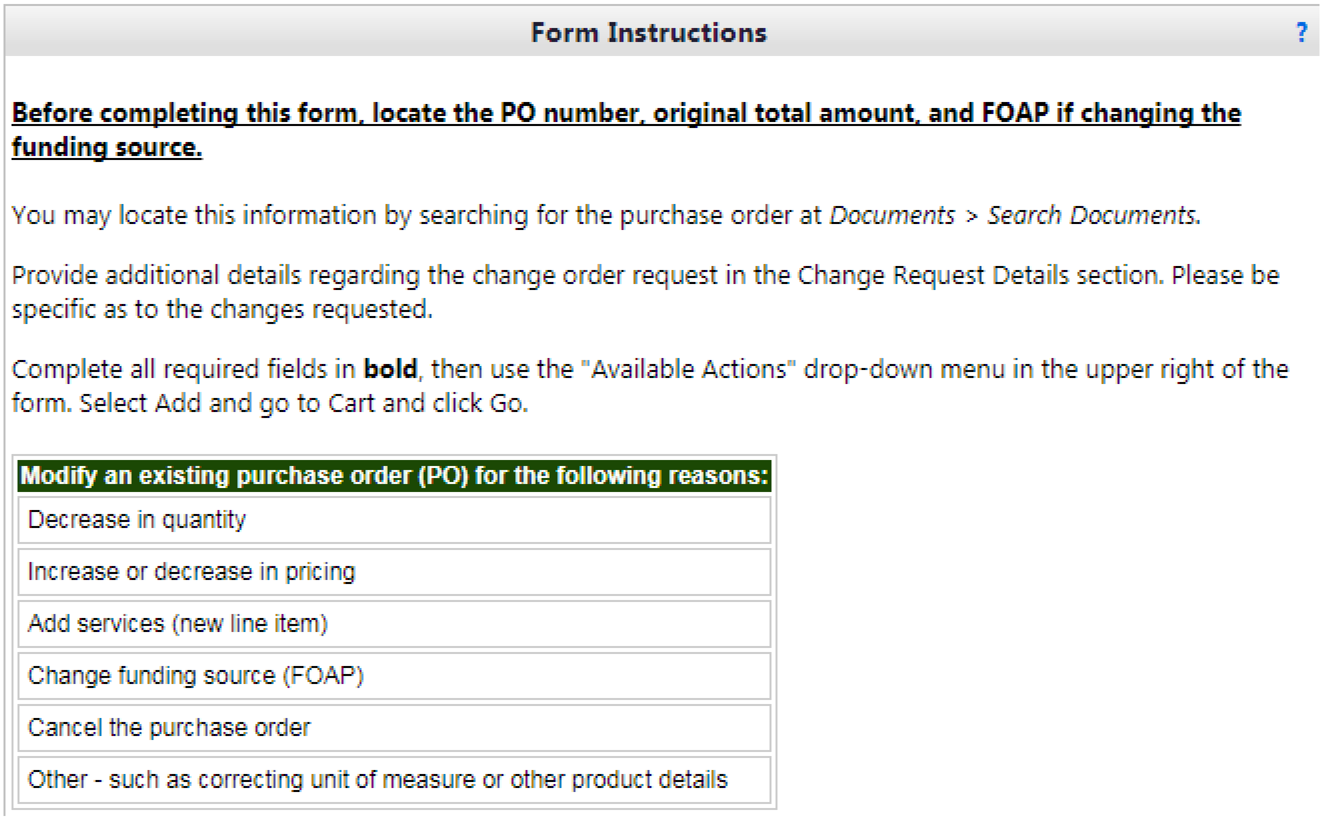
Occasionally, it may be necessary to request a change to a PO that has already been approved and dispatched to the vendor. End users do not have permissions to directly modify a PO in Hilltop shop; however, only Procurement will have the necessary permissions to make changes to POs. End users can; however, raise a request in Hilltop Shop to modify a PO using the “PO Change or Cancellation” form. The PO Change or Cancellation form will raise a change request requisition in Hilltop Shop that will route through the normal requisition workflow for departmental approval and ultimately to Procurement to make the requested change. This exercise walks through the step by step procedures to raise a PO Change request.

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF’s Single Sign-on.</td></tr>
<tr><td>2</td><td>From the homepage, navigate to the Forms section, located under Showcases. Click on After-the-Fact Payment sticker.



</td></tr>
<tr><td>3</td><td>The PO Change or Cancellation form will open. Please read the Form Instructions at the top of the screen prior to filling out the form.<br><br>This form can be used to request changes to purchase orders, including, but not limited to, updating the pricing and quantity information, changing the accounting information, or cancelling the purchase order.</td></tr>
</table>

You will need to know the PO number, original order total, and the FOAP accounting codes on the PO.



**Form Instructions** ?

**Before completing this form, locate the PO number, original total amount, and FOAP if changing the funding source.**

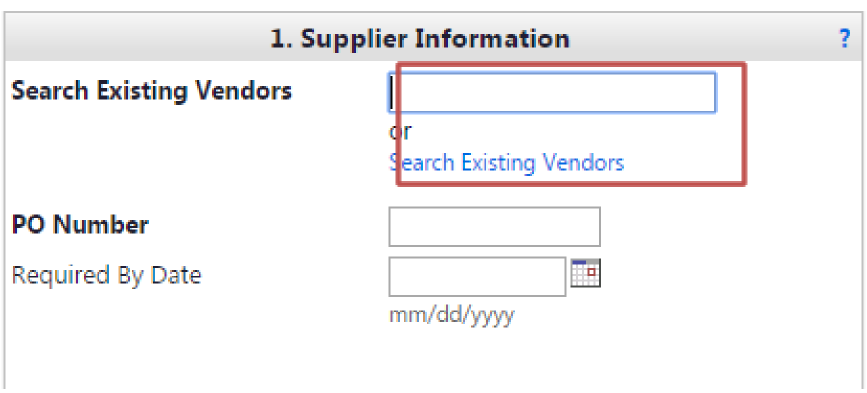
You may locate this information by searching for the purchase order at *Documents > Search Documents*.

Provide additional details regarding the change order request in the Change Request Details section. Please be specific as to the changes requested.

Complete all required fields in **bold**, then use the "Available Actions" drop-down menu in the upper right of the form. Select Add and go to Cart and click Go.

| Modify an existing purchase order (PO) for the following reasons: |
|---|
| Decrease in quantity |
| Increase or decrease in pricing |
| Add services (new line item) |
| Change funding source (FOAP) |
| Cancel the purchase order |
| Other - such as correcting unit of measure or other product details |

4 Scroll down to **Supplier Information.** In the text box next to **Search Existing Vendors**, enter the name of vendor for the PO. You can also use the **Search Existing Vendors** link to search for the vendor.



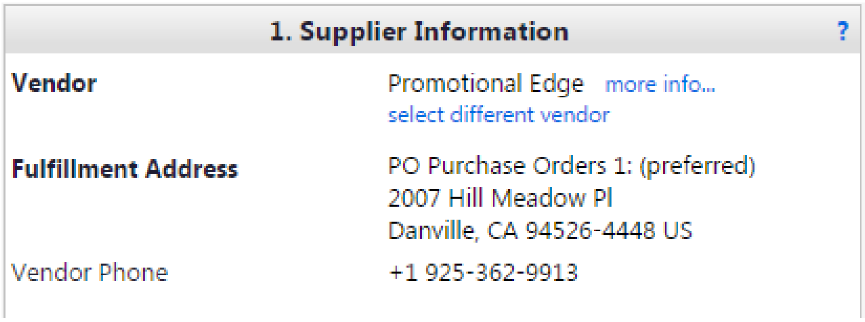
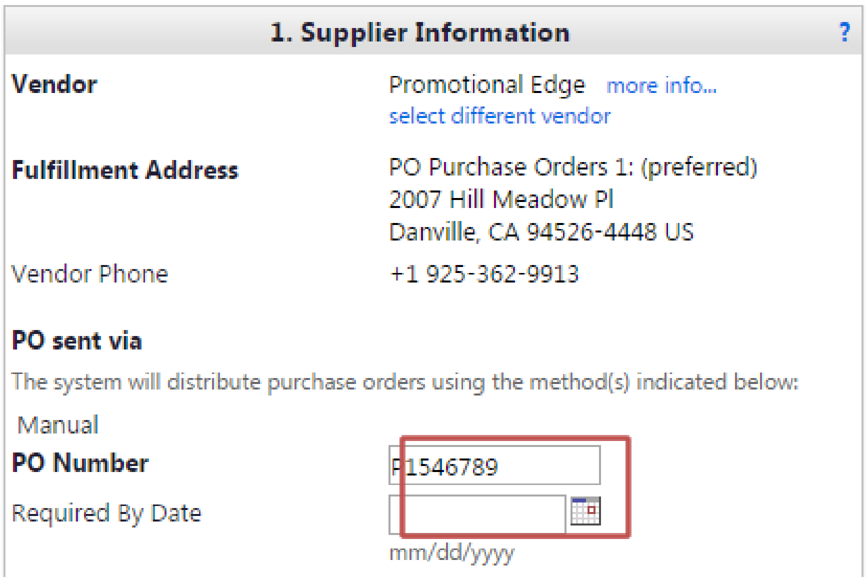
**1. Supplier Information** ?

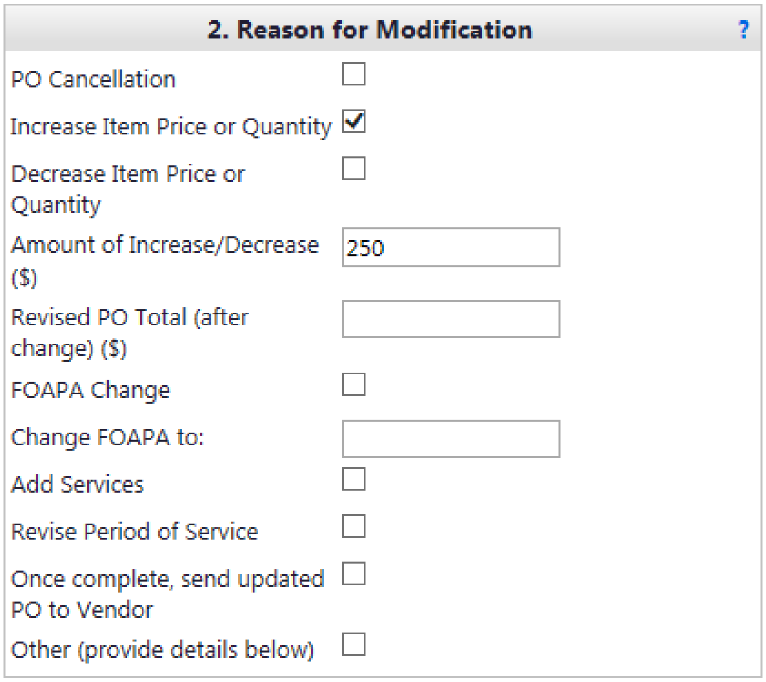
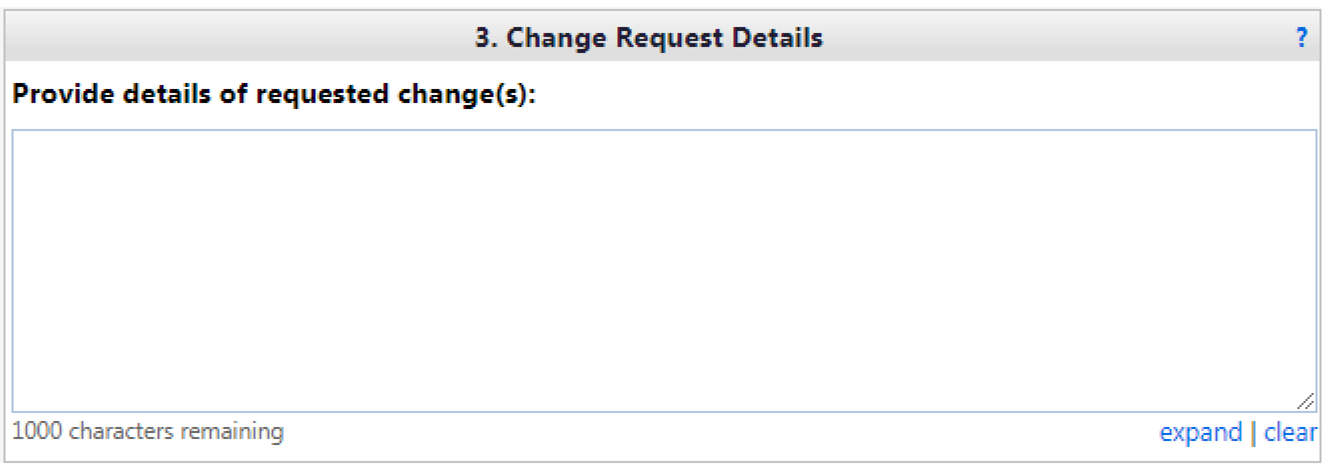
**Search Existing Vendors** or Search Existing Vendors

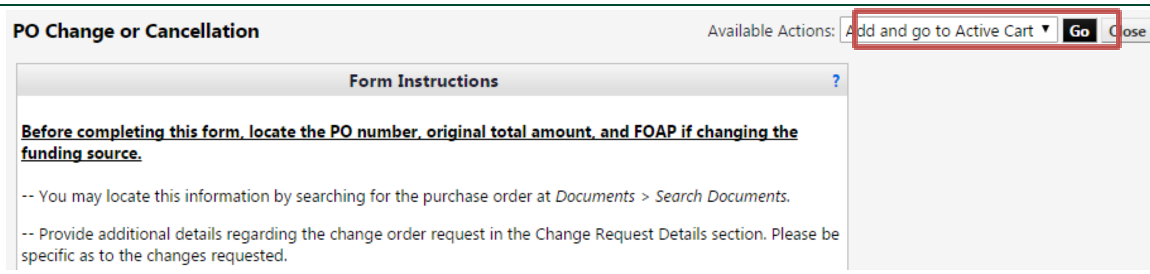
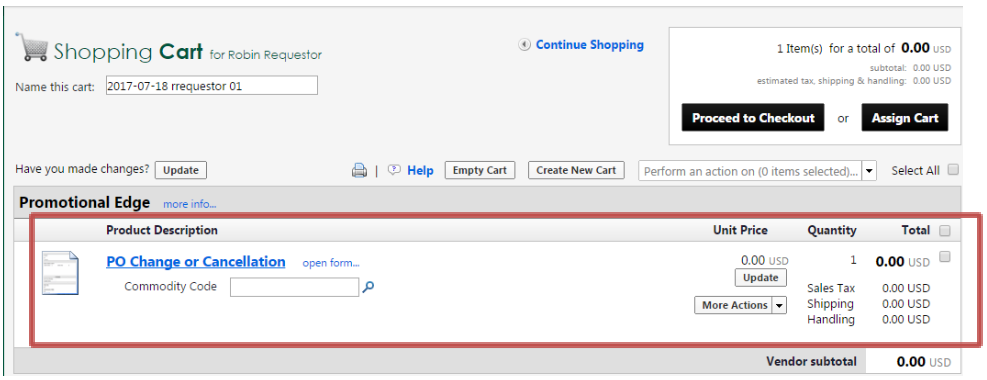
**PO Number**

Required By Date mm/dd/yyyy

5 After selecting the vendor, the vendor's information will automatically populate.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>6</td><td>Enter the PO Number you wish to have modified and the Required by Date to indicate the date the change needs to be applied to the PO.  Use the calendar icon to select the correct date.<br>
</td></tr>
<tr><td>7</td><td>Complete the Reason for Modification section with the change(s) you would like to make on the selected purchase order.</td></tr>
</table>

<table>
<tr><td></td><td>
</td></tr>
<tr><td>8</td><td>Complete the Change Request Details section where you will need to identify the business reason for the PO change in the textbox.<br>
</td></tr>
<tr><td>9</td><td>Once all sections have been completed, navigate to the top of the form. Under Available Actions, select Add and Go to Active Cart. Click Go.</td></tr>
</table>

| | |
|---|---|
| |  |
| 10 | The PO Change Request will appear in your active cart<br> |
| 11 | At this point, a Requestor will need to perform the following actions to complete and submit the shopping cart:<br>● Optionally, assign an appropriate **Commodity Code** for each line item<br>● Assign the appropriate **FOAP** string to the order<br>● Ensure the **Shipping** information is correct<br>● Set the **Prepayment** checkbox and provide the appropriate instructions, if a prepayment is required<br>● Update the **Accounting Date** if the order is placed towards the end of the fiscal year and the products will be delivered or services will be performed on or after June 1$^{st}$ of the new fiscal year<br>● Add any additional **Comments** to the order request that will help facilitate approval<br>Follow directions provided in **Exercise 12** for Completing and Submitting the Shopping Cart |

## Processing an Assigned Cart

As a Requestor one of your primary responsibilities will be to review and complete shopping carts assigned to you from Shoppers within your department. As discussed earlier in this course Requestors are responsible for performing the following tasks on all carts assigned to them:

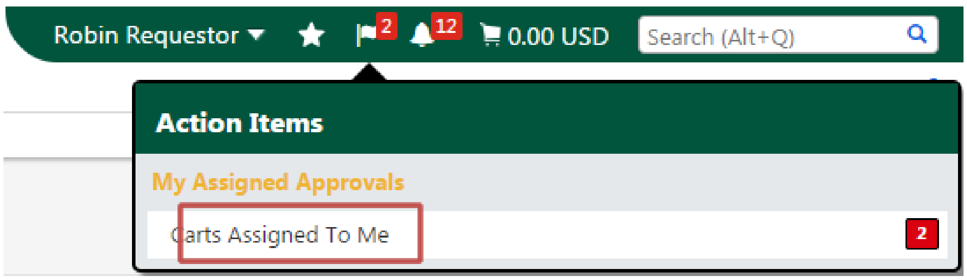
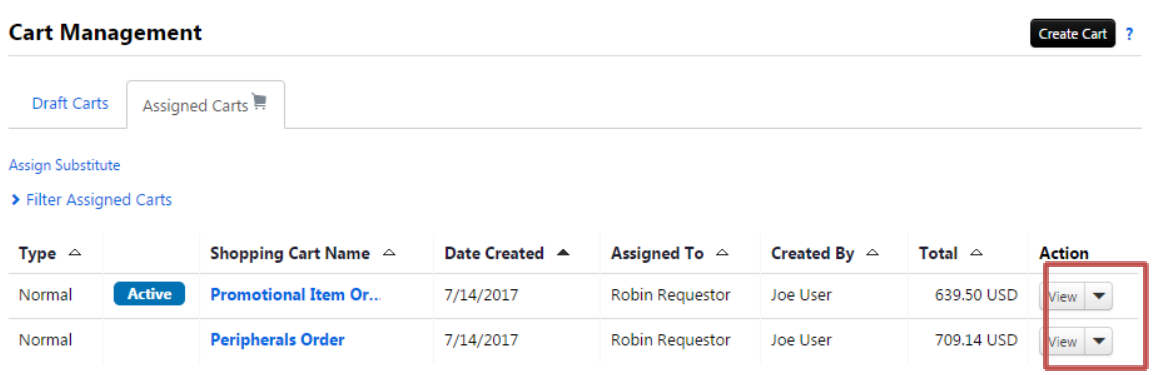
- ✓ Determine if the purchase is appropriate and allowable
- ✓ Assign the appropriate funding source (note: Requestors must have authority to spend against the assigned fund)
- ✓ Validate appropriate documentation is provided on non-catalog orders such as vendor quotes, sole source justification, proforma invoice for orders requiring a prepayment, and any necessary comments or backup documentation justifying the order

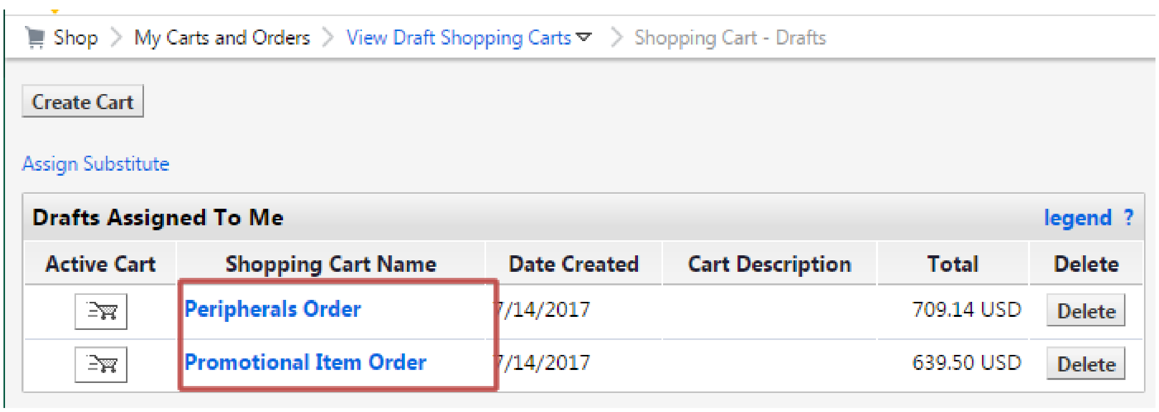
In this set of exercises, you will learn how to find carts that are assigned to you from Shoppers, complete the carts, and utilize the Hilltop Shop functionality to communicate with Shoppers.

In this section of the course you learn to perform the following:

- Exercise 11: Finding Assigned Carts
- Exercise 12: Complete and Submit a Shopping Cart
- Exercise 13: Return Cart to the Shopper
- Exercise 14: Using Comments

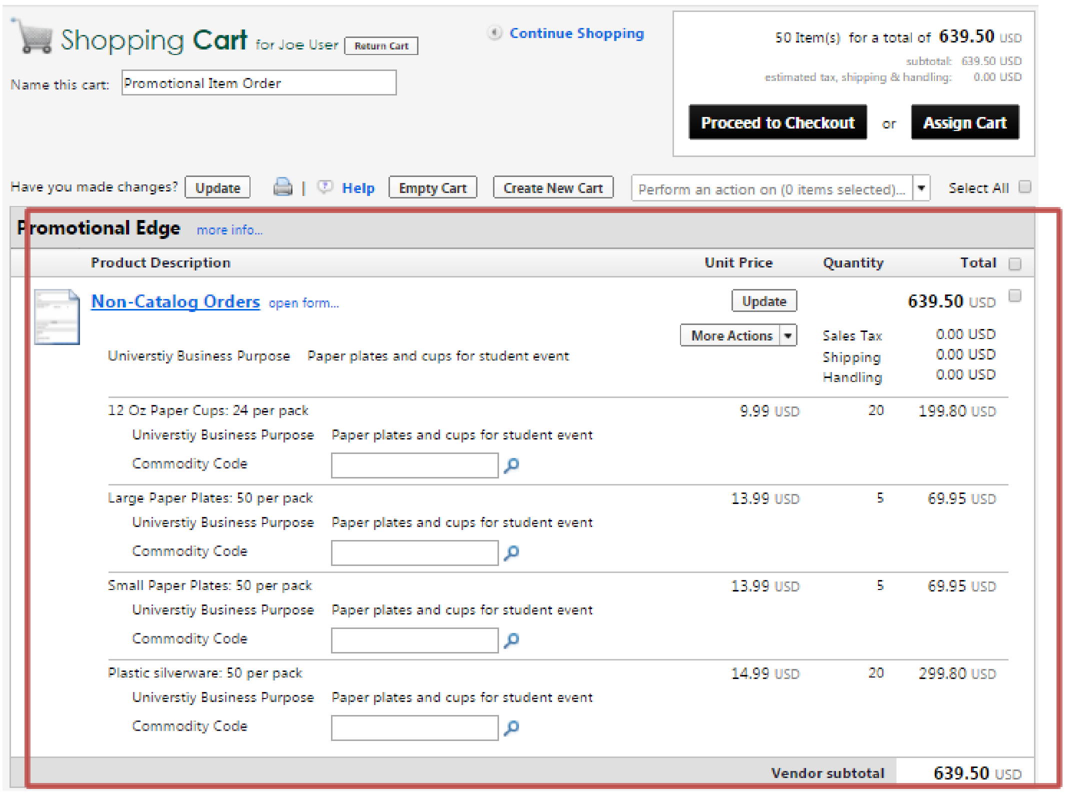
# Exercise 11: Finding Assigned Carts

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on.</td></tr>
<tr><td>2</td><td>You will receive an email and a Hilltop Shop notification if a cart is assigned to you. Once logged into Hilltop Shop, the notifications are located under the flag icon at the upper right of the screen. Click the flag icon and select Carts Assigned to Me from the pull down menu.<br>
</td></tr>
<tr><td>3</td><td>You are now on the screen that shows the list of shopping carts assigned to you by other Shoppers. To begin reviewing a shopping cart, click on the View button on the right side of the screen.<br>
</td></tr>
<tr><td>4</td><td>Alternatively, Requestors can view the list of assigned carts by performing the following:<br><br>From the home page, click on Shop from the left side navigation bar, click on My Carts and Orders, click on View Draft Shopping Carts</td></tr>
</table>

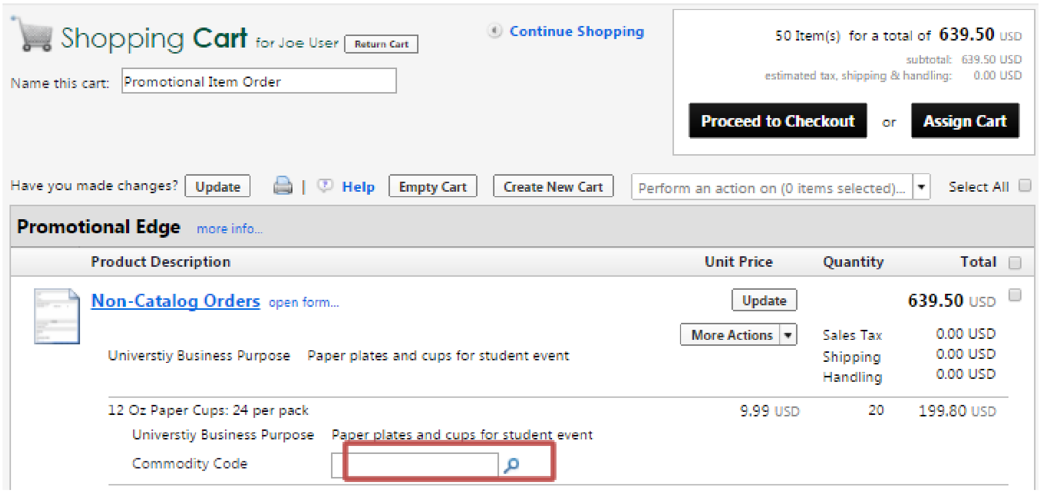
<table>
<tr><td></td><td>
</td></tr>
<tr><td>5</td><td>You are now on the screen that shows the list of shopping carts assigned to you by other Shoppers as well as your own draft shopping cart(s) you have created. To begin reviewing a shopping cart, click on the name of the shopping cart.<br>
</td></tr>
<tr><td>6</td><td>The next lesson will detail the actions Requestors will need to take to complete a shopping cart.</td></tr>
</table>

## Exercise 12: Complete and Submit a Shopping Cart

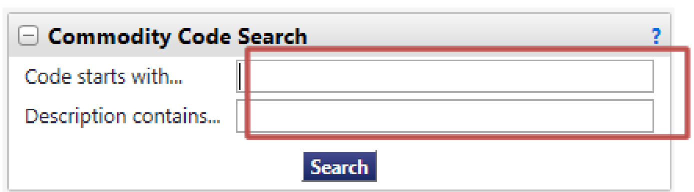
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Complete the steps outlined in the previous exercises for shopping using catalogs and forms, completing an after-the-fact payment form, completing a PO change request form, or finding carts assigned to you from a Shopper.</td></tr>
<tr><td>2</td><td>Once you have completed shopping from a catalog or form or have selected an assigned cart, the cart will display as your active shopping cart with all the cart details.<br>



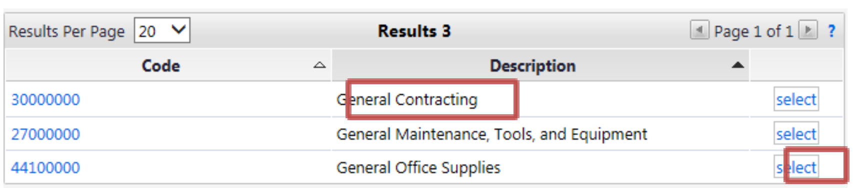
</td></tr>
<tr><td>3</td><td>Next, users can optionally update the Commodity Code for each line item created from the non-catalog form.  Click on the magnifying glass icon for each line item to add the appropriate commodity code.<br><br>PaAs will assign the Commodity Code that matches if Users cannot locate the proper code.</td></tr>
</table>



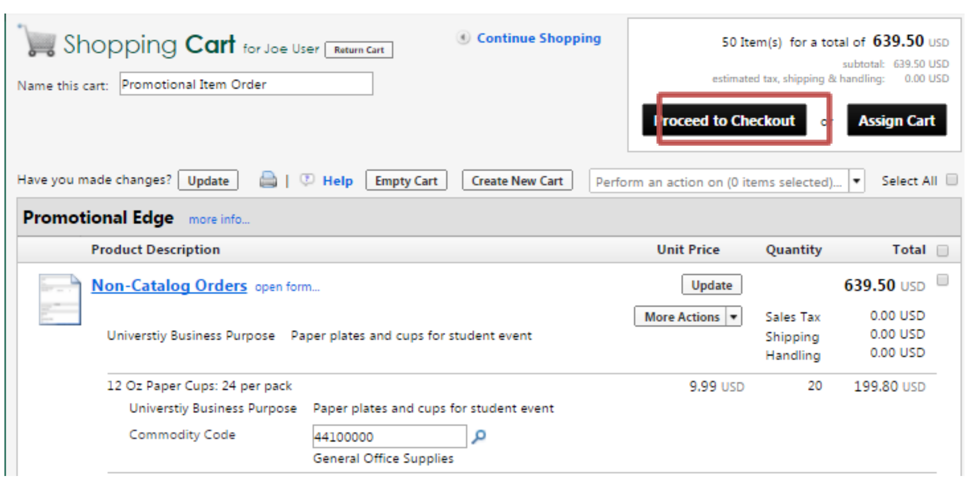

4 You can search for the Commodity Code either by searching by **Code starts with** or **Description contains** and click **Search**.



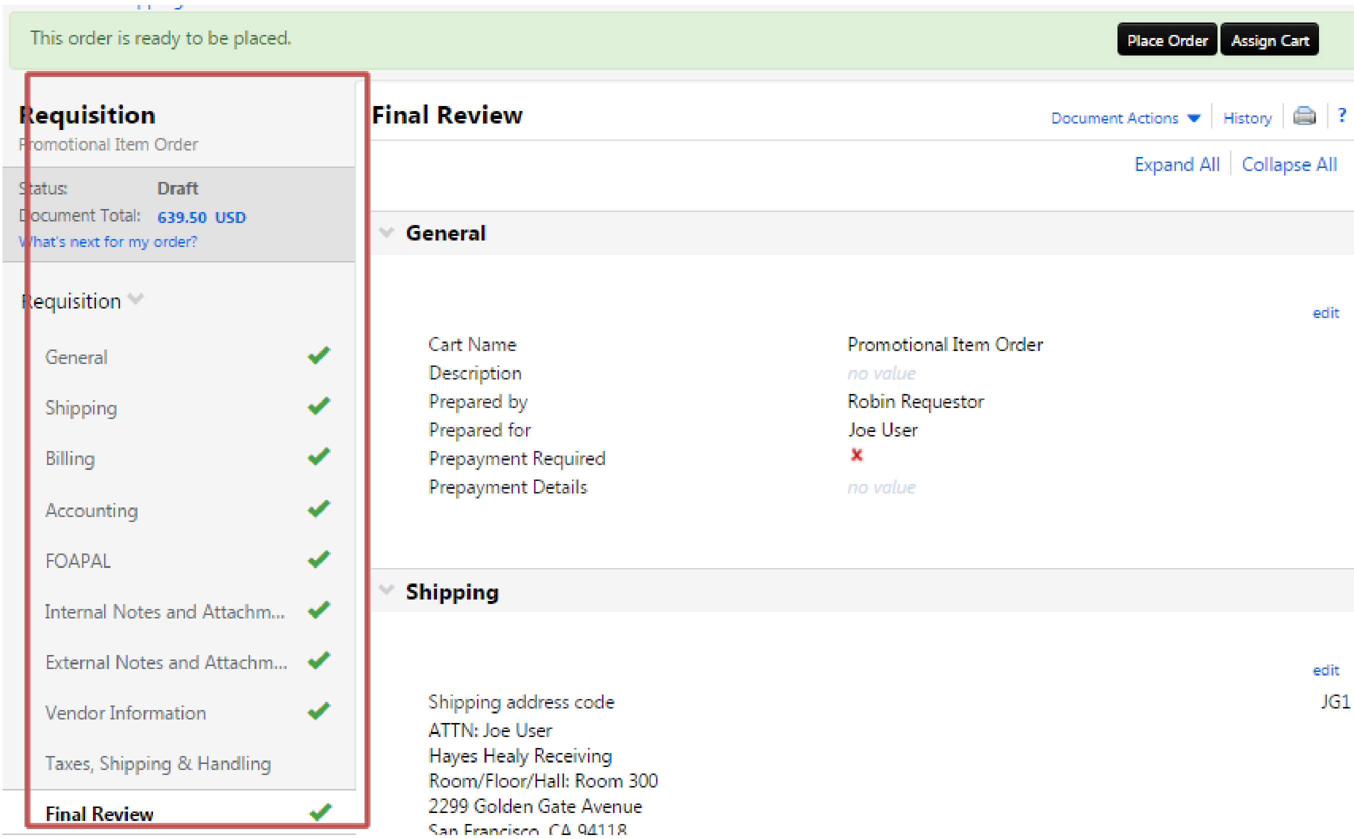

After finding the correct Commodity Code, click **Select.**



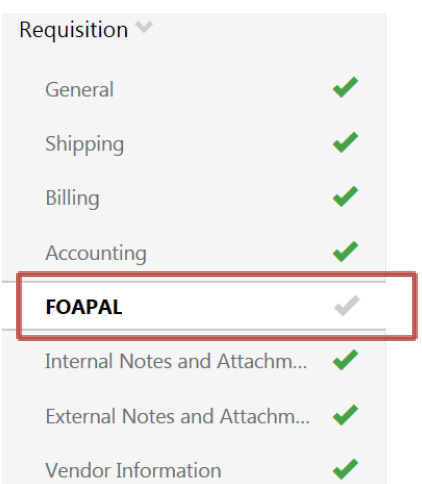

5 Click **Proceed to Checkout.**



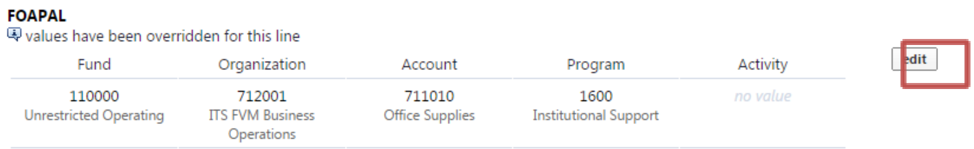
6 The Requisition screen will open where you can see the details of the order. You can navigate using the grey navigation pane on the left side of the screen. A green checkmark means all required information has been provided and a greyed-out check mark means additional information needs to be provided.



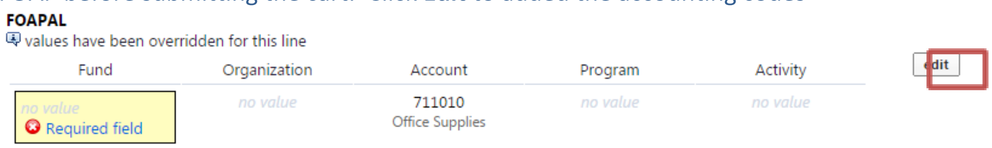

7 To add accounting codes, click **FOAPAL** on the left side of the screen.



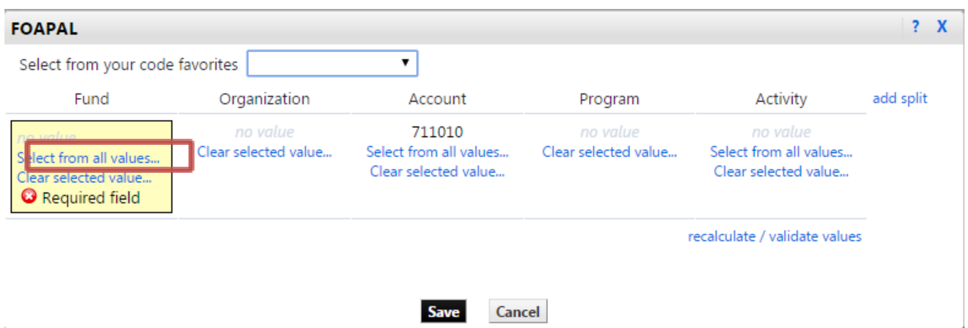
<table>
<tr><td>8</td><td>
If you setup a default FOAP string in your profile, the values will automatically populate.  Click Edit to modify the accounting codes



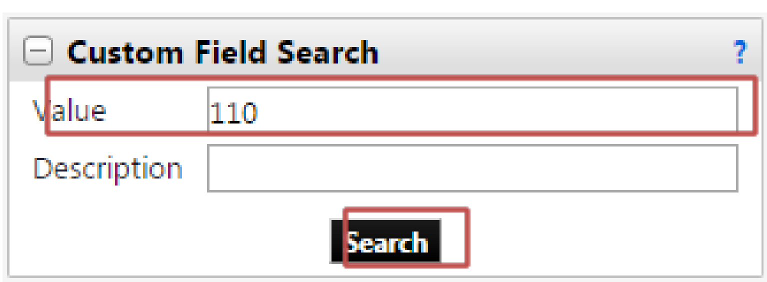

If you did not setup a default FOAP string in your profile, the values will be blank and you will need to add the appropriate FOAP before submitting the cart.  Click Edit to added the accounting codes



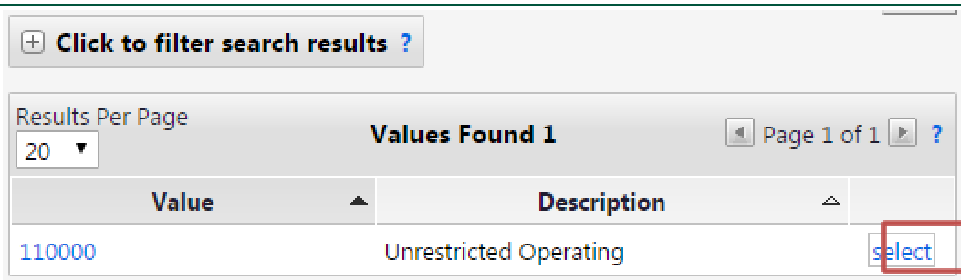
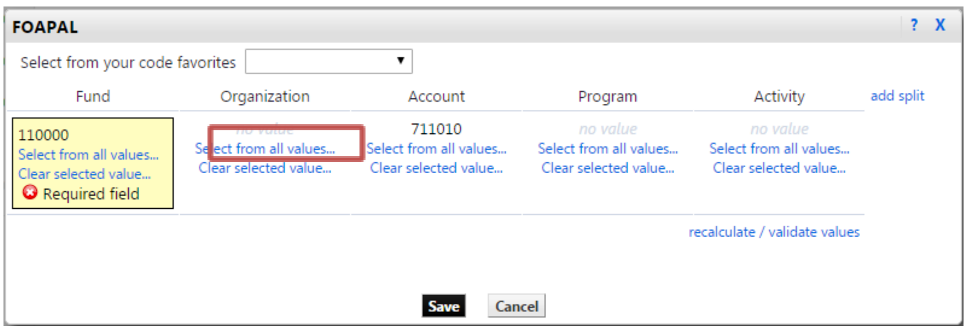
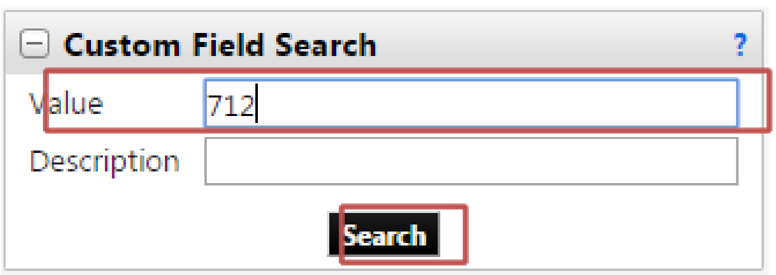
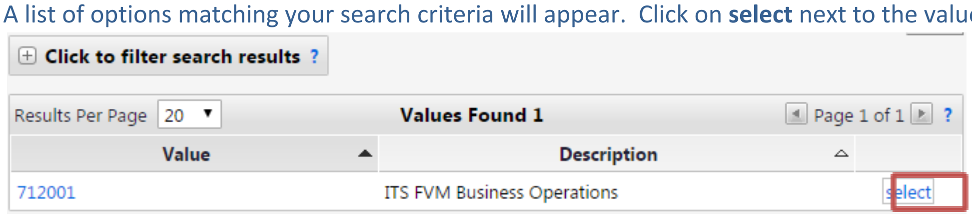
</td></tr>
<tr><td>9</td><td>
A pop-up window will open. Requestors are only required to enter the appropriate Fund, Organization, and Program.  Click Select from all Values under the Fund

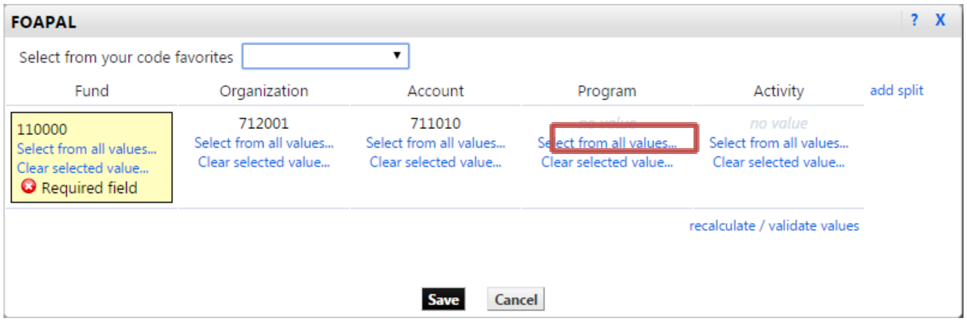
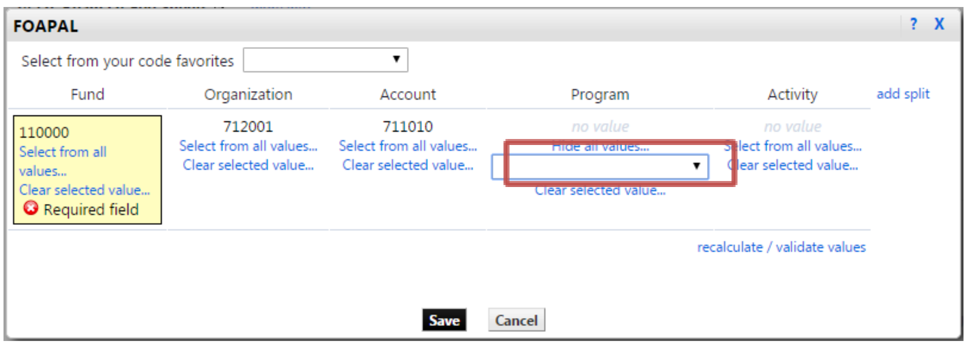
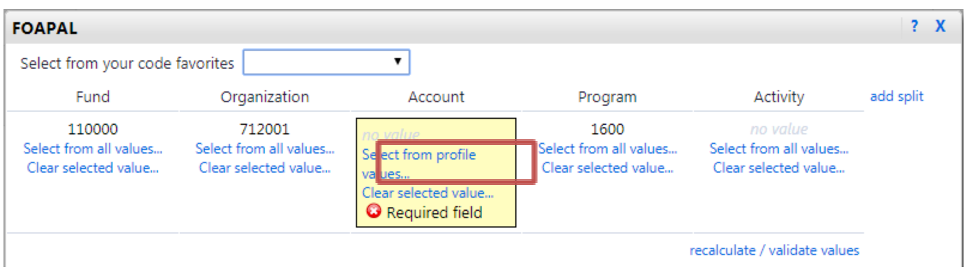
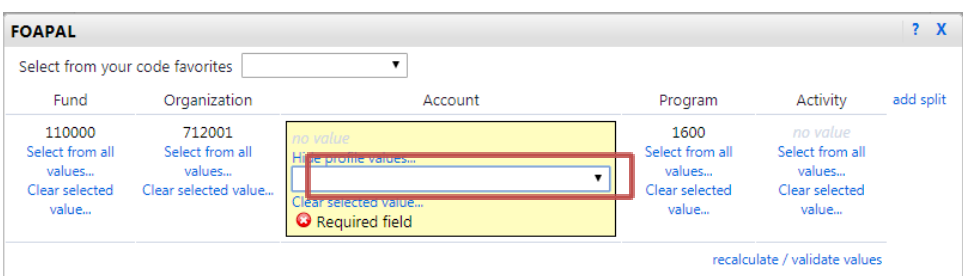


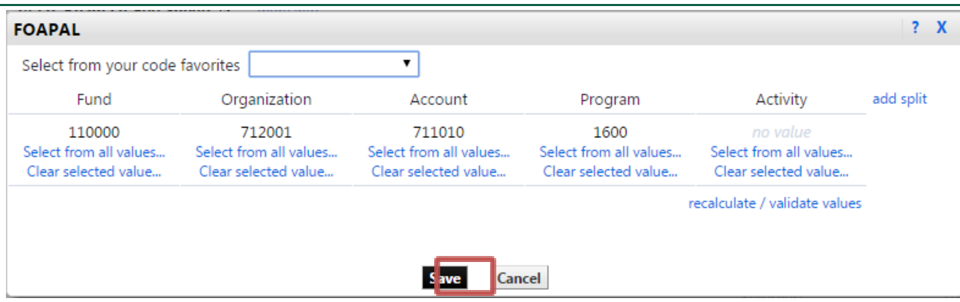
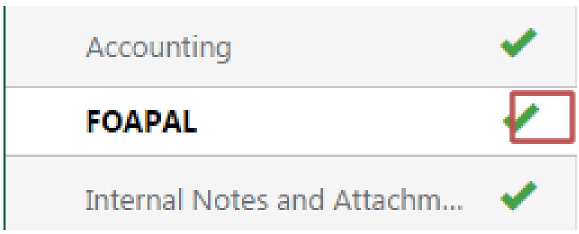
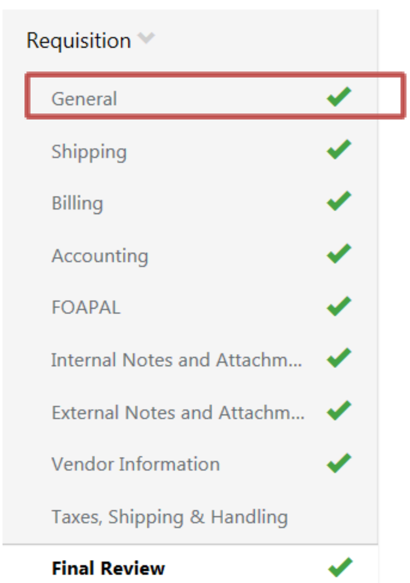
</td></tr>
<tr><td>10</td><td>
A pop-up window will open.  Enter the first three digits of the Fund code you'd like to select in the Value field.  Click the Search button

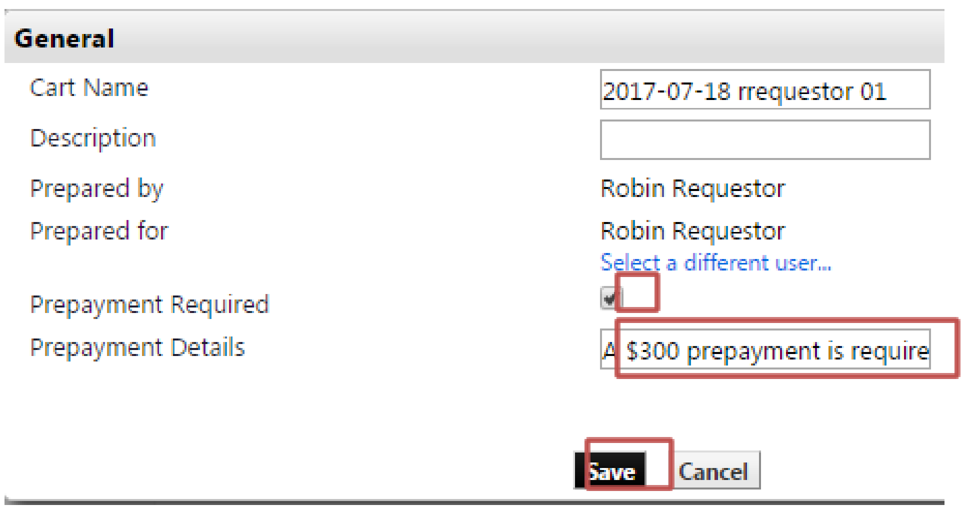


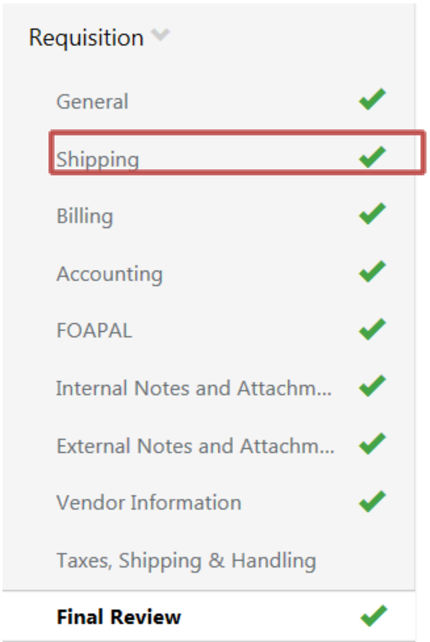
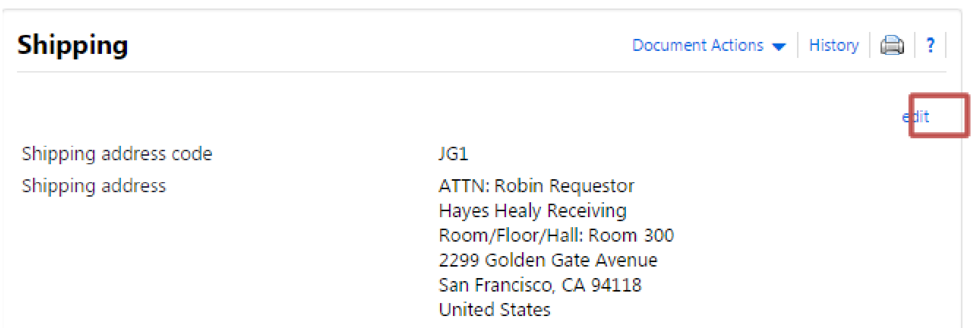
</td></tr>
<tr><td>11</td><td>
A list of options matching your search criteria will appear. Click on select next to the value you wish to choose.
</td></tr>
</table>

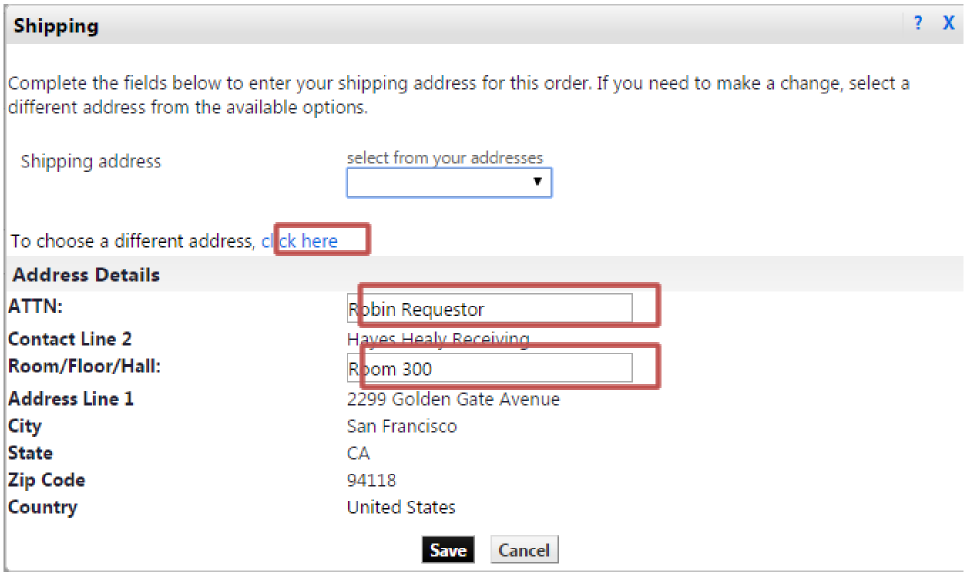
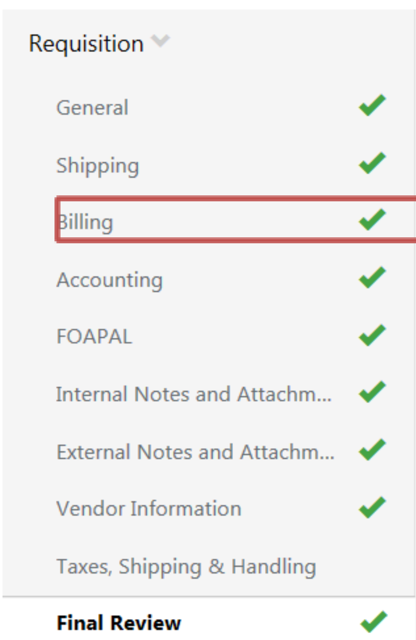
<table>
<tr><td></td><td>
</td></tr>
<tr><td>12</td><td>Click Select from all Values under the Organization

</td></tr>
<tr><td>13</td><td>A pop-up window will open. Enter the first three digits of the Organization code you'd like to select in the Value field. Click the Search button

</td></tr>
<tr><td>14</td><td>A list of options matching your search criteria will appear. Click on select next to the value you wish to choose

</td></tr>
<tr><td>15</td><td>Click Select from all Values under the Program</td></tr>
</table>

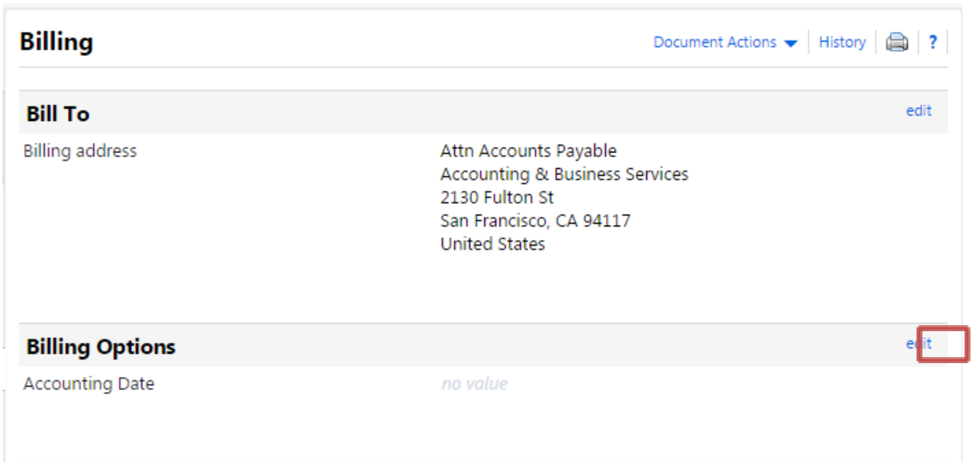
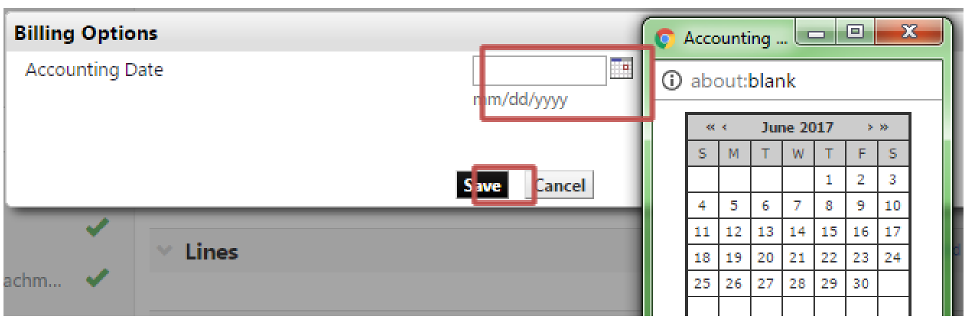
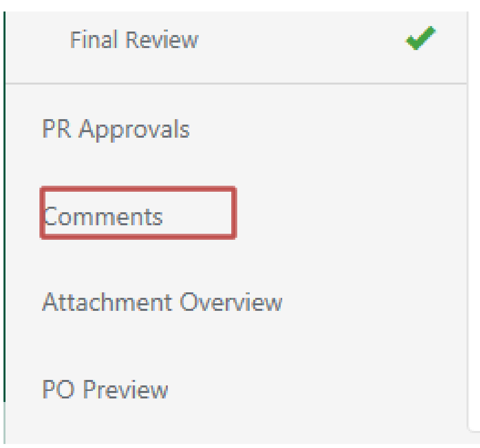
| | |
|---|---|
| |  |
| 16 | A drop down list will appear.  Click on the drop down list and select the appropriate **Program** code you wish to choose<br> |
| 17 | The **Account** will automatically populate if a commodity code was selected.  If you were unable to assign the appropriate commodity code, you will need to provide the appropriate **Account**.  Click **Select from profile Values** under the Account.<br> |
| 18 | A drop down list will appear.  Click on the drop down list and select the appropriate **Program** code you wish to assign to the order<br> |
| 19 | After the appropriate FOAP values have been selected, click on the **Save** button to save your selections. |

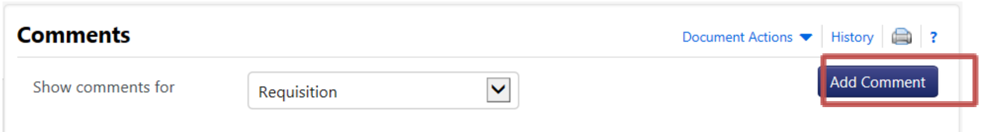
<table>
<tr><td></td><td>
</td></tr>
<tr><td>20</td><td>Notice the FOAPAL step in the workflow has been updated to show a green checkmark.<br>
</td></tr>
<tr><td>21</td><td>Note: At this point, the required information is complete on the requisition. The next steps outline additional information that may need to be completed</td></tr>
<tr><td>22</td><td>Prepayment Information: In rare instances, the vendor may request a prepayment before fulfilling the order. Note: Orders created from a catalog will never require prepayment.<br>To indicate a Prepayment is needed, click on General on the left side of the screen<br>
</td></tr>
<tr><td>23</td><td>Click on the edit link towards to top right of the General section.</td></tr>
</table>

<table>
<tr><td></td><td>
</td></tr>
<tr><td>24</td><td>A pop-up window will open. Place a checkmark next to Prepayment Required, type in the details of the payment schedule and amount in the Prepayment Details field, click the Save button.<br><br>Additionally, be sure a Pro-Forma invoice is attached on the requisition as an internal attachment.<br>
</td></tr>
<tr><td>25</td><td>Shipping Information: Be sure to validate your shipping information is accurate. If you already setup a default shipping address in your profile, this step may not be necessary.<br><br>Click on the Shipping link on the left side of the screen</td></tr>
</table>

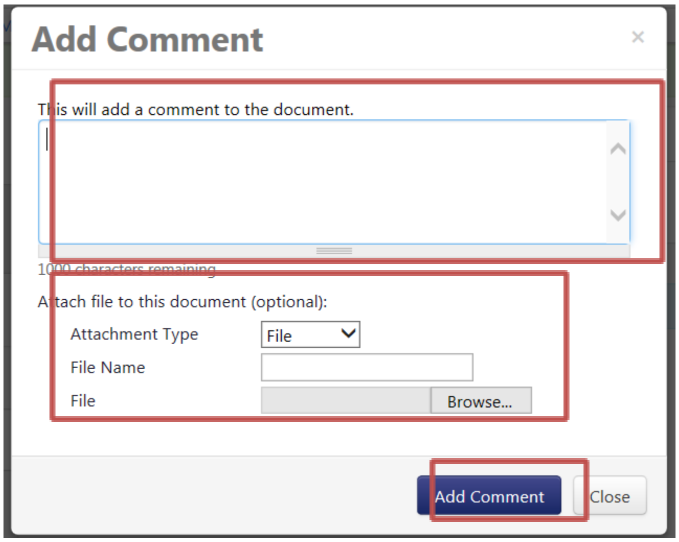
<table>
<tr><td></td><td>
</td></tr>
<tr><td>26</td><td>Validate that your attention to, ATTN, and Room/Floor/Hall are correct. To make edits, click on the edit link.<br>
</td></tr>
<tr><td>27</td><td>A pop-up window will open. You can choose another shipping address from the approved list of USF addresses by clicking on the click here link. Please include your internal campus address (i.e. K-Hall, Room 132) as this will advise the Mailroom or Central Receiving of your location. Update the ‘Attn:’ field if the order should be deliver to someone other than yourself.</td></tr>
</table>

<table>
<tr><td></td><td>
</td></tr>
<tr><td>28</td><td>Accounting Date/Fiscal Year End: You may submit requisitions that will charge the subsequent fiscal year near the end of the current fiscal year (April-May). Please note: To qualify as a new year expense, the services or tangibles may not occur prior to June 1st.<br><br>To update the Accounting Date on the requisition, click on the Billing link on the left of the screen.<br>
</td></tr>
<tr><td>29</td><td>Click on the Edit link to right of Billing Options.</td></tr>
</table>

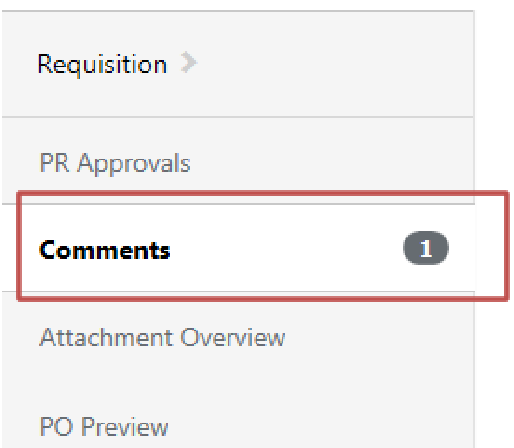
| | |
|---|---|
| |   |
| 30 | A pop-up will appear. Click on the calendar icon to the right of the **Accounting Date** entry to use the calendar. Select a date in the next fiscal year then click on the **Save** button   |
| 31 | Requestors can also add **internal** comments to the request. To add a comment to click on the **Comments** link beneath the PR Approvals.   |
| 32 | Click the **Add Comment** button. |

<table>
<tr><td></td><td>


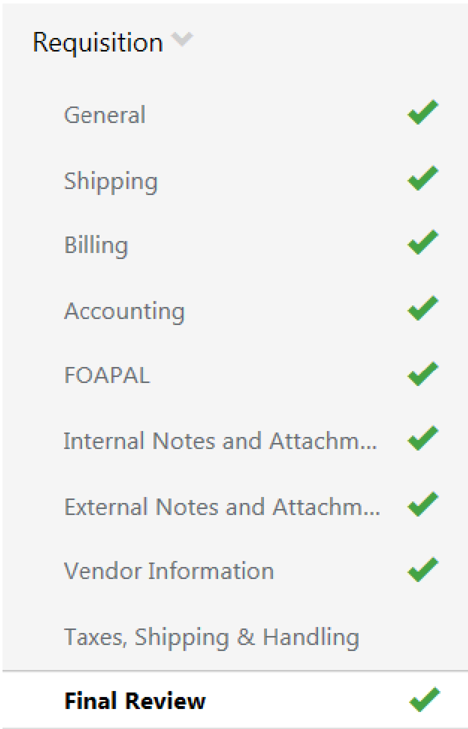
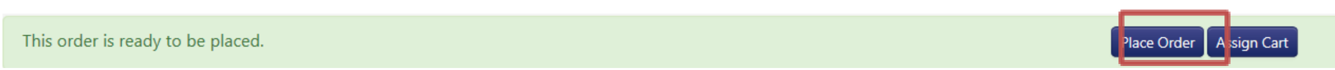
</td></tr>
<tr><td>33</td><td>
A Comment box will appear.  Type your comment into the text box and click Add Comment when finished.  You may also choose to add a file by clicking Choose File and navigating to the file you wish to add.



</td></tr>
<tr><td>34</td><td>
The Comments tab now indicates there is one comment attached to the Requisition.



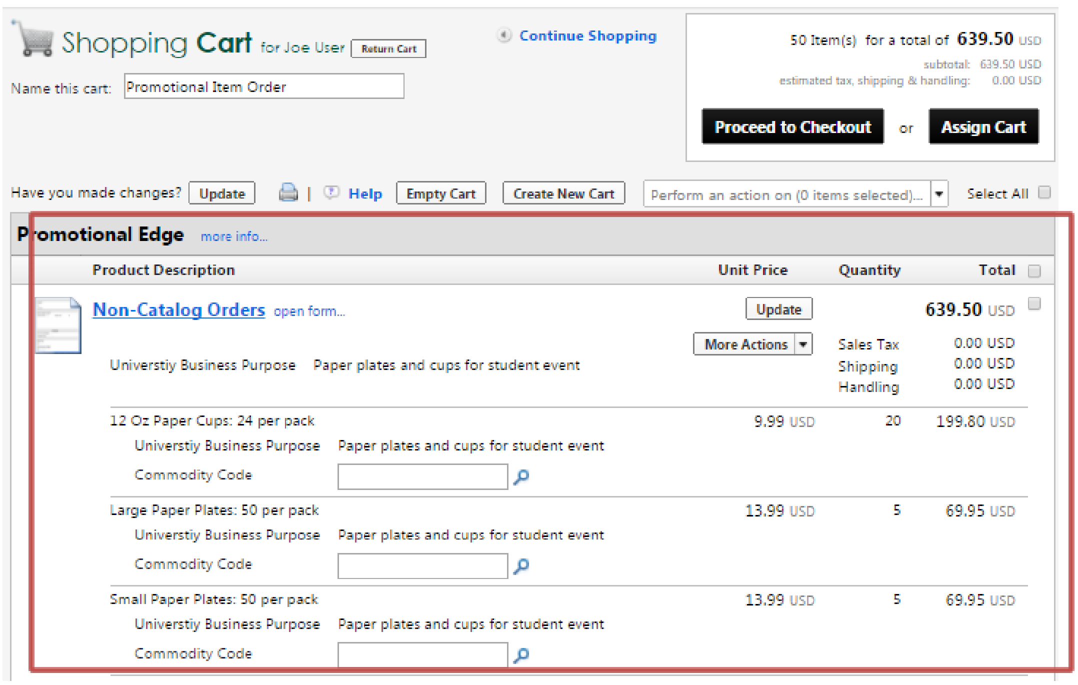
</td></tr>
<tr><td>35</td><td>If all necessary information has been included, all items on the left navigation pane will show a green checkmark.</td></tr>
</table>

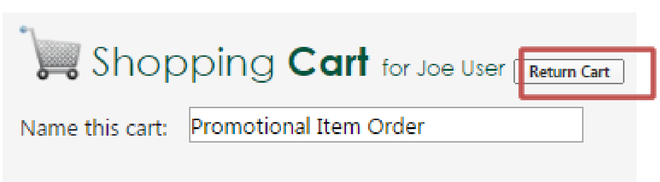
| | |
|---|---|
| |   |
| 36 | You are now ready to submit the requisition for approval. Click on the **Place Order** at the top right side of the screen to submit the order.   |

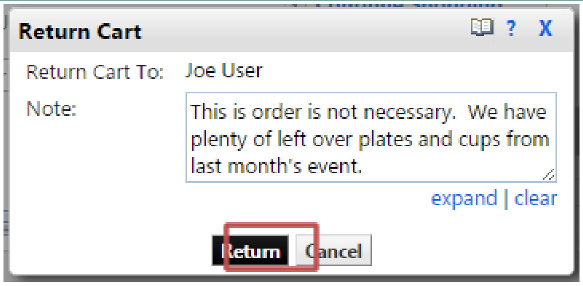
# Exercise 13: Return Cart to the Shopper

Occasionally, Requestors may determine an order is not appropriate or necessary. The Requestor has the ability to return the cart to the Shopper with comments in any instance where he/she disagrees with the purchase request.

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Complete the steps outlined in the previous exercise to find carts assigned to you from a Shopper.</td></tr>
<tr><td>2</td><td>Once an assigned cart is selected, the cart will display as your active shopping cart with all cart details.


</td></tr>
<tr><td>3</td><td>Once you've reviewed the details of the cart of determine the order should not be submitted, you can click on the **Return Cart** button just above the shopping cart name.

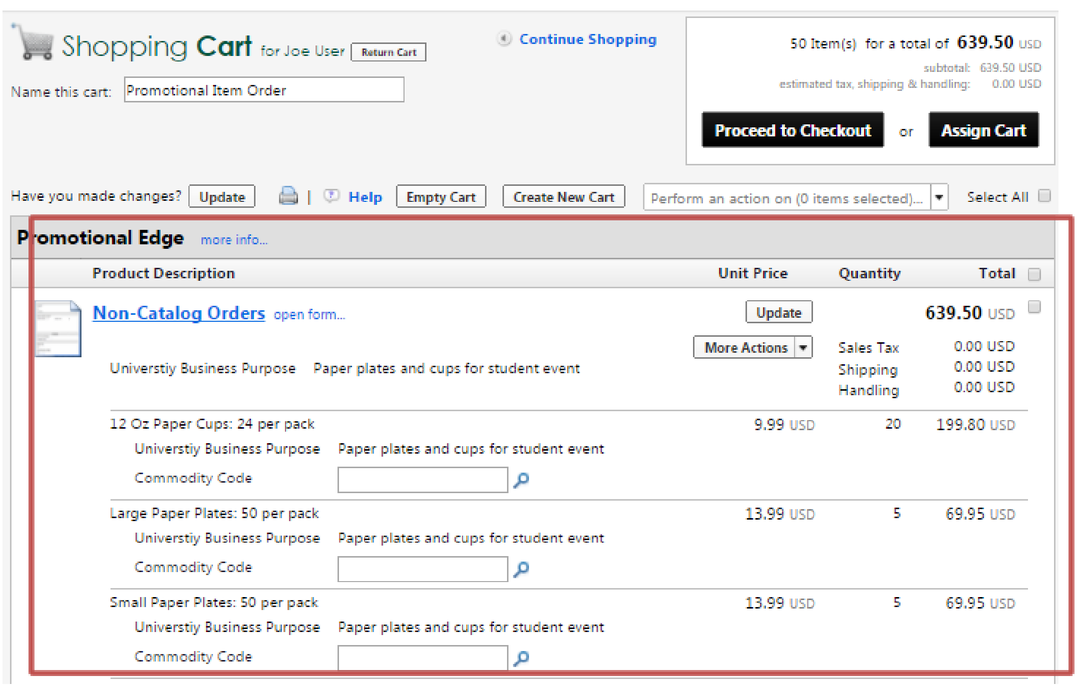

</td></tr>
<tr><td>4</td><td>A pop-up box will open where the Requestor can enter a note to the Shopper prior to returning the cart. Once you've entered your note as to why you are returning the shopping cart, click on the **Return** button</td></tr>
</table>



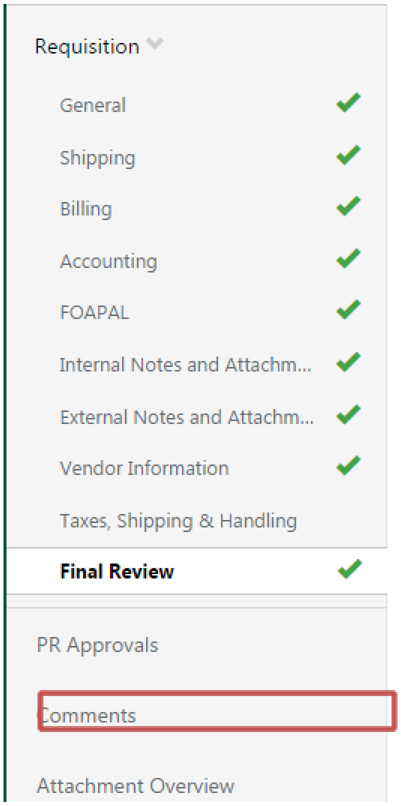
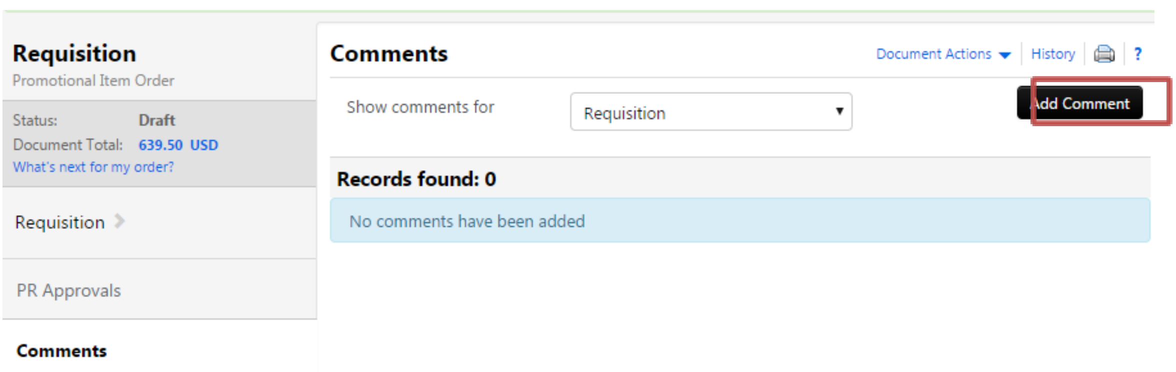

## Exercise 14: Send Comments

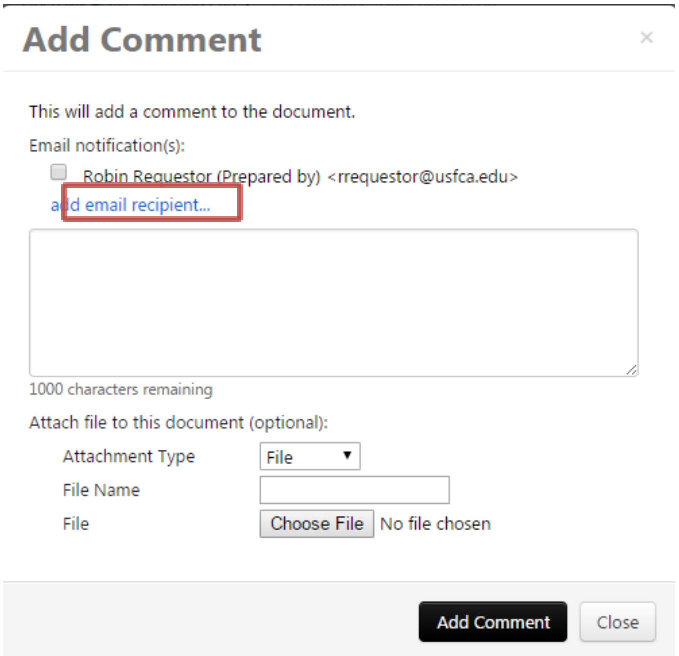
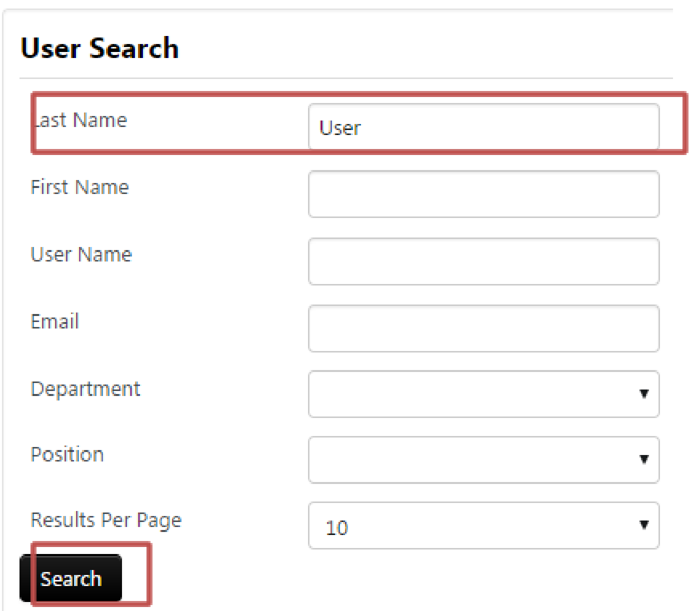
In addition to returning a shopping cart with comments, Requestors can utilize Hilltop Shop to send comments to Shoppers to ask clarifying questions and receive answers. Additionally, all comments stored on the requisition and viewable to all approvers.

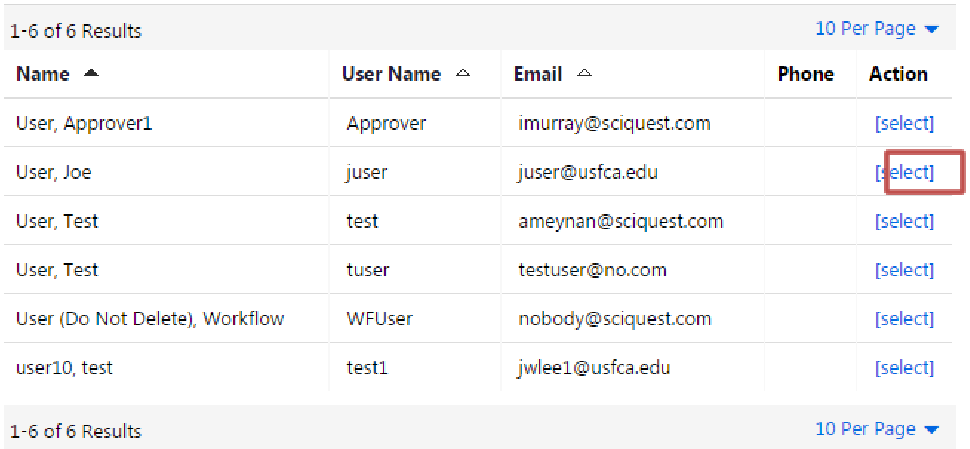
| Step | Description |
|---|---|
| 1 | Complete the steps outlined in the previous exercise to find carts assigned to you from a Shopper. |
| 2 | Once an assigned cart is selected, the cart will display as your active shopping cart with all cart details. If you want to ask questions to the Shopper within Hilltop Shop, click on the **Proceed to Checkout** button |




| Step | Description |
|---|---|
| 3 | On the grey navigation bar, scroll towards the bottom until you see **Comments** and click on the link. |

| | |
|---|---|
| |   |
| 4 | Click on the **Add Comment** button towards the top right corner of the page.   |
| 5 | A pop-up box will appear. To add a user to receive your comment, click on the **add email recipient** link |

<table>
<tr><td></td><td>
</td></tr>
<tr><td>6</td><td>You will be directed to a search screen where you can enter criteria to search for the appropriate user to include on the comment. Click on the Search button.

</td></tr>
<tr><td>7</td><td>A list of users matching your search criteria will appear. Click on the Select link next to the user you wish to send the comment to.</td></tr>
</table>



1-6 of 6 Results — 10 Per Page

| Name | User Name | Email | Phone | Action |
| --- | --- | --- | --- | --- |
| User, Approver1 | Approver | imurray@sciquest.com | | [select] |
| User, Joe | juser | juser@usfca.edu | | [select] |
| User, Test | test | ameynan@sciquest.com | | [select] |
| User, Test | tuser | testuser@no.com | | [select] |
| User (Do Not Delete), Workflow | WFUser | nobody@sciquest.com | | [select] |
| user10, test | test1 | jwlee1@usfca.edu | | [select] |

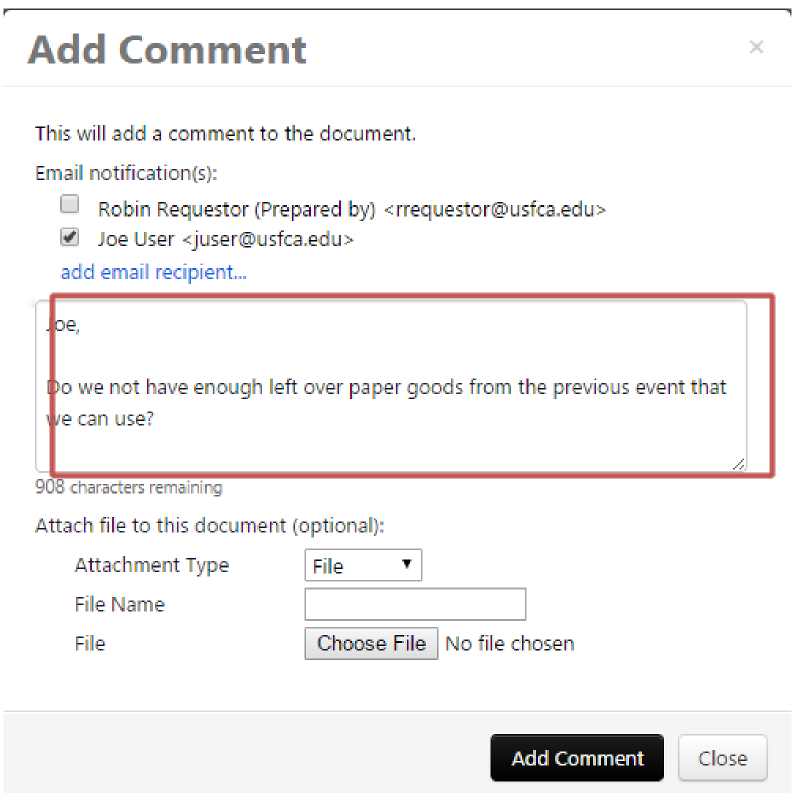
1-6 of 6 Results — 10 Per Page

8 The selected user will have a checkmark appear next to his/her name.

Enter your question on comments in the provided text box then click on the **Add Comment** button to save and submit your comment to all users with a checkmark next to their names.

Each selected user will receive an email with the details entered into the comments and will be able to respond if necessary.

You will receive an e-mail notification when a user responds to your comment.



## Receiving

Shoppers, Requestors, or Approvers associated with the purchase order (PO) will be required to post receipts for all goods and services $500 and over in order for a vendor's invoice to be processed for payment.  The receipt will serve as a confirmation that the vendor has satisfactorily fulfilled their obligation and all associated invoices are "Ok to pay". However, Receipts are not required on purchases less than $500.  If desired, users may post receipts on all transactions but the Vendor will be paid regardless if a receipt is posted or not.

Additionally, any departments that shop on the behalf of another department will be required to place the receipt in Hilltop Shop for the orders that are placed on behalf of the other department.  For instance, if an ITS Shopper places an order for a laptop that will be used in the Chemistry department, the ITS Shopper will be responsible for placing the receipt in Hilltop Shop once ITS receives the laptop from the vendor.

In addition to placing a receipts in Hilltop Shop, the Shoppers, Requestors, or Approvers are responsible for backing out receipts by placing a returns against a received PO when the contents needs to be returned.

In this section of the course you learn the following:

- **Exercise 15: Receiving Process and Match Exceptions Overview**
- **Exercise 16: Place a Goods Receipt**
- **Exercise 17: Place a Services Receipt**
- **Exercise 18: Place a Return**

## Exercise 15: Receiving Process and Match Exceptions Overview

**Receiving Process:**
As stated earlier, end users, who are associated with the order, will be responsible for placing the appropriate receipt in Hilltop Shop once the vendor has fulfilled their obligation. A fulfilled vendor obligation can entail the following:

**Products:**
- The Shopper or Requestor has received the requested products from the vendor
- The products are free of defects and will not be returned to the vendor
- The vendor has provided the expected quantity

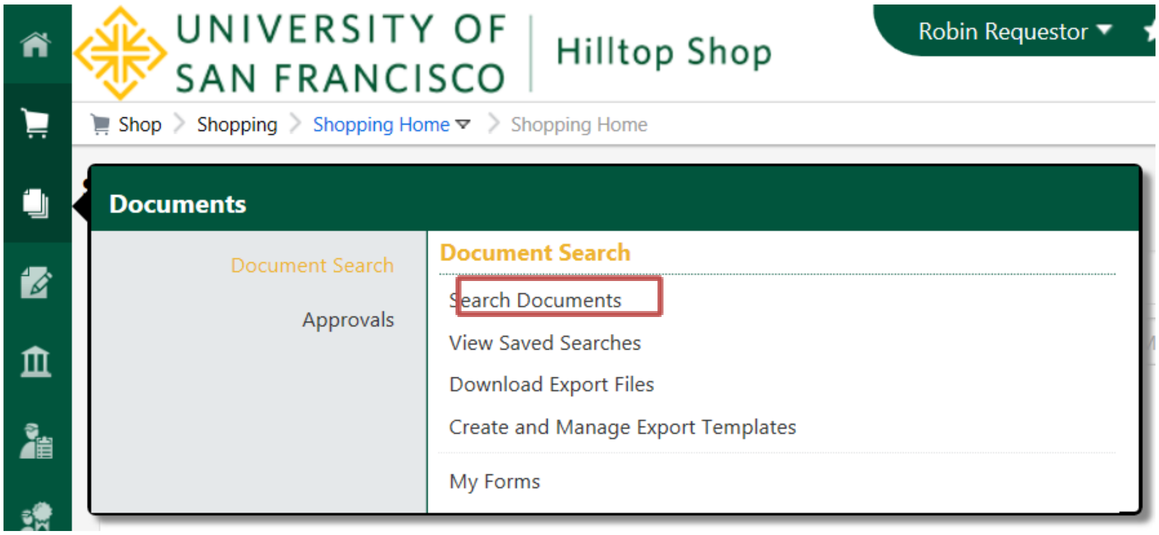
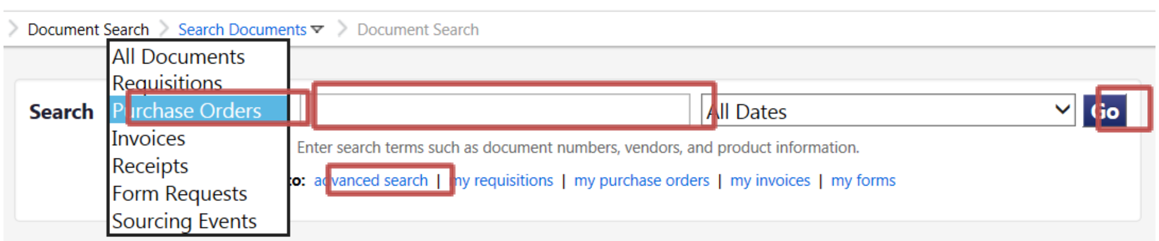
**Services:**
- The vendor has satisfactorily performed the services according the agreed upon statement of work
- If a service will be paid over a series of multiple payments (monthly, milestone payments, etc…), the vendor has satisfactorily completed their commitments for the given period/milestone

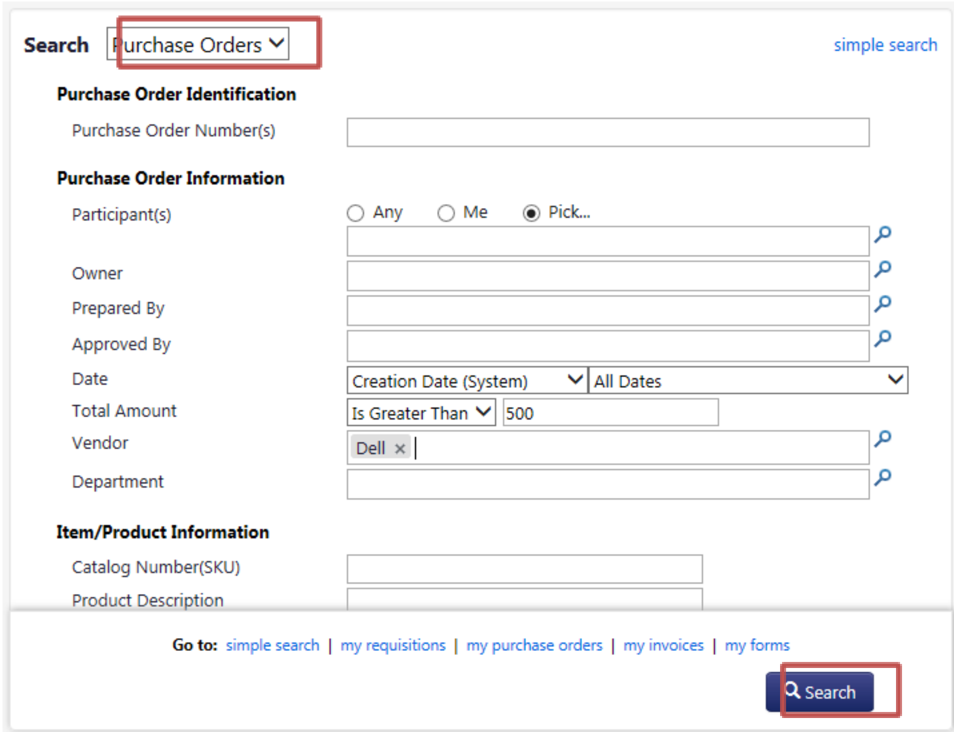
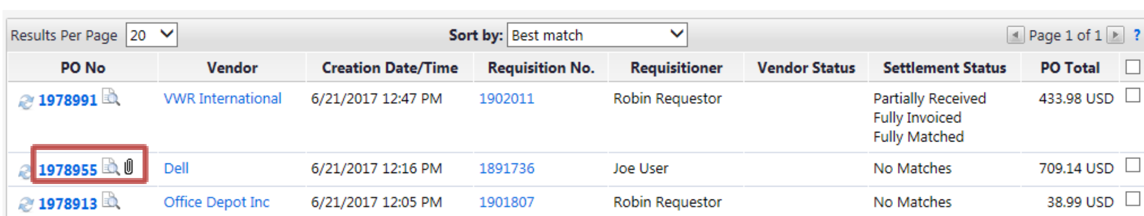
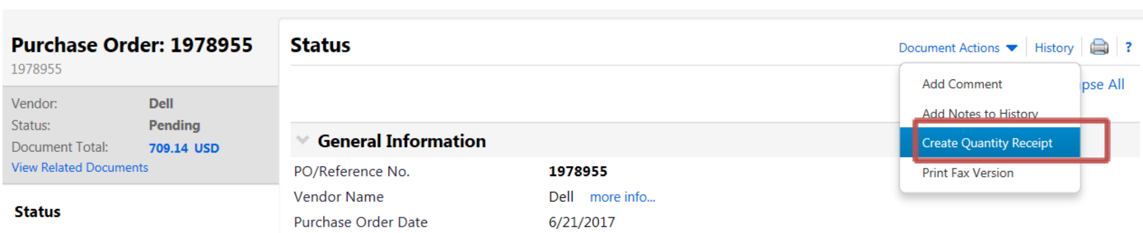
Once the above obligations are satisfied the order initiator should log into Hilltop Shop and create the appropriate receipt following the directions in the next exercises.

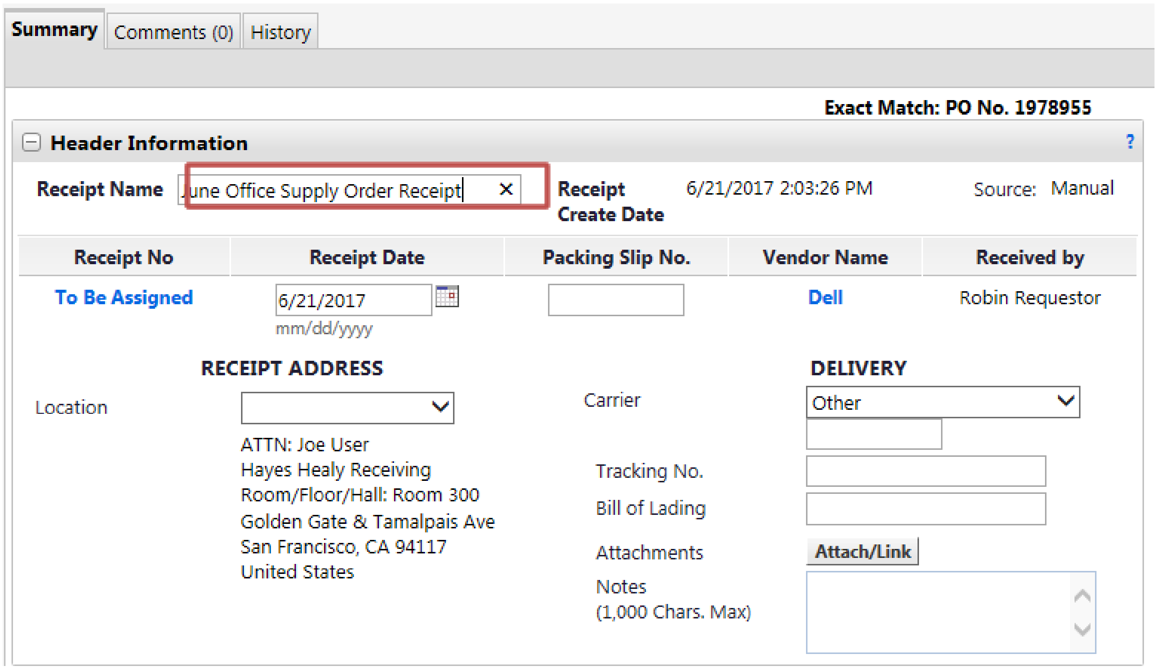
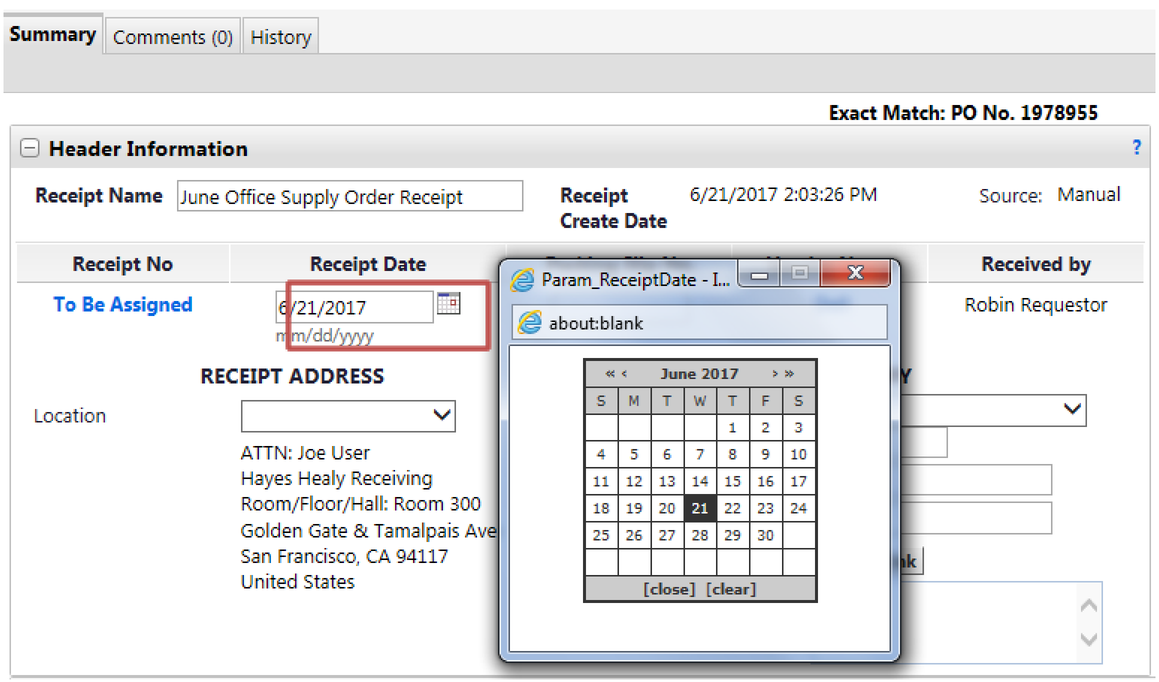
**Match Exceptions due to Receiving:**
As stated earlier in this training, receiving is required for goods and services orders $500 and over for a vendor's invoice to be processed for payment. If a receipt is not placed in Hilltop Shop prior to the vendor submitting an invoice to USF Accounts Payable or if the vendor's invoice does match the received quantity (products) or amount (services), a match exception will occur. The Shopper and Requestor will receive an email notification as well as an in-app notification from Hilltop Shop notifying a match exception has occurred. The types of match exceptions a Shopper or Requestor can expect to receive due to receipt issues include:
- Invoice is entered into Hilltop Shop against a PO but **no receipt** is placed against the PO
- Invoice is entered into Hilltop Shop against a PO but the **invoiced quantity is greater** the quantity received
- Invoice is entered into Hilltop Shop against a PO but the **invoiced $ amount is greater** than the received $ amount

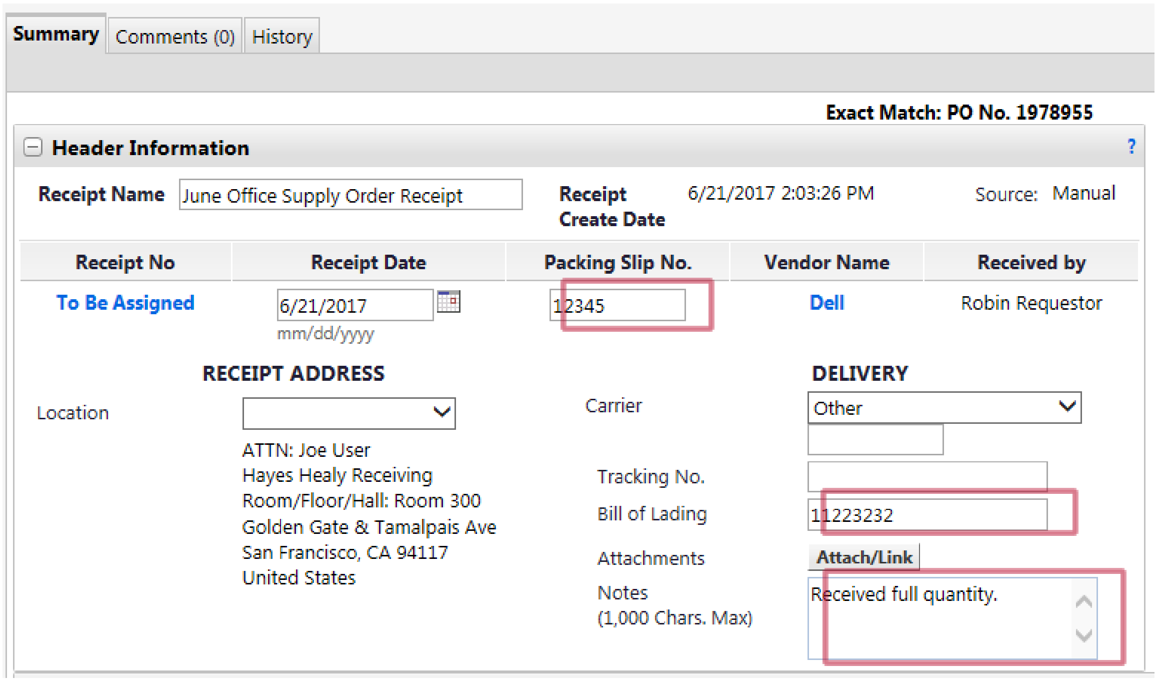
**Clearing Match Exceptions:**
The Shopper and/or Requestor can clear the match exceptions by placing a receipt (or multiple) in Hilltop Shop against the invoiced PO that matches the invoiced quantity and/or amount. Once completed, Hilltop Shop will automatically clear the match exception and allow the invoice to proceed forward in the payment process. If the for some reason the vendor has not met their obligation, the Shopper and/or Requestor should perform the following:
- **Catalog or Punch-Out Store Vendor:** Any orders placed using a catalog in Hilltop Shop where the vendor has not met their obligation should be communicated to PaAs to manage the exception
- **Non-Catalog Vendor:** Any orders placed using a form in Hilltop Shop where the vendor has not met their obligation should be managed directly with the vendor by the Shopper and/or Requestor

## Exercise 16: Place a Goods Receipt

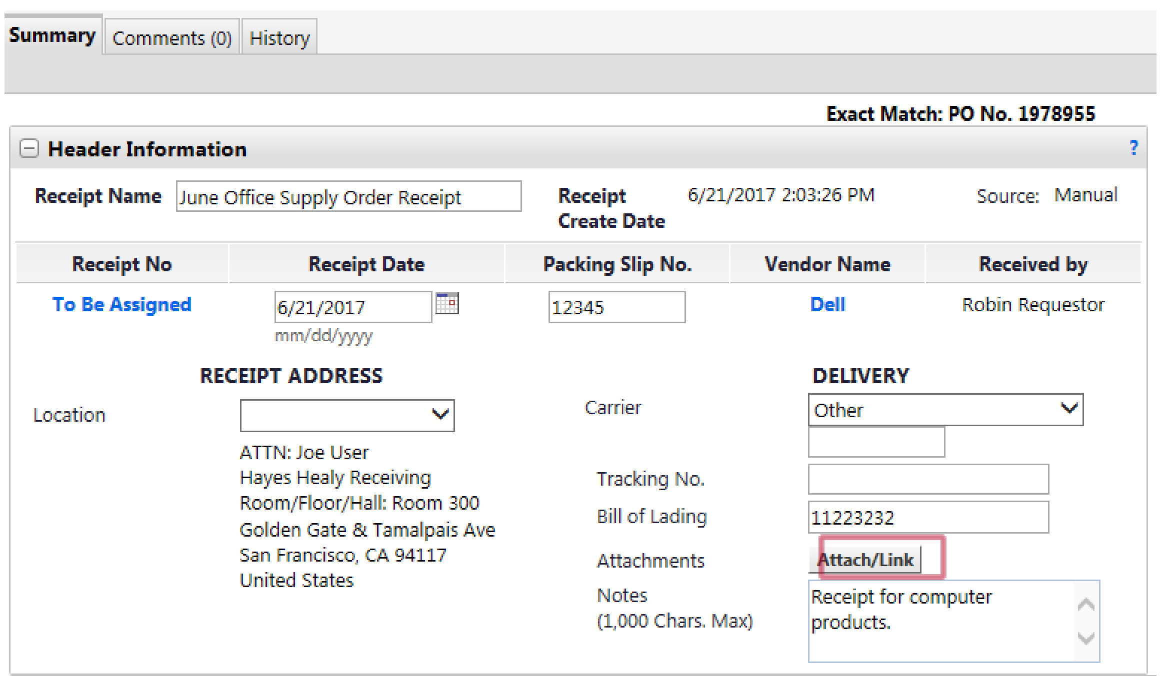
| Step | Description |
|---|---|
| 1 | Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on. |
| 2 | After logging into Hilltop Shop, you will need to locate your purchase order. On the left side of the screen, locate **Search Documents** in the **Document Search** menu under **Documents**.<br><br> |
| 3 | A simple search page will appear. Select **Purchase Orders** from the drop down menu. If you know the Purchase Order Number or Vendor Name, type it into the search box and click **Go.** You can also utilize the **Advanced Search** feature by clicking the link.<br><br> |
| 4 | The **Advanced Search** menu lets you search on multiple criteria. Ensure that **Purchase Order** is the item selected by the drop down menu. Fill in any of the search criteria and click **Search.** |

<table>
<tr><td></td><td>
</td></tr>
<tr><td>5</td><td>A list of purchase orders will appear. Click the Purchase Order Number of the order that you want to receive.<br>
</td></tr>
<tr><td>6</td><td>The purchase order status screen will appear. Under Document Actions click Create Quantity Receipt.<br>
</td></tr>
<tr><td>7</td><td>You will be taken to the receiving screen. In the text box next to Receipt Name, you can enter a new name for the receipt.</td></tr>
</table>

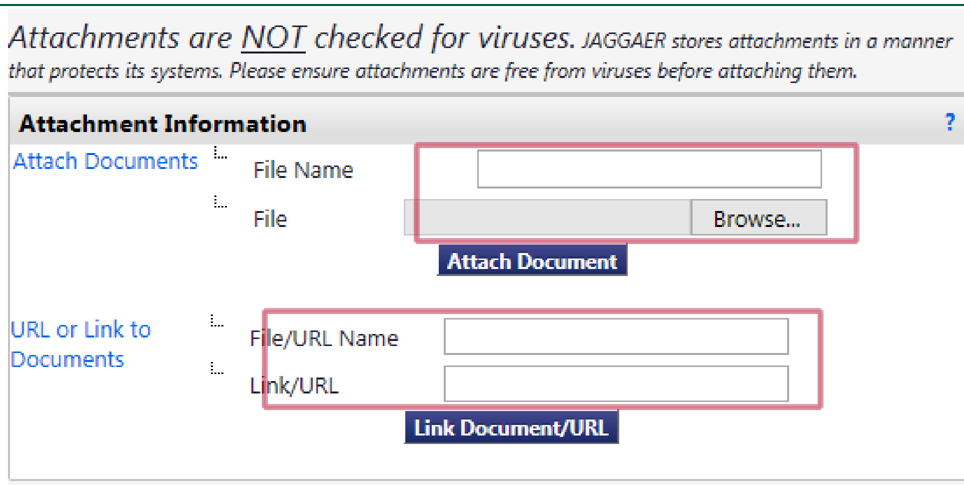
| | |
|---|---|
| |   |
| 8 | Under **Receipt Date**, enter the date of the receipt. Click the calendar icon to open a calendar to quickly select the correct date.<br>  |
| 9 | Complete the remaining fields, including **Packing Slip Number** and **Bill of Lading**. You can also add **Notes** to the receipt by using the text box. |



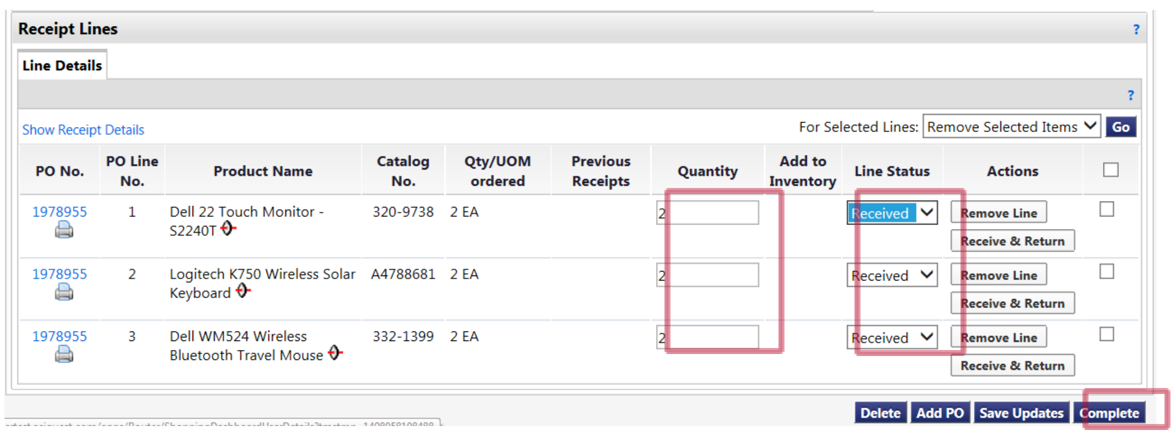

10 You can add attachments to the receipt by click the **Attach/Link** button



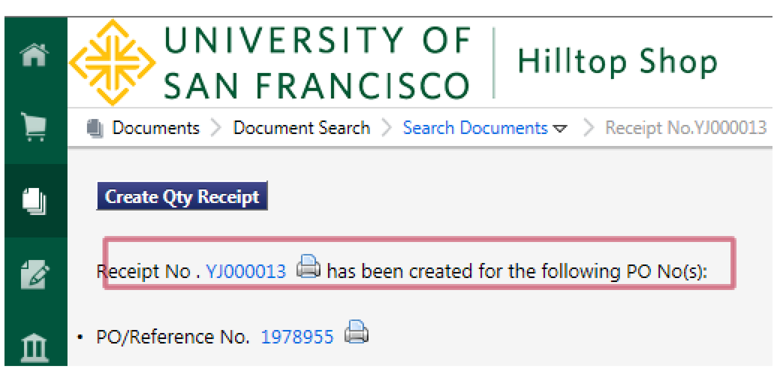

11 A pop-up window will appear. You can name the attached file using the text box. Click **Browse** to attach files from your computer, or copy and paste the URL of a link into the **Link/URL** text box. Click **Attach Document** or **Link Document/URL** to continue.




12 Scroll down to the **Receipt Lines**. In this section, you need to indicate the quantity of each item on the purchase order that you received. In the **Quantity** box, type the number that you received. Make sure that the drop down arrow under **line Status** is **Received**. Once completed, click the **Complete** button.

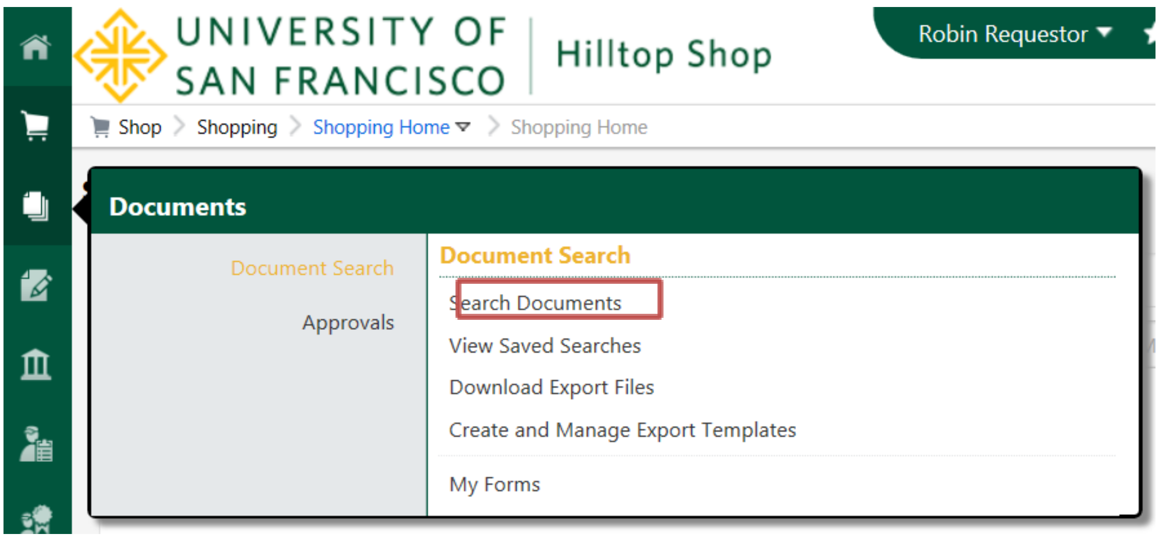



13 After clicking **Complete** in the previous step, you should see the following screen, indicating that you have successfully created a receipt against the purchase order.

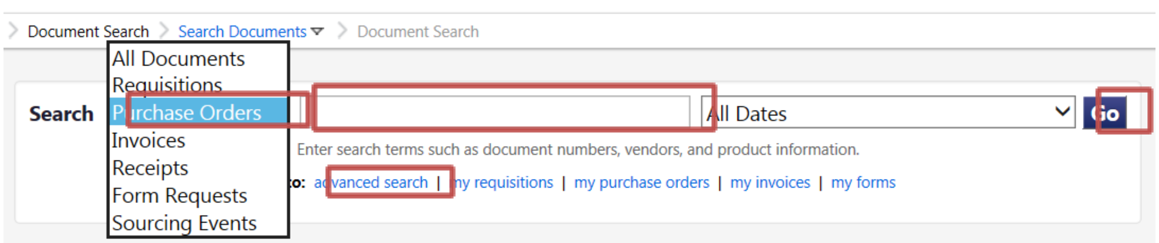


## Exercise 17: Place a Services Receipt

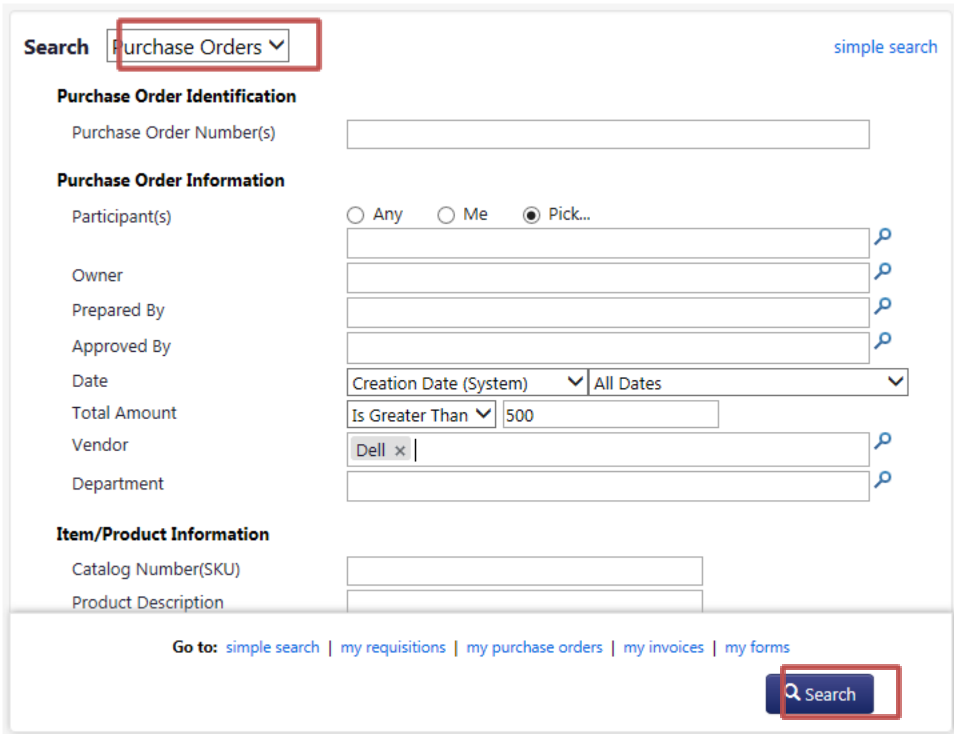
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Login to Hilltop Shop<br><br>Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on.</td></tr>
<tr><td>2</td><td>After logging into Hilltop Shop, you will need to locate your purchase order. On the left side of the screen, locate Search Documents in the Document Search menu under Documents.



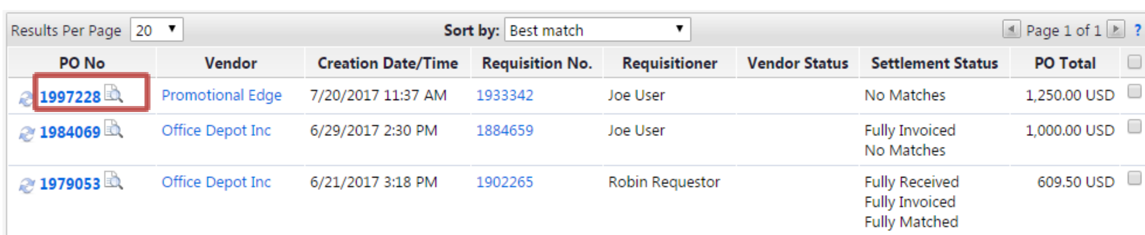
</td></tr>
<tr><td>3</td><td>A simple search page will appear. Select Purchase Orders from the drop down menu. If you know the Purchase Order Number or Vendor Name, type it into the search box and click Go. You can also utilize the Advanced Search feature by clicking the link.



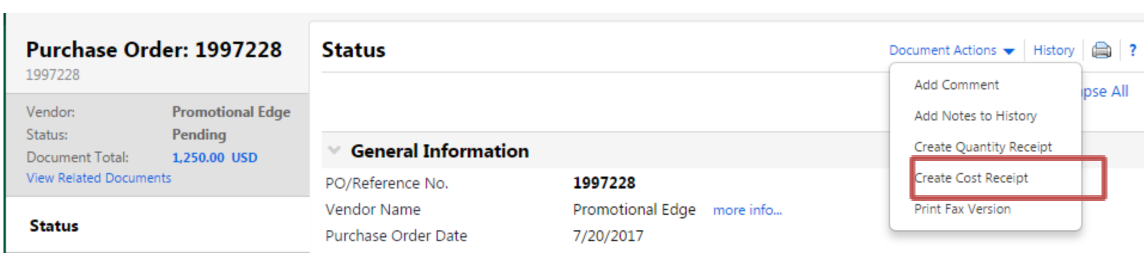
</td></tr>
<tr><td>4</td><td>The Advanced Search menu lets you search on multiple criteria. Ensure that Purchase Order is the item selected by the drop down menu. Fill in any of the search criteria and click Search.</td></tr>
</table>



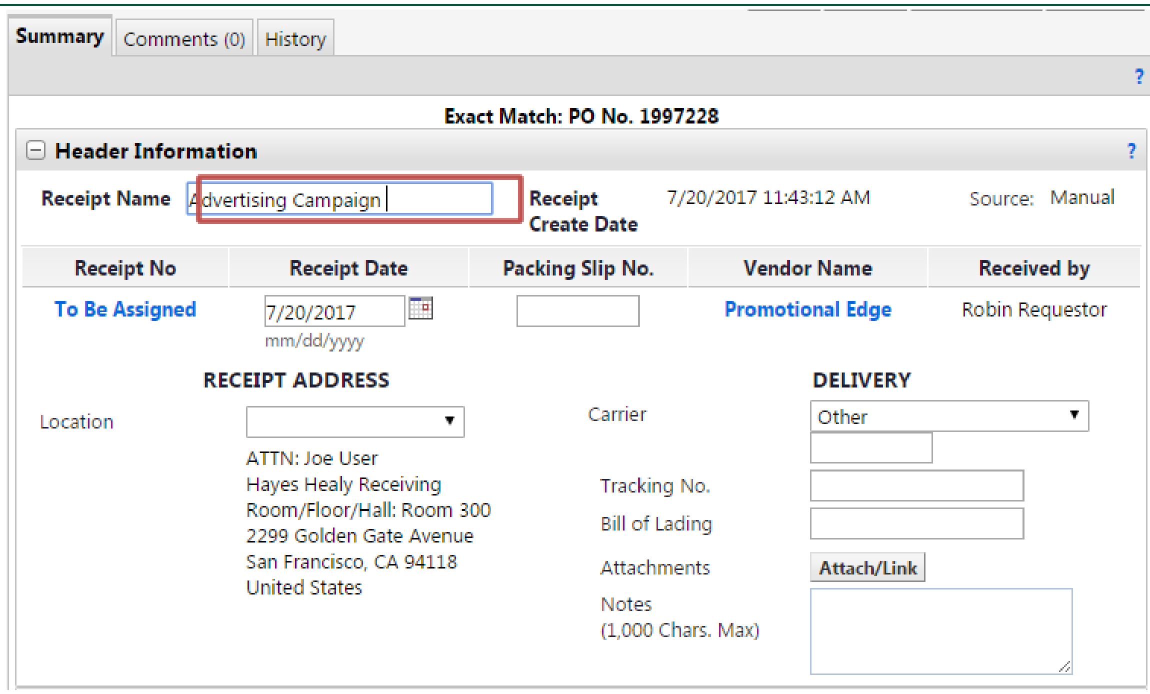

5 A list of purchase orders will appear. Click the **Purchase Order Number** of the order that you want to receive.



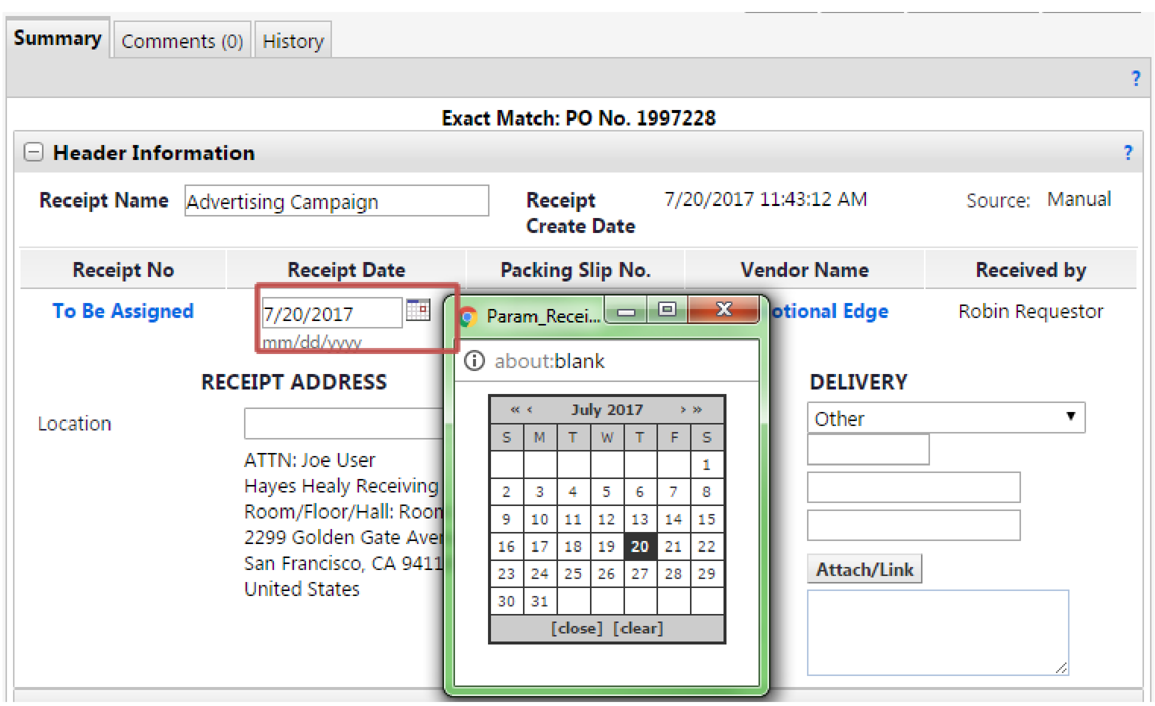

6 The purchase order status screen will appear. Under **Document Actions** click **Create Cost Receipt**.



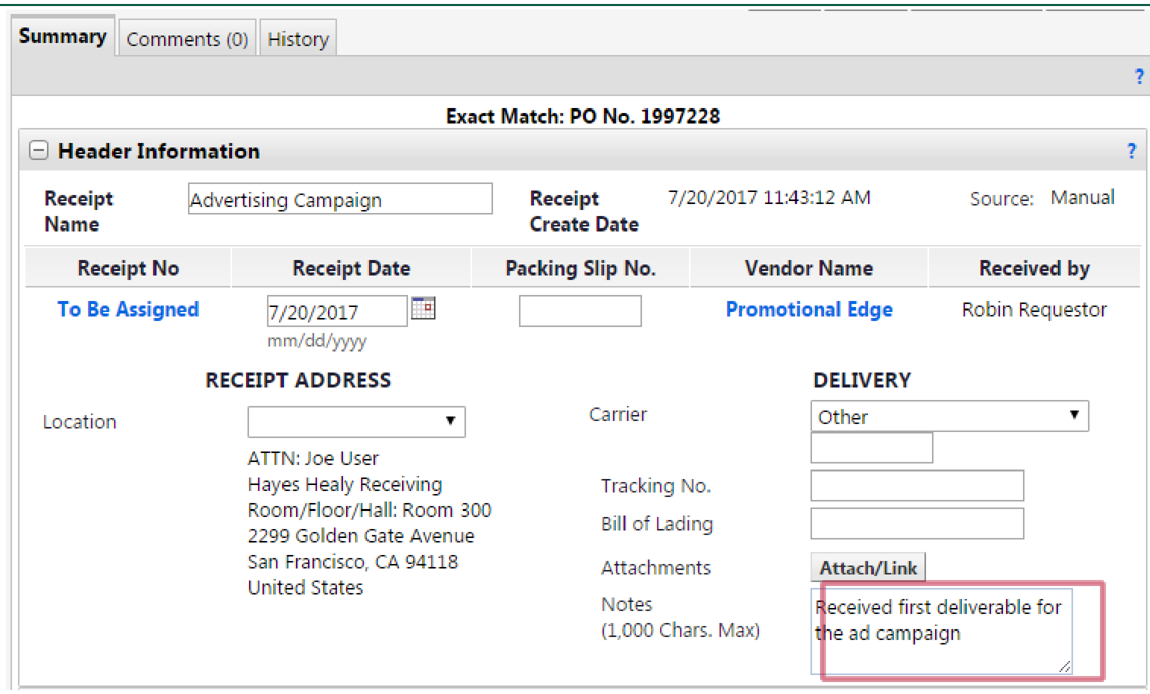
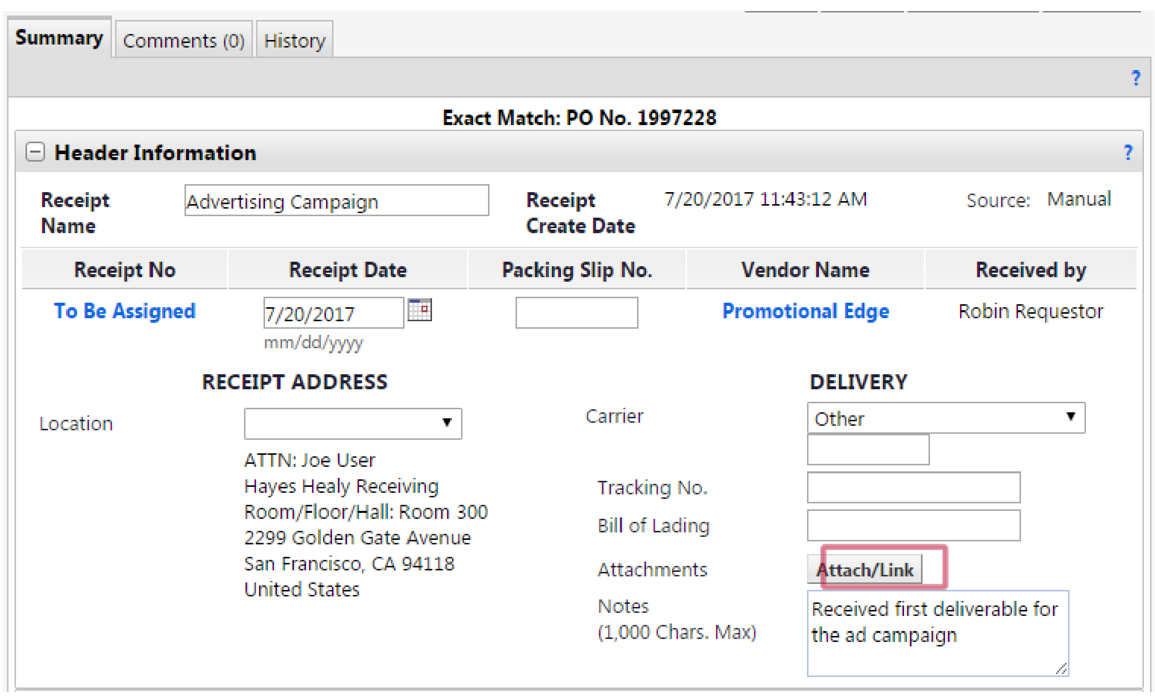

7 You will be taken to the receiving screen. In the text box next to **Receipt Name**, you can enter a new name for the receipt.

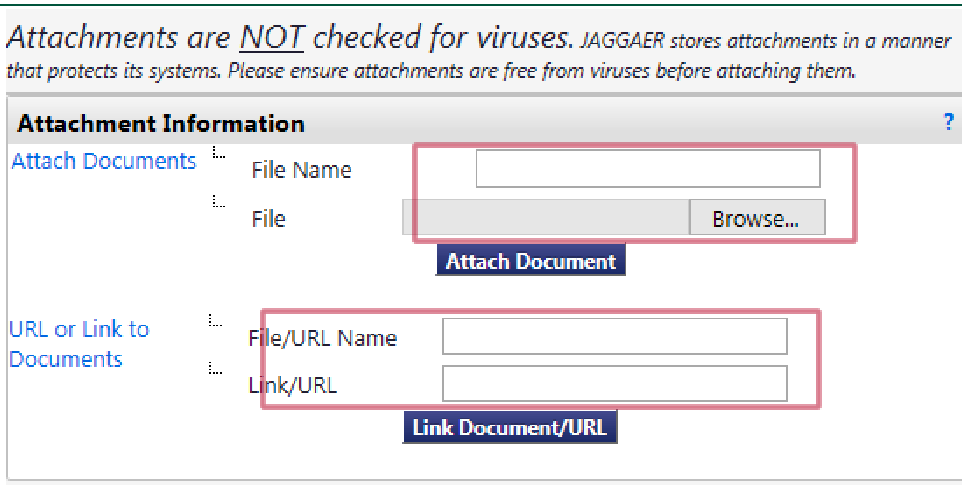



8 Under **Receipt Date**, enter the date of the receipt. Click the calendar icon to open a calendar to quickly select the correct date.

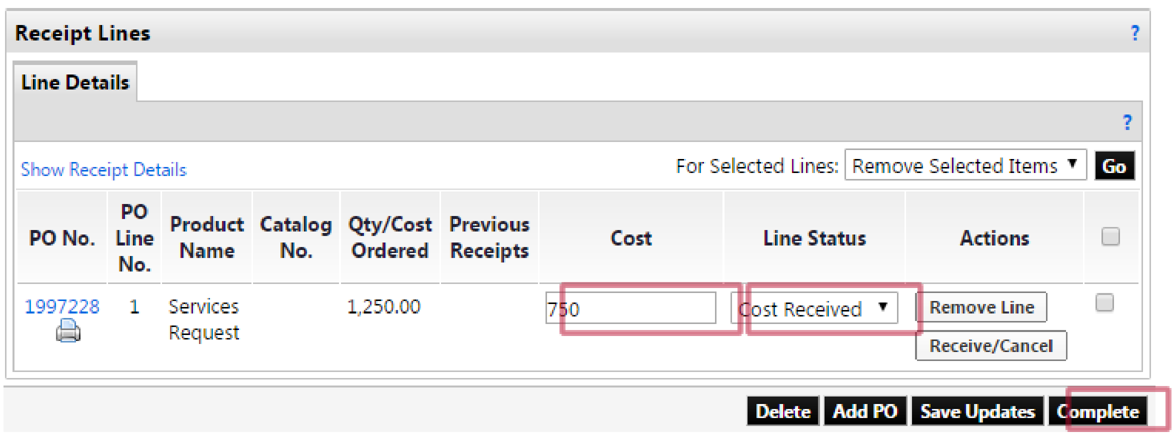



9 You can also add **Notes** to the receipt by using the **Notes** text box.

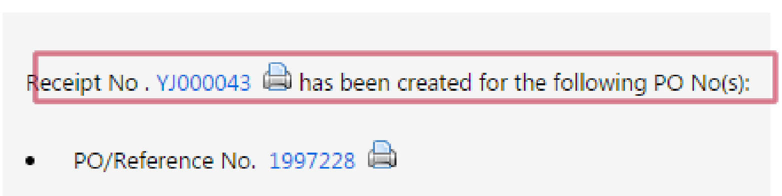
<table>
<tr><td></td><td>
</td></tr>
<tr><td>10</td><td>You can add attachments to the receipt by click the Attach/Link button<br>
</td></tr>
<tr><td>11</td><td>A pop-up window will appear. You can name the attached file using the text box. Click Browse to attach files from your computer, or copy and paste the URL of a link into the Link/URL text box. Click Attach Document or Link Document/URL to continue.</td></tr>
</table>




12 Scroll down to the **Receipt Lines**. In this section, you need to indicate the amount of each item on the purchase order that you received. In the **Quantity** box, type the number that you received. Make sure that the drop down arrow under **Line Status** is **Cost Received**. Once completed, click the **Complete** button.




13 After clicking **Complete** in the previous step, you should see the following screen, indicating that you have successfully created a receipt against the purchase order.

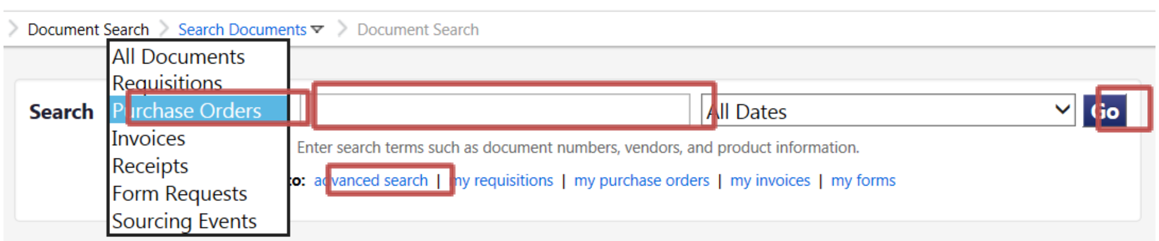


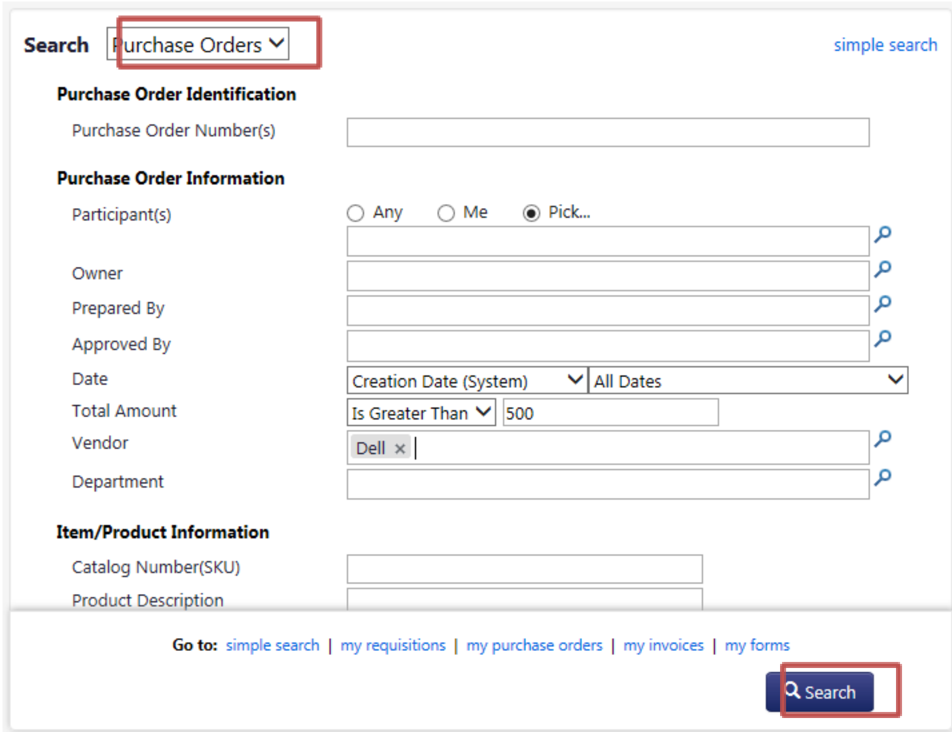
# Exercise 18: Place a Return

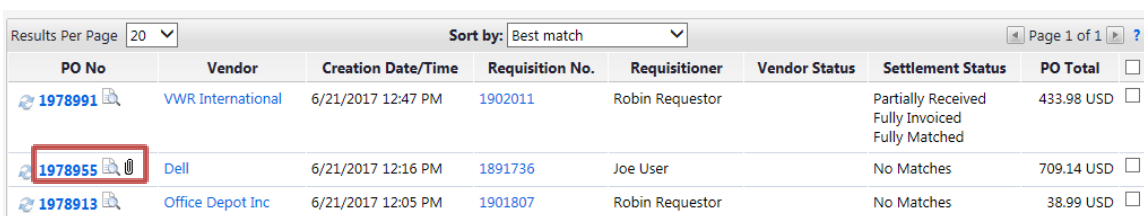
<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Login to Hilltop Shop

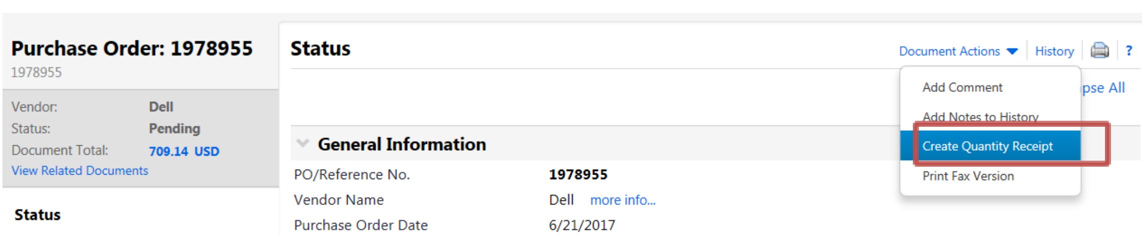
Use the username provided to you. In production, you will not be required to enter separate login credentials as all users will access the site through USF's Single Sign-on.</td></tr>
<tr><td>2</td><td>After logging into Hilltop Shop, you will need to locate your purchase order. On the left side of the screen, locate **Search Documents** in the **Document Search** menu under **Documents**.


</td></tr>
<tr><td>3</td><td>A simple search page will appear. Select **Purchase Orders** from the drop down menu. If you know the Purchase Order Number or Vendor Name, type it into the search box and click **Go.** You can also utilize the **Advanced Search** feature by clicking the link.

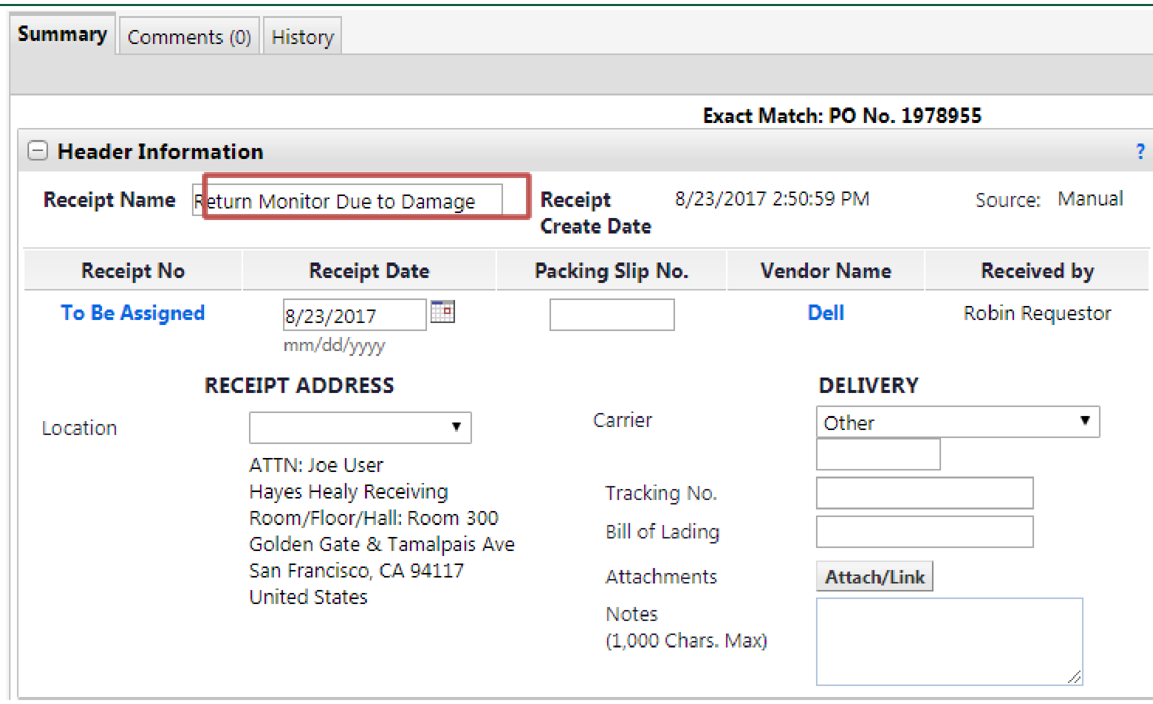

</td></tr>
<tr><td>4</td><td>The **Advanced Search** menu lets you search on multiple criteria. Ensure that **Purchase Order** is the item selected by the drop down menu. Fill in any of the search criteria and click **Search.**</td></tr>
</table>

<table>
<tr><td></td><td>


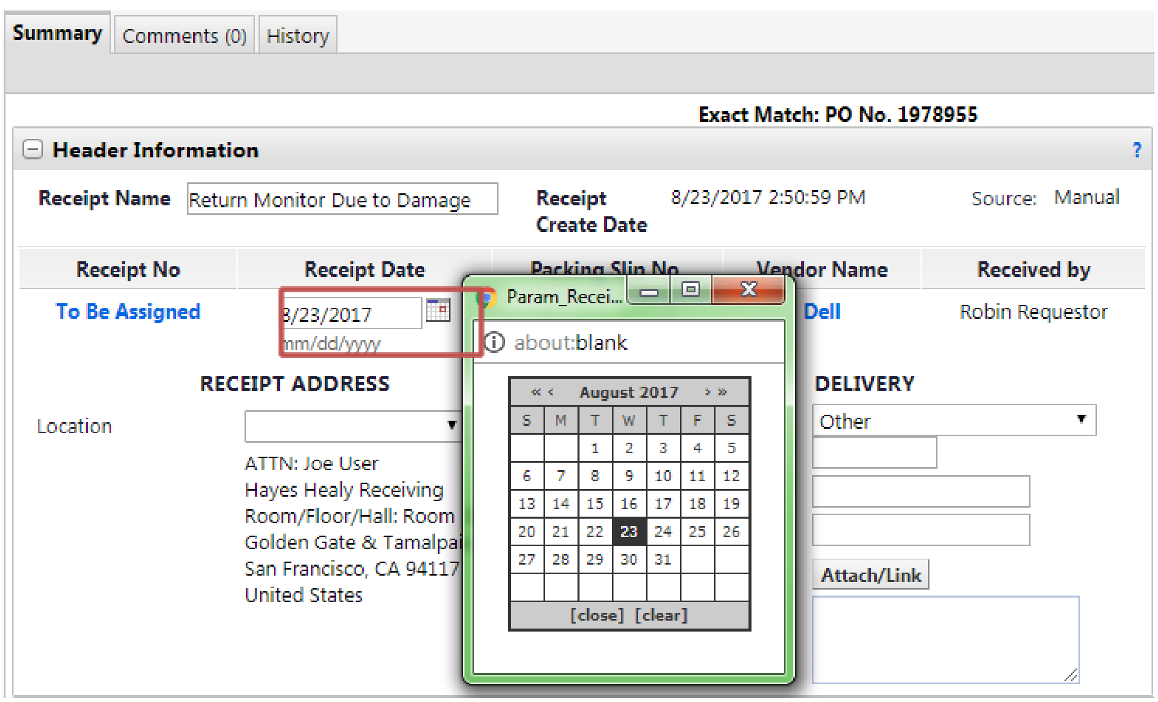
</td></tr>
<tr><td>5</td><td>After you have located the Purchase Order you want to place the return against, click the Purchase Order Number of the order that you want to return.


</td></tr>
<tr><td>6</td><td>Under Document Actions click Create Quantity Receipt.


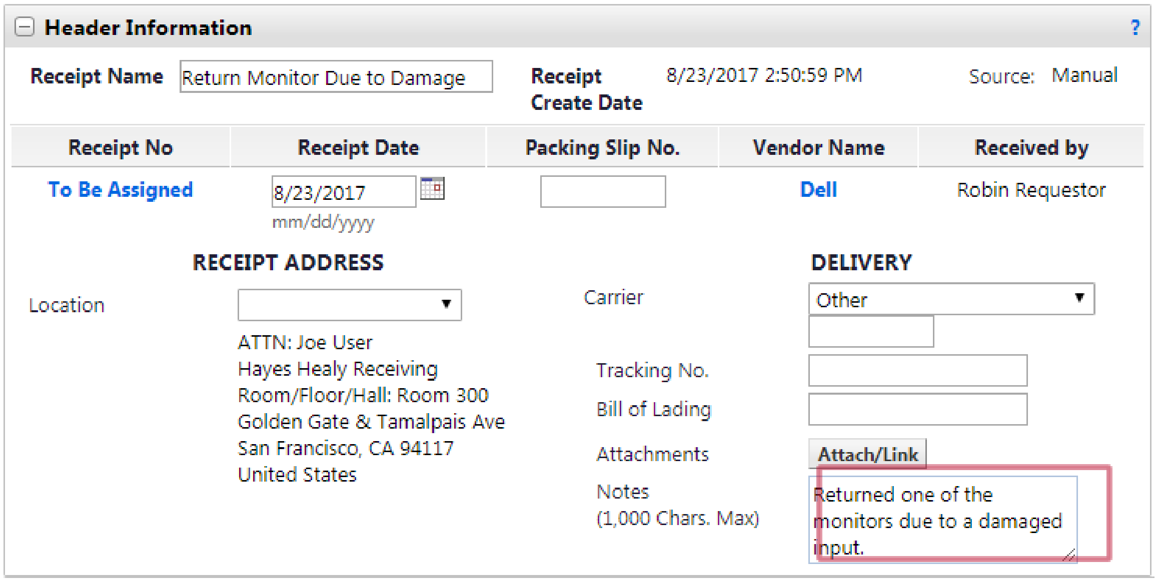
</td></tr>
<tr><td>7</td><td>You will be taken to the receiving screen. In the text box next to Receipt Name, you can enter a new name for the return.</td></tr>
</table>



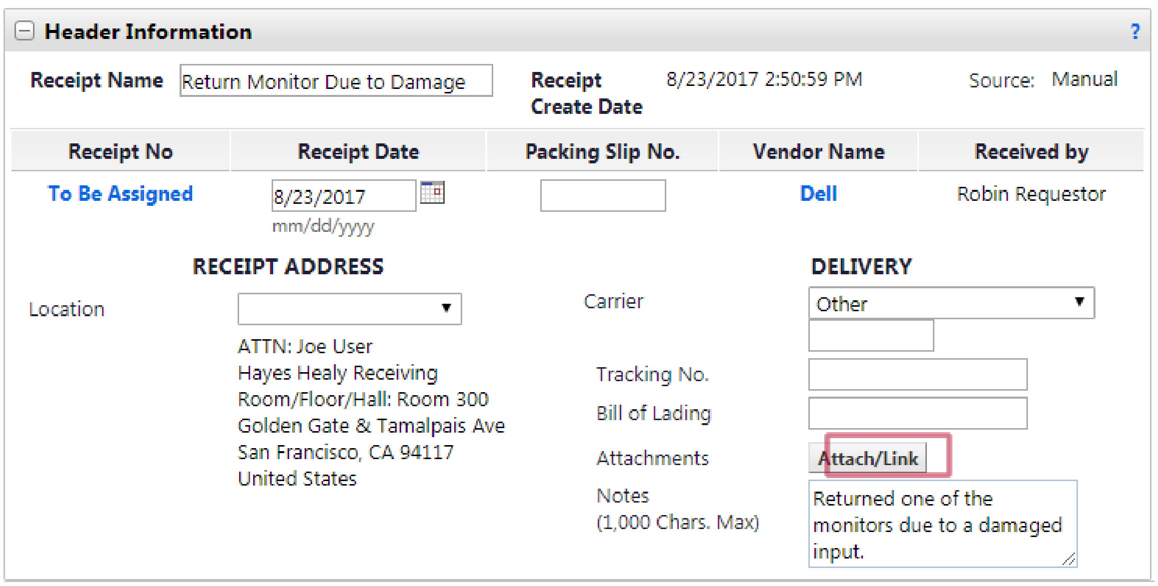

8 Under **Receipt Date**, enter the date the item was returned to the vendor. Click the calendar icon to open a calendar to quickly select the correct date.



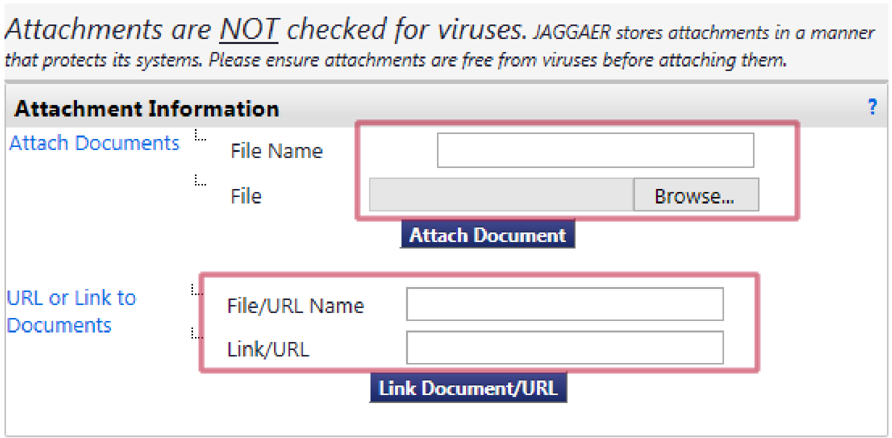

9 You can also add **Notes** to the return by using the text box.



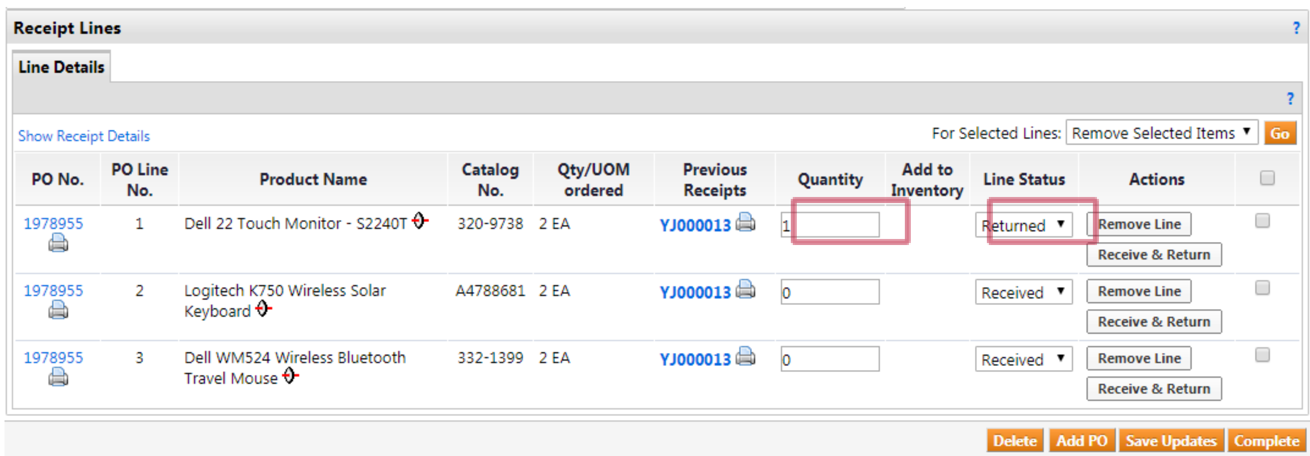

10 You can add attachments to the return by click the **Attach/Link** button



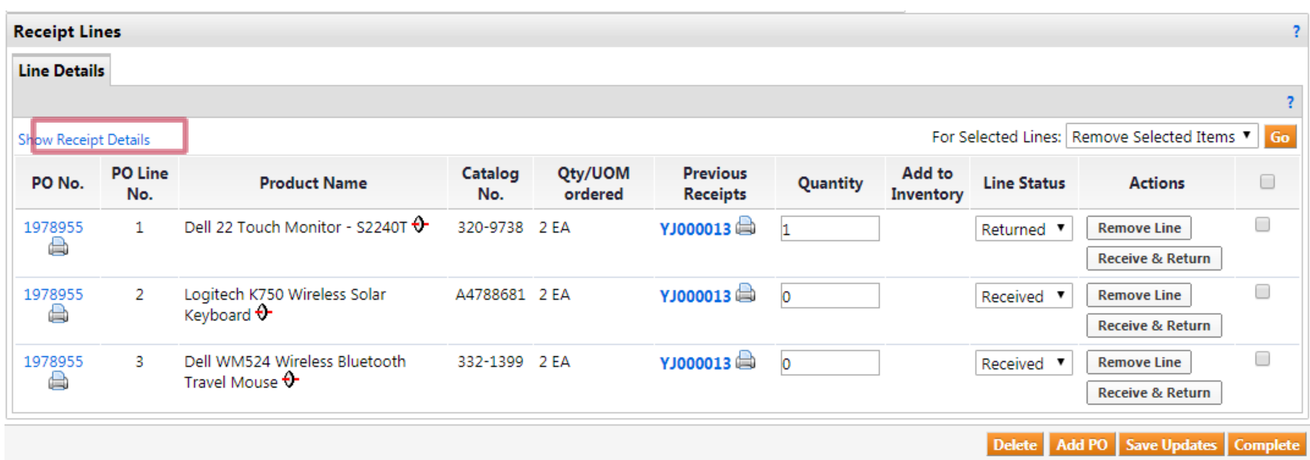

11 A pop-up window will appear. You can name the attached file using the text box. Click **Browse** to attach files from your computer, or copy and paste the URL of a link into the **Link/URL** text box. Click **Attach Document** or **Link Document/URL** to continue.



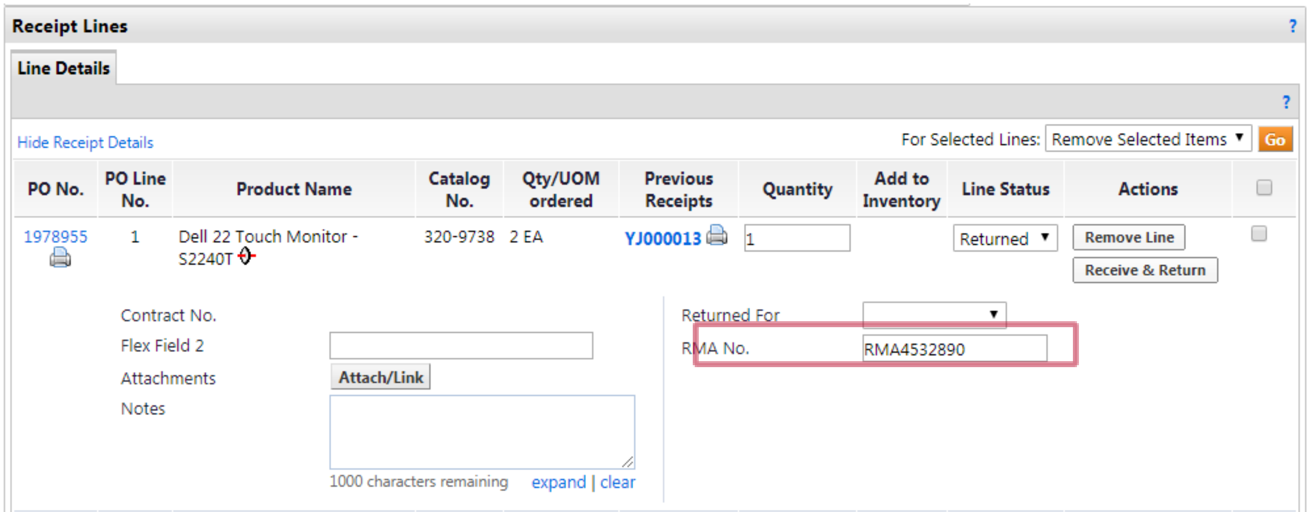

12 Scroll down to the **Receipt Lines**. In this section, locate the item returned to the supplier. In the **Quantity** box, type the number of items returned. Make sure that the drop down arrow under **Line Status** is **Returned**.




13 Click the **Show Receipt Details** link at the top of the line items.

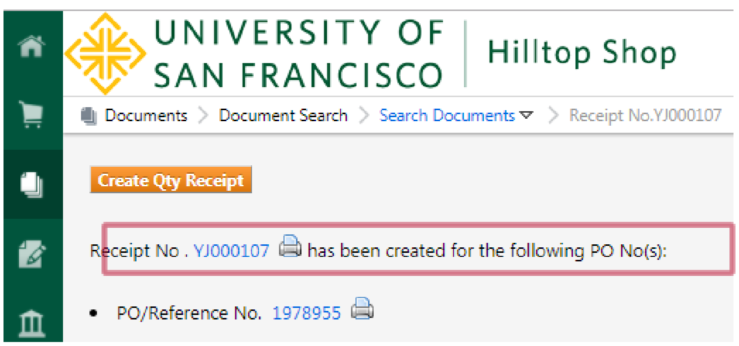



14 Below each line item, additional fields will display. Enter the RMA number into the **RMA No.** field.




15 Once you finished entering the details, scroll down to the bottom of the page and click on the **Complete** button.


16 After clicking **Complete** in the previous step, you should see the following screen, indicating that you have successfully created a receipt against the purchase order.



# About Training and Support

## Training Resources

Additional training resources including course guides, quick reference guides, and videos are available at the USF Hilltop Shop Support Page.

## Support

Additional support can be requested through eprocurement@usfca.edu