

EDUCATION AUTHORITY

iProcurement Frequently Asked Questions

2020

Requisition/Order Queries: Tel. 028 9056 6499 or Email procurement@eani.org.uk

System/Login Queries: Tel. 028 9056 6478 or Email ifs.queries@eani.org.uk

iProcurement Accounts Queries: Helpdesk Tel. 028 9056 6233

Contents

General.....	6
How do I get set up on the system so that I can start using iProcurement?.....	6
Why does system log me out?	6
Is there an iProcurement user guide?	6
Can a teacher have read only access on iProcurement to view contracts and contracted items only?	6
General Requisition:	7
Can I get more than one person setup to raise requisitions?.....	7
How many lines can I have on a requisition?	7
I need items urgently, what do I do?.....	7
What is the difference between store catalogue, non-catalogue items and non-contract items?	7
Store Catalogue.....	8
How do I start a requisition?.....	8
What is a keyword?.....	8
Do I complete all the boxes in the item search?	8
I cannot find items that I thought were on contract	8
Do I need one requisition for each supplier?	8
Can I obtain a list of all the items on contract in iProcurement?.....	9
I can't find an item within the Stores, how do I know if it is available on contract?.....	9
Non-Catalogue Requisition.....	10
What does the category mean?	10
Why will my Non-Catalogue item not add to Shopping Cart?.....	10
How do I work with discounts?	10
What do I do if there is a carriage charge?	10
What if I cannot find the supplier on iProcurement?.....	10
Non-Catalog Orders over £5000.....	11
(Non-Contract).....	11
Non-Catalog Orders over £5000 (Contract)	11
Non-Catalog Requisitions Lines not sourced from the Oracle Store (Catalog).....	11
How much detail should be entered into the Item Description field?.....	12
Shopping Cart	12
There are items in my cart that I did not put there?.....	12
What does the message 'Account Generator Failed' mean in my Shopping Cart?.....	12
Delegated Schools (Mainstream).....	12
Non Delegated Schools including Special Schools & Headquarters	13

Why is the Description at the top of the Shopping Cart the same as the first item in the shopping cart?	13
The Need by Date (When do you need these items) defaults to one week later, can this be changed?	13
The address on the system for our school is incorrect, how do I correct this?	14
I do not know the Function Code?	14
What is the Area code for?.....	14
Can I raise requisitions for individual departments in my school?.....	14
What is the importance of Save?	14
What happens to the cart if I am timed out?	15
Can I have more than one approver on the requisition?	15
What is my Cost Centre code?.....	15
I amended the coding but have made a mistake and input the incorrect Cost Centre code. 15	
If I amend coding must I complete all coding boxes?	15
The name in the Approvals section is incorrect, how do I fix this	15
Can I get another person within the school setup to approve the requisition other than the Principal?	16
Where do I specify delivery times, colour or other required information?	16
Submitting Requisitions.....	16
How do I get my Requisition number?	16
What is the importance of my Requisition number?	16
Does the system stop a department over spending on their budget?	16
How do I know how much I have spent from my allocation?.....	17
A requisition has been returned to me, why and what do I do?.....	17
Does the Supplier get the Oracle requisition number?	17
When does my requisition turn into an official Purchase Order?.....	17
How far in advance of needing goods should I put on a requisition?.....	18
What should I do if my requisition does not get an allocated order number within the 48 hour period?	18
When will my order be sent to the supplier?	18
What if the supplier did not receive the order?.....	18
How do I cancel an order or part of an order if the goods will not be received or the service did not take place?	18
Receipting	19
What do I have to receipt?	19
When will I receive the goods I have requisitioned?.....	19
How do I know when the items on my order will arrive? What if some of the items on my order have not yet arrived?	19

I have received items I did not order?.....	19
What if the items delivered are not the items ordered.	19
What if there are more items delivered than I items ordered, can I keep them?	19
What do I do when a supplier tells me they cannot supply the goods I have requisitioned?	19
Invoices	20
Will I receive invoices for requisitions created in iProcurement?.....	20
What if the price on the invoice sent to Accounts is different than the price on the order?	20
I have received an invoice for an order I raised in iProcurement, what do I do with it?.....	20
Types of orders and how to process on iProcurement	20
How do we book swimming at local swimming club?.....	20
Can we use local shops to buy goods/services e.g. food, bag of nails, etc.	20
How do I book a bus?	21
Retrospective/ Covering Orders.....	21
Exceptions - Retrospective Orders that should be processed using iProcurement	21
What are estimate orders and how should they be processed?	22
Do I put Petty Cash or Postage Recoup through iProcurement	22
How do we process licence renewals using iProcurement?.....	23
I have received a renewal but I never placed an order. How do I process these in iProcurement?	23
How do we process Espresso & Survey Monkey invoices?	23
How do I process Interpreter invoices using iProcurement?	23
How do I process Website Renewals using iProcurement?.....	23
If the supplier we are using is in Ireland, and we need to raise an iProcurement non catalog request how do we process if the unit price is in GBP? (Foreign currency transactions) ...	23
What if the supplier we are using want paid before they provide the goods/service?.....	24
How do I process Business Travel on iProcurement?	24
How do I process Residential Trips on iProcurement?.....	24
I have already got the goods but didn't put the order through iProcurement. What do I do with the invoice?	24
Invoices that are NOT processed using iProcurement	25
Do I process my bins invoice using iProcurement?.....	25
Do we process Utility bills e.g. electric, gas and water using iProcurement?	25
Do I process Exam fees using iProcurement?.....	25
Do I process Fuel Card invoices using iProcurement?	25
How do we process orders for Home Economics items?	25
How do I order OIL for my school?	25
Do I process Phone Contracts using iProcurement?	26

Transition from FMS to iProcurement.....	26
When does the FMS system expire?.....	26
Can I put some orders on FMS and raise some requisitions on iProcurement until my FMS become read only?	26
What do I with the invoices that I have received for orders that I processed in FMS prior to starting to use iProcurement?.....	26
Do I need to reconcile to the FMS system?	26
Will I receive further iProcurement training?.....	26
Who can I phone regarding queries	27

Category	Question	Answer
General	How do I get set up on the system so that I can start using iProcurement?	<p>All Principals or their nominated representative/s (unless recently appointed) are set up on the system as Budget Holders. Budget Holders have authority to approve requisitions and nominate staff to requisition on their behalf. The EANI website contains the relevant form for Principals to complete to request other staff members to be set up on the system: https://www.eani.org.uk/school-management/school-finance/integrated-financial-system</p> <p>The EA Sharepoint contains the relevant form for EA Corporate budgetholders to request staff to be setup https://sharepoint.eani.org.uk/pp/iFS/Pages/default.aspx</p>
	Why does system log me out?	<p>The system security will automatically log a user out after a period of inactivity. This is a security measure.</p>
	Is there an iProcurement user guide?	<p>There are two iProcurement users guide: iProcurement Requisitioner and iProcurement Approver. Guides are available within the iFS section on the EA website: https://www.eani.org.uk/school-management/school-finance/integrated-financial-system and EA Sharepoint https://sharepoint.eani.org.uk/pp/iFS/Pages/default.aspx</p>
	Can a teacher have read only access on iProcurement to view contracts and contracted items only?	<p>There is a read only profile for iProcurement where the user can view items on contract. User requiring this functionality should complete the Sch002 form, obtain authorisation from their Budget Holder and forward to: ifs.queries@eani.org.uk Forms are available at: https://www.eani.org.uk/school-management/school-finance/integrated-financial-system.</p>

	<p>General Requisition:</p> <p>Can I get more than one person setup to raise requisitions?</p>	<p>Yes - Budget Holders can nominate several requisitioners to be set up. Requisitioners cannot view other end-users requisitions but they can receipt requisitions raised by other requisitioners. Any requisitioner set up for a cost centre can receipt on behalf of the cost centre. There are various reports available that can show the spend at cost centre level as well as area code level – contact IFS for further information.</p>
	<p>How many lines can I have on a requisition?</p>	<p>It is suggested for ease of ordering and receipting a limit of 15 / 20 lines is used per requisition. Please contact the Procurement Office for further advice</p>
	<p>I need items urgently, what do I do?</p>	<p>Add a Note to Supplier on the requisition in the “Note to Supplier - Header” field to this effect this will be printed on the purchase order. Do not contact the supplier directly.</p> <p>A note to supplier can be entered in the Shopping Cart; click on Edit and at the bottom of the ‘Edit and Submit Requisition’ screen enter the details in the ‘Note to Supplier-Header’ box.</p>
	<p>What is the difference between store catalogue, non-catalogue items and non-contract items?</p>	<p>Store Catalogue items are those items on contract - itemised on catalogue and available via Store. If you choose an item from catalogue store your requisition once approved by your Budget Holder, will become a Purchase Order and will immediately be issued to the Supplier via email.</p> <p>Non-catalogue items are items which may be available from contract but which have no store catalogue reference - these items once approved by the Budget Holder will be routed to EA procurement for checking and processing as a free-text requisition. Once checked the purchase order will be created and issued to Supplier via email or hard copy.</p>

		<p>Non-contract items are items that are not available via contract. These items will usually be small in nature and value and be ad-hoc requirements. These requisitions will be routed to EA procurement to check contract availability and processing. Once checked a purchase order will be created and issued to Supplier via email or hard copy.</p> <p>Note 1 Any items created as Non-contract that are available on contract either via store catalogue or non-catalogue request will be returned to the requisitioner for cancellation and resubmission of requisition via appropriate contract.</p> <p>Note 2 Any items ordered over the financial threshold for select tenders i.e. £5,000 must be competed on the market by EA procurement, this will add significant delay.</p>
Store Catalogue	How do I start a requisition?	Enter contract supplier item reference from the EA Contract Schedule or search by a keyword or by category (e.g. Furniture)
	What is a keyword?	A keyword is part of a description for e.g. item number, item description, contract supplier reference number, supplier product code etc. or a combination of above
	Do I complete all the boxes in the item search?	No, we advise for the initial search you enter a keyword in the top box. Tip: always put word in singular and not plural i.e. pencil not pencils
	I cannot find items that I thought were on contract	You should refine your search criteria by inserting the keyword/s (singular i.e. pencil not pencils) and/or put in the Contract number. If there are no matching records, contact the Procurement Office, 028 9056 6499.
	Do I need one requisition for each supplier?	No - this is not necessary. A requisition of 15 / 20 lines could have 15 / 20 Suppliers. The system will automatically

		create a purchase order for each supplier.
	Can I obtain a list of all the items on contract in iProcurement?	Most contracts and contracted items are available on the extranet: https://www.EAProcure.org Alternatively contact EA procurement at 028 9056 6499 or email procurement@eani.org.uk
	Who do I contact if I have a query with regards to a specific contract?	Please send your query to the relevant Contract category email address below: catering.procure@eani.org.uk business.procure@eani.org.uk minorworks.procure@eani.org.uk majorworks.procure@eani.org.uk educationresource.procure@eani.org.uk facilities.procure@eani.org.uk equipment.procure@eani.org.uk ICT.procure@eani.org.uk transport.procure@eani.org.uk
	I can't find an item within the Stores, how do I know if it is available on contract?	Refine your search criteria. If there are no matching records, you can check the extranet see above or contact the Procurement Office on 028 9056 6499 or email procurement@eani.org.uk

<p>Non-Catalogue Requisition</p>	<p>What does the category mean?</p>	<p>A Category defines the type of items being requisitioned. Each item is allocated a category and each category is subsequently allocated a finance code. For e.g. pencil is within the Stationery and Consumables category. For requisitions that could not be sourced from the iProcurement store Catalogue or from an EA Contract, a non-contract non-catalogue requisition should be raised. The category will be requested when entering details on a non-catalogue requisition. A useful tip is to put a % at the start and end of the word to narrow the search when searching for the category e.g. %office% or %towel% etc. A full list of categories is available on the EANI website https://www.eani.org.uk/school-management/school-finance/integrated-financial-system and EA Sharepoint https://sharepoint.eani.org.uk/pp/iFS/Pages/default.aspx</p>
	<p>Why will my Non-Catalogue item not add to Shopping Cart?</p>	<p>The most likely reason is that a section of the form has not been entered and an error message will be displayed on the screen stating what information is missing.</p>
	<p>How do I work with discounts?</p>	<p>All prices entered for contracted non-catalogue items should show discounted prices where relevant. For bulk or overall discounts refer to your contracts or contact the Procurement Office 028 9056 6499.</p>
	<p>What do I do if there is a carriage charge?</p>	<p>The price of most items on contract include carriage, however if the items you require incur an additional charge you should add a Non-Catalog line to reflect this. Contact the Procurement Office if you require further advice.</p>
	<p>What if I cannot find the supplier on iProcurement?</p>	<p>You can search for the Supplier using the magnifying glass beside the category field. A useful tip is to put a % at the start and end of the word to narrow the search e.g. a search for Coach Connections enter %Connection% or %Coach% etc. This will bring back the supplier with these</p>

		words. If you still cannot find the supplier you will be required to create a new supplier. To do this you must contact Procurement in the first instance to check if there is a contract supplier available for the goods / service you require. If not Procurement will advise on the next step.
	Non-Catalog Orders over £5000 (Non-Contract)	Where a requisition is > £5000 and is not linked to any contract the requisition will be rejected with the message - <i>We are unable to process this requisition as the value of the goods/services exceeds the £5,000 contract threshold. If you require us to do a tender please contact Procurement to initiate the process.</i>
	Non-Catalog Orders over £5000 (Contract)	Requisitions that are > £5000 but are linked to a contract are ok to go but Principals have an approval threshold of £10,000 max per single order. Orders that exceed this will automatically go the next in the hierarchy of budget holders (mostly likely an internal EA staff member). It is advised to keep single requisitions below the £10,000 threshold to avoid delay in processing.
	Non-Catalog Requisitions Lines not sourced from the Oracle Store (Catalog)	Where a Non-Catalog Requisition Line should have been sourced from the Oracle iProcurement Store (Catalog) the requisition line will be returned with the message - <i>We are unable to process this requisition line as it is on the Oracle Catalog and also giving the contract reference and line number for the item(s) returned. Please search Catalog and resubmit your requisition.</i>

	<p>How much detail should be entered into the Item Description field?</p>	<p>It is advised to put as much details as possible in the description field as possible for the Supplier. Where a Non-Catalog Requisitions Line is short of detail, to an extent that the supplier would not know what is required, the requisitioner will be contacted for the additional detail or the requisition line will be returned with the message - <i>We are unable to process this requisition line as more detail required as regards to.</i></p>
<p><u>Shopping Cart</u></p>	<p>There are items in my cart that I did not put there?</p>	<p>This should not occur unless someone else has used your password or they have been returned to you by Procurement. To delete these items go to View Cart & Edit. To prevent recurrence contact IFS 028 9056 6478.</p>
	<p>What does the message 'Account Generator Failed' mean in my Shopping Cart?</p>	<p>This message is displayed if you have added an items or services that fall within the EA Capital rules. This means that if a requisitions is created for IT equipment over £200, Furniture & Equipment over £1000 or Initial Furniture & Equipment a project code must be entered. Please see table below for finance and project coding.</p>
<p>Delegated Schools (Mainstream)</p>		
<p>Type of items / service</p>	<p>Finance Code</p>	<p>Project code</p>
<p>Computer equip > £200</p>	<p>8351</p>	<p>2000</p>
<p>Furniture & equip > £1000</p>	<p>8301</p>	<p>2000</p>
<p>Initial furniture & equip</p>	<p>8302</p>	<p>7502 – 7504 Please note this is just a guide, it important to confirm coding required with your funding provider.</p>

		Non Delegated Schools including Special Schools & Headquarters		
		Type of items / service	Finance Code	Project code
		Computer equip > £200	8351	7601
		Furniture & equip > £1000	8301	7501
		Initial furniture & equip	8302	7501
		<p><u>Please note a school can only use non delegated coding on approval from HQ. The budget holder (shared education for example) will provide a function code (initiative) e.g 81416 Shared Education Peace IV. Also the project code for Initial F & E will vary depending on the type of project involved. Your Procurement representative will assist with this.</u></p>		
	<p>Why is the Description at the top of the Shopping Cart the same as the first item in the shopping cart?</p>	<p>The Description of the Shopping Cart defaults to the first item in the shopping cart, i.e. the first line of the requisition. It is recommended to change this to a more meaningful description of the requisition that is being raised e.g. Stationery Order for Maths Dept, Mrs Smith or Shared Education W5 trip June 2018, etc.</p>		
	<p>The Need by Date (When do you need these items) defaults to one week later, can this be changed?</p>	<p>The need by date is the expected delivery date for the goods or services ordered. When a requisition is raised the need by date automatically defaults to seven days from the current date. The date required should be amended to the expected delivery date for your items or service. This will delay any notifications to receipt that you may receive until the actual expected delivery date. For example, the need by date for the W5 trip 26th June 2018 should be changed to 26 June 2018; or if you know items ordered will take 4 weeks to be delivered change the need by date to 4 weeks later, etc.</p>		

	<p>The address on the system for our school is incorrect, how do I correct this?</p>	<p>To amend an incorrect address the form iFS Proc004 Location Correction needs to be completed and emailed to iFS queries (all details are on the form). The form can be accessed at https://www.eani.org.uk/school-management/school-finance/integrated-financial-system and EA Sharepoint https://sharepoint.eani.org.uk/pp/iFS/Pages/default.aspx</p>
	<p>I do not know the Function Code?</p>	<p>If you are required to use a specific Function code (usually for an Initiative) this will be provided to you from the relevant EA department or your budget holder. Otherwise enter 00000. A list of Function Codes is available by clicking on the magnifying glass to the right of the Function code box or contact the Budget Holder at EA.</p>
	<p>What is the Area code for? Can I raise requisitions for individual departments in my school?</p>	<p>The Area code is used to identify the department you require the requisition to be coded to e.g. a requisition for the Maths Department or requisition for Primary 1, etc. If the requisition is to be coded to the general school budget not to a specific department, enter 0000. A number of reports have been developed including the Requisition Report that will show all the requisitions raised for a department (area code) with a running total value. Please contact iFS if you require further information. Further details on area codes and reporting is available on the EANI website - https://www.eani.org.uk/school-management/school-finance/integrated-financial-system</p>
	<p>What is the importance of Save?</p>	<p>This is very important. If you make changes within the shopping cart you must click Apply to save these changes before submitting the requisition. If you amend the coding and do not plan to submit the requisition immediately you must save your changes by click on the Save button and save to New Cart - otherwise they will return to the default coding. Saving a requisition to a new cart will put the requisition into Incomplete status, holding the changes and allows you to return to Complete</p>

		the order at a later stage. Please contact IFS 028 9056 6478 if you require further advice.
	What happens to the cart if I am timed out?	When you log back in, the cart will be as per your last Save or added to your cart. To check the current status of the cart, go to View Cart and Checkout.
	Can I have more than one approver on the requisition?	Yes - if more than one person is required to approve the requisition additional approvers can be added by clicking on the Managerial Approval button and adding a budget holder, within the Shopping Cart.
	What is my Cost Centre code?	The Cost Centre code is the unique 5-digit location code allocated to an EA department/school by the Finance Department. This code, referencing where you work, is assigned to you when you are setup as a user in Oracle and automatically defaults into your requisitions.
	I amended the coding but have made a mistake and input the incorrect Cost Centre code	This unique Cost Centre code identifies which budget the spend it to be debited to. The cost centre coding automatically defaults but if you amend the coding incorrectly and have submitted your Requisition you should contact your Procurement Office immediately.
	If I amend coding must I complete all coding boxes?	The Cost Centre, Resource, Finance and Area Codes are automatically populated within iProcurement. The coding can be amended if required; the mandatory boxes that must be completed are cost centre, resource and finance code. All earmarked requisitions must have the function code as advised by the EA budget holder and the Project Code is used only for Capital items.
	The name in the Approvals section is incorrect, how do I fix this	To amend your default Approver the form iFS Proc001 Amend Default Approver Request form needs to be completed and emailed to iFS queries (all details are on the form). The form can be accessed at https://www.eani.org.uk/school-

		<p>management/school-finance/integrated-financial-system or EA Sharepoint https://sharepoint.eani.org.uk/pp/IFS/Pages/default.aspx</p> <p>If you are in the middle of raising a requisition the Approver can be manually changed temporarily but it should be corrected by IFS for future requisitions</p>
	Can I get another person within the school setup to approve the requisition other than the Principal?	Yes - The Principal is the budget holder but can nominate another person within the school, such as the Vice Principal, to be an approver, but the Principal retains overall responsibility for all requisitions approved on their behalf within the school
	Where do I specify delivery times, colour or other required information?	Go to View Cart and Checkout, click Edit you will find a box for Notes to Supplier-Header. Alternatively, click on the pencil icon to enter a note to the supplier for a specific item. The information you type here will appear on the EA Purchase Order form
Submitting Requisitions	How do I get my Requisition number?	When all items have been added to your Shopping Cart and submitted a unique Requisition number is generated. To view details of a Requisition at a later date go to the Requisition tab.
	What is the importance of my Requisition number?	The requisition number is unique to you and it is useful for all enquiries on the system. All your requisitions raised on the system can be viewed within the Requisitions tab. The Procurement Office will also be able to assist you regarding your requisition from this unique number.
	Does the system stop a department over spending on their budget?	The system does not use budgetary control to prevent your school or a department ordering more than their allocated budget. This facility cannot be turned on because it can only be set at EA level. If set, it would prevent an EA School or Department from raising any orders or paying any salaries if the budget was not there to spend. (Your FMS system was stand-alone within your school so nominal budgets could be allocated)

		There are reports to assist monitoring the spend by school department, please contact iFS for further advice – 028 9056 6478.
	How do I know how much I have spent from my allocation?	The Requisition history can be viewed within the Requisition tab and/or consult with the relevant Budget Holder. In addition there are reports to assist monitoring what has been spent by school department, Further details on area code and reports is available on the EANI website - https://www.eani.org.uk/school-management/school-finance/integrated-financial-system
	A requisition has been returned to me, why and what do I do?	A non-catalog requisition will be returned if the item ordered is available as a contract item in the stores. The buyer will give a reason for the returned line and if the item is available from the Stores they will also give the contract and line number. A catalog item may be returned if a requisition has been created and has not been approved within a reasonable period of time as it is possible (very unlikely) that the contract for items may have expired within this time. The buyer will give a reason for the returned line and the new contact details for the item which will enable you to reorder the required goods. Any other returns will be provided with a reason that can be found if you select the status 'Returned' on your requisition.
	Does the Supplier get the Oracle requisition number?	No - this is an internal system number only and the requisition is only part of the ordering process. When the requisition is turned into an official purchase order this order, with its number is then forwarded to the supplier.
	When does my requisition turn into an official Purchase Order?	If the items have been picked off from the Store (Catalog) and approved the Purchase Order is automatically generated and sent to the supplier. For a non-catalog request, once the

		requisition is approved it goes to Procurement to be turned into a purchase order. This can take a minimum of 48 working hours. This may take longer at busy periods. It is advisable to pick items from the store if you can – do not manually type on requisitions when the items can be selected from the store. This will hold up the ordering process.
	How far in advance of needing goods should I put on a requisition?	The earlier the better – at times the Operations Team can be very busy and a back log can occur. This means that it takes longer to process the non-catalog requisitions. The 48 hour turnaround is NOT achievable during such periods.
	What should I do if my requisition does not get an allocated order number within the 48 hour period?	If you have an URGENT order that needs to be processed please contact the procurement helpline on 028 9056 6499 and it can be retrieved from the requisition pool.
	When will my order be sent to the supplier?	A catalog requisition once approved will be automatically turned into a Purchase Order and immediately emailed out to the supplier. If the supplier has chosen to receive their orders via post or has not provided an email address, the order will be posted by Procurement as part of their daily process. A non-catalog requisition goes to Procurement as soon as it is approved and will normally be turned into a purchase order within a minimum of 48 hours and will be emailed or posted to the supplier depending on their preference. Please note that Procurement are currently working to get all suppliers onto email communication method for retrieval of orders.
	What if the supplier did not receive the order?	If the supplier confirms that they did not receive the order please contact procurement on 028 9056 6499 and the order can be resent.
	How do I cancel an order or part of an order if the goods will not be received or the service did not take place?	All cancellation requests should go to the Procurement inbox – procurement@eani.org.uk Please note – you can only request a cancellation if the goods or service will NOT appear on an invoice. Do not receipt. If the goods or service you

		require to be cancelled WILL appear on an invoice then you must request a credit note from the supplier. It is the end users responsibility to check this before making a cancellation request.
Receipting	What do I have to receipt?	All goods or services ordered by a requisitioner on a requisition raised through iProcurement MUST be receipted in iProcurement by the requisitioner <u>as and when any part of the goods or services ordered have been received.</u>
	When will I receive the goods I have requisitioned?	This will vary depending on supplier and contract. However you can contact the supplier regarding delivery. Always quote them the purchase order number.
	How do I know when the items on my order will arrive? What if some of the items on my order have not yet arrived?	If you have a query regarding the delivery of your order or service you need to contact the Supplier.
	I have received items I did not order?	Contact the supplier. If there remains an issue contact Procurement with details of the item and the purchase order number immediately.
	What if the items delivered are not the items ordered.	This is only acceptable if the substitute item is of equal or superior quality and at the same price. If a contract item has been substituted please contact your Procurement Office.
	What if there are more items delivered than I items ordered, can I keep them?	If the Supplier delivers more items than ordered you must contact the supplier to arrange an uplift of these items – such items are not to be kept.
	What do I do when a supplier tells me they cannot supply the goods I have requisitioned?	You must notify the Procurement Office to cancel the items. When these have been cancelled you may be able to requisition alternative items. This must be done in order for the 'commitment' (encumbrance) to be removed from your budget and so that you no longer receive receipt reminders for this item/service.

Invoices	Will I receive invoices for requisitions created in iProcurement?	<p>No - all invoices for requisitions created in iProcurement will be sent to Accounts Dundonald directly from the Supplier. If the invoice is accidentally sent to you by the supplier you should clearly mark as an iProcurement invoice along with quoting/ highlighting the purchase order number it relates to and forward on to the Accounts Department Dundonald, Grahamsbridge Road, Dundonald BT16 2HS. Do not attach a coding details.</p>
	What if the price on the invoice sent to Accounts is different than the price on the order?	<p>If there is a price or quantity variance on the invoice the system will automatically put on a hold on the invoice. Accounts will contact the requisitioner advising of the difference and request approval to pay or to be investigated. If approval is provided Accounts will lift the hold and pay the invoice. If the price variance is for a store (catalog) item ordered please contact Procurement because the invoice price should not be different from the order price.</p>
	I have received an invoice for an order I raised in iProcurement, what do I do with it?	<p>The invoice which you should clearly mark as iProcurement invoice along with the purchase order number it relates to should be sent to the Accounts Department Dundonald, Grahamsbridge Road, Dundonald BT16 2HS. Do not attach coding details.</p>
Types of orders and how to process on iProcurement	How do we book swimming at local swimming club?	<p>Contact the Supplier to see if it is available on the dates required. If so, provisionally book and advise them that an official order will come directly from EA. Create a Non Catalog requisition, remembering to enter all the details required including date, time, etc. and submit for approval. If the supplier provided a provisional reference number include this in the item description. Order of this description must be placed in ADVANCE of the service taking place.</p>
	Can we use local shops to buy goods/services e.g. food, bag of nails, etc.	<p>A non catalog requisition should be placed in advance of receiving the goods. Invoices should be sent from the supplier directly to Accounts Dundonald. However, if the school receives the invoice after the order is created on iProcurement, please</p>

		highlight or write the order number on the invoice and forward onto Accounts Dundonald. Do not attach coding details. Alternatively, petty cash can be used if payment is to be in cash.
	How do I book a bus?	<p>Contact the Supplier to see if the bus is available on the dates required. If so, provisionally book the bus and advise them that an official order will come directly from EA. Create a Non Catalog requisition, remembering to enter all the details required including <u>date, time, pick up points, etc.</u> and submit for approval. If you do not provide these details the requisition may be returned. Providing these details in the first instance will speed up the process of generating the order number. If the supplier provided a provisional reference number include this in the item description. <u>Again this should be booked in advance of the travel taking place.</u></p> <p>Note: If it is an Education Authority bus you will continue to arrange these via Transport in the normal process, not via iProcurement.</p>
	Retrospective/ Covering Orders	<p>There are very few instances where staff or schools are unable to order goods and services in advance. Where they have not and an order is only required to pay an invoice the requisition will be rejected with the message - <i>We are unable to process this requisition as the goods/services are already received. Please refer the invoice to your Budget Holder who will then need to check with Accounts if they will pay it.</i></p>
	Exceptions - Retrospective Orders that should be processed using iProcurement	<p>If an invoice is received for the following services a non-catalog requisition should be raised.</p> <ul style="list-style-type: none"> • Emergency Taxis • Licences <p>Please enter the details of the invoice and include invoice number, etc. in the item description of the non-catalog</p>

		<p>request. When the requisition is approved it will be allocated a purchase order number and is ready to receipt. Once receipted send the invoice to Accounts Dundonald office quoting the purchase order number.</p>
	<p>What are estimate orders and how should they be processed?</p>	<p>Estimate orders are types of orders where the end user will not know the exact cost / amount at the time of placing the requisition. An amount type order is put on the system in advance of the service taking place with an estimated amount / cost or quantity. Once the invoice comes in the end user must receipt off the net amount (before VAT) to reflect the true price on the invoice. The list of estimation orders is below:</p> <ul style="list-style-type: none"> • Photocopying Charges • RMS Cash Collections (excluding kitchens/catering) • Hygiene units – if not on One bill • Equipment Repairs <p>Please refer to the iProcurement Requisition Guide for further information.</p>
	<p>How do I process a Carey Floorcare requisition?</p>	<p>Create a requisition by selecting the call out charge from the iProcurement shop and submit for approval. If additional charges are incurred a non catalog requisition needs to be submitted, requesting to be added to the original purchase order.</p> <p>Time is of the essence with all additional charges in order for an related invoice to be paid.</p> <p>Once completed the PO must be receipted.</p>
	<p>Do I put Petty Cash or Postage Recoup through iProcurement</p>	<p>No - the process has not changed. A claim form is completed and sent directly to your local Accounts with receipts attached. Please can contact your local Accounts if you require further advice.</p>

	How do we process licence renewals using iProcurement?	When these are up for renewal a non catalog requisition should be placed for the goods/service. These can go on as a retrospective requisition covering the period of the licence as stated on the invoice.
	I have received a renewal but I never placed an order. How do I process these in iProcurement?	If the services or goods have not been ordered through iProcurement they cannot be processed through iProcurement. Requisitions raised cannot be processed if the goods or services have already been received.
	How do we process Survey Monkey invoices?	Upon receipt of Licence invoice (for period ahead) an non catalog requisition should be submitted in advance before receiving the goods/service. Please ensure that all dates and references are entered on the requisition.
	How do I process Interpreter invoices using iProcurement?	EA's Interpreting Service for Schools have Guidelines to be followed for Funding. Telephone Interpreting is with The Big Word Interpreting Services Ltd and face to face interpreting is Flex Language Services, Belfast. If a school is funding the interpreting a non catalog requisition should be done in advance of receiving the service.
	How do I process Website Renewals using iProcurement?	When these are up for renewal a non catalog requisition should be placed in advance of receiving the service.
	If the supplier we are using is in Ireland, and we need to raise an iProcurement non catalog request how do we process if the unit price is in GBP? (Foreign currency transactions)	A non catalog requisition should be raised in advance with full details of the requirement including the price in euros / dollars entering in the item description field. The unit price on the order will be a £1 or £0.01. This type of requisition must NOT be receipted. When the invoice is received in Accounts this will be paid in Euros/Dollars and the Procurement buyer will finally close the order straight away. The closing of the order is the Procurement buyer's responsibility.

	<p>What if the supplier we are using want paid before they provide the goods/service?</p>	<p>It is EA Policy not to pay for goods or services in advance with a very few exceptions e.g. business travel.</p>
	<p>How do I process Business Travel on iProcurement?</p>	<p>If an EA officer / school has approval to make a business travel booking they must contact EA Procurement to reserve a purchase order number BEFORE contacting the travel agent. Approval and details of the travel must be provided to Procurement via e-mail before the PO number is issued. <u>The EA officer / school must make the booking directly with the travel agent.</u> Time is of the essence with all travel bookings in order to save money. When the invoice is received for the booking the EA office / school must raise a requisition & state the PO number reserved by EA Procurement in the 'Note to Buyer' and/or the description field. The invoice should then be sent to Accounts for payment. Once the travel has taken place the PO must be receipted.</p>
	<p>How do I process Residential Trips on iProcurement?</p>	<p>Where parents are paying for their children to go on a school trip (cost not being met by LMS funding), EA are NOT responsible for making the payment to the travel provider. Requisitions are NOT raised for such trips.</p>
	<p>I have already got the goods but didn't put the order through iProcurement. What do I do with the invoice?</p>	<p>Write the coding information (EA cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department. <u>GOODS AND SERVICES SHOULD BE ORDERED IN ADVANCE USING IPROCUREMENT</u></p>

<p>Invoices that are NOT processed using iProcurement</p>	<p>Do I process my bins invoice using iProcurement?</p>	<p>If these are processed on an EA one bill for your school no further action is required. If you receive invoices for these services write the coding information (school cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department</p>
	<p>Do we process Utility bills e.g. electric, gas and water using iProcurement?</p>	<p>If these are processed on an EA one bill for your school no further action is required. If you receive invoices for these services write the coding information (school cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department.</p>
	<p>Do I process Exam fees using iProcurement?</p>	<p>These do not go through iProcurement. If you receive an invoice for exam fees, write the coding information (school cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department</p>
	<p>Do I process Fuel Card invoices using iProcurement?</p>	<p>These do not go through iProcurement. EA Transport manage this as there is a composite invoice for EA.</p>
	<p>How do we process orders for Home Economics items?</p>	<p>These do not go through iProcurement. If you receive an invoice for home economics goods, write the coding information (school cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department. Alternatively, petty cash can be used if payment is to be in cash.</p>
	<p>How do I order OIL for my school?</p>	<p>Schools and centres will order their fuel oil directly from the contracted supplier stating their location reference and the quantity required. The oil price will be updated each Monday morning. The supplier will submit one bill on a regular basis with a spreadsheet of the locations that had deliveries, the delivery date, quantity supplied and the</p>

		cost as per contract. Please contact the Procurement Office for further advice.
	Do I process Phone Contracts using iProcurement?	If these are processed on an EA one bill for your school no further action is required. If you receive invoices for these services write the coding information (school cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department.
Transition from FMS to iProcurement	When does the FMS system expire?	FMS expires on 31 March 2019.
	Can I put some orders on FMS and raise some requisitions on iProcurement until my FMS become read only?	No - once you starting using iProcurement all requisitions must be created in iProcurement and no orders processed in FMS. The iProcurement system and Procurement/Accounts processes are in place to fully use the system. This question and answer document will assist with any queries, in addition to the Procurement helpline 028 9056 6499 and email address procurement@eani.org.uk The IFS team can assist with training and system issues 028 9056 6478 or ifs.queries@eani.org.uk
	What do I with the invoices that I have received for orders that I processed in FMS prior to starting to use iProcurement?	Write the coding information (school cost centre, resource code and finance code) on the invoice along with the authorisation signature required and send to your local Accounts Department.
	Do I need to reconcile to the FMS system?	No - when you create all your requisitions and receipts in iProcurement the details are on you school reports overnight. It is important for you to review your school reports, including encumbrance as normal.
	Will I receive further iProcurement training?	No - once a member of staff from the school has attended full hands on training there is user guides, information and training videos available on the EANI website provided further assistance and guidance. In addition to the online resources the IFS team is

		available to provide telephone assistance – 028 9056 6478.
	Who can I phone regarding queries	TECHNICAL queries about the I Procurement system (errors on the system, guidance on accessing the system, setting up of a new user, amendments to user details) – contact IFS on 028 9056 6478
		PROCUREMENT queries about contracts, which suppliers can be used, access to the Extranet, advice on ordering processes and procurement policies – contact PROCUREMENT on 028 9056 6499.