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Introduction to eRequest

What is an eRequest

- Web-based form
- 24 hour access
- Any OSU employee
- Submit a request for goods, services or payments

Unit Initiates
- Support Staff or Any Employee

Unit Approves
- Unit Director, Assigned Backup, Fiscal Representative
- Could be one or two levels

Business Office
- Business Office Representative and for some transactions an additional approver
Entering an eRequest

- [https://erequest.osu.edu](https://erequest.osu.edu)
- Sign in with your OSU Internet Username.# and password

Anatomy of a Home Page

- **Home**: Use to navigate back to this page when you are within an eRequest page.
- **Worklist**: Approvers use this to approve transactions. Or they approve via a link from emails they receive.
- **Preferences**: Allows users to set default chartfield, shipping information and email settings.
- **Help**: Lots of online help for using and submitting eRequests.
Process Flow

**UNIV PCard**
- Get Preapproval to use the card.
- Sign out card
- Make Purchase
- Sign in card
- Scan receipt
- Enter eRequest (Purchasing Card Preferred)
- Original Receipt stays with PCard Manager

**Items with receipts**
- Example:
  - Reimbursements
  - Payments on Convenience Order Numbers
- Get approval to make the purchase
- Purchase
- Scan receipts
- Enter eRequest (Purchasing Card Preferred)
- Mail original receipts & printed eRequest to the Bus Ofc

**Items with no receipts**
- Example:
  - Honoraria
  - Refunds
  - OSUE org 55xxx and 57xxx Mileage (non OSP)
- Collect & scan document explaining purchase (email, letter, mileage log etc.)
- Enter eRequest (Reimbursement, Payment, Refund)

**Other items**
- Enter eRequest (Standard Purchasing Request)
- Note: use the eStores Link on the eRequest panel to order from eStores
- Mail invoice to Bus Ofc or OSP

**Internal Order**
- Enter eRequest (Internal Order)
- Choose the Internal Vendor
- See vendor’s website for instructions.

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Enter NEW eRequest
Entering a New eRequest

A PR number will be assigned once the request is saved and submitted for approval.
- This number can be used to track the status of the request.

Request Status will remain NEW until submitted.
- Other statuses: Pending, Approved (at the Business Office for processing), Denied, Cancelled or Complete (the Business Office has finished processing).

Contact Information defaults based on home org and login.

Requested For is available for those with eRequestor status. This allows those users to request on behalf of others. If you need this access you can email buxton.26@osu.edu

<table>
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<tr>
<th>PR Number</th>
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<th>NEW</th>
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</table>

<table>
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</tr>
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<td>Name</td>
</tr>
<tr>
<td>Email</td>
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<tr>
<td>Phone</td>
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</tbody>
</table>

Buy Something

What do I choose in eRequest?

- **Standard Purchasing Request (SPR)** is the default option. Used for Purchase Order Requests and eStores Orders. SPRs for POs need to be done before the purchase.
- **Purchasing Card Preferred** Select to use your Unit's Purchasing Card for a small dollar purchase.
- **Internal Order** Use to place an order with an internal OSU supplier.
- **Blanket Order Release** Use if you know you have a Blanket PO and want to get authorization to use it.

Payment

- **To request payment against a convenience order.**
- **Ex. Honoraria**
- **Ex. County Reimbursement**

Refund

- **To request a refund for money previously paid to the University.**

Reimbursement to Employee

- To request payment for purchases made on behalf of the University.
- Use Lookup Employee to find the person to reimburse.

Reimbursement to Non-Employee

- To request payment for purchases made on behalf of the University.
- Use Vendor/Payee to enter vendor information.

**Additional Information on the University's ASSIST pages:**
Purchasing Options Checklist

Options to Buy Something:

Standard Purchasing Request
✓ Payment will be made in the form of a university check
✓ Payment is due via invoice or at the time of service
✓ Recurring purchases during the year to the same vendor
✓ **For purchase orders must be set up BEFORE the purchase**
✓ Change orders on existing purchase orders
✓ For eStores orders

*Notes about Entering Standard Purchasing Requests*
- Use the Quote ID box to reference a vendor’s quote number
- Enter the Type of PO (Term, Blanket, General, Change Order) in Add’l info
- Enter existing PO number in Additional Info

More on eStores

eStores is a combination of an internal store for the University and external vendors that are on contract with the University.

It is the preferred buying tool for most transactions.

There are two ways to search –
1) General catalog, which defaults and
2) Suppliers Website

You can search for items using keywords, supplier part number or manufacturer part numbers.

We have help on ordering through eStores including:
- eStores Job aid
- eStores entry Job Aid
- Ordering Paper
- Office Supply Q&A
- [http://cfaesfinance.osu.edu/training](http://cfaesfinance.osu.edu/training)
- University help is also available: [https://assist-erp.osu.edu/assistestores/](https://assist-erp.osu.edu/assistestores/)

Typical purchases from eStores include: Office supplies, paper, promotional items, computers & electronics

Paper has to be 30% post consumer content. Order your paper first, then other needed items. See the list of numbers for available paper: [http://cfaesfinance.osu.edu/training](http://cfaesfinance.osu.edu/training)

Trouble with eStores? Office Max, Meg: 614-688-4675
Other vendors: 614-292-2694

8/5/2014
Purchasing Options Check

Options to Buy Something:
Purchasing Card Preferred
✓ Payment is required immediately
✓ Purchase is less than $2,500 and allowable on PCard
✓ For Purchasing Card Use
  ✓ You have used the department’s UNIV PCard to pay the vendor
    Enter the last four digits of your card number in the field.
    Usually this field is only available for PCard Managers.
    Must scan receipts and attach to eRequest.
    Originals kept local for 6 full years.
    Statements and Logs mailed to the Business Office.
    Reference T Number or Convenience (X) Number if applicable.
    Attach non-capital equipment log if purchasing equipment (OSUE Orgs)
    MUST be submitted and approved by the PCard deadline.
    [http://controller.osu.edu/pcard/pcard-reallocate.shtm]

Purchasing Options Checklist

Options to Buy Something:
Internal Order
✓ Purchase is coming from a University department other than eStores
✓ You will be paying via transfer
✓ For Internal Orders
  Choose from a list of internal vendors or type in a vendor’s name not listed.

Blanket Order Release (Rare – most of our repeat orders are Term Orders)
✓ You have an existing PO and need to make a purchase
✓ Vendor invoices after the purchase/service
✓ For Authorizing Blanket Purchase Order transactions
  Enter the PO number when prompted.
  Don’t worry about the chartfield – the PO chartfield will be used.
  Ok to proceed once approved

8/5/2014
Purchasing Options Checklist

Options to Pay Someone:

Reimbursement to Employee or Non Employee
✓ You are paying back an OSU Employee or Non Employee (choose one) for a purchase or expense that he/she has paid for on the University’s behalf
✓ For reimbursements
✓ For one day mileage on orgs 55xxx and 57xxx – UNIV Only - reimbursements
  Lookup employee to reimburse
Payment [http://cfaesfinance.osu.edu/resources]
✓ You are making a payment for an honoraria X14006
✓ You are making payments for non-recurring small dollar services to an individual X14011
  where you can’t determine who will be doing the service in time to set up a PO.
✓ For vendor payments (i.e. registrations, memberships)
✓ For checking account reimbursements
✓ For payments to people
Refund
✓ Pay someone back that returned an item or canceled a registration
✓ For refunds

Vendor and Item Details

Click Shop at eStores for eStores orders.

Description = what you are buying, most payments require only one line Ex. Boxed Lunches
Estimated Amount = sometimes means Actual Amount Ex. Reimbursements require actual amount

Vendor/Payee information = Name and Address of who you want to pay or where you bought from in the case of the PCard. (enter Vendor Number from PeopleSoft if known)

- If you are using a vendor for the first time, ask your Business Office Rep if it exists in the system or check in PeopleSoft if you have access. If a vendor is not established consider see if there are possibilities for using an existing vendor or other payment method – i.e. PCard. Adding a vendor can take some time.

An AP Payment Compliance Form is needed for all new vendors. (page 1 – completed by you, page 2 and 3 completed by vendor) You can attach that to the eRequest if it is a company, otherwise you will need to fax to the Business Office 614-688-0529. No SSNs in the system please!
General Request Information

**ADDITIONAL Information** – use this to tell us all the stuff you need to

- **Down-payment information**
- **Exception Information**
- **Attendee/Recipient List**
- **Replacing PO number 57XXXAAXX**
- **Time frame for PO**
- **T number**
- **Instructions for the vendor**
- **Convenience Order (X) Number**

**Business purpose**

**Business Purpose**

why you are buying what you are buying and how it impacts the function of the department.

Tell the story: Who, What, Where, When, Why and How

Spell out acronyms.

Ex. 8/1/2012 Lunches for Master Gardener members during annual garden preparation day because there was not time to leave for lunch.

List of attendees: S. Smith, C. Carey ...

![Use the Additional Info Box if you need more room](http://cfaesfinance.osu.edu/resources)
Attachments

**Attachments**

When scanning use a minimum DPI of 300 and save as a PDF.

- View images after uploading to make sure they are complete and readable.
- Attachments are available for all who have access to the system.
- Use the description box to name it for easy reference.
- If you add something after submission that the Bus Ofc Rep needs – email them.

**Examples of Attachments**

- Mileage logs
- Price quotes or product images
- Contracts needing signature
- Receipts
- Attendee/recipient Lists
- AP payment forms (companies ONLY)
- Preapprovals for special items, PCard or Director expenses
- Info that won’t fit on eRequest
- Packing slips
- Exception request backup

**Logistics**

- 10MB Limit

**Procedure**

- Funding Source

**Org Number** – This is the org number that will route your request to the right approver. Note the org, the approvers for the org, and make sure this makes sense. If you have multiple orgs choose the org that is paying the most amount of the expense.

**BU GL, ORG, FUND and ACCOUNT** are required for your approver to be able to approve your transaction. You can use the Look up button underneath the account number to choose the one you want. Account should always start with a “6”.

**Funding Source**

- If you see something that says Enter Chartfield (Optional) it means you haven’t set up your preferences! Chartfield is not optional for most people.
Chartfield Continued

If you have multiple chartfields – first select Split chartfield by Amount and then click the “+” sign to add more lines. The workflow org will only be the one listed above in the funding source. If you have multiple orgs you will need to email the other ORGS with a copy of your request for their records.

If you want to use a User Defined – first use the lookup button to make sure it is valid. Then insert into the field. If it isn’t valid use the Special Funding Instructions to list it and delete it from the User Defined field, your approver can’t approve with an invalid User Defined.

Submission

If not ready to submit, click “Save for later”.

- Note the PR number to use in the search
- Do not hit “Return to Home” as this will cancel the information you entered.

Click continue if the request is complete.

eRequest preview lets you review your request; click “Go Back and Edit” to edit or fix your transaction.

When complete, click “Submit for Approval”.
Submission

Once you click Continue and then Submit for Approval a confirmation message will appear.

Note the PR Number and Request status – should change to Pending status.

A list of approvers will show for the org.

Click “Send copy of request to others” if needed.

- Enter one email address per line.
- Be sure to sign your name to the message body as it looks like it is coming from eRequest and not from you.
- You can use this to let multiple ORGs know you have entered a transaction.

Return to the Home page, start a new request or logout.

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Process After Submission

**Please note:** If your vendor (internal or external) requires you to do additional work to get the transaction completed you will need to do this separately. Example: filling out a registration form to register for an internal meeting.

1. Send an electronic version of the eRequest (or the PR Number) to your eReports Reconciler. They can save electronically to a “pending reconciliation” file until they have seen it appear on the eReports, then it can be moved to a permanent electronic file.

   Note: if you used more than one ORG in your chartfield be sure to email ALL ORGS the electronic copy.

2. For Convenience Order requests print the eRequest and mail original documentation to 4 Ag Admin, 2120 Fyffe Road, Columbus, OH 43210 or directly to Accounts Payable at OSP.
Process After Submission

**Do you need to keep copies of everything mailed or entered?**

No – if you have reviewed all of the attachments in the eRequest system and are confident you have everything saved then you do not need to keep a physical copy for your records.

The only exception to this is when you are responsible for keeping the **original receipts**. Those need to be kept per records retention guidelines.

- Ex. PCard receipts – 6 years
- Ex. Receipts for extra items on the mileage log – 5 years

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**Paperwork Routing**

- **UNIV PCard**
  - Original Receipt stays with PCard Manager
  - Original Bank Statement and PCard log to the Business Office.

- **Other items with receipts**
  - Mail original receipts & printed eRequest to the Business Office

- **Items with no receipts**
  - No paperwork to mail.

- **Purchase Orders**
  - Mail invoices to the Business Office or Office of Sponsored Programs.
  - No need to enter invoices into eRequest.
Timing

Items are prioritized based on our Timing Standards.

- [http://cfaesfinance.osu.edu/resources](http://cfaesfinance.osu.edu/resources)

Generally transactions are processed in one to two days.

Some transactions require special approval or work outside of the Business Office which may take extra time.

- Ex. Vendor adds and reactivation, Contracts, OSP transactions, PO’s over $5,000, Restricted commodities

<table>
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<tr>
<th></th>
<th>Internal Order</th>
<th>eStores</th>
<th>Purchase Order</th>
<th>Convenience Order</th>
<th>Purchasing Card</th>
<th>Mileage</th>
<th>OSP</th>
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<td>Vendor</td>
<td>Bus Ofc Rep</td>
<td>Accounts Payable</td>
<td>Bus Ofc Rep</td>
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<td>2-4 Weeks</td>
<td>Varies by type</td>
<td>By deadline</td>
<td>13 days</td>
<td>Varies by type</td>
</tr>
</tbody>
</table>

Purchase Order

This is the narrative version of how to enter this type of transaction.

1. Get the quote or pricing information for the vendor you are buying from and save to your computer.
2. Check to see if they are in the vendor database by looking in PeopleSoft or contacting your Business Office Representative if you don’t have access. * 
3. [https://erequest.osu.edu](https://erequest.osu.edu) – Click New
4. Choose Standard Purchasing Request
5. Type the description of the purchase and put in the estimated amount.
6. List the vendor information in Vendor/Payee Information, include Vendor’s PeopleSoft ID if known.
7. Click Add Another Item if needed.
8. Ship to = where the item should be shipped or N/A for non shippable items
9. List the Business Purpose.
10. Click the + Add button to attach the quote or pricing information you saved to your computer.
11. Check the * Org Number. This should direct who you need to approve your transaction.
12. Click on Chartfield Optional (if chartfield isn’t already visible) and type in the BUGL, Org, Fund and Account.
13. Use the + to add more lines if needed. Change the Split chartfield by to Amount
14. Click Continue and review your order
15. Click Submit for Approval

* If the vendor was not in PeopleSoft consider using other buying tools to pay them or consider using another vendor. If you need a new vendor added, have them complete an AP Payment Compliance Form (pgs 2 and 3), you need to complete page 1 and fax to the Business Office 614-688-0529.
Example: Local Checking Account Reimbursement (OSUE)

This is the narrative version of the steps to enter this type of eRequest.

1. Scan your receipts and save to your computer or network.
2. https://erequest.osu.edu – Click New
3. Choose Payment
4. Type the description of the purchase and put the actual amount in the estimated field.
5. List your Unit’s information in the Vendor Payee Information
6. Click Add Another Item if needed
7. Ship to = N/A
8. List the Business Purpose for all receipts
9. List the Convenience Order number X14055 in Additional Info
10. List the check number used to pay each receipt in Additional Info (if you haven’t recorded it on the actual receipt)
11. Click the + Add button to attach the receipts you saved to your computer.
12. Check the * Org Number. This should direct who you need to approve your transaction.
13. Click on Chartfield Optional (if chartfield isn’t already visible) and type in the BUGL, Org, Fund and Account.
14. Use the + to add more lines if needed. Change the Split chartfield by to Amount
15. Click Continue and review your order
16. Click Submit for Approval
17. Click Print to PDF and Print a copy of the eRequest. Staple receipts to it.
18. Mail to either the Business Office (UNIV) or to the Office of Sponsored Programs (OSP)
Approvals

Each org will be assigned a primary approver (usually the Unit Director) and a backup approver (usually someone in the Business Office). Your unit may also have an extra level approver.

This electronic approval can be done from any computer and replaces the need for a manual signature.

Items for approval will appear on the Approver’s worklist.

- A person should not approve his/her own expenses

Notification

1. EMAIL
   In preferences you can turn on emails so that each time you have something to approve a system message emails you.

2. WORKLIST
   If you choose to turn off emails in preference you can still check your worklist and approve transactions. An approver should approve items at least once a week.
Approvals

In the worklist, click on the Request number to approve.

Before you approve

✓ Check to make sure this is a transaction **you may approve**.
✓ Are there **additional approvals** needed?
✓ Does the transaction look **accurate and complete**?
✓ Is the **Business Purpose** clear and applicable?
✓ Is there **budget** to pay for the expense?
✓ Is it the right **chartfield**?

✓ A person should not approve his/her own expenses.
Approving

If you are unsure about approving a transaction – ask first. Once you approve the Business Office checks for compliance issues and then processes, be sure before you Approve!

If someone else needs to approve the transaction other than you, you can add them as an Ad-Hoc Approver. (ex. EFNEP)

1. Add the Ad-Hoc
2. Approve. The transaction won’t process without the extra approval.

Is this request an urgent one? You can flag the Business Office by changing the Business Priority. Use this judiciously!

When you are ready, add comments if you have them and then click the Approve button.

Potential Problems

Once you have approved something it will pop up with a message at the top of the page saying it was approved. That’s how you know everything is ok.

You will also receive error messages if something is wrong with the transaction. Usually that is missing chartfield. You can either add the chartfield, or send a notification to the requestor to fix. Watch for these messages, your transaction isn’t approved if they appear!
Alternative Approvals

The eRequest Initiator should manually email when someone other than the normal approver is necessary to approve:

1. **When the initiator is also the ORG authorizer.** For instance if you are a State Unit Director initiating a transaction you should email your Supervisor when there is a PR# for approval on your behalf.

   **Note:** County Director expenses are approved by the Regional Office. No need to send an additional email.

2. **When the ORG authorizer is out of the office.** You should use backup approvers only in the event of an emergency. If you need your backup approver to approve a transaction the initiator should email them the PR# for approval. Most likely they have turned off the email notifications function of eRequests.
**Search**

Check the status of your request
Add attachments (like packing slips) or comments
Make changes
If you do a transaction often you can start a new transaction by using the copy request button in an old transaction. This will copy all of the basic info and you just change what is needed.

Enter the PR #, Your Org or your Requestor Name  
Use the other options to sort and filter your results  
Click “View Request” to see the details

**Finding your PO Number**

After the eRequest has been processed follow these steps to find your PO number.

1. Go to erequest.osu.edu
2. Click Search
3. Type in your Org
4. Click Search
5. Find the original eRequest you want
6. Click on the Blue PR number
7. The PO number can either be found in the Transaction ID or the Quote ID field depending on the type of order, so check both places

PO Number Format:
Check the status of an eRequest

When the eRequest status at the top of the page is APPROVED the eRequest is at the Business Office (BO) for processing.

To find out where we are in the process see the Activity Status under the Distribution Method section of an eRequest.

IN PROCESS: The BO has received the request but has not processed.
PENDING COMPLETION: The BO has processed the request and is waiting final info (i.e. PO#).
ADDITIONAL INFO: The BO is waiting on additional information from the unit. See comments or activity log for more information.
COMPLETE: The BO is done processing, contact the vendor with issues.
DO NOT FULFILL: The order has been cancelled by the BO see the activity log or comments for more information.

Resources

http://cfaesfinance.osu.edu/training
• Buying Tools Help
• eRequest Help
http://cfaesfinance.osu.edu/aboutus
• Business Office Contact Information
https://it.osu.edu/assist/assistrequest/index.html
• eRequest ASSIST pages
https://webauth.service.ohio-state.edu/idp/profile/SAML2/Redirect/SSO
• Purchasing Contract Book