VIRGINIA COMMONWEALTH UNIVERSITY
Procurement Services

Version 5.3, November 19, 2020

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1: Purpose

This manual was developed to assist RealSource users to effectively use the university’s RealSource system. RealSource currently supports:

- Purchasing,
- Accounts Payable,
- Receiving, and
- Contracts.

It does not support:

- PCard, supported by BOAWorks (do not key PCard Orders into RealSource), or
- Travel/Personal Expense reimbursement, supported by Chrome River.

2: Browser Compatibility

RealSource has no known web-browser compatibility issues. If you experience any, try another web browser and/or disable any pop-up blockers currently installed on your preferred web-browser.

3: Alerts and Messages

Periodically important user Alerts will be posted on the RealSource homepage or sent through RealSource’s messaging system about downtime, upgrades, etc.

4: Need Help?

In addition to this Help-Guide, other useful tools include:

- RealSource Website, General Information, Departments-Only tab, News/Events, Training and other information. See https://www.RealSource.vcu.edu

- Hands-On Training and Info Sessions. See website News/Events, Events tab

- RealSource HelpDesk: Open from 8:00 am– 4:30 pm weekdays.
  Email: RealSource@vcu.edu
  Phone: (804) 828-1077, Option 6
1: General

Three basic user roles exist in RealSource. They are Shopper, Requester and Approver. Each includes a standard set of permissions for transaction types.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Type of Transaction</th>
<th>Shopper</th>
<th>Requester</th>
<th>Approver</th>
<th>Procurement Svcs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>Add/Change a Requester or Approver</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendors</td>
<td>Request a New/Student Vendor or Change a Vendor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shop</td>
<td>Create Shopping Cart (Requisition)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Process, Return or Reject Shopping Carts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Approve Shopping Carts (Trigger the PO)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Process, Approve or Reject Change Requests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Approve Change Requests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipt</td>
<td>Enter a Receipt Against Purchase Orders</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payments</td>
<td>Approve Exceptions to PO Invoices</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Create Direct Payment Request (i.e., One-Time Payment Form)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Process Direct Payments (One-Time Payment, VCUH/MCVP, Utility)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Approve Direct Payment Requests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracts</td>
<td>Request a Contract Review or Create a New Contract</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Approve/Execute a Contract</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Approvers determine user roles based on user responsibilities. Departments must ensure users are fully cognizant of and able to perform the responsibilities that come with RealSource user access.

2: Shoppers

Any employee or student worker with a VCU eID can serve as a “Shopper.” To become a Shopper, no special requests or forms are necessary. The employee or student worker must simply to “Log In” to RealSource, then follow the prompts to set-up their user profile (see Setting Up Your Profile).

Shoppers should first (a) attend RealSource training and (b) coordinate with their fiscal representatives to obtain the name of their “Requester” and any other special instructions unique to the department, prior to transacting in RealSource.
Shoppers can begin the shopping process, however, they cannot “place” orders with vendors until their transactions have been reviewed and approved by their Requester and Approver.

### 3: Requesters

Only users designated by Approvers can serve as Requesters. Requesters must first obtain **Banner Finance access**.

Requesters can do everything that a Shopper can. However, they are primarily responsible for reviewing all Shopping Carts assigned to them from Shoppers. Requesters must ensure items placed in carts are necessary, allowable and adequately described. They must also verify the appropriate RealSource form has been used, and that shipping and accounting information is correct. Once the Requester has completed their review, they can return/reject transactions to the Shopper or forward them to designated Approvers for final processing.

### 4: Approvers

Only users who designated by their fiscal managers can serve as Approvers. It is not necessary for Approvers to have Banner Finance access.

Approvers have limited tasks in RealSource to perform but are at the “end of the line” and critical towards ensuring transactions have been appropriately processed before they Approve (finalize) them. Approvers determine who can be a Requester. They also perform the final review for all orders, change requests, direct payment requests and either return, reject or approve them. If approved, transactions are effectively “completed” within the system, triggering POs to be issued and direct payments to be made to vendors.

For fiscal control purposes, Approvers cannot process a Receipt for an order.

A workflow diagram depicting user roles in procuring goods/services is below.
5: **How to Add or Change User Roles**

Any employee or student worker with a VCU eID can access RealSource as a Shopper, however, special permission is required to serve as a Requester or Approver.

Requests to add or change user roles can only be submitted by Approvers. Approvers may not request or change user access for themselves, but must solicit the help of a fiscal manager or other Approver within their department.

To add or change user roles, Approvers must use the RealSource User Request form, which is located near the bottom of the RealSource homepage. This form will not be visible to Shoppers and Requesters. For control and audit purposes, Approvers must use the form to add or change user roles. Emails or phone calls requesting to add or change user roles to RealSource will not be processed.

---

6: **Assigning a Substitute Requester**

Requesters who plan to be out of the office for no more than 1-month can temporarily assign their transactions to a “Substitute” Requester for processing.

- Select the icon from top left corner of the Shopping Dashboard.
- Select **My Carts and Orders**
- Select **View Carts**
- Select **Assign Substitute**

- Select **Search**, then enter the information to search for the Substitute Requester

- Choose **Select**
To end the Current Substitute, select **End Substitution**
C-HOW TO LOG IN

You can access the RealSource User Login button in several places:

1. RealSource Website homepage,
2. RealSource Website Departments Only tab,
3. myVCU – Resources, and
4. myVCU – Staff Links.

You may be prompted to log-in through the university’s Central Authentication Service (CAS) before accessing RealSource.
D-SETTING UP YOUR PROFILE

1: General

All Users are required to set-up their user profile to better navigate the system and enhance their shopping experience. The steps below apply to Shoppers, Requesters, and Approvers (despite they show a Requester). To start:

- Select the user icon, top right corner of the Shopping Dashboard
- Select View My Profile

2: Phone Numbers

- Enter your VCU phone number. Mobile phone is optional.
- Then Save Changes.
3: Accounting Codes

- Select **Default User Settings**.
- Select **Custom Field and Accounting Code Defaults**.

- Select **Edit**
- Select **Create New Value**
- Select Search
- Check (√) the Select Value Box
- Select Add Values

4: Ship To Addresses

All Users should setup their Default Ship to Address as the physical address of their VCU office.

It is highly recommended that all users also add the “No Shipment Required” Ship to Address to their Favorites Addresses (Address Code 289). This address should be used on all requisitions that do not involve the physical “delivery” of a tangible item. Examples are most One-Time Payment requests (utilities, conferences, membership dues, stipends, honoraria, etc.), and to purchase requisitions for most services (construction, meeting facilities for hotels/events, temporary personnel, consulting, etc.).

Users can add multiple Ship to Addresses to their Favorites list and toggle among them and their Default address throughout the day. Both Default and Favorites Ship to Addresses can also be changed or deleted. Requisitions will initially carry the user’s Default Ship to Address, however, other addresses, such as the “No Deliveries Required,” can be substituted during the requisition check-out process.
• Select Create Default User Settings
• Select Default Addresses
• Choose the **Select Addresses for Profile** link

![VCU RealSource screenshot](image)

![Default Addresses screenshot](image)

• Enter the address or building name in the **Nickname/ Address Text** field
• Select **Search**
• Choose the “bubble” with the correct address
• Complete the ATTN:* field, key your name
• Select **Save**
5: Cart Assignees (For Shoppers Only)

Shoppers (only) should add default Cart Assignees (individual who will review and complete your cart transactions).

- Select Add Assignee
• Search for the User by entering the First and Last name
• Select **Search**

• Select **Set as Preferred**
6: Notification Preferences

Users can choose to receive notifications of pending work that needs your attention via email and/or system notifications. After choosing which topics you wish to be notified about, you can find notifications by selecting the icon located in the top right corner of the Home/Shopping Dashboard.

- From the list of Notification Preferences section, select those that you wish to set preferences for.

- Select Edit Preferences
- Choose the “bubble” with the appropriate term (Default or Override)
- Select Save Changes
Once you have logged into the RealSource Portal the *Shopping Dashboard* will display.

1: This portion of the Dashboard makes finding work you completed in the past or work pending completion in RealSource quick and easy.

- The *person* icon is where you can customize your profile here, set defaults and alter notification settings.

- The *heart* icon is a quick way to access any Bookmarks. Bookmarks are helpful when you frequently visit one particular portion of the portal.

- The *flag* icon includes any action item you must complete.

- The *bell* icon includes the number of notifications you have in the system.

- The *cart* includes the total dollar amount of the items placed in your cart.

- The *search bar* is used to locate PR’s and PO’s by the number.
2: This portion of the Dashboard includes shortcuts to search for documents you will need. This will look different depending on the user’s roles and access in RealSource.

The **Home** icon will always send users to the main Shopping Dashboard.

The **Shop** icon mimics the homepage. The Shopping Dashboard appears when selecting the shop icon. You can also view any draft carts and orders.

The **Orders** icon allows users to search for documents.

The **Contracts** Icon allows users to submit the Contract Request Form and search for any existing Contracts.

The **Accounts Payable** icon allows users the capability to search for invoices, receipts, credit memos and access the One Time Payment form.

The **Vendors** icon contains all vendors and some vendor forms. You may also search for vendors already listed in RealSource for VCU use by selecting this icon.

The **Sourcing** icon allows users to access any Sourcing Events.

The **Reporting** icon allows **Requesters** to search and export raw data.

3: On the homepage, users can view the Organization Message. Here, VCU contact information is displayed like the RealSource website and HelpDesk information. The “User Alert” is updated with a message for our RealSource users.
4: On the homepage, you can select your most used resources like, non-catalog items, carts (draft, assigned, and shared), and forms (used by your department).

5: On the RealSource Dashboard, eCatalogs are accessible under the “Showcases” section of the system. You can use these punch-out catalogs to shop for departmental
needs. Forms are also in the “Showcases” area of the portal. Forms are displayed based on user roles. The screen below mimics that of a Requester.
F-VENDORS: GENERAL

1: Vendor Types

A RealSource “vendor” is a:

- company (entity),
- individual or
- student,

that receives a

- Purchase Order (PO),
- Contract, or
- Payment.

2: Vendor Systems

Electronic information about vendors is housed in various university systems, including:

- RealSource,
- eVA, and
- Banner.

Despite the number of systems, all university vendors that receive a PO, contract or payment must reside in RealSource.

3: Special eVA Requirements

If a company the vendor must also be self-registered and active in eVA, otherwise the university will be required to pay “double” eVA fees.

- To add new vendors or activate existing vendors that are “companies,” it is important for departments to search FIRST for these vendors in the state’s eVA system and ensure that the vendor is both (1) self-registered in eVA, and (2) active in eVA.
- If not appropriately completed, this negatively affects the university’s commitment to public transparency and causes excessive eVA fees to the university.
- When asking vendors for quotes, departments **must ask** vendors to “include” the cost of eVA fees in their quotes or pricing schemas.
- When departments choose to do business with vendors that are not eVA self-registered and active in eVA, eVA fees may be charged back to individual departments.
- Information on how to search for vendors in eVA’s public transparency website to determine if they are self-registered, active and/or SWaM certified can be found here.
4: Banner Vendors & RealSource

Vendors that are in Banner, but not RealSource, must be treated as “new” vendors to RealSource. Before a Requisition, Purchase Order, Contract or Payment can be processed, the vendor’s record must be:

- In RealSource,
- Active in RealSource, and
- Accurate, especially vendor name, Tax ID (EIN/TIN) and email fulfillment (PO) address.

5: How To Search For a Vendor in RealSource

To determine if the vendor is already in the system, you can:

Search within the RealSource system using the RealSource toolbar, or by selecting the icon on the left side of the Shopping Dashboard.
G-VENDORS: ADDING OR UPDATING

Oftentimes, you will need to add new or update existing vendors in RealSource. There are three Vendor Forms to choose from depending on the type of vendor, whether the vendor already exists in RealSource and what action is needed.

1: Which Vendor Form Should I Use?

The three forms, each accessible from the RealSource homepage, are:

<table>
<thead>
<tr>
<th>Form Name</th>
<th>RealSource Homepage Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request New Vendor</td>
<td>Gray Navigation Bar to the Left</td>
</tr>
<tr>
<td>Existing Vendor Request</td>
<td>Vendor Showcase Towards the Bottom of the homepage</td>
</tr>
<tr>
<td>Student Request</td>
<td>Vendor Showcase Towards the Bottom of the homepage</td>
</tr>
</tbody>
</table>

To determine which of the three Vendor Forms to use, please utilize Table 1, below.

A. First, Identify the Vendor Type

   Before searching or taking any action on a vendor record in RealSource, you must first identify the "Vendor Type". Examples of the three types are below:
   1. Individual: (Independent Contractor, Speaker, Research Participant, Post/Pre Doc.)
   3. Student (VCU, current and past)

B. Second, Is the Vendor Already in RealSource?

   1. Go to the RealSource homepage
   2. Select the “Vendor” icon (gray vertical bar on the left of the screen)
   3. Select search for a Vendor
   4. Key the vendor’s name and select enter

C. Third, Identify What Action(s) is Needed?

   Actions typically include one or more of the following:
   1. Add to RealSource
- A “new” vendor that does not appear at all in RealSource

2. Activate in RealSource
   - A vendor that exists in RealSource but is not active (red “X” vs. green checkmark)

3. Update PO email Address
   - A vendor that exists in RealSource but is missing the required PO fulfillment address

4. Change Pay/Remit To Address
   - A vendor with a pay/remit to “address” that does not match any of the vendor’s pre-existing addresses. See Table 1 for an explanation.

5. Add New Pay/Remit To Address
   - A vendor who has submitted an invoice with “no” pay/remit to address. See Table 1 for an explanation.

6. Add/Change Other Address
   - Other vendor address changes. Note, departments cannot request address changes for companies, rather companies must submit requests to update addresses to the RealSource helpdesk directly (RealSource@vcu.edu)

7. Activate in Chrome River
   - Vendors that require activation in Chrome River. These are exclusively individuals or students (not companies)

D. Last, Use Table 1 to Select the Correct Form

Based on the information collected above, use Table 1 below to select the appropriate form. Please ensure you have read any relevant notes in Table 1 before submitting the appropriate form.

Note, while the table is quite detailed, forms are very easy to use and include prompts to ensure you have selected the correct form.
### TABLE 1
WHICH OF THE THREE (3) VENDOR REQUEST FORMS SHOULD I USE?

<table>
<thead>
<tr>
<th>A. IDENTIFY THE VENDOR TYPE</th>
<th>--- INDIVIDUAL ---</th>
<th>--- COMPANY ---</th>
<th>--- STUDENT ---</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example</td>
<td>Independent Contractor, Speaker, Research Participant, Preceptor, Post/Pre Docs</td>
<td>A business, private or public (i.e., Dell, ABC Co., City of Richmond. UVA, Verizon, Jefferson Hotel)</td>
<td>Current or past VCU students that are in Banner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tax Identification Number (TIN) Looks Like a.............</th>
<th>Social Security #</th>
<th>Not a Social Security # (or Foreign Vendor)</th>
<th>Social Security #</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>B. already IN REALSEARCH? (See Note 1)</th>
<th>In RealSource</th>
<th>Not</th>
<th>In RealSource</th>
<th>Not</th>
<th>In RealSource or Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Add to RealSource</td>
<td>-----</td>
<td>V</td>
<td>-----</td>
<td>V</td>
<td>Request New Vendor</td>
</tr>
<tr>
<td></td>
<td>Request New Vendor Note 1</td>
<td></td>
<td>Request New Vendor Note 1 &amp; Note 5</td>
<td></td>
<td>Student Request</td>
</tr>
<tr>
<td>2. Activate In RealSource</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>Student Request</td>
</tr>
<tr>
<td>3. Update PO eMail Address</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>Student Request</td>
</tr>
<tr>
<td>4. Change Pay/Remit To Address</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>See Note 2</td>
<td>-----</td>
<td>See Note 4</td>
</tr>
<tr>
<td>5. Add New Pay/Remit To Address</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>See Note 3</td>
<td>-----</td>
<td>See Note 4</td>
</tr>
<tr>
<td>6. Add/Change Other Address</td>
<td>-----</td>
<td>-----</td>
<td>See Note 3</td>
<td>-----</td>
<td>See Note 4</td>
</tr>
<tr>
<td>7. Activate in Chrome River</td>
<td>Existing Vendor Request</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>Student Request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C. WHAT ACTION IS NEEDED?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Add to RealSource</td>
</tr>
<tr>
<td>2. Activate In RealSource</td>
</tr>
<tr>
<td>3. Update PO eMail Address</td>
</tr>
<tr>
<td>4. Change Pay/Remit To Address</td>
</tr>
<tr>
<td>5. Add New Pay/Remit To Address</td>
</tr>
<tr>
<td>6. Add/Change Other Address</td>
</tr>
<tr>
<td>7. Activate in Chrome River</td>
</tr>
</tbody>
</table>

**NOTES:**

**Note 1:** If an individual or company exists in Banner but not RealSource, it must be treated as a new vendor (use the Request New Vendor form).

**Note 2:** Pay/Remit To address changes for "companies" are added by A/P only after an invoice is received and the new address was provided by the vendor on the face of the invoice.

**Note 3:** Address changes for "companies" can only be processed upon written request by the company or when it submits changes through the RealSource vendor portal.

**Note 4:** Student addresses cannot be updated by A/P. Departments must work with Students to update their addresses in eServices before starting a RealSource transaction.

**Note 5:** Departments are required to verify that the vendor is both self-registered and active in eVA.
2: New Vendor Request Form

RealSource users can quickly request to add a **new vendor** in RealSource. Shoppers, Requesters and Approvers can all request to add a new vendor. There are two different vendor request forms for this (1. Company, 2. Individuals). Questions with a 🔄 include help-text. Hover over the icon to see the help-text. The below form shows the steps to Request a New Company Vendor.

To start the process select the Vendor 🧑‍💼 icon.

- Hover over **Requests**
- Select **Request New Vendor**

- After entering the Vendor Name, the system will notify you if a potential matching vendor is in the system. The warning message shown below will appear. Select the link to determine whether or not the Vendor is already in RealSource.
• Select **Submit**

For a *Company Vendor Request Form* the following questions will appear:

- **Company Information**
  - **Corporate Name:**
  - **Corporate Address:**
  - **City:**
  - **State:**
  - **ZIP:**
  - **Country:**
  - **Vendor ID Number:**
  - **Vendor Contact First Name:**
  - **Vendor Contact Last Name:**
  - **Vendor Contact Email Address:**
  - **Parent Company Name:**
  - **Parent Company Address:**
  - **Parent Company City:**
  - **Parent Company State:**
  - **Parent Company ZIP:**
  - **Parent Company Country:**
  - **Vendor SSA Number:**
  - **Vendor Bank Name:**
  - **Vendor Bank Address:**
  - **Vendor Bank City:**
  - **Vendor Bank State:**
  - **Vendor Bank ZIP:**
  - **Vendor Bank Country:**
  - **Vendor Bank Account Number:**
  - **Vendor Bank Account Type:**

- **Company Information Details:**
  - **Number of Employees:**
  - **Number of Locations:**
  - **Number of Products:**
  - **Number of Services:**

- **Company Industry:**
  - **Primary Industry:**
  - **Secondary Industry:**

- **Company Purpose:**
  - **Primary Purpose:**
  - **Secondary Purpose:**

- **Company History:**
  - **Company Founded:**
  - **Company Acquired:**

- **Company Financial Information:**
  - **Annual Revenue:**
  - **Net Income:**

- **Company Other Information:**
  - **Website:**
  - **Social Media:**

---

*Note: The questions above are illustrative and may vary depending on the specific form and requirements.*
• Vendor Name
• Tax ID Number
• Vendor Contact Name First & Last Name
• Vendor Contact Email Address
• Vendor Phone Number
  o Enter digits only
• Vendor Street Address- lines 1 & 2 if necessary
• City
• State
• Zip Code
• Country
• W-9 / W-8 upload

For an Individual Request Form, the same fields as the above will appear. Two different questions are also required.

1) Is this for a Chrome River reimbursement only?
2) Is this request for an Independent Contractor?

• Select Next

• Check (✓) the Certification box
Remember, you are certifying that the information you have provided in this request is accurate to the best of your knowledge.

- Select Complete Request

3: Status of New Vendor Requests

To see the status of your Vendor Request Form, hover over the icon on the left side of the Shopping Dashboard.

Select Requests, then choose My Vendor Requests.

You can filter through the My Vendor Requests web-page.
4: Existing Vendor Request Form

To update vendor records that exist in RealSource, return to the Shopping Dashboard and select the "Existing Vendor Request" form. Questions with a 🎨 include help-text, hover over the icon to see the help-text.

- Review the form Instructions

- Select Next
The Existing Vendor Request form for an Individual has fewer fields to enter.

- **Vendor Number**
- **Email Address**
- Is this request associated with a:
  - Vendor Entity (Company)
  - Individual (ICA, Speaker, Research Participant, Preceptor, Post/Pre Docs)
- Is the Vendor Entity already in RealSource?
- Do you need the Vendor record activated?
- Have you verified that the vendor is active and self-registered in eVA?
- Is there something else that you need, if so please explain.
• Select **Next**

**5: Student Request Form**

To request that a VCU student (past or current) is added to RealSource return to the Shopping Dashboard and select the “Student” form.

• Review the Form Instructions

• Select **Next**
- Name
- Vendor Number
- Email Address
- Do you need the Student record activated in Chrome River to facilitate a travel reimbursement?
- Do you need the Student added or activated in RealSource to facilitate a non-travel payment (i.e., award/prize)?
  - Added in RealSource
  - Activated in RealSource
- Student Payment Address
  - Information is hand typed
- Is the above Student address in eServices?
- Is there something else that you need? If so please explain.
- Select Next
Select Submit

**6: What Happens After I Submit a RealSource Vendor Form?**

Upon successful completion and submission of a RealSource vendor form, it is routed to Vendor Support for processing. Notifications will be sent to the Requester as the form progresses to completion. Generally, 3-8 business days are needed to complete vendor request forms, dependent on the type of vendor, the vendor’s cooperation, and the level of validation required.
1: Multiple Ways to Shop

RealSource supports four main ways to shop. They are Punch-Out eCatalogs, Non-Catalog Items, Purchasing Forms and Internal Ordering Websites. The 1st three shopping types follow the same approval workflow process. Internal Ordering Websites are merely hyperlinks to other university ordering websites supported by other tools.

<table>
<thead>
<tr>
<th>Method</th>
<th>Home Page Location</th>
<th>When to Use?</th>
</tr>
</thead>
<tbody>
<tr>
<td>eCatalogs</td>
<td>Various Showcases</td>
<td>Items on RealSource hosted eCatalogs</td>
</tr>
<tr>
<td>Non-Catalog Items</td>
<td>Quick Links</td>
<td>Items/Services that are off-catalog and cannot be purchased using one of the forms below.</td>
</tr>
</tbody>
</table>

**Purchasing Forms**

- **After-the-Fact**
  - Purchasing
  - Purchases made without first issuing a PO (discouraged business practice).

- **Declining Balance PO**
  - Purchasing
  - Blanket PO. Can have only 1 line item. Receiving occurs by (cost) and not by quantity.

- **Independent Contractor**
  - Purchasing
  - Purchases made under Independent Contractor Agreements (ICA form must be attached).

- **Emergency**
  - Purchasing
  - Purchases made under emergency conditions.

**Internal Ordering Websites**

- **Research Only PPE**
  - Internal Website Showcase
  - RAMS-FORCE. Researchers only to buy PPE not available via normal sourcing.

2: eCatalogs

eCatalogs are presented on the vendor’s website and provide access to VCU’s most frequently used suppliers. Pricing for eCatalogs have been competed at the national or state level. You can find a list of the eCatalogs on the Shopping Dashboard.
Select the eCatalog (vendor’s tile). This will take you from RealSource to the chosen vendor’s website to place the order. Because of these, eCatalogs are oftentimes referred to as Punch-Out catalogs. Each vendor’s website responds differently, based on the vendors own catalog web design. After clicking on the vendor’s eCatalog tile…..

- Enter keywords for the products needed or the item #
- Select Search

- Select Add to Cart
• Select **View Cart**

For cart modifications select **Continue Shopping**

To return to RealSource select **Submit Cart**
- **Shoppers** should select **Assign Cart**
- **Requesters** should select **Proceed to Checkout**

### 3: Non-Catalog Item

To place an order for a Non-Catalog Item, return to the Shopping Dashboard: **Quick Links** section.

- Select **Non-Catalog Item**

- Search for and Enter the Vendor Name
- Enter the Product Description
- Enter the Item ID (if known) under the Catalog No.
- Enter the Quantity (number of needed goods/services)
- Enter the Packaging (UOM)
- Select **Save and Close**
Select `View My Cart`
- To continue the `Checkout` process see here

### 4: Purchasing Forms

Some types of goods and services that cannot be purchased by eCatalog are purchased using specialized Purchasing Forms. These are also located on the Shopping Dashboard under “Purchasing Forms.” Similar to eCatalog and Non-Catalog Items, Shopping with a Purchasing Form also causes items to be added to a user’s Shopping Cart.

#### (a) After-the-Fact Purchase Form

This form is used to create an order placed initially without a Purchase Order. These types of purchases are highly discouraged given the university’s policies "require" that a vendor receive a Purchase Order prior to the start of any work (whether for goods or services). Departments should consult with Purchasing before ordering goods or services without a Purchase Order; Purchasing may be able to offer more suitable alternatives. To complete this form,
- Read the form Instructions
- Search for and Select the Vendor
- Enter the Description
- Enter the Unit Price
- Enter the Quantity
The Purchasing Forms list a Unit of Measure (UOM) of 1; it cannot be changed.
Add supporting attachment(s)/explanations that clarify why this purchase was made prior to creating a VCU PO
Select Save
Select Add and go to Cart
Select Go

(b) Declining Balance PO
The Declining Balance PO is similar to a BPO (Blanket PO). It includes a total projected “spend” that is expressed in US dollars. There is no limit to the dollar amount entered on a Declining Balance PO.

A Declining Balance PO may only include “one” line item.

Unlike any other type of order, Receipts processed against a Declining Balance PO are entered in dollars (cost) and not quantity. This is referred to as “cost receiving.”

Select the Declining Balance PO form from the tiles

Read the form Instructions
Select Next
- It is important to name the form something recognizable and short so that you can search for it later
- Select **Next**

- Add the vendor that you are doing business with to the form
- Select **Search**
• Search for and Enter the vendor name
• Select **Search**
• Choose the vendor
• Select **Next**

---

• Add any supporting attachments for your purchase here
• Select **Add Attachments**
• Attach the document
• Select **Next**
• Enter the Purpose
• Enter the Amount
• Decide whether or not the PO should be sent to the vendor
• Select Next

- Review and Select Add and Go to Cart
- Complete by Checking Out

(c) Independent Contractor Form

The instructions for this form are the same as the After the Fact form.

This form is used to create a Purchase Order to pay against an Independent Contractor Agreement (ICA). When creating this form, a copy of the fully-executed ICA form must be attached to it.

To make payments against an ICA, users must submit a copy of the ICA form to DeptInvoices@vcu.edu, noting the amount to be paid (this is effectively treated as an invoice). Further, before the independent contractor can be paid, the user must key the appropriate Receipts against the Purchase Order.

(d) Emergency Form

The instructions for this form are the same as the After the Fact form, except this form is to make a purchase under emergency conditions.

An emergency is an occurrence of serious or urgent nature that demands immediate action and may preclude the use of competitive purchasing practices. Users must contact Purchasing to make emergency purchases as soon as possible, but no later than the same business day.
5: Internal Ordering Websites

At times the university purchases purchase goods and services from internal sources, such as FMD, Supply Centers, etc. To support and promote the use of other internal ordering tools, RealSource includes a Showcase with tiles that provide information about other internal ordering websites. They include general info and hyperlinks.

(a) Research PPE Only

This hyperlink links to a website that can be used by Researchers to order PPE from the Supply Centers in the event PPE is not available through the researcher’s normal ordering practices.

6: Checking Out — All RealSource Shopping Methods

After you have created your Shopping Cart using forms in sections 1-4 above, you can checkout and finalize your purchase. Note, orders placed under the “Internal Ordering Website,” are not processed through RealSource.

While checking out you may be prompted to enter Commodity Codes, Accounting Codes, Ship-To Addresses, and any Internal or External comments

- Select the ☕️ icon
- Select View My Cart
• If there is Contract, select **Choose Contract...** It is incumbent upon users to link their requisition lines to an appropriate contract, if one exists. For more comprehensive instructions see here.

• Select the **🔍** to search for your Commodity Code

• Enter a short description

• Select **Search**
Choose the appropriate commodity code

Select Proceed to Checkout

If you added defaults and/or favorites in the above steps, you will see all green checkmarks
  o Select Place Order
  o The Requisition has been submitted for Approval.

If not all checkmarks are green, Accounting Codes have not been added. **Note:** It is recommend that Accounting Codes are keyed at the line level.
- Select **Edit**

- Choose **Select from all values...**

- Enter a Description
- Select **Search**
- Choose **Select**

- For Split Accounting select **Add Split**. **Note:** Do not split Accounting Codes by Amount of Price or Quantity. Split only by percentage.
- Select **Recalculate/ validate**
- Select **Save**

- Select **Place Order**.
  - **Note:** Shoppers must select Assign Cart. If you are receiving cart from a Shopper change the Prepared For field to your name first.
- The Requisition has been submitted for Approval.
7: Actions Requiring Approval by Approvers

Approvers are required to approve all Purchase Requisitions (PRs), Change Requests and Direct Pay Form transactions. Each approval follows the same approval process, although approval “actions” vary based on transaction type. One or more of the following Approver actions may apply:

<table>
<thead>
<tr>
<th>Available Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve/Complete</td>
<td>Approves the PR and creates a PO.</td>
</tr>
<tr>
<td>Return to Shared Folder</td>
<td>Unassigns the PR and returns it to the Approval queue.</td>
</tr>
<tr>
<td>Place on Hold</td>
<td>Places the PR in a draft cart status and can be approved later. Cannot be used for eCatalog orders.</td>
</tr>
<tr>
<td>Return to Requisitioner</td>
<td>Returns the PR to the Requester and places the PR in a draft state.</td>
</tr>
<tr>
<td>Forward To....</td>
<td>Forward the PR to a different Approver within the org.</td>
</tr>
<tr>
<td>Withdraw Entire Requisition</td>
<td>Places the PR in a draft state and must be resubmitted. Action only appears if the Approver created and submitted the PR.</td>
</tr>
<tr>
<td>Copy to New Cart</td>
<td>Instead of Approving the Requester’s PR, Approvers can copy the PR and create a new cart. Action only appears if the Approver created and submitted the PR.</td>
</tr>
<tr>
<td>Add Comment</td>
<td>Adds comments to the PR. Will show on the PO.</td>
</tr>
<tr>
<td>Add Notes to History</td>
<td>Adds notes to the PR, will not show on the PO, but will show in the PR History.</td>
</tr>
<tr>
<td>Reject Requisition</td>
<td>Permanently kills the PR; cannot be revived.</td>
</tr>
<tr>
<td>Add Non-Catalog Item</td>
<td>Adds line items to PRs, save updates and Approve.</td>
</tr>
</tbody>
</table>
• Select **Document Actions**

• Select **Assign to Self**
  o You can now choose which action to take on the Purchase Requisitions or Pay Form submission.
8: Viewing Approvals

- Select the icon from the Navigation Bar
- Select Approvals

- Select Requisitions to Approve

- To assign all Requisitions to yourself...
  - Select Go
    - You can now approve all PRs submitted for the department.

9: Requisition Approval Workflow – Checking Status

To view the PR Approval process, select PR Approvals.
• Banner will first check to see if the user has Banner Finance Access. If not, this will fail.
• The PR will flow to the user’s Approver
• Banner will next check for active Accounting Codes
• Last, the Purchase Order is created

Since this user does not have their Address and Account codes defaulted in the system, there is an error message. The user also did not enter a commodity code. To submit or assign the cart, you **must** have each required field completed.
1: General

Change Requests are used to update existing Purchase Orders. Change Requests should not be created for eCatalog orders or for line items with In Process invoices.

To view the Purchase Order, select from the navigation bar.

- Select Document Actions
- Select Create Change Request
- Add email notifications
- Upload any attachments
- Add a comment regarding Change Requests
- Select **Create Change Request**
2: Unit Price/ Quantity Updates

- Select More Info...
- Enter the changes into the appropriate field
- Select Save
3: Adding Line Items

- Select **Add Non-Catalog Item for This Vendor...**

<table>
<thead>
<tr>
<th>1. Sandwiches</th>
<th>more info</th>
<th>Catalog No</th>
<th>Size / Packaging</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Ext. Price</th>
<th>ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandwiches</td>
<td>more info</td>
<td>999999</td>
<td>Legacy PO US ONLY</td>
<td>Each</td>
<td>0.00</td>
<td>1.00 USD</td>
<td></td>
</tr>
</tbody>
</table>

- Enter the Product Description
- Enter the Catalog No.
- Enter the Quantity
- Enter the Price Estimate
- Select the Packaging (Unit of Measure) type

**Vendor subtotal**: $30.00
**Shipping**: $0.00
**Handling**: $0.00
**Vendor total**: $30.00 USD
4: Updating Accounting Codes

Accounting Codes must be updated at the line level. The original line item must be “zeroed-out” by updating the Unit Price. A new line item mimicking the original created.

- Select the **Save and Close**

- Select **More Info...**
- Select **Save**
- Select **Add Non-Catalog Item for this Vendor**
- Select **Accounting Codes**
<table>
<thead>
<tr>
<th>Chart</th>
<th>Index</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>V</td>
<td>121801</td>
<td>000000</td>
</tr>
</tbody>
</table>

**Lines**

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Catalog No</th>
<th>Size / Packaging</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Ext. Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Sandwiches</td>
<td></td>
<td>Each</td>
<td>0.00</td>
<td></td>
<td>0.00 USD</td>
</tr>
<tr>
<td>2 More Sandwiches</td>
<td></td>
<td>Each</td>
<td>5.00</td>
<td>6 Each</td>
<td>30.00 USD</td>
</tr>
</tbody>
</table>

Accounting Codes (same as header)

**Vendor Information**

Vendor subtotal: 30.00 USD
Shipping: 0.00 USD
Handling: 0.00 USD
Vendor total: 30.00 USD

Shipping, Handling and Tax charges are calculated and charged by each vendor. The values shown here are for estimation purposes, budget checking, and workflow approvals.

- Select **Edit**
- Enter the **Index**
- Enter the **Account**
- Select **Save**

- Select **Submit Request**
From time-to-time POs must be cancelled because the goods or services are no longer required. When this occurs, departments are encouraged to alert the vendor first of their intent to cancel the order, then initiate the process to cancel the order.

Only POs that **do not have** any invoices paid against them can be cancelled. Separate procedures exist for POs that have been partially paid and require liquidation (contact the RealSource HelpDesk).

For control and audit purposes, users must submit the Cancel PO Request form to cancel a Purchase Order. Once a Purchase Order has been cancelled in RealSource, it will also be cancelled (liquidated) in Banner.

- Start on the Shopping Dashboard
- Select the **Cancel PO Request** tile.

---

**Instructions**

This form will be used by departments to request cancellation of a PO or PICs. This will accomplish cancellation of the entire PO in both RealSource and Banner. Here are some important considerations before using this form:

- Orders that have already been received and/or invoiced cannot be cancelled using this form.
- Catalog orders normally should not be cancelled, unless you have specifically confirmed with the vendor in advance that they have cancelled your order. Most catalog orders are processing almost immediately, so cancellation may not be possible.
- Note that cancellation is permanent and cannot be reversed.

FORM # VCU-F51004

---

- Select **Next**
Enter the PO Number
Amount of PO
Reason for PO cancellation
Select Save Progress
Select Next

Select Submit

If all information is correct and approved, the Purchase Order will be cancelled. If there are any issues with the form, you will be notified via a system notification.
K-RECEIPTS

1: General

Receipts can be created by Shoppers and Requesters. Approvers cannot create Receipts.

Receipts should be processed within three (3) business-days of the university’s receipt of the goods or services. Lack of prompt receiving delays the ability of VCU to meet its statutory obligation to meet prompt payment standards. Payments cannot be made until a receipt has been keyed into RealSource.

Requesters/Approvers should periodically query the RealSource system to locate invoice transactions that are pending in their area that are missing Receipts and aggressively push to completing all transactions.

There are two basic types of receipts in RealSource:

- Quantity (or Number), for all POs except Declining Balance POs
- Cost (or Dollars), for Declining Balance POs only

Key a “quantity” Receipt when the Purchase Order includes a quantity of goods and services, alongside the unit-price. Users who key receipts must ensure that the quantity keyed is correct as this will impact the timeliness of payment.

Key a cost (or dollar) Receipt only against a Declining Balance PO.

A Declining Balance PO lists a quantity of one (1) and the price is the total anticipated spend against the Purchase Order. The receipt is keyed in dollars (cost) and not quantity.

2: Quantity Receiving

- Open your Purchase Order
- Select **Document Actions**
- Select **Create Quantity Received**

A message at the top of the form indicates the form has blank quantities. *This is not an error message.* Proceed and enter the information.

Packing slips or other receiving document should be attached to the Receipt transaction. RealSource serves as the system of record for Receipts.

**DO NOT ATTACH INVOICES.** Invoices are managed in a different area of RealSource; attaching an invoice to a receipt “will not” trigger the invoice to be sent to A/P.
If all Line Items are being received against the line, enter the amount you are receiving in the **Quantity** field (highlighted in yellow) for each line. Entering a “0” is not a valid quantity.

- **Select Complete**

If all Line Items are not being received at this time, select “Remove Line” for that Line Item. **Note:** This does not remove the line from the Purchase Order, but merely removes it from this Receiving report.

- **Enter the Quantity**
- **Enter the Save Changes**
- **Select Complete**
3: Cost Receiving

The Cost Receipt option is only available when a Declining Balance PO Form is used to create the Purchase Order.

- Select **Document Actions**

- Select **Create Cost Receipt**

- Enter the dollar amount being received
- Select **Save Updates**
- Select **Complete**
Packing slips or other receiving document should be attached to the Receipt transaction. RealSource serves as the system of record for Receipts.

**DO NOT ATTACH INVOICES.** Invoices are managed in a different area of RealSource; attaching an invoice to a receipt “will not” trigger the invoice to be sent to A/P.

### 4: Reopening a Receipt for Correction (No Invoices Exist)

Receipts can be reopened and changed. The original Receipt number does not change, but the Received by and Complete Date reflects the new information. **Note:** A Receipt cannot be reopened if an invoice has been completed against the PO.

- Select **Reopen Receipt**

- A reason must be provided so that the original receiver can be notified via email.
• Modify the Receipt as needed
• Select **Save Updates**
• Select **Complete**
5: Creating a Negative Quantity Receipt (Invoices Exist)

Completed Quantity Receipts with invoices can be changed by submitting a negative Quantity receipt.

- View your completed Receipts for the PO

- Begin to create a new Receipt

  - Enter a negative quantity
    - In this example a quantity of 4 was received, but only 3 should have been received. You should enter -1.
  - Select **Save Updates**
  - Select **Complete**
You can see that since the new receipt was created with a quantity of -1, you now have an open quantity to receive.

6: Creating a Negative Cost Receipt (Invoices Exist)

Completed Cost Receipts with invoices can be changed by submitting a negative Cost receipt.

- View your completed Receipts for the PO

- Begin to create a new Receipt
- Enter a negative cost
  - In this example a cost of 15,000 was received, but only 2,000 should have been received. You should enter -13,000.
- Select **Save Updates**
- Select **Complete**

You can see that since the new receipt was created with a cost of $-13,000, you still have an open cost of $758,000 to receive.

**7: Receipt History**

Each completed Receiving Report is given a unique "REC" number and can be found by selecting Receipts from the Purchase Order.
Select the Receipt No. to view Receipt details

8: How To Search For POs or Invoices with Missing Receipts

Timely receiving in RealSource is an essential part of the payment process. To find POs or Invoices with missing receipts, you can access Shared Searches that have been created for university wide use by Procurement Services. To access these Shared Searches follow the instructions below to both locate and filter a Shared Search.

Choose the Orders icon
- Scroll over **Search**
- Select **All Orders**

- Select **My Searches**

- Select **Manage Searches**
- Open the folder "University Wide Searches"
- Choose the appropriate search from the list of Shared Searches
- Select the Go icon

- To narrow the search even more select Add Filter
• Check **Department** to see transactions created for your own department for each Shared Search

• If you have chosen the Invoices Requiring Receipts Shared Search, check **Invoice Owner**

• If you have chosen the PO’s Requiring Receipts Shared Search, check **PO Owner**

• To Export the search results select **Export All**
• Update the Title

• Choose the Type of Export, select **Screen Layout** to obtain an Excel file of the records that appear in the search.

• Select **Submit**

**L-PAYMENTS**

1: General

All payments made through Accounts Payable are processed through RealSource, except for PCard and travel/personal reimbursements, which are processed through BOAWorks and Chrome River, respectively.

There are two basic types of payments:

• Invoices submitted for Payments against POs

• Direct Payments
2: PO Invoices

One of the primary objectives of RealSource is to receive electronic invoices from vendors (vs. paper or PDF invoices). All of the university’s eCatalog vendors submit eInvoices. Other registered RealSource vendors submit eInvoices through the RealSource Supplier Portal.

Vendors who are not electronically invoicing are either sending invoices to the university’s Bill-To address in Scranton, PA or directly to departments instead.

Departments are highly discouraged from accepting paper/PDF invoices from vendors, however, special circumstances sometimes necessitate this. When this occurs, departments email PDF copies of vendor invoices directly to Accounts Payable at deptinvoices@vcu.edu.

Once invoices are received either at deptinvoices@vcu.edu or in Scranton, PA, they are entered into the RealSource system for processing. Scanned copies of all invoices are attached to RealSource invoice transactions.

Once in RealSource, the system attempts to match invoices to the relevant Purchase Order lines and Receipts. If the PO, Receipt and Invoice match, the invoice can be processed by Accounts Payable for payment. Where a match cannot occur, users receive RealSource notifications to reconcile the PO, Receipt and Invoice records, either by:

- Correcting PO Lines (e.g., quantities)
- Keying Missing Receipts
- Fixing Mis-keyed Receipts
- Processing Returns
- Notifying Accounts Payable of Improper Invoices

There are several ways to leverage the RealSource system to reconcile transactions with receiving problems. These will be included in the next Help-Guide release, expected in early May 2020, including fiscal year-end close procedures.

3: Direct Payments

Some university invoices can be paid without a Purchase Order. These are called “Direct Payments.” They can take several forms (see the Table 2 below). Currently there are two Direct Pay forms in RealSource used by multiple departments:

- One Time Payment Request Form
- VCUHealth/MCV Physicians Form
Similar to other RealSource transactions, Direct Payment Forms require Requester and Approver review, and Approver approval prior to release for payment.

Per university policies, certain types of direct payments may require additional documentation to be attached to the request.

**Note:** Purchase Orders **MAY NOT BE** issued for goods/services that are covered by the Direct Payment forms. When this occurs, eVA fees are mistakenly charged to both the vendor/payee and VCU.

(a) **One Time Payment Request Form**

Table 2 below includes a list of good/services which should be paid using the One Time Payment Request form. To complete and submit the form:
• Read the Instructions
• Enter the Vendor or complete a Vendor Search
• Enter the Vendor Invoice Number
• Enter the Invoice Date
• Enter the payment Due Date
• Select from “Hold For Check Pickup?”
• Choose the Type of Activity that describes the purchase
• Enter the Total Amount
• Enter the Business Purpose
• Add any supporting attachments

Return to the Form Actions

• Select Add and Go to Cart
• Select **Go**
• Complete the Checkout process

**(b) VCUHealth/MCV Physicians Form**

This form is to be used to pay clinical research service invoices generated by VCU Health System (VCUHS) or the MCV Physicians Practice Plan (MCVP) for activity performed under VCU clinical research studies.

[Image of VCUHealth/MCV Physicians Form]

• Read the Instructions
• Enter one of the 2 Vendors
• Enter the Vendor Invoice Number
• Enter the Invoice Date
• Enter the payment Due Date
• Enter the Total Amount
• Add any supporting attachments

Return to the Form Actions

[Image of Available Actions: Add and go to Cart]

• Select **Add and Go to Cart**
• Select **Go**
# TABLE 2

## ONE TIME PAYMENT REQUEST FORM

<table>
<thead>
<tr>
<th>Type of Activity</th>
<th>Description</th>
<th>Who may receive the Payment</th>
<th>Acct Code</th>
<th>Report to IRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honorarium</td>
<td>Token payment to individual in recognition of a special service for which custom or propriety forbids any fixed business price to be set or for services performed for which payment is not required. Informal arrangement, does not involve a contract, invoicing not required. Recipient may not set the amount. Services vary. Amount must be stated in documentation provided to recipient and should accompany the request for payment. If &gt; $2,000, the responsible VP, Vice Provost, Dean, or Executive Director’s signature is required.</td>
<td>Non-students. Non-employee. If a non-resident Alien, see Global Education Office website for detailed instructions and required forms prior to making any commitment to the above individual.</td>
<td>638377</td>
<td>Yes</td>
</tr>
<tr>
<td>Awards &amp; Prizes</td>
<td>Random drawings or contests only that are processed through Procurement Services. All other types of prizes or awards to students must be processed through Financial Aid.</td>
<td>Students, Non-employees</td>
<td>638382</td>
<td>Yes</td>
</tr>
<tr>
<td>Immigration</td>
<td>Visas and passports.</td>
<td>Vendors</td>
<td>638071</td>
<td>No</td>
</tr>
<tr>
<td>Research/Survey Participants</td>
<td>VCU research/survey participants.</td>
<td>Non-employees, Students, Employees</td>
<td>638387</td>
<td>Yes</td>
</tr>
<tr>
<td>Postage</td>
<td>USPS Postage.</td>
<td>Vendors</td>
<td>635022 Postage 635002 First Class</td>
<td>No</td>
</tr>
<tr>
<td>Preceptor</td>
<td>Supervision of students in clinical setting to allow practical experience with patients.</td>
<td>Non-employees, Non-students</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Stipend</td>
<td>Taxable fellowship typically used as a living allowance. Incentive for a student to attend a class or participate in a particular program at VCU. Never payments involving services performed for the University. Paid directly to the student or applied as a credit to a student’s account. Payments made directly to the student are processed through Accounts Payable. Payments applied as a credit are processed through Student Acct.</td>
<td>Student</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Revenue Refunds</td>
<td>Return of overpayments or other revenue (receipts) collected.</td>
<td>Individuals, Businesses</td>
<td>Appropriate to refund</td>
<td>No</td>
</tr>
<tr>
<td>Other</td>
<td>Only used for items that require special processing. Does not require a PO.</td>
<td>Individuals, Businesses</td>
<td>Appropriate to transaction</td>
<td>Based on Vendor</td>
</tr>
</tbody>
</table>
1: Requesting a Contract - General

Departments may submit vendor contracts for review or request university-written contracts using the RealSource Contracts+ module.

To start the process, departments should first collect all of the necessary data and documents needed to effectively and promptly review and create a contract. Departments may need to coordinate with other university departments to satisfy certain pre-requisites that are required by law or university policies/practices. Lack of data, documents or attention to pre-requisites will extend the contract review and execution process.

Once all relevant data, information and pre-requisites have been satisfied by the department, a request to create a contract can be submitted by a RealSource user. If the user is not the university employee who will be managing the contract and the contractor’s work, the user should closely coordinate with their colleague prior to starting the request process.

As with all RealSource forms, data fields marked with an asterisk are “required” and help-text for data fields can be found by clicking the question-mark to the right of the field.

When completing the forms, all data fields must be accurate and answers to questions must be truthful. Both trigger actions within the system, including approval workflows, work assignments, etc. Further, Contracts+ serves as the university’s system of record for all purchase contracts and agreements, therefore, the accuracy of university reporting and its ability to meet FOIA requests will largely depend on the quality of the user’s work.

2: Completing the Contract Request Form

- Select the icon
- Select Requests
- Select Request Contract
- Enter the Contract Request Name (name your request for future searching)
- Choose a Contract Request Template (always pick Other)
- Select Submit

- Select Next
(a) Details

The Details screen shows the same input as the screen before. No input is needed here.

- Select Next

(b) Attachments

Add all contract or other documents necessary for Procurement Services to complete the review and execute the contract. This includes the contract, all attachments, PDF copies of materials referenced by hyperlink, terms and conditions, specifications, statements of work, etc. The maximum size limit per attachment is 50MB.

- Select Next
(c) Questions

This section includes a series of screens to collect data and answers to questions. All data must be accurate and answers to questions must be truthful. Click on the help-text for information on how to enter the data fields.

(d) Requested on Behalf of

- Provide information about the person who actually requested the contract and will work with the contractor. This may not be the person filling out the form, but a colleague instead.
Select **Next**

(e) Basic Contract Information

Add **all** of the required information. Note.....

- **Second Party** is the name of the Vendor. The vendor must reside in RealSource. If not, stop and submit a Request New Vendor form from the RealSource homepage, Vendor icon. Adding a vendor to RealSource to process a contract request will be given a high priority but may take until the next business day.

- The **Second Party** (Vendor) does not need to be flagged as “active” in RealSource to complete and submit a contract request, however, you should submit an Existing Vendor Request Form at the bottom of the RealSource homepage to activate the vendor so as not to delay contract execution.

- The **Second Party** Contact information fields should include the direct point of contact for the contract request. Enter the name of a person, their phone number and email address.

- The **Additional Second Parties** field does not apply to VCU and must be left blank.

Select **Next**
(f) **Contract Duration**

- Enter **all** of the information requested.
- Do not backdate the *Estimated Start Date*
- The university is not permitted to execute contracts that do not “end” (do not have a projected end date). The *Estimated End Date* applies to the “base term” (initial term) and excludes renewal periods.

- Select **Next**
(g) Finance Questions

- This section includes a series of finance questions created by other departments (i.e., Treasury, Grants/Contracts, etc.) Some questions may...
  - establish pre-requisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on answers

- Select Next
(h) Technology Questions

- This section includes a series of technology questions created by other departments (i.e., IT Security Officer, Governance Committee, etc.) Some questions may...
  - establish pre-requisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on answers

![](image)

• Select Next

(i) Work Location Questions

- This section includes a series of questions around the location of the work that were created by other departments (i.e., Treasury, Safety & Risk, etc.) Some questions may...
  - establish pre-requisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on answers
J. Marketing Questions

- This section includes a series of marketing questions created by other departments (i.e., University Relations, Business Services) some questions may...
  - establish pre-requisites that must be met by the department before the request can be processed
  - not apply to your request
  - cause additional questions to appear based on your answer.
3: Review and Complete

The department has the ability to see the progress of each section. If the section is fully completed the department will see all green checkmarks.

- If the department has not fully completed the section, they will see grey checkmarks.
  - If incomplete, you should return and complete each section of the form.

4: Discussion Threads

The department has the option to begin one or more discussion threads with Procurement Services in the Discussion section. Threads must be given a subject and message by the initiator. Attachments can be added to discussion threads.
5: User Notifications

Once the contract request has been completed and submitted by the department, the contract request will route to Procurement Services for assignment. An email and notification will be send to the user indicating the request is awaiting review. The user can click on the hyperlink in the email to access the request. A sample email is below.

6: Check Status of Contract Request

The department can also access and check the status of Contract Requests by selecting:

- My Contract Requests or Search Contracts Requests from the Contracts icon.
7: Determining Who Is Reviewing a Contract

- Once the request has been assigned to a Procurement Services staff member, the status of the request will be *Under Review* and the Workflow Assignee will display the name of this person.
- Statuses are listed in the above screen shot.

8: Actions Taken by the Procurement Services Staff

- The following actions may be taken by the Procurement Services staff. When taken, the status of the contract will change. Some status changes will trigger a notification and email to users.

Request Returned

- If Procurement Services opts to “return” your request...
  - Request Status will change to *Incomplete*
  - A notification and email will be sent to the user through RealSource
  - The department will see Returned indicated on the actual request
  - The user can correct the request and resubmit it.
Request Rejected

- If Procurement Services opts to “Reject” the request...
  - Request Status will change to *Rejected*
  - A notification and email will be sent to the user through RealSource
  - The department will see Rejected indicated on the actual request
  - The user cannot correct the request nor resubmit (copy) it

Approve/Complete

- Once Procurement Services has determined the request is acceptable, the status will change to Approve/Complete. This does not mean that the contract request has been executed, but that Procurement Services has adequate information to complete the review.
  - Request Status will change to *Approved*
  - Two notifications and emails will be sent to the user through RealSource
  - The department will see Approved indicated on the actual request
9: **Completion & Execution of the Contract**

Once the contract is fully reviewed, negotiated and executed by Procurement Services, Procurement Services will add the contract to the Contracts+ repository and the user will receive a notification and email that the contract has been is Executed.

10: **Contract Searches**

- Select the icon on the Navigation bar

- Select **Contracts**
- Select **Search Contracts**
Choose which data fields to search by
To search by Commodity Code enter the code, description or click into the field for a rolling list of Commodity Codes
• Select **Search**

![Image of Search Results]

• Select **Open Summary**

![Image of Summary of Contract # VCU-PS-164]

• The fields in the Summary of the Contract are listed below in Appendix I.
11: How to Link Requisitions to Contracts

All RealSource Users should link their requisitions to a RealSource contract, provided one exists and is visible to them, after the requisition has been pushed to a Shopping Cart.

- If the vendor has any pre-existing contracts available to the Shopper, the “choose contract” option will appear directly above the Commodity Code field.

- Select **Choose Contract** to obtain a list of contracts to include the contract number and description.

- If one of the contracts listed is associated with your purchase, select it by clicking the appropriate button, then Select **Ok**
• If after selecting one of the contracts, if you are not if it is correct, the user should take a closer look at the contract by selecting More Info. A "Summary of the Contract" will appear that includes additional information about the contract. Viewing the Contract Summary will help users confirm their selection.
• If the contract is not correct, close the Summary of Contracts and select **Change...** to remove the selected contract or to select another contract. If no contracts apply, then exit out and continue processing the requisition.

• If you have multiple line items in your requisition and each relates to the same contract, you **can copy to other lines...**, mark those that apply then select **Copy**
## APPENDIX I

### Header

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Name</td>
<td>Short description of what is being purchased</td>
<td>Consulting Services</td>
</tr>
<tr>
<td>Contract Type</td>
<td>All VCU contracts are listed as Other</td>
<td>Other</td>
</tr>
<tr>
<td>Work Group</td>
<td>All VCU contracts are listed as Procurement Services</td>
<td>Procurement Services</td>
</tr>
<tr>
<td>Currency</td>
<td>All VCU contracts listed as USD</td>
<td>USD</td>
</tr>
<tr>
<td>First Party</td>
<td>All VCU contracts are listed as Virginia Commonwealth University</td>
<td>VCU</td>
</tr>
<tr>
<td>Second Party</td>
<td>This is the vendor</td>
<td>ABC Consulting</td>
</tr>
<tr>
<td>Summary</td>
<td>Long description of what is being purchased</td>
<td>Consulting Services to include</td>
</tr>
<tr>
<td>Start Date</td>
<td>Start or Execution date</td>
<td>44145</td>
</tr>
<tr>
<td>Update Start Date Upon Execution</td>
<td>This field does not apply to VCU</td>
<td>No</td>
</tr>
<tr>
<td>End Date</td>
<td>End or Expiration date</td>
<td>44510</td>
</tr>
<tr>
<td>Contract Managers</td>
<td>Primary point of contact within Procurement Services</td>
<td>Senior Buyer, Category Manager, Contracts Team</td>
</tr>
</tbody>
</table>

### General

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name</td>
<td>Primary point of contact within Procurement Services</td>
<td></td>
</tr>
<tr>
<td>Form of Agreement</td>
<td>Type of Agreement</td>
<td>Vendor</td>
</tr>
<tr>
<td>Transaction Type</td>
<td>Original, Renewal, Amendment</td>
<td>Original</td>
</tr>
<tr>
<td>Base Contract Amount</td>
<td>An estimate of total payments including Contractor travel, if applicable, over the original contract (base) term. Does not include renewal costs.</td>
<td></td>
</tr>
<tr>
<td>Pricing Type</td>
<td>Pricing arrangement</td>
<td></td>
</tr>
<tr>
<td>Is this a RealSource e-catalog contract?</td>
<td>Yes if associated with an eCatalog</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Sourcing Type</td>
<td>Procurement method</td>
<td>BVA</td>
</tr>
<tr>
<td>Field Name</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
<td>---------</td>
</tr>
<tr>
<td>Is the Contractor SWaM certified?</td>
<td>SWaM certification</td>
<td>Yes/No</td>
</tr>
<tr>
<td>SWaM Subcontract Goal</td>
<td>If contractor is not SWaM certified, will it be subcontracting to SWaM certified businesses?</td>
<td>4%</td>
</tr>
<tr>
<td>Is the contractor currently eVA self registered and active?</td>
<td>All contractors should be both, if not, VCU will be charged state fees based on the price of any requisition processed against the contract.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Explain why the department wants to directly pay the contractor’s eVA fees?</td>
<td>If the above answer is no, the reason specified by the department is presented here.</td>
<td>Contractor refusal</td>
</tr>
<tr>
<td>Confirm that you have provided information to the Contractor about e-Invoicing.</td>
<td>Electronic Invoices are always preferred. Contract Managers are required to provide this information to contractors.</td>
<td>I Confirm</td>
</tr>
<tr>
<td>Requisition Number</td>
<td>Used by Procurement Services, but not required</td>
<td>1398766583</td>
</tr>
<tr>
<td>Is this a legacy contract?</td>
<td>Legacy Contracts are those awarded prior to 3/9/2020.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Legacy Contract Number</td>
<td>If a Legacy Contract, the number is here.</td>
<td>1256434CK</td>
</tr>
<tr>
<td>Export to VASCUPP?</td>
<td>If Procurement Services offers the contract for use to other universities, the contract will be flagged and loaded to the VASCUPP website.</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>

**Finance**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this contract include rebates?</td>
<td>A rebate is a periodic return of purchase dollars to VCU for on contract purchases.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Is the contract federally funded in whole or in part?</td>
<td></td>
<td>Yes/No</td>
</tr>
<tr>
<td>Is the contract a lease for items whose individual value is $5,000 or greater? (i.e., vehicles, equipment, building, space, land)</td>
<td></td>
<td>Yes/No</td>
</tr>
<tr>
<td>Does the contract give the University control over the use of another entities property whose value is $5,000 or greater?</td>
<td></td>
<td>Yes/No</td>
</tr>
<tr>
<td>IT Field Name</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------</td>
<td>---------</td>
</tr>
<tr>
<td>Does this purchase involve software or IT hardware/services? If yes, please click the question mark to the right to review the IT Governance website.</td>
<td>See IT Governance</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Will university data be generated, processed, stored, transmitted, or used by the Contractor on behalf of the university? If yes, please click the question mark to the right to review VCU's IT Security policy on Data Classifications.</td>
<td>See IT Security</td>
<td>Data II</td>
</tr>
<tr>
<td>Work Location Field Name</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>Will the Contractor's work be performed on VCU owned/leased premises?</td>
<td>If so, insurance may be required and the department will be required to obtain certificates of insurance</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Will the Contractor co-locate, be housed or operate from a VCU owned or leased space?</td>
<td>Financing for some VCU owned or leased spaces limit whether a contractor can co-locate or operate within them.</td>
<td>Retail store operations, student camps, student support services, meal engagements (Aramark), student recruiting (Navitas)</td>
</tr>
<tr>
<td>Marketing Field Name</td>
<td>Description</td>
<td>Example</td>
</tr>
<tr>
<td>Will the contractor utilize any of VCU's trademarks?</td>
<td>If yes, coordination with Business Services may be required</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>

**Attachments**

Field Name | Description | Example
---|-------------|---------
Main Doc | Original PDF version of the contract |

**eProcurement Budget & Spend**

Field Name | Description | Example |
---|-------------|---------|
Automatically Apply Purchases from this Vendor to this Contract | This field does not apply to VCU. |
<p>| Payment Terms | Early payment Discount. Discount savings accrue to the benefit of the department. Described in Discount, Days, Net | 1%, 15 days net 27 If the PO receiving has been timely completed, AP can pay invoices on this contract in 15 days and the vendor will accept a payment in full of 1% less. |</p>
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant access to this contract</td>
<td>This field does not apply to departments.</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Departments and Roles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departments with access to this</td>
<td>List of departments that can shop on the contract</td>
<td>1825, 1804</td>
</tr>
<tr>
<td>Contract</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roles with access to this</td>
<td>This field does not apply to departments.</td>
<td></td>
</tr>
<tr>
<td>Contract</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Shopping Users</td>
<td>List of specific VCU employees that can shop on</td>
<td>Joe Smith</td>
</tr>
<tr>
<td></td>
<td>the contract</td>
<td></td>
</tr>
</tbody>
</table>

### Visibility

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users Who May Manage Other</td>
<td>This field does not apply to departments</td>
<td></td>
</tr>
<tr>
<td>Contracts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Other Users</td>
<td>This field does not apply to departments</td>
<td></td>
</tr>
</tbody>
</table>