DATE: 05/18/2019

SUBJECT: RealSource Newsletter Sent out to Users

Good Afternoon, Shoppers, Requesters and Approvers,

Thank you for your patience this week as we continue to work through issues to ensure RealSource can perform at its best. Additional FAQs have been added to the RealSource Website under “Departments Only” to address common questions collected over the past 3 days. Below you can find help for some of the most asked questions since Monday 5/13.

**Additional FAQs**
Additional FAQs have been added to the Departments Only page of the RealSource website. Please take a few minutes to review them.

**Activating Vendors/Chrome River Student Requests**
We have received many requests to activate vendors. To ease the path for these, we have added a special form on the RealSource homepage for this use.

**Legacy/RealSource POs & Banner Encumbrances**
RealSource POs that are pushed to Banner do not cause the encumbrance of the legacy Banner PO to be liquidated. If you’re seeing double encumbrances, one associated with a Banner legacy PO number and the other with the RealSource PO number, you must liquidate the Banner legacy PO.

**POs to Vendors without a Valid PO/Fulfillment Address**
Some VCU vendors do not have a valid PO/Fulfillment address on file. POs issued to these vendors are being pushed to a queue until an email address has been added. If you receive an email from the Vendor Support team to provide your vendor’s PO/Fulfillment Address, please respond quickly so that the PO can be processed.

**Receiving**
Additional content about Receiving has been added to the Help-Guide. All receivers (quantity and cost) will require users to key-in the actual quantity/cost and update the line status. The pre-population of quantity/cost has been disabled.

**RealSource/Legacy POs**
We will be keying Banner Legacy POs through the weekend. If you have an immediate requirement, please send your PO number to RealSource@vcu.edu.

**Bill-To Address**
The “Bill-To address” is the address established by Accounts Payable to receive vendor invoices. The address has changed from a PO Box in Richmond, VA to one in Scranton, PA. VCU has hired a 3rd party contractor to receive, scan and upload VCU invoices into the RealSource tool. This contractor does not approve or pay invoices but will eventually replace ImageNow and DeptInv. In the meantime, however, all invoices received by departments can continue to be sent to DeptInv for processing. If vendors send invoices to the new PO Box in Pennsylvania, requesters will receive a notification in RealSource once the invoice is uploaded to the system.

**Shifting Users to Other Departments and Roles**
Approvers can change user departments and roles by submitting the RealSource Users Request form on the