Eagle Buy Frequently Asked Questions

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Eagle Buy Frequently Asked Questions

How do I log into Eagle Buy?

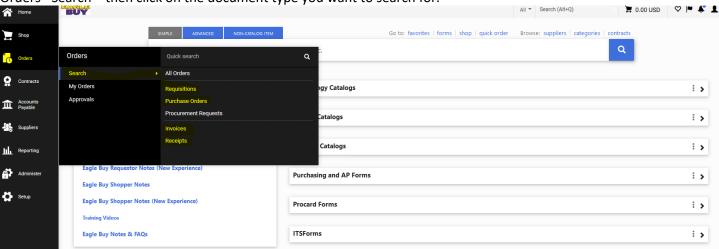
Your username & password is the same username & password you use to log into your computer at your desk. (Example = eaglebuy@tntech.edu Username = eaglebuy)

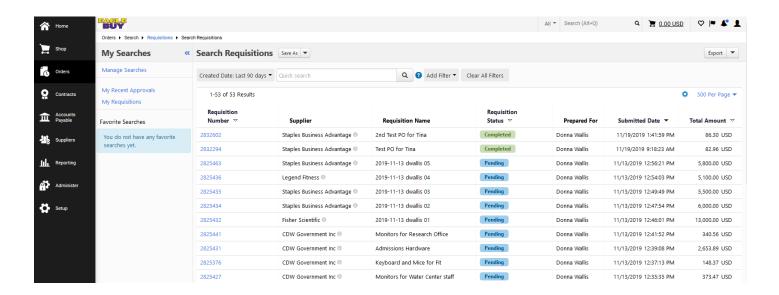
How do I search for Documents?

(Requisition, Purchase Order, Receipt)

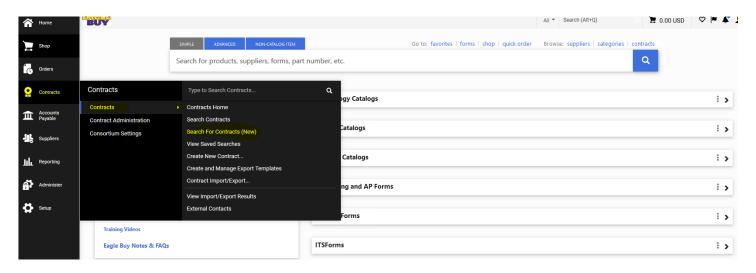
On the left hand side of your screen choose the icon that looks like piece of paper and a clock

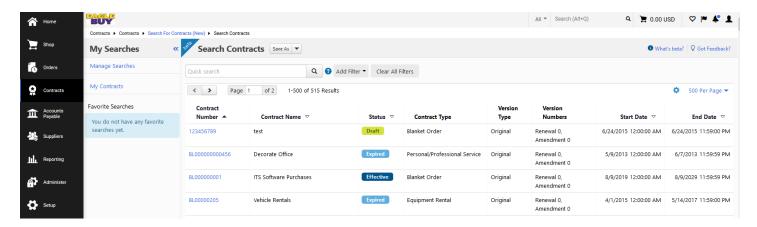
Orders – Search – then click on the document type you want to search for.





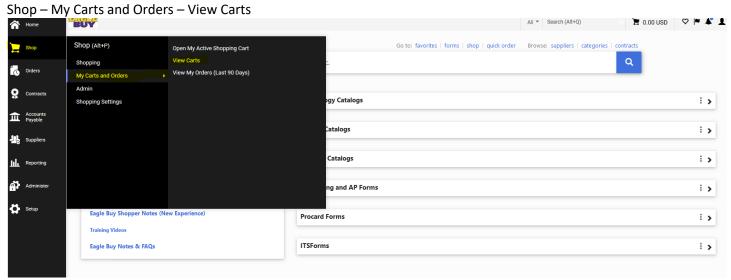
On the left hand side of your screen choose the icon that looks like a medal or an award. Catalogs and Contracts – View Contracts – Search For Contracts

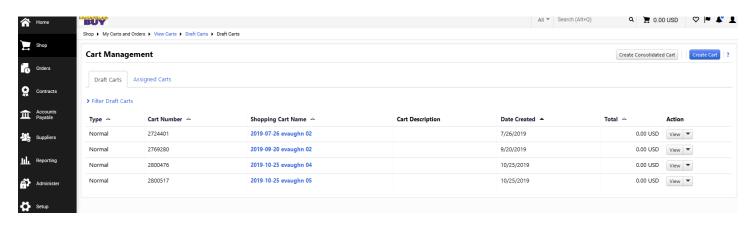




How do I find my Draft Carts?

On the left hand side of your screen choose the icon that looks like a shopping cart

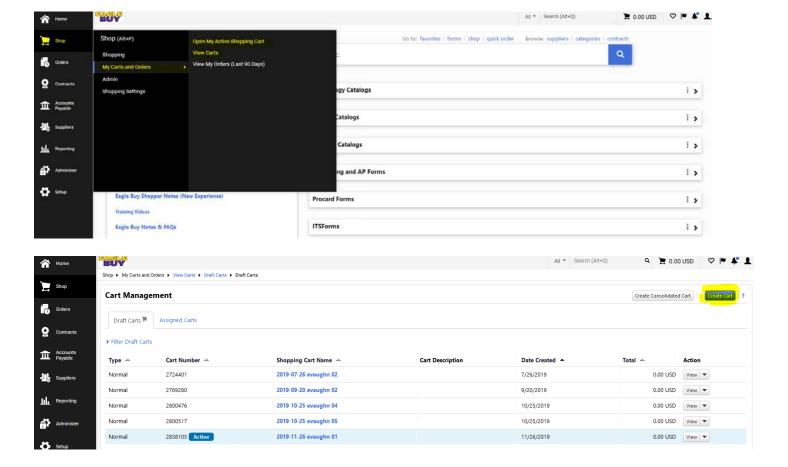


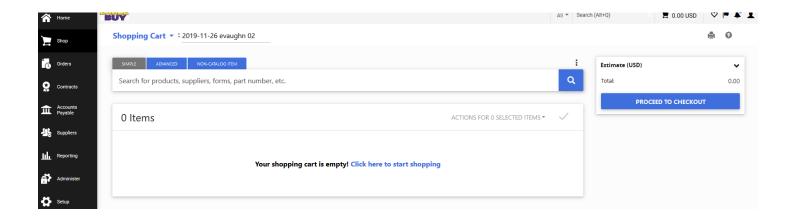


How do I start a new Cart when I have an Active Cart already started?

On the left hand of your screen choose the Shopping cart icon Go to My Carts and Orders
Click on Open My Active Shopping Cart or View Carts
In the upper left hand corner click on the "Create Cart" button
Now your cart is empty and ready to start a new cart

When you are ready to go back to your original cart you will look under your View Carts.





How do I assign a substitute Approver?

At the top, on the right side of your screen click on the person profile icon

Click on View My Profile

Click on Ordering and Approval Settings

Click on View Assigned Approval Folders

Put a check mark in the box to the right of the folder you want to assign a substitute too

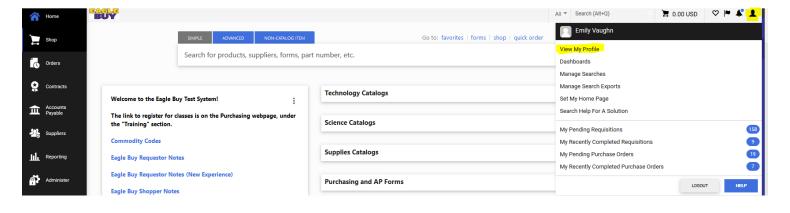
From the dropdown at the top select Assign Substitute to Selected Folders

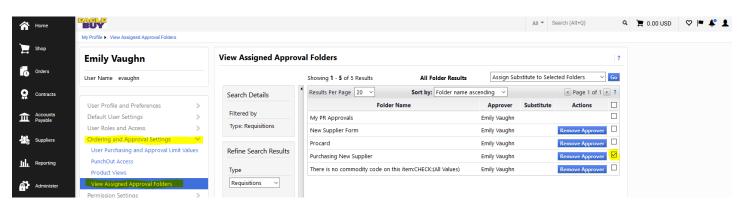
Click Go

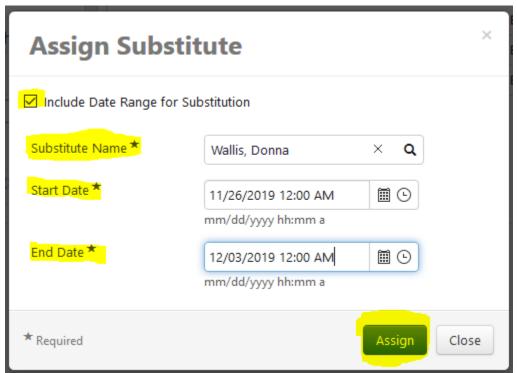
In the box that pops up you will enter the name of the Substitute

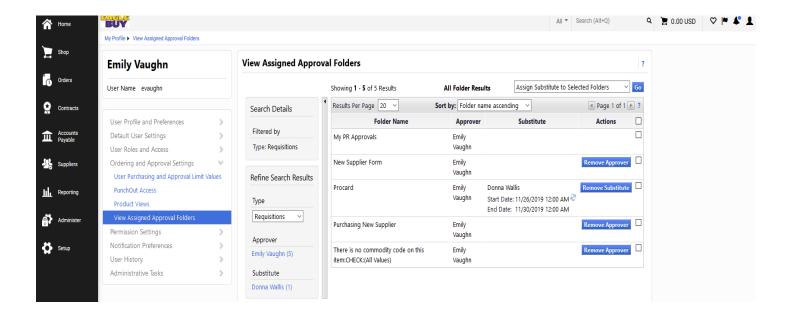
If you want to assign the substitute for a certain date range put a check mark in the box next to Include Date Range for Substitution. Fill in the Start date and the End Date.

Click Assign





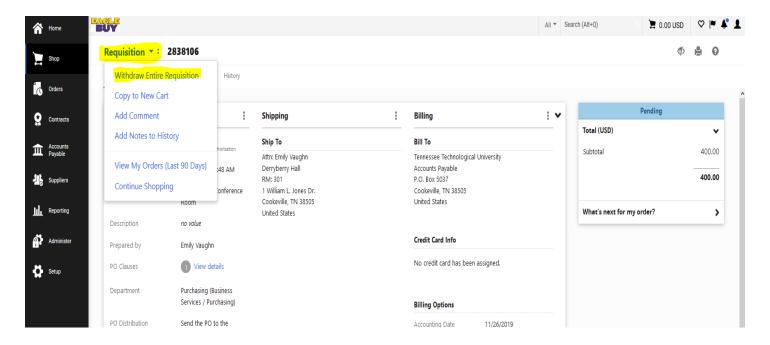


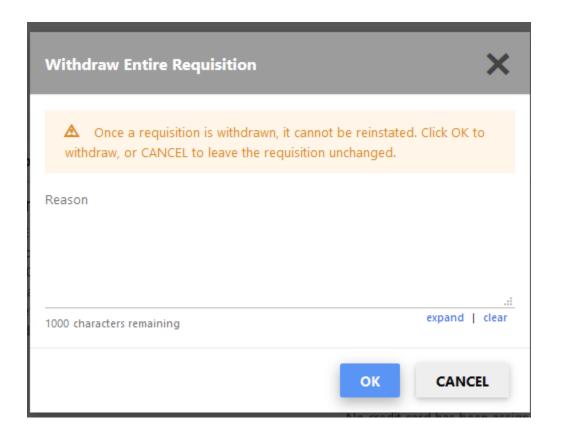


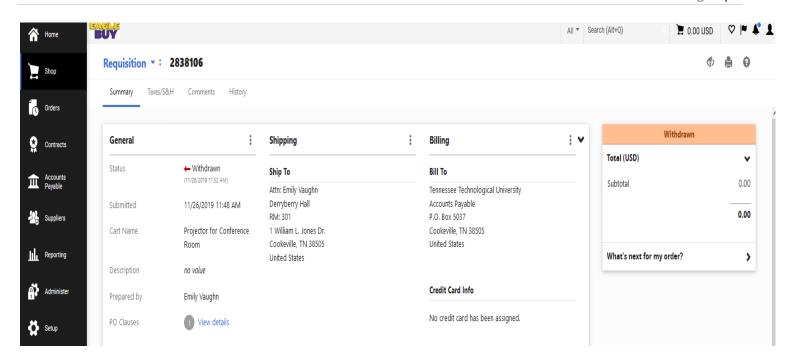
How do I withdraw a Requisition that has been submitted?

Open up the requisition and on the left hand side of the screen look for "Requisition". Select Withdraw Entire Requisition from the drop down.

A box will appear that will ask you to enter a reason for withdrawing. Click on the blue "OK" button







How do I add an item that is on contract to my cart?

On the home page in the "Shop at the top Bar" enter the contract number, item, or supplier name Click the magnifying glass icon to search.

Once you find your item - Click "Add to Cart"

Click on the shopping cart icon in the top right of your screen.

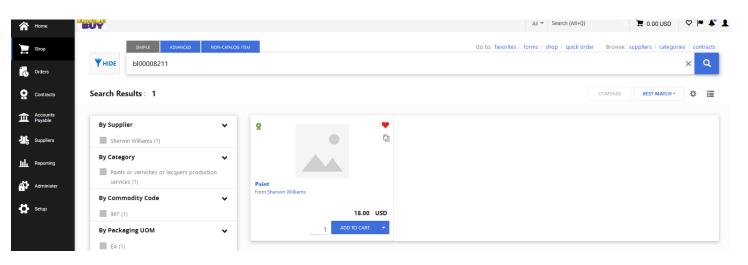
You can name your cart if you want, and then Proceed to Checkout.

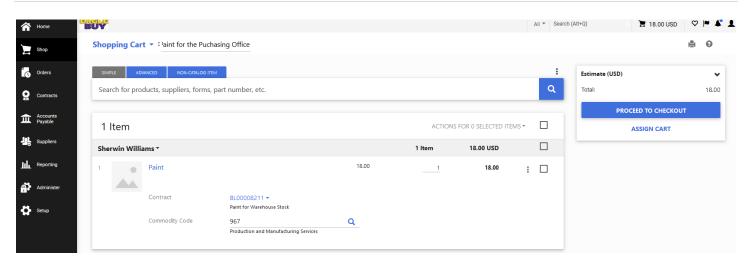
Now you need to work on the online requisition

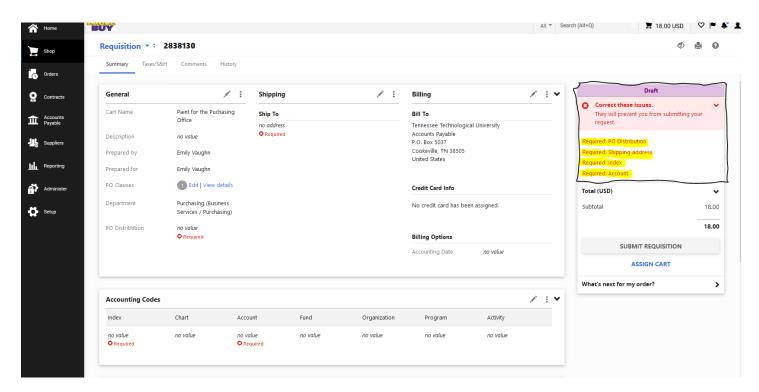
Click on each Section and fill in the required information until there are no issues to correct.

Attach your invoice in "Internal Notes and Attachments"

When done, click Submit.







How do I order from a Supplier that doesn't have a catalog and is not on a TTU Contract?

On the home page above the "Shop at the top Bar" click on non-catalog item

Click on Supplier search – Enter Supplier Name and click search

Once you find the supplier you are looking for click on the word "Select" to populate the supplier.

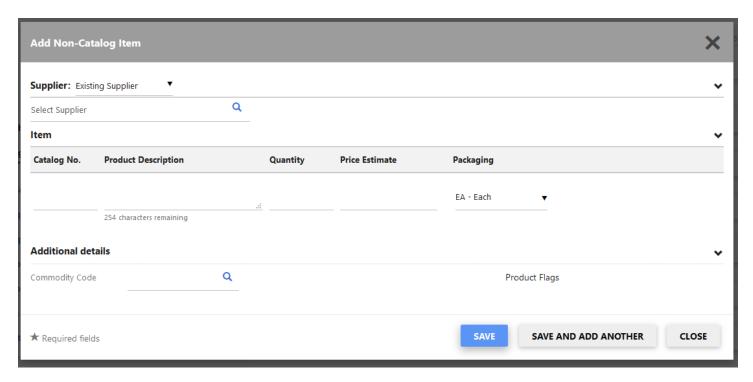
Next fill in Catalog No., Product Description, Quantity, Price Estimate, Packaging, & Commodity code Now click Save & Close

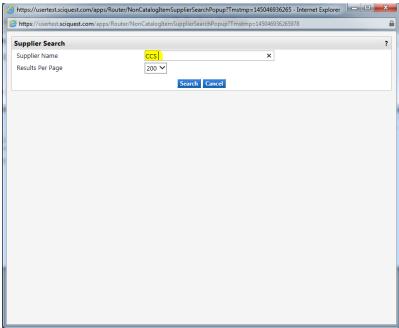
To find your item – go to the top right corner & find the icon that looks like a shopping cart

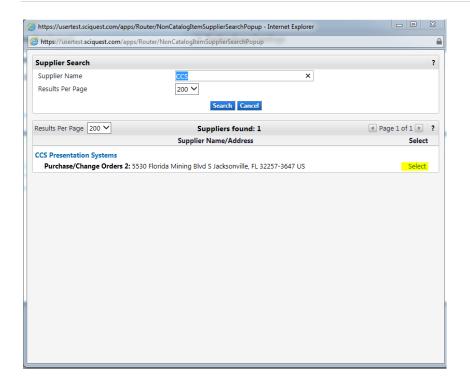
Click on the shopping cart icon and when the box opens click on "View My Cart"

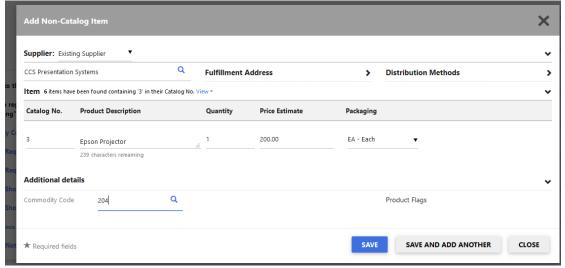
You can name your cart if you want, and then Proceed to Checkout.

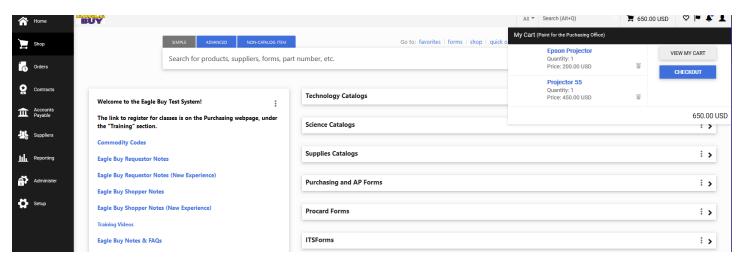
Now you need to work on the online requisition – click on each Section and fill in the required information until every section has a green check mark. If you have a quote, from the supplier, be sure and attach it in the External Notes & Attachments section. When done, click Submit.

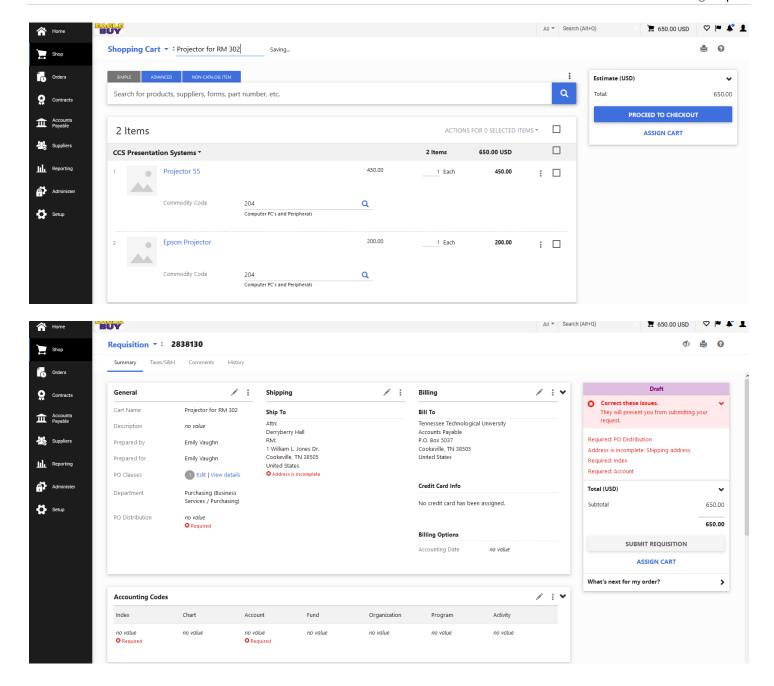












Do I send the PO to the Supplier?

Catalog Suppliers on Home Page - Send the PO $\,$

Ordering Goods which haven't been delivered yet - Send the PO

Using Procard to pay for purchase – Send the PO

Services which have already been performed/or you already have an invoice – Do **NOT** send the PO On all FORMS it does NOT matter which option you choose.

Why didn't the rest of my accounting codes populate after saving the Index & Account code?

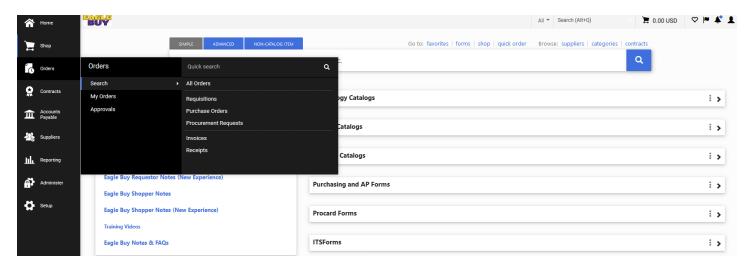
To enter your Accounting Codes, you only need to enter the Index and the Account Code, and then when you click **Save**, the other fields will automatically fill in. If you click Save and the other fields do not populate on their own, then there is a problem with the Index you entered. Take another look at it to make sure it isn't a typo. If it was entered correctly (remember, no dashes), then the Index might not be set up yet, so you will have to contact Kacee Abbott. If you contact Kacee at this point, before you submit the requisition, it will save you the hassle of having the requisition returned to you by Banner.

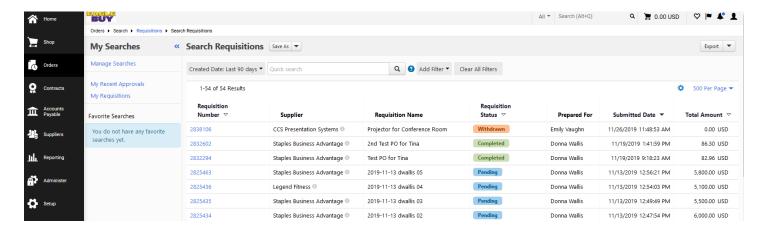
When my requisition has a pending status where do I go to find where it stands?

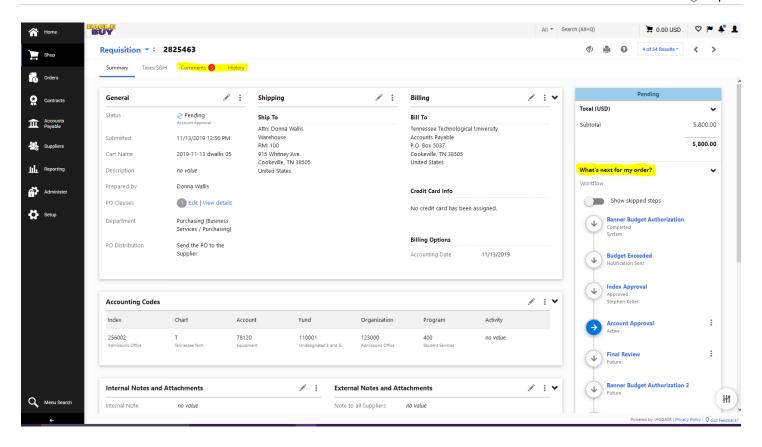
Orders - then click on Search and choose Requisitions.

Next click on "What's next for my order? - This shows where the requisition is in the workflow process Click on Comments tab to read any comments

History Tab -- Provides you with who & date/ time detail of when the requisition was approved







How do I save my accounting codes as favorites?

At the top, right hand side of your screen, click on the profile person icon.

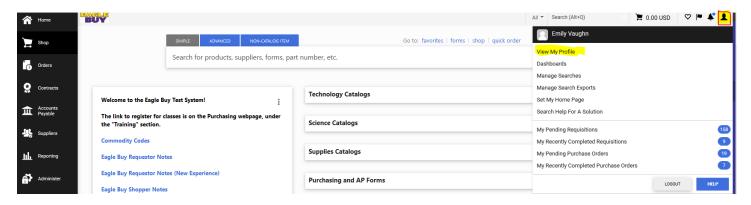
Choose View My Profile

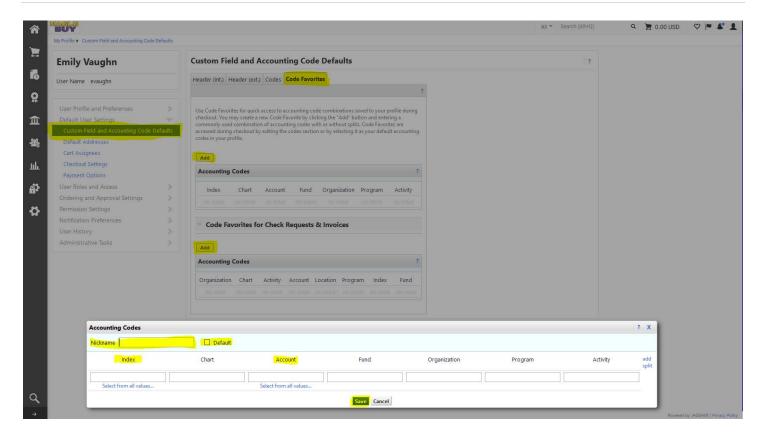
Choose Default User Settings

Under Default User Settings choose – Custom Field and Accounting Code Defaults

Now choose the tab Code favorites - Click Add

Type in a Nickname for each account code -- Select your Index and Account code and click Save

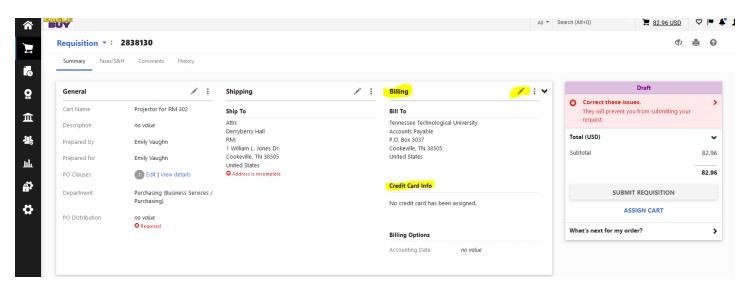


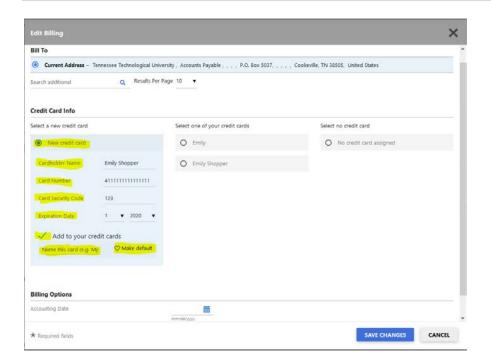


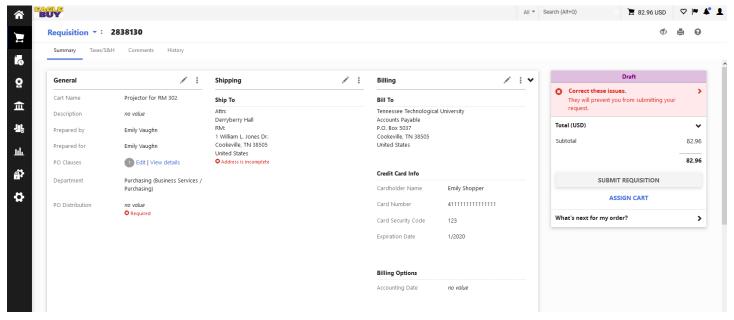
Procards

Please continue to use procards whenever possible. You will get your order placed and delivered much faster. <u>Always</u> use procard for Staples orders.

• To use procard, edit the Billing Section of the requisition.

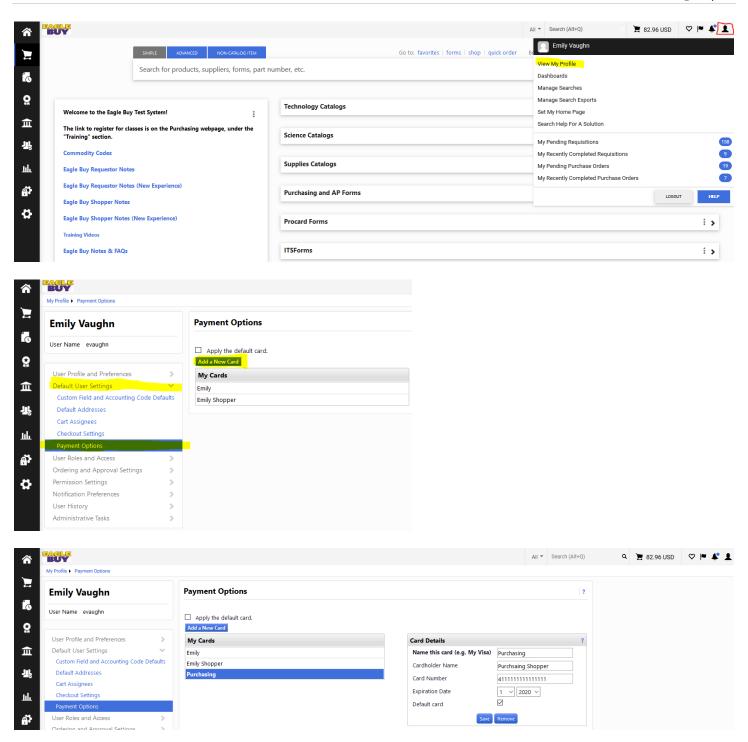






How do I save my Procard so I don't have to enter it each time?

At the top, right hand side of your screen, click on your name Choose View My Profile Under Default User Settings choose – Payment Options Click Add a New Card Button and fill in your information Then Click Save

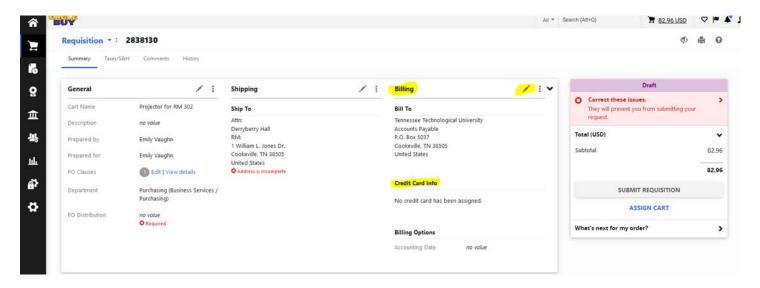


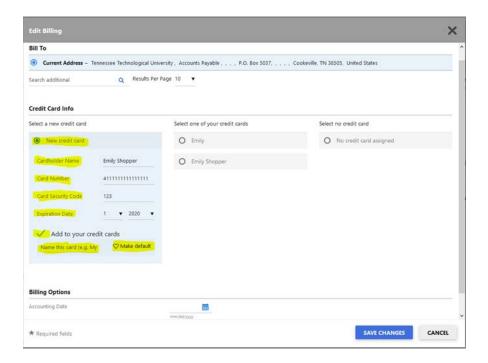
OR

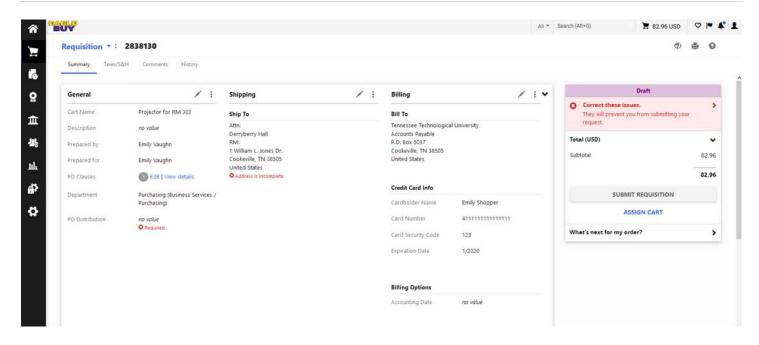
You can also add the procard in the Draft Requisition Under the Billing Section by clicking the pencil icon.

Click New credit card radio button and fill in your information

Then Click the box next to "Add to your credit cards" and give the card info a name.







Procard Purchases - My Order didn't go through normal Approval Process

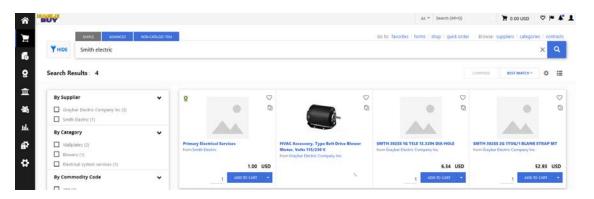
Remember that when you enter your procard number on a requisition, the requisition will not go through the normal approval process (with the exception of Technology Purchases). The system was designed that way, so don't panic.

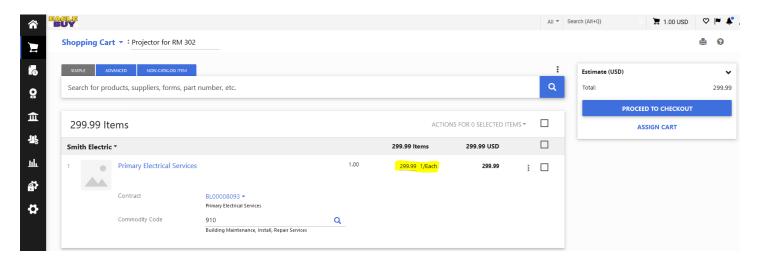
Paying against a contract

(i.e., Canon, Enterprise, Smith Electric, etc.) – when you are submitting a requisition to pay an invoice against a contract, please remember to attach your invoice to the requisition. Your approver will need to see the invoice, and Accounts Payable needs to see it, too.

Invoices for Services

Most services that are set up on a blanket order (i.e, Enterprise, Unifirst, Smith Electric, etc.) are set up with a unit price of \$1.00. When you create a PO against this type of blanket order, you must enter a dollar and cents amount in the Quantity box in your cart and then hit tab to update the extended price.



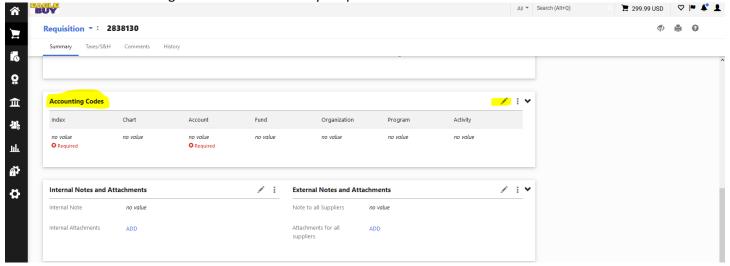


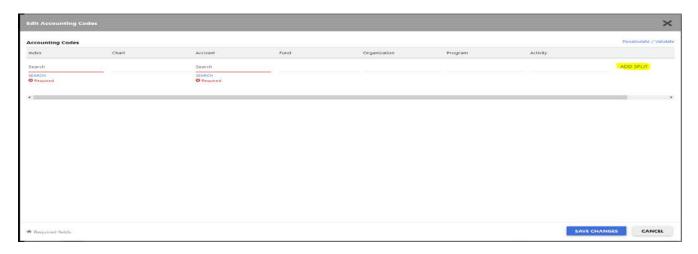
Order Status

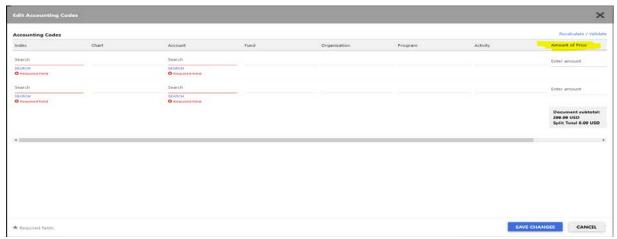
Once your order has been converted to a PO, you can check the status of it and make sure the vendor received it by opening the History tab for that PO. For the catalog suppliers, the history will show "success: 200" when the supplier receives your order. For other suppliers, you will see an action titled "Delivery Notification," which will tell you the date and time your PO was faxed to the supplier.

Splitting Account Codes

When you submit a Requisition, and you need to split the accounting codes, (i.e, provide two different indexes), please choose "Amount of Price," not % of Price, from the dropdown arrow. After choosing Amount of Price, you enter the actual dollar-and-cents amount of each split in the last box to the right. The system defaults to % of Price, so you need to be careful about choosing Amount of Price when you split.







Receiving in Eagle Buy

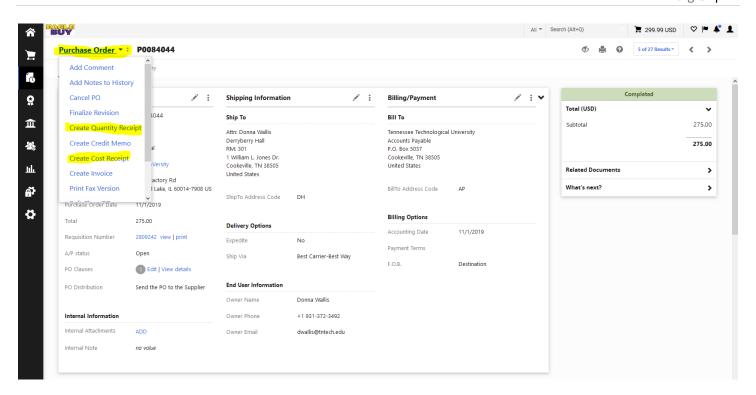
Procard Orders -- those PO numbers will begin with a "PC" in Eagle Buy **do not** need to be received.

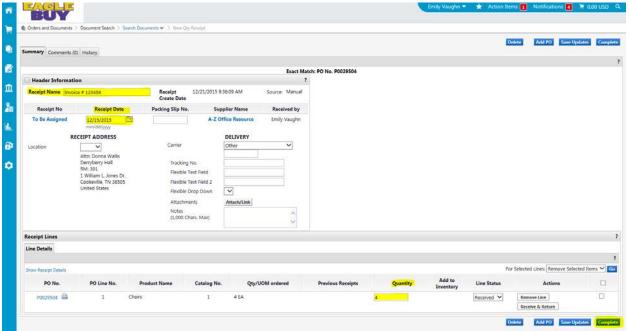
Banner one-time PO's (the PO's that you create in Eagle Buy to encumber funds) do need to be received in Eagle Buy, but not in Banner. These PO's will show up on your Orders search, with a number that begins with "P."

Receiving a PO/ Creating a Receipt

When your requisition completes workflow it creates a PO. Open up the PO that was created and go to the upper left—hand side where it says "Purchase Orders". In the drop down box you will select "Create Cost Receipt" or "Create Quantity Receipt" as appropriate - then click go. Change Receipt Name to the Invoice Number. Change Receipt Date to date service was performed or the date you received the items. Enter dollar amount of service or the number of items in the Cost or Quantity box at bottom. Click on Save Updates. Click Complete.

When you receive a PO (create a receipt), please name your receipt to match the invoice. Receipt Name is a field we didn't discuss in training, but it helps A/P match up the receipts to invoices if you name your receipt "Inv. #xxxxxx." Receipt Name is located at the top of the Receipt, toward the left, just above Receipt Date.

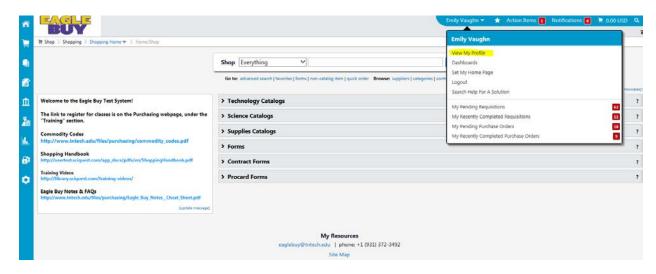


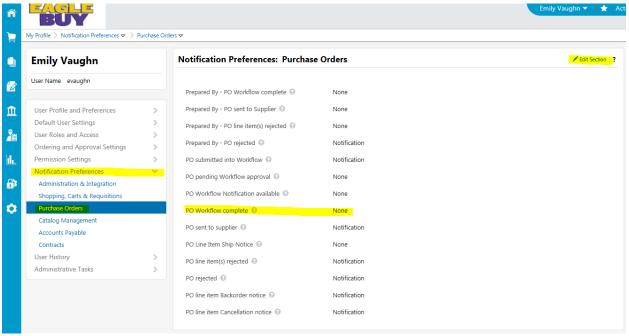


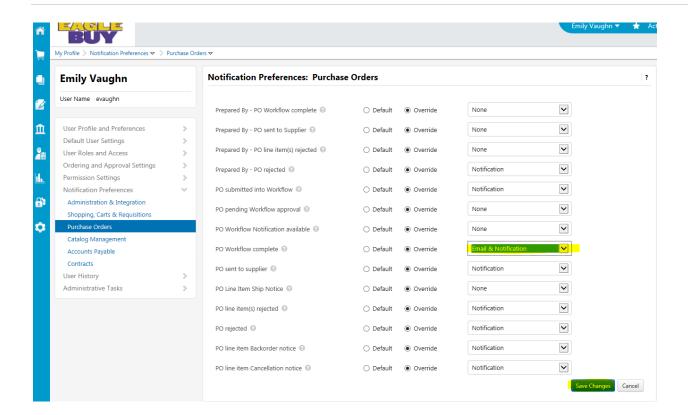
How do I know when to create a receipt?

When your requisition completes workflow it creates a one-time Purchase Order that you will receive against. When the purchase Order completes workflow you will see a green check. Once you see the green check you can create a receipt against the Purchase Order.

To get an email and or a notification in Eagle Buy do the following:
Go to the top right of your screen in Eagle Buy and click on your name
Click on View my profile
Click on Notification Preferences
Under Purchase Orders (the eighth one down) – PO Workflow Complete
Change the drop down to Email or Email & Notifications







Why am I getting an error when adding a Form to my cart?

Error Message = "Cannot add this do-not-mix form to the active cart because the cart already contains items that do not match this form's type."

Forms cannot be added to a cart that contains services/commodity items. The cart will need to be emptied or items moved to a draft cart.

Purchasing Forms

When using the Purchasing Forms (Routing Forms and Procard forms), you will notice that the Form shows a price of \$5,000, regardless of the dollar amount of your contract or procard limit. Everything in Eagle Buy has to have a "price," and \$5,000 is the price I assigned to Purchasing Forms. You cannot change the price, but don't worry about it. Your approver and the Purchasing department will read the true dollar amount that you listed inside the Form, and that's the amount that really matters.

Dual Service Agreements

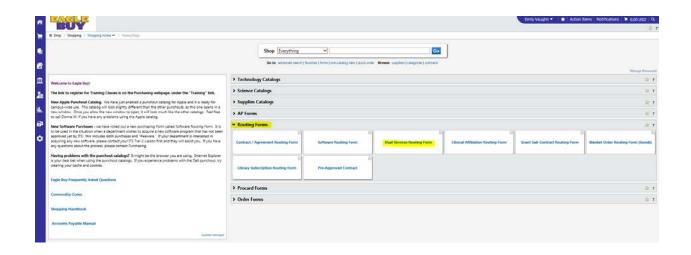
Your first step would be to go to the Purchasing webpage (https://www.tntech.edu/purchasing/), click on TTU Purchasers, click on Forms, and click on Dual Services Agreement under the Form Agreements category. Use that template and fill in the specific contract information, just like you did before. When you are done, you will need to save that .pdf somewhere that you can retrieve it. (You might have to print it and run it through a copier or scanner.)

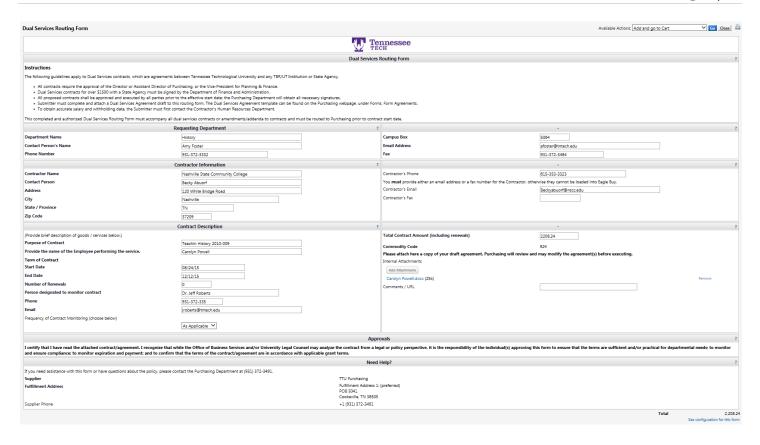
Log in to Eagle Buy and on the Home Page, click on Dual Services Routing Form. Fill in all the blanks (the bold type ones are required.) Toward the bottom of the form is a place where you can attach your draft agreement. That's where you will attach your template. Click on Add Attachment, Browse to find your file, Open it, and click Save. When you are done filling in all the blanks in the Routing Form, scroll to the top of the Form, and beside Available Actions, choose Add and Go to Cart and click Go.

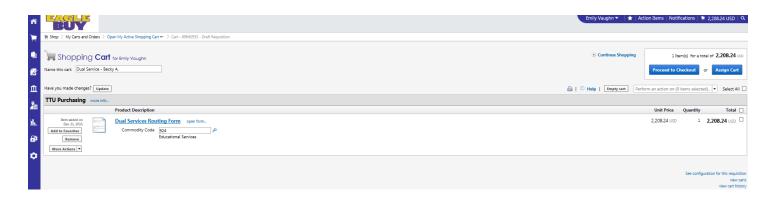
Now that Form will be in your cart. You can name your cart if you want, and then Proceed to Checkout.

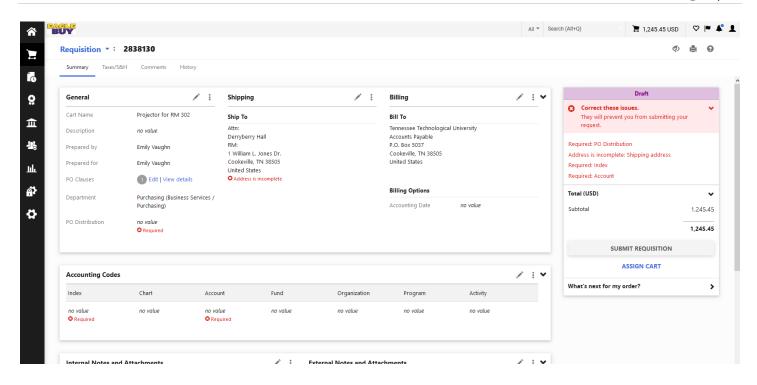
Now you need to work on the online requisition – click on each section, and fill in required information. When done, click Submit.

Your Form and Agreement will be automatically routed to your approver, and then to Purchasing. After we have received all the signatures we need, we will create a Contract in Eagle Buy and we will notify you that it's done. Later, when you get invoiced, you will use that contract to initiate payment.









How do I submit one-time purchases in Eagle Buy that need to be bid?

On the home page above the "Shop at the top Bar" click on non-catalog item

Click on Supplier search – Enter "TBD" for the Supplier Name and click search

Once you find the supplier "TBD" click on the word "Select" to populate the supplier.

Catalog No. - If you don't have one just use a "1"

Next in Product Description - give brief description of item(s)

Continue filling in Quantity, Price Estimate, Packaging, & Commodity Code accordingly

Now click Save & Close

To find your item – go to the top right corner & find the icon that looks like a shopping cart

Click on the shopping cart icon and when the box opens click on "View My Cart"

You can name your cart if you want, and then Proceed to Checkout.

Now you need to work on the online requisition

Click on each Section, and fill in required information.

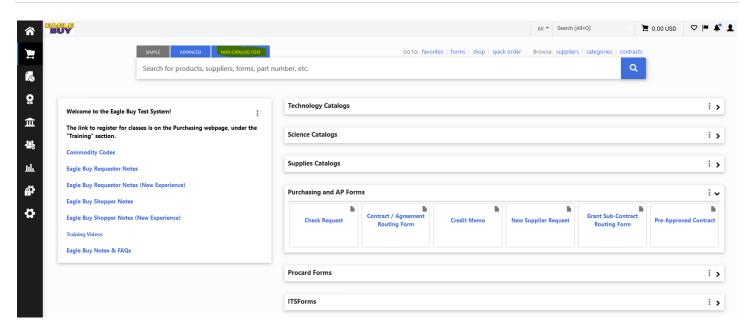
PO Distribution -- Send the PO to Supplier

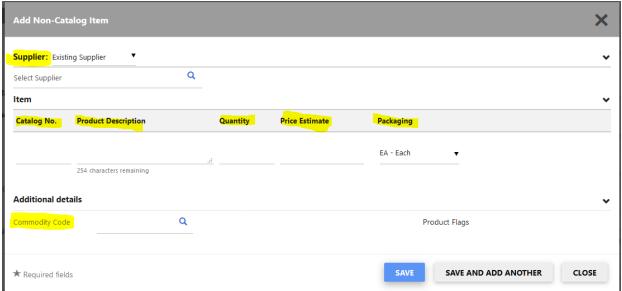
Attach the specifications of the item(s) that you want bid

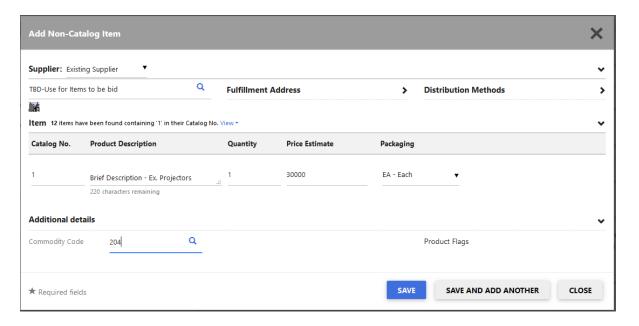
Attach a list of bidders

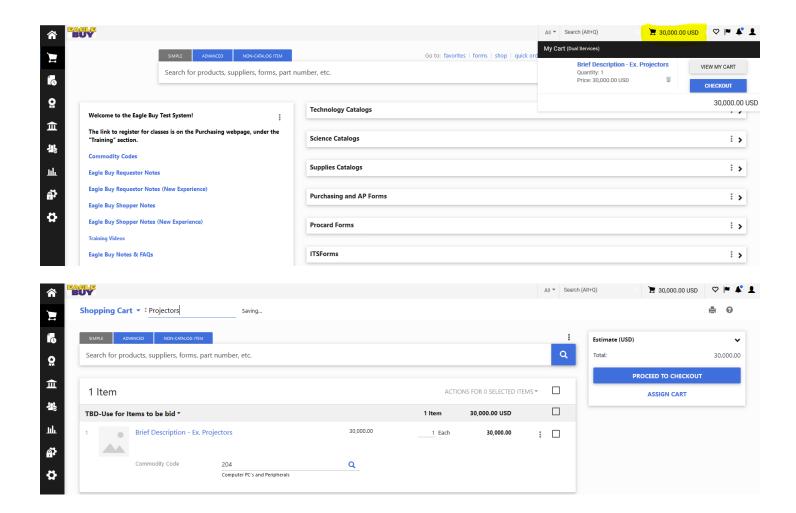
When done, click Submit.

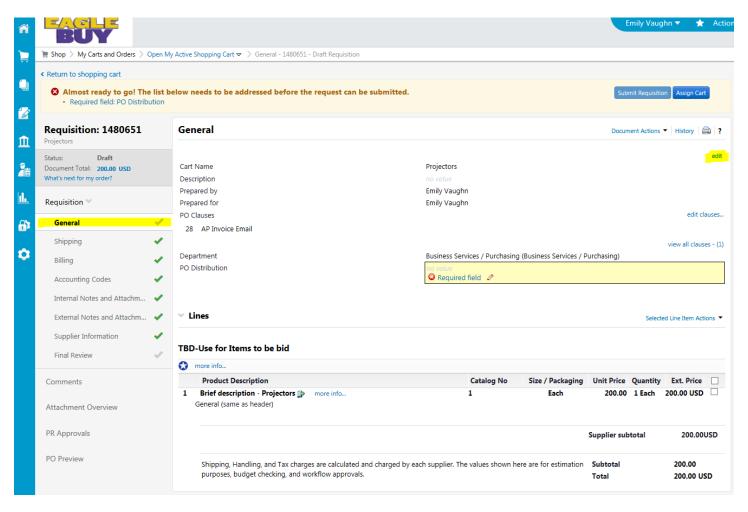
When the requisition gets to Final Review then Purchasing will do the normal bid process. Once the Supplier is determined purchasing will change the requisition to reflect the appropriate Supplier and Price. Purchasing will then approve the requisition and it will create a PO that is sent to the Supplier.

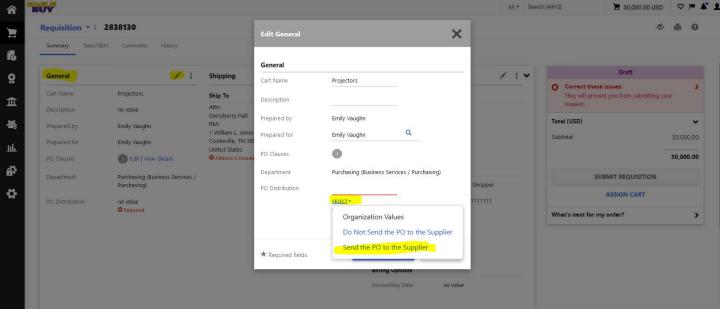


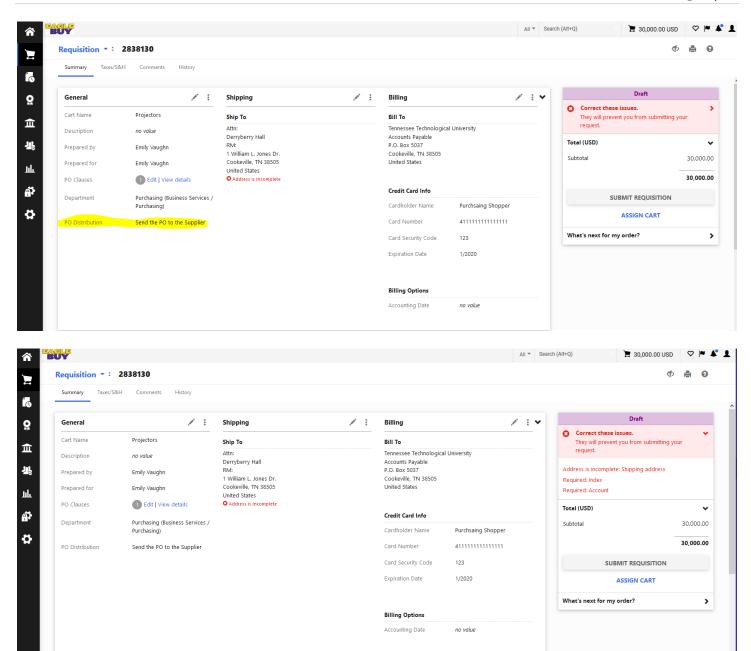












Contract Notifications – for those of you who have asked us to set up contracts or blanket orders for you, you will start receiving emails from Eagle Buy giving you contract information. Specifically, the emails will tell you that a contract has just expired. These are informational only – you do not need to take any action. The link in the email does not work anyway, so just file or delete the email as appropriate.

Staples Returns – I have had questions about how to handle Staples returns. Our rep at Staples stated that we should call Customer Service at 877-826-7755 with the order number and they will be able to issue a pick-up/credit.

Attachments – Quotes, Proposal, Invoice

External Notes/Attachments – the supplier needs to see the attachment (i.e. a Quote or Proposal for what you are ordering), make sure to do an External Note or Attachment.

Internal Notes/Attachments - can only be viewed by us at TTU.

Cheat Sheet

TYPE OF ACTIVITY	ACTIVITY	EXAMPLES	CAN I PAY WITH PROCARD?	PO DISTRIBUTION	STEPS TO TAKE
MAKING A PURCHASE	CATALOG		Yes (always use procard for Staples)	Always Send the PO to the Supplier	Click on the Supplier's logo to access their catalog. Create your cart and transfer your cart to Eagle Buy. Proceed to checkout. If procard is used, no receiving is necessary.
		Buying a projector from CCS; Buying furniture from A-Z		Always Send the PO to the Supplier	Click on the Non-Catalog Item link (located directly above Shop-at- the-Top bar). Fill in: supplier, product description, catalog number, quantity, price, and commodity code. Add to cart. Proceed to checkout. (Attach quote to the requisition.) If procard is used no receiving
	TTU BLANKET	Buying athletics apparel on contract; Buying lab tests on contract	Yes	Send the PO to the Supplier unless you phone/fax in the order	In the Shop-at-the-Top search box, enter the Contract Number, supplier name, or item name. Add item(s) to your cart. Proceed to checkout. If procard is used, no receiving is necessary.
PAYING AN INVOICE	PURCHASE ORDER	Paying an invoice for a computer from Dell	No	Do not Send PO to the Supplier	When your order is delivered, receive it in Eagle Buy.
	PAY FROM A TTU CONTRACT/BLANKE T ORDER	Paying a Canon invoice; Paying a Enterprise invoice	No	Do not Send PO to the Supplier	When the invoice is received, bring up the contract from the Shop-at- the-Top search bar, by entering the contract number, supplier name, or item description. Put the item (s) in your cart. Proceed to checkout, complete requisition, and Submit. After all approvals are done and PO is created, receive PO in Eagle Buy.
	THE ABOVE	Paying a FedEx invoice; Paying an Appliance Mart invoice	Yes	Does not matter which you choose	Click on the Check Request Form from the Home page. Enter required information. Attach the invoice. Add to cart, proceed to checkout, and complete and submit the requisition. However, if you want to pay with procard, just contact supplier directly and do not use Check Request Form. No receiving necessary. If the invoice was emailed to you from AP, please reply to AP's email telling them you paid on Procard. If you received the invoice directly, you don't need to contact AP at all.
REQUESTING AN ACTION		Reimbursing an employee who entertained a candidate	n/a	Does not matter which you choose	Click on the Check Request Form from the Home page. Enter required information. Attach the receipt(s). Add to cart, and proceed to checkout. Mail original receipt(s) to AP.
		Requesting a new Personal Services contract for a speaker	n/a	Does not matter which you choose	Click on the appropriate Contract / Agreement Routing Form from the Home page. Enter the required information. Attach the draft agreement or license agreement. Add to cart and proceed to checkout. Submit requisition when done.
	PROCARD	Requesting a new procard or credit increase to existing procard	n/a	Does not matter which you choose	Click on the appropriate Procard Form. Fill in required information and add to cart. Proceed to checkout and Submit requisition when done.