CU Finance Systems

Concur, Marketplace, and other finance systems.

How to Fix Encumbered POs

What is an encumbered PO?

An encumbered PO is an order that has not been completely fulfilled, and the ST funds used for the order are not usable because they're reserved until the full amount of the order has been spent.

How do I find the order?

> Anyone with Marketplace access can look up any PO, regardless of who entered the order.

Just copy and paste the PO# in the Marketplace search field and click the purchase order in the drop-down list.

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How can I tell which part of the PO was not fulfilled?

When you look at the PO in Marketplace, scroll down to the "Line Details" section of the order:

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Under "Invoicing" it will say either, "Fully Invoiced", "Partially Invoiced", or "None".

Under "Matching", it will say either "Fully Matched, "Partially Matched, or "No Matches".

If the fields do **not** say, "Fully Invoiced" and "Fully Matched" those are the line items that have not been invoiced and the PO cannot be closed which causes the encumbrance. Those reasons include:

1. The item price decreased.
2. The item price increased.
3. There was a substitute item(s) that had a different price.

4. The item hasn’t shipped yet.
5. A different quantity was shipped than the quote/invoice have on it.
6. The supplier’s invoice is incorrect.
7. *The order was for $10,000 or more and has not been received.

If it says, “Fully Received” and “Partially Invoiced” that means the price was less than the original cost, but the item was delivered.

How do I fix this and close out the order?

First, take a look at the order and see if you have everything you need. If you do, follow the instructions below.

> A. If the encumbrance is caused by a **pricing issue (price increase/decrease/substitute item) use the instructions below to contact Change Order**.

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> B. If the quantity is **more (or incorrect)** than the original order/invoice, you will need to get an updated invoice from the vendor and add it to the PO in Marketplace by making a comment and attaching the new invoice. Comment: “Attaching updated invoice with increased quantity to close out the PO”. Once this is complete, **use the instructions below to contact Change Order**. See below.

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C. If the**quantity** is **less** than ordered/invoiced, you will need to get a **Credit Memo** (refund) from the vendor showing the amount of the refund being issued. Use the same method above to make a note and attach the **Credit Memo** to the PO. Comment: “Attaching Credit Memo for reduced quantity to close out the PO”. Once this is complete, **use the instructions below to contact Change Order**.

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D.For an order costing **$10,000 or more** it needs to be received before it can be closed out. To receive an order, click the three dots in the top right corner of the PO and then click “Create Receipt”.

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Next click “Create Quantity Receipt”.

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Then click “Complete”. Your item has been received and there is no need to email Change Order.

Send Email to Change Order (needed for all except $10K+ encumbered POs)

If you have received everything you need, and you are not waiting for something else, a Change Order will need to be placed. Please send an email to changeorder@cu.edu notifying them everything has been received and ask them to close the PO. Please see the example below:

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Template to copy and paste:

Email: changeorder@cu.edu
Subject: Change Order - Please Close PO# [enter number here]
Message:

- > Change Order,
  >
  > We have received everything for PO# [PO# Here] and need to close the order to remove the encumbrance. [Enter issue and resolution. See list below]
  >
  > Thank you for your assistance.

Example: The invoiced amount is [enter $ amount] more than the original invoice. Please update the order to [enter amount so it matches] and close out the PO to release the encumbrance.

Concur Report Naming Conventions

When submitting reports in Concur, the University requires the name of the report to follow the conventions outlined below:

P-Card:

[Year]-[two-digit month]_[Last name][First letter of first name]-[PCard]

> Example: 2024-09_KovacA-PCard

Travel:

[Year]-[two-digit month]_[Last name][First letter of first name]-[Conference name]

> Example: 2024-09_KovacA-SfN

CU Med (if applicable):

[Year]-[two-digit month]_[Last name][First letter of first name]-[CUMed]

> Example: 2024-09_KovacA-CUMed

How to Create Travel Requests

This guide was created to show you how to get quotes through Concur, what documentation you need for your travel request, and how to submit your request. Please submit your request once your travel dates are finalized.

Getting Quotes

Before requesting travel approval, you MUST get quotes through Concur to attach to your request and fill in your expenses as accurately as possible –even when personal travel is included. If you are unable to obtain accurate estimates due to premature plans, it is best to wait until all travel plans have been finalized.

> IF YOU DO NOT ATTACH AIRFARE QUOTES FROM CONCUR, YOUR REQUEST WILL NOT BE APPROVED BY THE UNIVERISTY.

Travel Request Expense Checklist:

1. Airfare quote (Concur)
2. Lodging quote (Meeting Hotel cost estimation)
3. Registration Cost (Meeting Registration Cost)

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Personal and Business Travel

Airfare for a combined business/personal trip should be purchased through the Concur Travel & Expense System (Concur) or Christopherson Business Travel (CBT).

1. You'll need a comparison quote from Concur (domestic) or CBT (international) to document the cost of the business-only fare.
2. Compare the cost of the combined trip airfare with the cost of the business-only airfare. If the extended trip results in a higher cost, you need to reimburse the University the difference in airfare as soon as possible after the purchase occurs.
3. If necessary, Austin will help youreimburse the University.
4. Whether you need to reimburse the University or not: Retain a copy of the comparison quote to attach to the trip expense report.

If you'll be traveling with a companion for the personal part of the trip, you can purchase both airfare tickets through CBT.The CBT agent can then book your seats together on the plane. Purchase your ticket using University funds (CUSpeedType) and purchase your companion’s ticket using personal funds (your personal credit card).

> Note: Personal travel days are not covered by risk management.

> **Example:** I have a conference in Switzerland, with the nearest airport being in Geneva. Before I go to the conference, I want to do some personal travel in Vienna. Iwant to fly from Vienna to Geneva for the conference once my personal travel has concluded. When the conference is over, I’m going to fly from Geneva back to Denver.

What quotes do I need?
Quote 1: Round trip airfare with business portion only in Concur/Travel Agency (Denver to Geneva, Geneva to Denver).
Quote 2: Round trip airfare including personal travel included in Concur/Travel Agency (Denver to Vienna, Vienna to Geneva, Geneva to Denver).

What do I owe?
The employee is responsible for the cost difference between the two quotes.

How do I pay the difference?

Per university policy the employee writes a personal check to the university as soon as possible once the tickets have been purchased. Austin will deposit the check for you and get the appropriate documentation to attach it to your reconciliation report.

Submitting Your Travel Request

> Make sure that you have all of your quotes, Speedtype(s), and other documentation before you continue.

Attachment Checklist:

1. Event invitation/agenda
2. Airfare quote
3. Rental car quote if necessary

> If other attachments related to your travel are available, please attach them. The more information that you can provide, the easier it will be to receive approval from the Dean's office.

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Adding Expenses

Once you finish the details of your request, you MUST add expenses.
Expenses must be as complete and accurate as possible. This includes, but not limited to:airfare, lodging estimate, transportation, and registration.

BEFORE ADDING EXPENSES, ENSURE YOU HAVE ALL YOUR QUOTES READY. QUOTES WILL NEED TO BE ATTACHED TO THE SUBMISSION MATCHING THE EXPENSES YOU ENTER.

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Click “Add” under Expected Expenses, the drop-down list to the right appears.

Per University policy, if **any** of these expenses are applicable to your trip, you **MUST** add them and include them in your request. Requests with missing expenses will be denied.
If someone else is going to pay for any of the expenses below, list those in the notes section of the request.

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Adding Attachments

Attachment Checklist:

1. Event invitation or agenda
2. Airfare quote
3. Rental car/transportation quote or
    a. Add details in notes section of expense.

Once all your data has been entered and all your attachments have been added, click “Submit Request”.

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If you have any questions, please contact Austin for additional information.

Financial Forms