**Creating and Managing call-off orders 12.2**

iProc Requisitioner **|** Oracle Financials

This guide is for Requisitioners to raise and manage a call-off order in the iProcurement (iProc), part of the Oracle Financials system. The guide covers creation, receipting and management of the call-off order.

***What is a call-off order?***

A call-off order can be used when you wish to purchase either goods or services over a period that may be supplied in irregular amounts or intervals and covers numerous individual orders and payments.

Examples of when used:

* Where individual spend cannot be predicted in advance   
  (e.g temporary agency staff, ad hoc services, telephone, or social media contracts) and may cover a time period.
* Where more than one invoice is expected for the supply. (e.g. supplier invoices by week based on work completed)

Call off orders afford efficiency for repeated purchases, but they do place onus on the requisitioner to manage the order in terms of receipting accurately and continuous review that the order balance is not exceeded.

***Call Off Order Structure***

Requisitions for call-off orders are raised in the same way as non-catalogue requests but uses ‘**bill by total amount**’ rather than quantity.

|  |  |
| --- | --- |
| Billed by Quantity example: | Billed by Total Amount example (Use This one) |
|  |  |
| If the quantity is 1, and the Unit Price is £2,000. When an invoice comes in for £750 this would close the order.  If another invoice comes in, Even though the line was £2,000 no more invoices can be paid. | Using billed by Total Amount  This simplifies the creation for part receipts. For example, to receipt £750 with an order Amount of £2,000 you would receipt £750.  This leaves funds of £1,250 on the PO for the next receipt |

***To create requisition for a call-off order you will need to:***

1. Login to Oracle Financials via this link: <https://financelive.fin.manchester.ac.uk/>
2. Click the **PO Internet Procurement MP (UOM)** responsibility to open iProc.



Always ensure your *Shopping Cart* is empty before proceeding with a new requisition. Please do not copy an old requisition as you cannot amend the description.

1. Click **Non-Catalog Request**, which can be found below the *Requisitions* tab.
2. The **Item Type** defaults as blank, when setting up a requisition for a call-off order, you must change the *Item Type* to **Goods or services I can provide description and Total Amount**. This will allow you to receipt against the amount. Once changed, the fields displayed on the non-catalogue request form will change.
3. Enter the **Item Description**. Start the description with ***Call-off order****...* as this will help the Operational Buyer and Accounts Payable identify these requisitions/orders more easily. Enter as detailed a description as you can, including start and end dates of when the goods/services are to be provided. Ensure any extra charges are included within the requisition line, or added as a separate line (e.g. shipping, freight, admin charges).
4. If the description is too vague, incomplete, or conflicting with the information on the invoice, this risks the invoice going on hold.
5. Example below is the expected format and content of a call off request:

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Other Examples:

1. *Call-off order BOC supply of Nitrogen 01/08/24 to 31/7/25. BOC location code 1234567*
2. *Call-off order AP temp staff 01/05/2024 to 31/10/2024. Covering financial data quality*
3. Enter the **Category** of spend. Enter the category code directly, or if you are unsure, use the **magnifying glass** to search. After completing your preferred search select the **Quick Select** icon to select the correct category code.

***What are category codes?***

Category codes are a way of labelling expenditure. The category code allows us to report accurate spends to external providers of funding, as well as allowing us to track category spend which can then be used by strategic procurement in negotiations with suppliers.

Category codes set up as groups e.g. *Stationary & Office Supplies* or *Laboratory Supplies & Services*. Each group is assigned a letter to help you search e.g. *L* for *Laboratory Supplies & Services*.

***How can I search for category codes?***

In Oracle Financials, the wildcard is **%** and this helps with your searches.

To see all category codes within a group, enter the group letter followed by the wildcard e.g. *L%.*

Alternatively, you can change the **Search By** menu to **Description** and search by keyword e.g. *%apparatus%.* Using the wildcard at the front and end of the keyword means that you are looking for wherever that keyword appears in the description, whereas using % before the keyword searches for anything where the keyword is the last word, and using % after a keyword means the search will look for options where the keyword is at the front of the description.

Searching by **Description** means you can also search using an IE (Income & Expenditure) code to see which category codes are mapped to the IE code e.g. *%6010%*.

***Where can I find a list of category codes?***

A full list of category codes can be found here [Guidance for Requisitioners](https://livemanchesterac.sharepoint.com/sites/UoM-FIN-CPO-SP/SitePages/2.0.2_Requisitioner.aspx) but if you are unsure, please contact [procurementhub@manchester.ac.uk](mailto:procurementhub@manchester.ac.uk)

1. Enter the total **Amount** for the call-off order. Usually this will be the contracted value for the year.

*\*This must always be entered excluding VAT. VAT is calculated and added at the invoice input stage.*

1. **Currency** defaults to *GBP*. Use the **drop-down menu** to select a different currency.

*\*If the incorrect currency is used, then the invoice will not match and consequently will be placed on hold.*

1. Enter the **Supplier Name** into the field or use the **magnifying glass** icon to search.

After completing a search click **Quick Select** icon to select the correct supplier/site. Once selected, the supplier site and contact details will populate automatically.

*\*If you need to select a different Site it can be done at this point too, never select a ZMARKETPLACE site*

*\*\*The supplier site currency must match the currency selected in step 10.*

***What if I do not know which supplier to use?***

If you're not sure which supplier to select, you should first look on the [Central Procurement Office SharePoint](https://livemanchesterac.sharepoint.com/sites/UoM-FIN-CPO-SP) database to see the University recommended supplier for this product/service.

***Which supplier site should I select?***

In some instances, there may be multiple sites to select from. Choosing the correct site is especially important to ensure your order is sent to the right location.

***What if the supplier is not listed in Oracle?***

If you have searched and the supplier is not listed in Oracle, you will need to complete the [New Supplier Process](https://www.staffnet.manchester.ac.uk/finance/purchasing/non-catalogue-purchase/).

1. Check that all the details are correct for this item and then select **Add to Cart**. The item is now shown in your *Shopping Cart*.
2. To add more items to the *Shopping Cart*, repeat steps 4 – 9, changing the fields **(except *Supplier – see the note below*)** for the second item as appropriate. Click **Add to Cart** to add any additional items to the requisition.

**Note that the *Supplier* fields are left the same on additional lines on the requisition, as you only raise a requisition with one supplier!**



1. If you have finished adding items, select **View Cart and Checkout** below the *Shopping Cart* area.
2. Check the Contents of your Cart.

***Next: Shopping Cart***

The Shopping Cart screen displays the items you have added to your cart and will appear once you have completed the shopping for items stage and have selected *View Cart and Checkou*t.

**! Remember to check the contents of your shopping cart in case you need to make any changes before proceeding.**

1. Check the contents of the *Shopping Cart*. Use the **bin** icons to **Delete** lines if necessary. Amend the **Quantity** if necessary. Check that the *Quantity* and *Total* have been updated.

If you wish to add further items to this shopping cart you will need to navigate to the **Continue** **Shopping** button and add additional items as required

1. Check the contents of the shopping cart for a final time and then select **View Cart and checkout** or Review current shopping cart if no further items were added.
2. You can change the **Requisition Description** at this stage if you wish. This will default to the first line on the requisition. It may be helpful to amend this to identify this requisition again quickly within your main requisitions list.
3. Update **Justification** field, this is visible by the approver, and is where you need to populate any justification required for this purchase.
4. **When do you need these items?** this is defaulted to 7 days, if you need to amend update this field.
5. **Where do they need to be delivered?** will default according to your account settings, but can be changed if necessary.

\**(refer to the* [*My Purchasing Options*](http://documents.manchester.ac.uk/display.aspx?DocID=35520) *guide) to update your default deliver to location.*

1. The **Tax** **Classification Code** defaults as *Standard*. **The Tax Code must be correct** otherwise it will be rejected at either the approval or the purchase order stage.

**Choosing the correct Tax Code:**

* Reduces errors between requisition and purchase invoice.
* Lessens delays.
* Helps the University complete accurate VAT returns and reduces the risk of incurring penalties from HMRC.
* Ensures that relief is claimed when eligible to do so.
* The **Tax** **Classification Code** defaults as *Standard*.
  + If the purchase includes items of both Standard and Zero-rated (Or any other combination) you must create separate lines for each item and classify them individually.

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* + Select **Edit** to update the **Tax** **Classification Code**

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* + **Edit and Submit Requisition** page is displayed

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* + **Select Line** to be updated and click **Update**.

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* + **Requisition Information : Update selected line** page is displayed.
  + Click to expand the section **Show additional Tax information**.

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* + Use the **Torch** icon to update the tax code for that row and select **Apply**.

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* + **Edit and Submit Requisition** Page is displayed.
  + Repeat steps if necessary to update any additional rows.

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* + Click  at top of page to return to Shopping Cart page to continue to review and submit requisition.

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* **Shopping Cart** page is displayed

1. Review and Update **Delivery** information:
   * Requestor
   * Hazard Class
2. Review and Update **Billing** information:

|  |  |  |
| --- | --- | --- |
|  | Project | Only complete these fields if you are using a Project/Research code, entering anything other than above will cause requisition to error |
|  | Task |
|  | Expenditure Type |
|  | Expenditure Organisation |
|  | Expenditure Item Date |
|  | Charge Account | Any other Codes |

1. A **Charge Account** has defaulted in. This is the finance code. At this stage you need to know if this requisition is to be charged to an **activity code** or a **Project code** or **split** between a mixture of codes. Refer to the following guides for further information:

* [*Charging to an Activity Code*](http://documents.manchester.ac.uk/display.aspx?DocID=35521)
* [*Charging to a Project Code*](http://documents.manchester.ac.uk/display.aspx?DocID=35525)

1. The **GL date** (*General Ledger date*) is the date the finance code is charged for accounting purposes. **This date should never be amended.**
2. To add any of the following information select **Edit** then update the relevant fields:

* **Add Notes to Buyer**: Enter any information you wish to pass to the Operational Buyer.

If an additional line for adding to a call off order, please state in this box. e.g. please add to existing PO: 123456

* + **Add Notes to Receiver:** This field is used to send a note only to the person receipting the goods on the system e.g. Stores team members.
* **Add Notes to Supplier:** Enter any information you require to be passed onto the supplier. Please try to keep this message concise. Please note this will appear on the purchase order.
  + **Add Attachments**: Use the Add Attachments button to add attachments to the requisition if necessary. Enter a Description and then click Browse to locate and attach the file. Finally, click Apply to save the attachment.

**If the total of the requisition is over £5,000 there is a need for 3 quotations, as per the Financial Regulations and Procedures. The quotes could be scanned in and attached to the requisition.**

1. To update the **Billing** information to:

* Split the cost of the line to **multiple charge codes**
* Split the cost of the line to **multiple project codes**
* Split the cost of the line to **multiple charge and project codes**
* Assign different **Charge/Project** accounts to different lines

1. Select the **+** to add an additional line, then complete the fields to split the costs as required. Refer to the following guides for further information:

* *[Splitting Charges by Activity codes](http://documents.manchester.ac.uk/display.aspx?DocID=35534)*
* [*Splitting charges by Project codes*](http://documents.manchester.ac.uk/display.aspx?DocID=35535)
* *Above are also available as video* [*clips*](https://www.staffnet.manchester.ac.uk/finance/systems/oracle-financials-training/)

Once you have made the necessary changes select **Apply**

1. Click **Submit**.

***Receipting in Oracle***

You should only create the receipt when the goods or services have been received and checked. It is important that you only receipt the amount that you have received. Over receipting will lead to early/over payments to the supplier.



**In order for invoices to be paid by the Central Accounts Payable team, Requisitioners need to confirm that the goods and services that they have ordered have been received. Failure to receive goods or services in iProcurement will delay the payment process as Central Accounts Payable can only fully match invoices which have been received on the system. Payment delays can damage the relationship with the supplier, so it is vital that you review your receipts daily.**

If you have not received the expected goods or service to agreed time, please chase the supplier for delivery date or discuss cancellation of the order if the delay is detrimental to your needs.

It is critical that call-off orders are receipted in a timely fashion as a missed receipt will be incredibly difficult to track at a later date.

To create a receipt in iProc you will need to:

1. Click the **Receiving** tab from within iProc. This screen will display some of the requisitions ready to be received, but this is not the complete list.
2. Once the requisition has been converted into a purchase order, you might see it displayed in the **Requisitions to Receipt** section. If this is the case, you can use the **Receive** icon.
3. If you do not see the requisition you wish to receipt listed on the screen, click on **Receive Items** from either the top of the screen, or from the right side of the screen.

The *Receive Items: Select Items* screen appears and shows a list of requisitions ready to be receipted will be displayed. If you cannot see the requisition, use the search fields at the top of the screen (remember to use the Oracle wildcard **%** when searching), or try changing the **Items Due** drop-down field to a suitable option e.g. *Anytime.*

1. Once you have found the requisition you wish to receipt, check the details of each line you are receipting. Then on the left of the screen, select the line/s to receipt.
2. Enter the number of units received in the **Receipt Quantity** field for each line you have selected on this receipt. This will default to the total number ordered.

If you are **receipting part of the requisition**, be sure to amend the *Receipt Quantity*to the amount that you have physically received.

When receipting **services**, amend the *Receipt Quantity* to the **net amount shown on the invoice**. You should only receipt the full amount if you have received.

1. Click **Next**. The *Receive Items: Receipt Information* screen appears.
2. Today's date defaults in as the **Receipt Date**. Amend, if necessary, by entering the date or use the **calendar** icon to select the date.
3. Type any **Receipt Comments** as appropriate. Recommend:
   * If delivery note, note the reference and date.
   * If timesheet note the week commencing date
   * If using invoice notification enter the invoice number
4. Type in the **Packing Slip** (delivery note) reference, which is usually received with the goods. If not, use your own coding system for the packing slip.
5. Click **Next**. The *Receive Items: Review and Submit* screen will appear.
6. Review the receipt details (including receipt date, comments, and receipt quantity) and click **Submit**.
7. You will receive a **Confirmation** message that the receipt has been created and given a receipt number. The receipt is now complete.

If you have created a receipt in iProc for part of the purchase order, the remaining items will keep the requisition open.

If the supplier invoice is processed and there are insufficient receipts in Oracle, a notification will automatically create and offer an option to receipt up to full amount. You must not use this for a call off order but follow the steps above to enter a strong audit trail.:

***Other receipting guidance***

[Return goods](https://documents.manchester.ac.uk/display.aspx?DocID=37509)

[Correct receipt](https://documents.manchester.ac.uk/display.aspx?DocID=37495)

***Reviewing Call-off orders***

1. Reviewing call off orders is important to ensure that, there are always sufficient funds to absorb expected supplier invoices which will allow an efficient invoice payment process. Login to OracleandClick the **PO Internet Procurement MP (UOM)** responsibility to open iProc.
2. Click on the **Requisitions** Tab
3. Enter Relevant PO number
4. Click **Search**
5. Click on **PO Number** highlighted by **Underline.**
6. Click on **Value** next to Invoiced.

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1. This will bring up a list of all invoices against that PO number.

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1. To view the invoice, click on the Paperclip icon – If the invoice is on hold, it will show as ‘Not Paid’ under the Payment Status column.

A close up of a paper clip

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**Expected Actions**

If there is likely to be a shortfall in value, please follow the instruction Step 1 on adding a line to an existing PO.

If you are not expecting any further invoices or goods receipts, then please contact your Operational Buyer to close the purchase order.

If the Requisitioner assigned to the order has left the University but the call off order is still active contact the [Finance.henlpesk@manchester.ac.uk](mailto:Finance.henlpesk@manchester.ac.uk) to arrange for the purchase order to be reassigned.

If the period quoted on the requisition line has expired but you need to extend the order:

* + Add a new line to the PO making clear the date range (Following above guidance)
  + Request your Operational buyer close the ‘old’ order line.

***Communication To Suppliers***

A control within the call-off order process is you only inform the supplier of the PO number, not the value.

If you create a replacement “call off order” (e.g. new financial year) you must consult with the supplier to manage which PO to reference on their invoices. The supplier must use the PO relating to the financial year the goods were despatched.

e.g. A delivery on 1 August 2024 must use the PO for 2024/25. If they quote the 2023/24 PO it is difficult for avoid a mismatch, hence we are therefore reliant on the supplier diligence.