Step-by-Step Guide

Solutions for PVs That Can’t be Processed in CU Marketplace

In This Guide
There are several reasons for a Payment Voucher (PV) to not be processed. This guide discusses:
- Some of the main reasons and how to avoid them in the future
- Corresponding solutions so your current request can be processed

If your PV cannot be processed in its current state, the PSC Payable Services technician will add a comment to your PV voucher within CU Marketplace indicating why. The Requestor will receive an email notification that a comment has been added.

Reason #1: PV is not the appropriate method of procurement
The PV is a highly-restricted method of procurement used to process invoices when a purchase order or other commitment voucher is not applicable. The PSC Procedural Statement Payment Voucher/Authorization details allowable PV goods and services, including documentation requirements and allowability conditions.

The Payment Voucher form in CU Marketplace has a dropdown list of allowable PV uses. If your purchase isn’t in the list, the PV is not the appropriate method of procurement.

Solution: Create a shopping cart using the Non-Catalog Form. Step-by-step instructions are available on the PSC website.

Once you have a PO # for your non-catalog purchase, note the PO # on the invoice and email the invoice to APInvoice@cu.edu.

Reason #2: Multiple invoices attached to one PV
There should be only one invoice attached per Payment Voucher Form.

Solution: Start over. Create and submit one PV for each invoice. Refer to the Step-by-Step Guide Creating Payment Vouchers in CU Marketplace for further information on the PV process from start to finish.

Reason #3: Incomplete information or documentation
Documentation requirements are detailed in the PSC Procedural Statement Payment Voucher/Authorization.
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*Solution:* Provide the additional information/documentation by adding a comment within CU Marketplace to your PV **voucher**.

To do this:

1. Locate your PV voucher within CU Marketplace. One way to do this is to use the search function located in the upper right corner of your screen. Select **Voucher No.** in the dropdown, enter the voucher number referenced in the email notification, and click the **Go** button.

![Marketplace](image)

2. A list of results will appear. Click the appropriate voucher number from the list.

3. Once the voucher is displays, go to the **Comments** tab.

4. Click the **Add Comment** button.

5. Enter a comment to provide further information and, if needed, attach documentation.

Be sure to check the box next to the Payable Services technician’s name so he or she is notified when you add the comment.

6. Click the **Add Comment** button.

If the needed information/documentation isn’t added to the voucher in the appropriate timeframe, you will need to submit a new PV. Refer to Reason #4, below, for step-by-step instructions on copying a Payment Voucher Form for resubmission. Remember to include the information/documentation missing from the first submission. *This also holds true if the Payable Services technician isn’t notified when the comment is added to the voucher.*
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Reason #4: Multiple PVs in one shopping cart
There should be only one Payment Voucher Form per shopping cart.

Solution: Copy each Payment Voucher Form into its own shopping cart and resubmit.

To do this:

1. Use the navigation toolbar to go to the document search tab. Under the search area, click the my requisitions link.
2. Locate your PV and click the requisition number.
3. Scroll down to the first PV listed and check the box on the right side of the line.
4. Use the For selected line items dropdown and select Add to Active Cart; click the Go button.
5. We recommend that you enter a unique shopping cart Name to easily identify or search for your shopping cart. If you do, click the Update button to save your shopping cart’s new name.
6. Finalize the shopping cart. For more information, visit one of the following Step-by-Step Guides:
   - Shoppers – Assigning Shopping Cart to Requestors
   - Requestors – Finalizing Shopping Carts (Adding SpeedTypes, Shipping, etc.)

7. Repeat steps 1-6 for each PV included in your initial shopping cart.