

1. How do I begin using the MarketPlace?

You will need to be set up by your departmental SAR administrator. Please contact your departmental SAR administrator and ask him or her to set you up in SAR with a MarketPlace shopper role. Once your SAR administrator has set you up, the next day you will be able to use the MarketPlace. If you do not know who your SAR administrator is, your book keeper or the department head can direct to the SAR administrator.

2. What do I need to start using FedEx through the MarkePlace?

FedEx requires a separate registration from the MarketPlace. After clicking on the link below, enter your unity ID and password. On the registration page, click Register for MP Shipping/Gas vendors (grey button at the top right). Make sure the shipping box is checked. Review your contact information and verify it is current. Check to see all the project ID's you need are listed. If some are not listed, please add them. After 3-5 days of your registration being approved, you will receive an email with your user name and password.

https://www.acs.ncsu.edu/scripts/eProcurement/e procure_main.pl

3. It has been several days and I have not received my order. How do I check the status of my order?

To check the status of an item or an order, you will need to contact the vendor. The vendor will need the Purchase Order number to research your order. The Purchase Order number can be found in the Manage Orders section third column from the left. Next, go to the Create Order page and click on the category heading to find the phone number or email for that vendor, ask them to an estimated ship date of your item/order.

4. I received an email that said, Escalation Notice: Receiving Is Required for MarketPlace Order.....What does this mean?

That email is sent automatically by the MarketPlace system to remind you that an item needs to be marked received, or you have an item that has not shipped. The email will have a list of items on that order, check to see that all items were delivered by the vendor. If all items were delivered go to the Manage Order section to receive the items on that order. If you have an item that was not delivered, contact the vendor for an expected ship date of the item that was not delivered.

5. How do I cancel an order or an item on an order?

If you need to cancel an order or line item, first get the PO number for that order. Next contact the vendor to cancel the line item or the order (see question 3 on how to contact a vendor). Once that has been done, send an email to Eric Shiflett stating that an item/order has been canceled. The order will then be closed in the financial system.

6. With the MarketPlace I no longer receive invoices, what do I use for documentation?

The MarketPlace has a document called the View/Print version. This document can be found in the Manage Orders section of MarketPlace. At the end of each order listed, there is a printer icon. When you click on the printer icon you get an invoice like document. Internal Audit has reviewed and approved this document to take the place of any other document type you currently are using. Furthermore, Internal Audit would prefer the documents remain in the MarketPlace system as they are more secure than traditional filing methods such as filing cabinets.