



Northeastern University  
*Procurement Services*



# User Guide

[procurement@neu.edu](mailto:procurement@neu.edu) | p. 617.373.2135 | f. 617.373.8572 | 480 Renaissance Park

***Table of Contents:***

|      |  |             |
|------|--|-------------|
| I.   | Introduction .....                               | Page 3      |
| II.  | Accessing myMarketplace .....                    | Page 4      |
| III. | Understanding Punch-Out v. Link-Out Catalogs.... | Page 6      |
| I.   | How To Place An Order.....                       | Pages 7, 8  |
| II.  | The Check Out Process .....                      | Page 9      |
|      | a. Edit Shipping Information .....               | Pages 9, 10 |
|      | b. Edit Cost Center Information.....             | Page 11     |
|      | c. Submitting Your Order .....                   | Page 12     |
|      | d. Order Number.....                             | Page 12     |
| III. | Order Status.....                                | Page 14     |
| IV.  | Contact Information.....                         | Page 15     |
| V.   | Help .....                                       | Page 15     |
| VI.  | Invoicing & Reconciliation.....                  | Page 16     |

## ***Introduction***

myMarketplace is Northeastern University's preferred channel for purchasing goods. The system is maintained and administered by Procurement Services. It is an ecommerce system accessed through myNEU. myMarketplace is a convenient and easy to use online shopping site for authorized faculty and staff. Automated electronic invoicing creates a seamless transaction for both the user and the supplier.

myMarketplace is powered by Sollod Technologies System.

As a myMarketplace user, you can:

- Purchase goods online from your desktop with any myMarketplace enabled supplier
- View your order history
- Create and manage favorites list [Supplier Specific]

NOTE: Purchases made on myMarketplace are not encumbered in Banner Finance. The cost will be reflected when invoiced from the supplier. Weekly invoicing will occur.

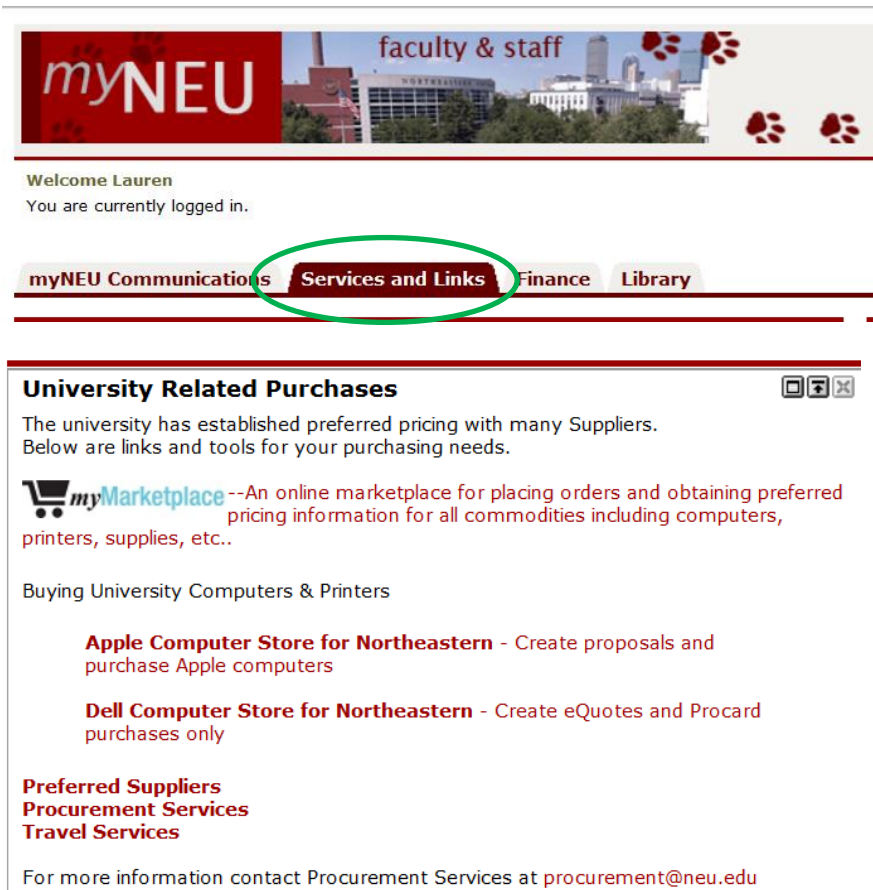
Please contact Procurement Services if you need assistance, [procurement@neu.edu](mailto:procurement@neu.edu), 617-373-2135.

## Accessing myMarketplace

To start using myMarketplace, you must be an authorized user. To become an authorized system user, you must fill out and submit the myMarketplace access form. The form can be found on the Procurement Services website: <http://www.northeastern.edu/purchasing/forms/index.html>

Procurement Services administers all user profile access, based on the information provided on the myMarketplace access form.

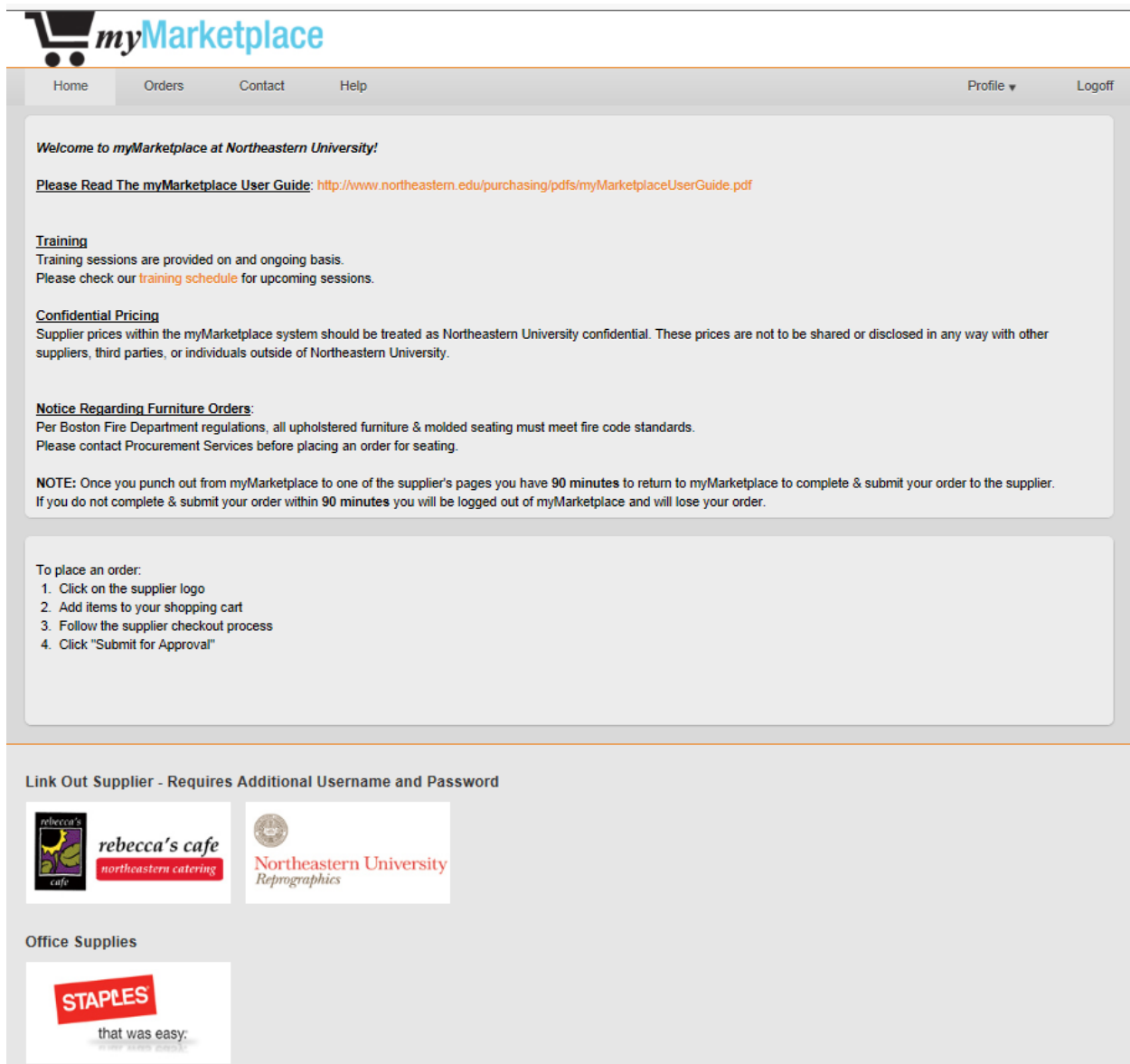
myMarketplace lives on your Faculty/Staff myNEU portal under the “Services and Links” tab:



University Related Purchases space on the portal has been designed to assist with your Procurement, Accounts Payable and Travel needs.

To access myMarketplace, click on link next to the  myMarketplace logo.

Once you are logged into myMarketplace, your page will look similar to this:



If you do not have authorized access to myMarketplace, you will be directed back to the Procurement Services webpage.

### ***Understanding Punch-Out vs. Link-Out Catalogs***

myMarketplace hosts a variety of supplier catalogs. The catalogs may be in one of two formats:

Punch-Out or Link-Out:

*Punch-Out Catalogs:* Punch-Out Catalogs are supplier catalogs that are linked directly from myMarketplace. It allows the user to browse, purchase and pay through myMarketplace guaranteeing the user Northeastern's preferred pricing. Billing is performed by the user selecting their Index. (EX: Staples & Fisher Scientific)

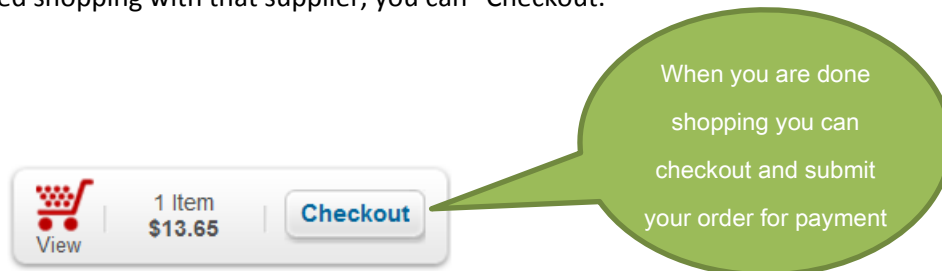
*Link-Out Catalogs:* Link-out supplier catalogs are links in myMarketplace that bring you to the preferred supplier's web based catalog. Depending upon the supplier, you may need to contact the company directly to set up a separate user account. Link-Out supplier catalogs do not have the same billing functionality as hosted catalogs. (EX: Rebecca's Café & GA Blanco)

## How To Place An Order

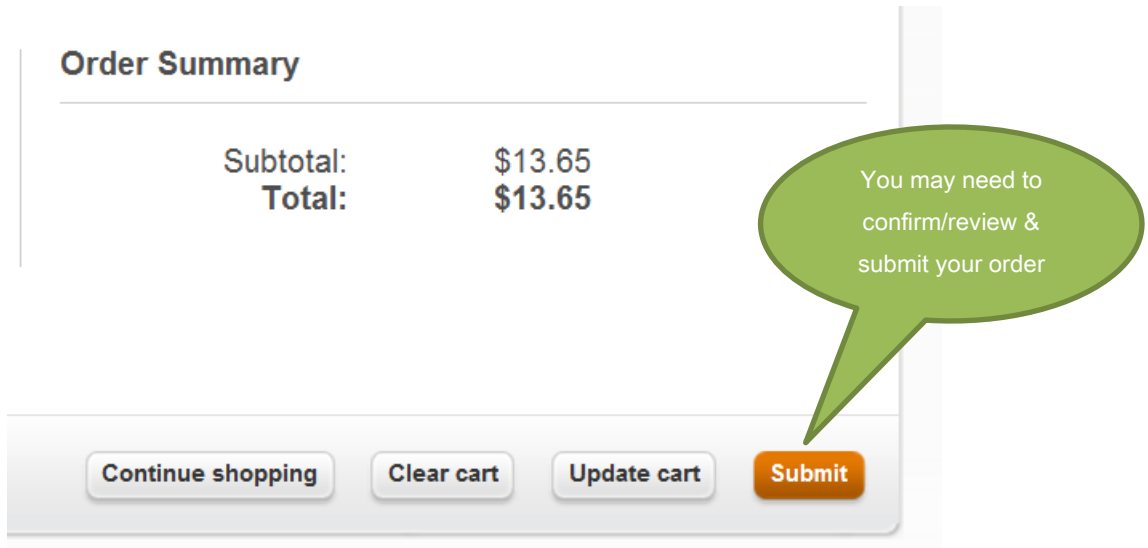
1. Once you are logged into myMarketplace, you can click on any of the Supplier Icons.



2. After you click on the Supplier Icon you will be directed to the supplier's Hosted Catalog. At this point, you have left myMarketplace. You can shop online using supplier specific features such as shopping lists, order status, returns, etc. Once you fill your basket/cart with items and you are finished shopping with that supplier, you can "Checkout."



3. You may need to confirm you are ready to submit your order





## The Check Out Process

After you Check Out and Submit your order, you will be directed back to myMarketplace to complete your order.

The screenshot shows the 'Order #440 for Staples' page. A callout bubble points to the top right, stating: 'Note your electronic PO # - but the order has not been placed yet!!'. Another callout bubble points to an edit icon next to the shipping information, stating: 'Click the edit icon to edit your shipping information'. A third callout bubble points to the 'Order History' link on the left, stating: 'Current status: Current Order'.

**myMarketplace**

Home Orders Contact Help Profile Logoff

### Order #440 for Staples

**Order History**  
Current status: Current Order

**Shipping Information**

Name: Lauren Shafner  
Bldg / Room / Dept: 480RP  
Address Line 1: 360 Huntington Ave  
Address Line 2:  
City: Boston  
State: MA  
ZIP Code: 02115

**Payment info**

- If no changes are needed, scroll down & click "Send to Approval"
  - o Note: the defaulted index & account code will be charged
- If you need to change an index or account code, select from the drop down box & click "Confirm Cost Center Info"
- If you need to add an index, click "Add"
  - o Once 100% is distributed, click "Confirm Cost Center Info"
- To remove a cost center click on the trash can icon
- Note: if you make changes or add a payment line, you must click "Confirm Cost Center Info"
  - o If you do not click "Confirm Cost Center Info" your default index/account codes will be charged

| Index                        | Account Code            | Amount              |
|------------------------------|-------------------------|---------------------|
| 224020 - Procurement Service | 73301 - Office Supplies | 100 % or US\$ 97.90 |
| <b>Add</b>                   |                         | Remaining: 0.00 %   |

**Confirm Cost Center info**

| Line                     | Item # | Product Name  | Shipping   | UOM | Unit Price | Quantity | Subtotal  |
|--------------------------|--------|---|------------|-----|------------|----------|-----------|
| 1                        | 784559 | Esselte SureHook Reinforced Hanging File Folders Assorted Colors LETTER-size Holds 8 1/2 H x 11 W 20/Bx | 1020206423 | BX  | US\$19.58  | 5        | US\$97.90 |
| <b>Order Item Total:</b> |        |   |            |     |            |          | US\$97.90 |

**Send to Approval** **Cancel order**

**Back to List**

Your delivery location & cost center information will be defaulted from your access form.

If needed, you can edit your shipping information. Your profile will contain your defaulted address specified from your access form. If you make any changes from your defaulted address, you must click the 'save' button:

The screenshot shows the 'myMarketplace' user profile page. The 'Shipping Labels' dropdown menu is highlighted with a green oval and contains the text 'Northeastern University'. Below it, the address fields are filled: 'Address Line 1' is '360 Huntington Ave', 'Address Line 2' is empty, 'City' is 'Boston', 'State' is 'MA', 'ZIP' is '02115', and 'Country' is 'US'. To the right, the contact information is filled: 'Name \*' is 'Lauren Shafner', 'E-mail \*' is 'l.shafner@neu.edu', 'Phone Type (optional)' is 'Office', 'Phone \*' is '617-373-2341', 'Fax (optional)' is empty, and 'Bldg/Room/Dept \*' is '480RP'. At the bottom of the contact section, there are 'Save' and 'Cancel' buttons. A green starburst callout points to the 'Save' button.

Once the address is complete, click 'Save'

You can also change the campus address by editing the Shipping Label.

The screenshot shows the 'myMarketplace' user profile page with the 'Shipping Labels' dropdown menu open. The dropdown menu is highlighted with a green oval and contains the following options: 'Northeastern University', 'Charlotte', 'Burlington', 'Nahant', 'Transportation, Receiving and Warehousing', and 'Seattle'. The address fields below are filled: 'Address Line 1' is '360 Huntington Ave', 'Address Line 2' is empty, 'City' is 'Boston', 'State' is 'MA', 'ZIP' is '02115', and 'Country' is 'US'. To the right, the contact information is filled: 'Name \*' is 'Lauren Shafner', 'E-mail \*' is 'l.shafner@neu.edu', 'Phone Type (optional)' is 'Office', 'Phone \*' is '617-373-2341', 'Fax (optional)' is empty, and 'Bldg/Room/Dept \*' is '480RP'. At the bottom of the contact section, there are 'Save' and 'Cancel' buttons. A green starburst callout points to the 'Save' button.

Click  
"Shipping Labels" to change  
the campus address

Once the address is  
complete, click 'Save'

## You can also Edit Cost Center Information

**Payment info**

- If no changes are needed, scroll down & click "Send to Approval"
  - o Note: the defaulted index & account code will be charged
- If you need to change an index or account code, select from the drop down box & click "Confirm Cost Center Info"
  - o Once 100% is distributed, click "Confirm Cost Center Info"
- To remove a cost center click on the trash can icon
- Note: if you make changes or add a payment line, you must click "Confirm Cost Center Info"
  - o If you do not click "Confirm Cost Center Info" your default index/account codes will be charged

| Index                       | Account Code            | Amount            |                 |
|-----------------------------|-------------------------|-------------------|-----------------|
| 224020 - Procurement Servic | 73301 - Office Supplies | 100               | % or US\$ 97.90 |
|                             |                         | Remaining: 0.00 % |                 |

**Add** **Confirm Cost Center info**

Your defaulted Index & Account code will appear. If you need to change either; use the drop down boxes

Click "Add" to split the charges between index numbers

Enter the % you would to charge to this Index & click "Add".  
Continue this process until 100% is distributed

**Payment info**

- If no changes are needed, scroll down & click "Send to Approval"
  - o Note: the defaulted index & account code will be charged
- If you need to change an index or account code, select from the drop down box & click "Confirm Cost Center Info"
  - o Once 100% is distributed, click "Confirm Cost Center Info"
- To remove a cost center click on the trash can icon
- Note: if you make changes or add a payment line, you must click "Confirm Cost Center Info"
  - o If you do not click "Confirm Cost Center Info" your default index/account codes will be charged

| Index                       | Account Code            | Amount            |                 |
|-----------------------------|-------------------------|-------------------|-----------------|
| 224020 - Procurement Servic | 73301 - Office Supplies | 50                | % or US\$ 48.95 |
| 200229 - 140 The Fenway     | 73301 - Office Supplies | 50                | % or US\$ 48.95 |
|                             |                         | Remaining: 0.00 % |                 |

**Add** **Confirm Cost Center info**

You MUST click "Confirm Cost Center Information" to make the changes.

If you do not, all charges will be charged to your default index and account code!

You can delete cost center info by using the garbage can icons

After you have reviewed your order, you can either cancel the order or submit it for approval.

State: MA  
ZIP Code: 02115

**Payment info**

- If no changes are needed, scroll down & click "Send to Approval"
  - o Note: the defaulted index & account code will be charged
- If you need to change an index or account code, select from the drop down box & click "Confirm Cost Center Info"
- If you need to add an index, click "Add"
  - o Once 100% is distributed, click "Confirm Cost Center Info"
- To remove a cost center click on the trash can icon
- Note: if you make changes or add a payment line, you must click "Confirm Cost Center Info"
  - o If you do not click "Confirm Cost Center Info" your default index/account codes will be charged

| Index                     | Account Code            | Amount             |  |
|---------------------------|-------------------------|--------------------|--|
| 224020 - Procurement Serv | 73301 - Office Supplies | 50 % or US\$ 48.95 |  |
| 200229 - 140 The Fenway   | 73301 - Office Supplies | 50 % or US\$ 48.95 |  |
| Add                       |                         | Remaining: 0.00 %  |  |

**Confirm Cost Center info**

| Line                     | Item # | Product Name  | Shipping   | UOM | Unit Price | Quantity | Subtotal  |
|--------------------------|--------|---|------------|-----|------------|----------|-----------|
| 1                        | 784559 | Esselte SureHook Reinforced Hanging File Folders Assorted Colors LETTER-size Holds 8 1/2 H x 11 W 20/Bx | 1020206423 | BX  | US\$19.58  | 5        | US\$97.90 |
| <b>Order Item Total:</b> |        |   |            |     |            |          | US\$97.90 |

After you review your order, verifying all information you entered is correct, click "Send to Approval" to place your order

**NOTE:**

If your order is  $\geq \$10,000$ , it will be routed to Procurement Services for approval.

If your order is  $< \$10,000$  it will be automatically submitted to the supplier.

To check the status of orders waiting for approval, please email [procurement@neu.edu](mailto:procurement@neu.edu).

After your order is submitted, you will be directed to the order confirmation page:

myMarketplace

Home Orders Contact Help

Order was auto approved

## Order #440 for Staples

**Order History**  
Current status: Auto Approved  
2014-02-19 Auto Approved  
15:39:47

**Shipping Information**  
Name: Lauren Shafner  
Bldg / Room / Dept: 480RP  
Address Line 1: 360 Huntington Ave  
Address Line 2:  
City: Boston  
State: MA  
ZIP Code: 02115

**Payment info**

| Index  | Account Code | Amount           |
|--------|--------------|------------------|
| 224020 | 73301        | US\$48.95 (50 %) |
| 200229 | 73301        | US\$48.95 (50 %) |

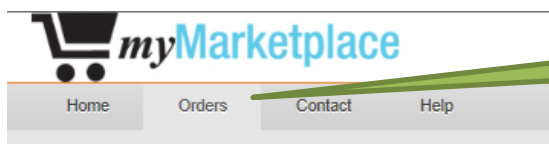
| Line              | Item # | Product Name  | Shipping   | UOM | Unit Price | Quantity | Subtotal  |
|-------------------|--------|---|------------|-----|------------|----------|-----------|
| 1                 | 784559 | Esselte SureHook Reinforced Hanging File Folders Assorted Colors LETTER-size Holds 8 1/2 H x 11 W 20/Bx | 1020206423 | BX  | US\$19.58  | 5        | US\$97.90 |
| Order Item Total: |        |   |            |     |            |          | US\$97.90 |

[Back to List](#)

You will receive an email confirmation from Procurement Services. Depending upon the Supplier, you may also receive a confirmation or shipping email.

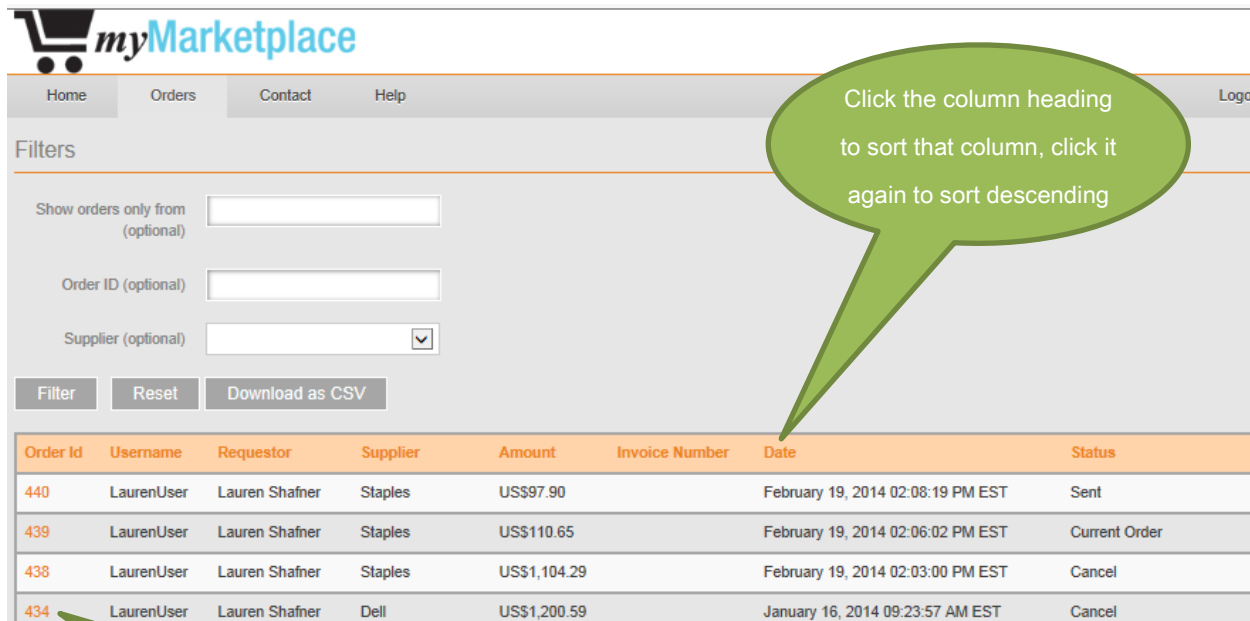
## Order Status

To review your order, click on ORDERS on the tool bar.



To review your orders,  
click on ORDERS

You will see all of your orders:



The Order Status page shows the status of each order in myMarketplace. The default sort is by order date.

### Possible Statuses:

**Approved:** The order has been approved but has not been set to the supplier

**Auto Approved:** The order has been automatically approved and has been sent to the supplier (<\$10,000)

**Sent:** The order has been sent to the supplier

**Awaiting Approval:** The order is over \$10,000 and is waiting for Procurement Services to approve


**Approval Declined:** Procurement Services has rejected the order

**Canceled:** The order was canceled by the user

**Current Order:** The order has not been sent to the supplier. The user started the order but did not click the "Submit for Approval" button. To cancel or submit a current order, click view and then click cancel or submit.

**Supplier Rejection:** There is a problem with the order. Please contact Procurement Services [procurement@neu.edu](mailto:procurement@neu.edu), 617-373-2135 for more information.

### Contact Information




Home Orders **Contact** Help

Supplier Contact Information can be found under 'CONTACTS'

| Supplier      | Administrative/Technical | Name           | Phone        | Email                    |
|---------------|--------------------------|----------------|--------------|--------------------------|
| GovConnection | administrative           | Patricia Nagle | 888-800-4536 | pnagle@govconnection.com |
| Staples       | administrative           | Ted Parson     | 781-832-3250 | ted.parson@staples.com   |
| VWR           | administrative           | Tim Nelson     | 617-306-3007 | tim_nelson@vwr.com       |

### Help Page



Home Orders Contact **Help**

myMarketplace Help Page

HELP TOPICS

1. [ABOUT myMarketplace](#)
2. [TECHNICAL REQUIREMENTS](#)
3. [LOGON](#)
4. [HOME PAGE](#)
5. [CART PAGE](#)
6. [ORDER STATUS](#)
7. [CONTACTS](#)
8. [LOGOFF](#)


ABOUT myMarketplace

myMarketplace is an Internet-based eProcurement service that securely links you to all of Northeastern's preferred suppliers, using single sign on capabilities through myNEU.

## Invoicing & Banner Reconciliation

To review your order or invoicing information, refer to your order number.

Your myMarketplace order number follows you through the whole buying cycle.



Home Orders Contact Help Profile Logoff

Filters

Show orders only from (optional)

Order ID (optional)

Supplier (optional)

Filter Reset Download as CSV

| Order Id | Username   | Requestor      | Supplier | Amount     | Invoice Number* | Date                              | Status |
|----------|------------|----------------|----------|------------|-----------------|-----------------------------------|--------|
| 121      | LaurenUser | Lauren Shafner | VWR      | US\$154.02 | 20693958        | December 02, 2011 05:58:00 PM EST | Sent   |

Electronic invoicing will occur weekly.

If some items in an order are not shipped together (back ordered, etc.) part of your order could be on a different week of invoices.

Eprint v. month close – reconcile your invoices

To dispute charges, follow these steps:

1. Go to myMarketplace
2. Check orders by 'order #'  
Note: you can only view your orders
3. Review order information and compare to invoice
4. The University's tolerance amount is \$100. As long as the invoice is within \$100, then it is appropriately reconciled  
Note: Procurement Services monitors the transactions with a \$100 in difference. We are not blindly charged from our suppliers.
5. To view your transactions on your budget, use Eprint or Banner
6. If there is an error, contact the supplier. The contact information is on myMarketplace