**Finance Contact Details:**

Finance Service Team (FST):

|  |  |
| --- | --- |
| Engineering | [FinServ.Engineering@unsw.edu.au](mailto:FinServ.Engineering@unsw.edu.au) |
| Medicine | [FinServ.Medicine@unsw.edu.au](mailto:FinServ.Medicine@unsw.edu.au) |
| Science | [FinServ.Science@unsw.edu.au](mailto:FinServ.Science@unsw.edu.au) |
| UNSW Canberra | [finance@adfa.edu.au](mailto:finance@adfa.edu.au)  T : 02 5114 5243 |
| Finance Help Desk | [financehelp@unsw.edu.au](mailto:financehelp@unsw.edu.au) |

**Selection for manual intervention in Jaggaer:**

**Q.** What is for functionality of the manual intervention in Jaggaer CIM?

**A.** Manual intervention is used for freight or a Jaggaer user wants the FST/Fin Help to intervene with the PO before it is dispatched to the supplier.

A jaggaer user can request for the following; delivery address change outside the university, email a copy of the PO to the user or split the cost of PO between two cost centres.

**Q.** How do Jaggaer users pass along information/details for the manual intervention to FST/Fin Help Desk?

A. The internal comment field in Jaggaer can be used to communicate the reason for the manual intervention to FST/Fin Help Desk. Please separate line items from the shopping cart which do not need manual intervention as this will delay line items processing.

**For Status of Shopping Cart/Requisition/Purchase Order (PO)**

**Q.** Where can I check my shopping Cart/Requisition/Purchase Order status in Jaggaer?

**A.** The “[view my request](https://safety.unsw.edu.au/sites/default/files/uploads/images/My_request_version_1.0.pdf)” functionality allows users to check their Shopping Cart/Requisition/Purchase Order status.

**Q.** What do the status indicate?

**A.**

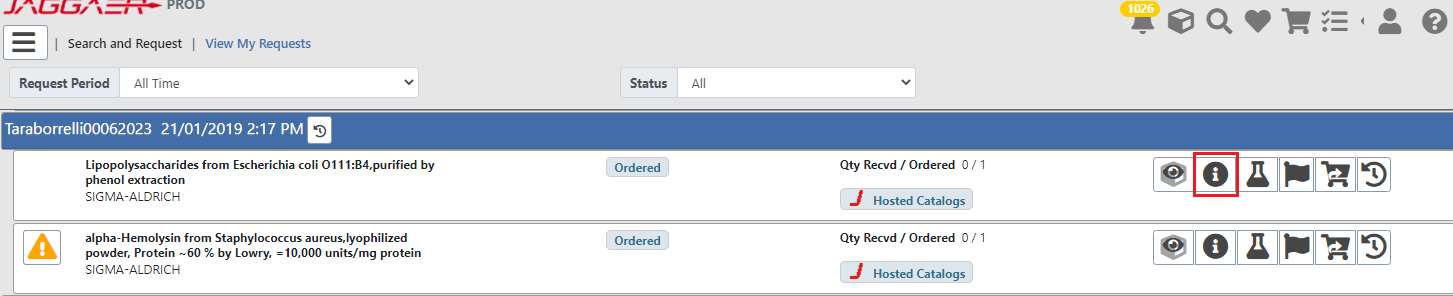
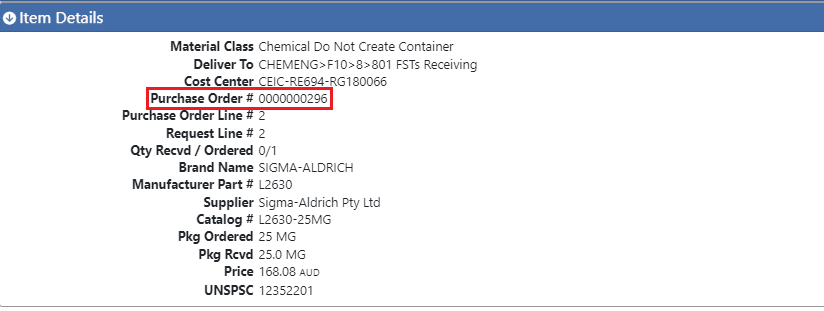
|  |  |  |
| --- | --- | --- |
| Status | Description | Who to contact for assistance? |
| Pending Approval | Requisition submitted requires safety or cost centre approval | Safety officer or lab manager |
| New | Requisition submitted ready for uploading to NSF |  |
| Sent to Purchasing | Requisition has been sent for processing within the finance system | Contact FST/Fin Help Desk with requisition number |
| Ordered (PO linked to Jaggaer requisition) | Requisition has been processed into Purchase Order and dispatched to the supplier | Contact FST and Supplier with PO number i.e JAGER.XXXXXXXXXX |
| Received | Requisition /PO has been received in Jaggaer |  |
| Cancelled | Requisition/PO is cancelled by NSF or user in Jaggaer |  |

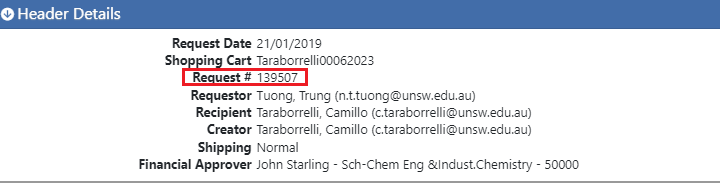
**Q.** Where can I find the requisition and PO number for my shopping cart?

**A.** This information can be viewed from the information icon in the “view my requisition.”

Header detail 🡪Request #

Item details 🡪 Purchase order (only available for the status of “ordered”)





**For Cancellation of Shopping Cart/Requisition/PO**

**Q.** How do I do cancel Shopping Cart/Requisition/PO?

**A.** The status of the Shopping Cart/Requisition/PO will dictate how and who can cancel the Shopping Cart/Requisition/PO.

Cancellation Process

Check the status of the Shopping Cart/Requisition/PO in the “view my request” functionality

|  |  |  |  |
| --- | --- | --- | --- |
| Status | Who to contact for cancellation? | Contact details | Requirements |
| Held Cart | Safety approver (School manager, lab manager or local Safety officers) | Local School contacts | Email local school contact with the shopping cart or requisition number to be cancelled/rejected in Jaggaer. Cancellation/rejection needs to take place daily before 9 pm |
| New | Lab managers or School Managers | Local School contacts | Email local school contact with the shopping cart or requisition number to be cancelled in Jaggaer. Cancellation needs to take place daily before 9 pm. |
| Sent to Purchasing | Fin Help Desk |  | Email Fin Help desk the requisition number to be cancelled. |
| Ordered | Fin Help Desk and Supplier |  | Email Fin Help desk and the supplier with the PO number to be cancelled. |

**Receiving PO in Jaggaer.**

**Q.** Do users need to receive PO in Jaggaer?

**A.** Yes, all line items ordered in Jaggaer will need to be received by Jaggaer to initiate the invoice payment process.

**Q.** How does the user receive a PO in Jaggaer?

**A.** Please follow the guide for receiving in Jaggaer ([link](https://safety.unsw.edu.au/sites/default/files/uploads/images/Receiving_in_Jaggaer_version_1.0.pdf))

**Q.** What to do when the PO is received in Jaggaer and an email from FST/Fin Help Desk/Account payable is received?

**A.** Please request that FST/Fin Help Desk/Account payable to received PO manually in NSF.