Frequently Asked Questions

Do the asset and procurement card rules still apply?

Yes. Just as before, asset and procurement card rules still apply with purchases in the UT Market Place.

Can I use the UT Market Place for personal purchases?

No. The UT Market Place is for business purchases only.

Do I need to do a bid or sole-source justification for things over $10,000 in the Marketplace?

No. Items in the UT Market Place have been bid and are on contract.

When I click a catalog, nothing happens - "It just spins."

Check your pop-up blocker. Be sure to always allow pop-ups for the irisweb.tennessee.edu website.

What if I want to use a vendor that is *not* in the Market Place?

You may continue to use vendors that are not in the UT Market Place. Keep in mind, though, items in the market place have been bid or are on contract. You do not have to prepare requisitions or NCJs for items in the Market Place. Market Place pricing has been negotiated and should be comparable to prices found outside of the Market Place.

What if a Market Place vendor offers better pricing outside of the Market Place?

Please notify Procurement Services (865-974-3311) if this occurs.

Will the Market Place store my credit card number?

No, for security reasons, the Market Place will not store your credit card number. The card type and expiration date will be stored.

Is there a workflow for the Marketplace?

No. Checkout people can check out without approvals. There is no oversight on your orders. Once a user submits an order, it goes straight to the vendor.

I am a shopper in the Market Place. Can I be upgraded to a check out person?

There is an IRIS Transaction for this. The menu path is IRIS User Tools -> User Access -> ZSESATAUTH000 – Satellite System User Request. Pick "ESM." You will also need to know the user's Personnel Number and Funds Center.

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Can I return items through the Market Place?

Return policies vary by vendor. Most frequently, we are asked if Staples items can be returned in the Market Place.

Items ordered from Staples may be returned through the Market Place. Log into the Market Place and click on the Staples icon. Go to "my account" and select "online returns". Follow Staples' instructions to complete the return. Please note: Staples' return function will only work if an order has *fully* shipped. Returns on partial orders must be made by phone.

Please note:

- Calling customer service is always an option for returning items to Staples.
- Since returns are managed from the vendor website and are not sent back into the Market Place for "checkout", they will not be documented on Market Place reports or order summaries.

Some vendor icons take me to a website. Others take me to a list of items. Why?

There are two types of catalogs in the Market Place. Most are punch-out catalogs. When you click on an icon for one of these catalogs, you are "punched out" of the Market Place and into the vendor website. When you complete your order on the vendor website, your items are sent back to your Market Place shopping cart.

The other type of catalog is a hosted catalog. The items in a hosted catalog are viewed in a list that is contained within the Market Place. As you select items, they are placed directly in your Market Place shopping cart.

In a vendor catalog, how can I go back to a previous page in my Internet browser?

When you click on a vendor to open a catalog, the navigation buttons (Forward, Back, Reload, etc.) will disappear. To access the navigation options, right click anywhere in the browser window and you will be given options to go back, forward, or reload the page.

How can I view my recent orders?

You can view recently submitted orders on the checkout screen. On the shop page, just below the search area, click "All Transactions". Click on the "Filter By" drop down, select "submitted," and click on the "go" button. *Reminder: change the selection back to "active" when you are finished!*

You can also use the order summary. Select "order summary" from the menu drop down. Select the criteria by which you wish to search – "requester", "create date", and "supplier" are useful. Click the search button. When your results appear at the bottom of the page, click on the blue transaction number to open and view the order.

I submitted the form to request a new or updated ship to and bill to address. I received an email saying the address had been created, but I get a ship to error message when I try to complete my Market Place orders. What happened to the new addresses?

After receiving notification that your addresses were created, go to your Market Place profile and set the addresses as defaults. From the menu drop down, select "profile". Click on "edit" next to "default ship to". Enter the first letters of the department name. Select the address and click "update". Repeat for the bill to address.

Is it possible to ship items in an order to multiple locations?

If you are both the shopper and check out person, you will need to create separate carts and transactions in order to ship to multiple locations.

If you are the checkout person for multiple shoppers in a large department, there are strategies that may help you manage shipments to multiple locations. Please give us a call to discuss your particular situation!

Where should I enter information that needs to appear on the vendor invoice?

Enter information that needs to appear on the vendor invoice in the "ship to attention line" in the transaction header.

I can't enter an account number in the account assignment field. Why?

To enter an account number for the *first* time, click on the plus sign to the right of the account assignment box. Enter your account number in the "fund" field. Click on "apply". The account number will appear in the "GL Details" section. Make sure the Star under "Actions" is selected so the account number will appear in the account assignment drop down for future orders.