Table of Contents:

I. Introduction .................................................................Page 3
II. Accessing myMarketplace ........................................Page 4
III. Understanding Hosted vs. Punch-out Catalogs..........Page 6
IV. How To Place An Order.............................................Page 7
V. The Check Out Process ..............................................Page 8
   a. Edit Shipping Information ................................Page 8, 9
   b. Edit Cost Center Information..........................Pages 9, 10, 11
   c. Submitting Your Order ................................Page 13
   d. Order Number.................................................Page 14
VI. Order Status..............................................................Page 15
VII. Contact Information...............................................Page 16
VIII. Help .................................................................Page 17
IX. Invoicing & Reconciliation.................................Page 18
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, 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:

myMarketplace will be located at the bottom right of your Services and Links tab, under the Buying Goods & Services Section:

The Buying Goods & Services space on the portal has been designed to assist with your Procurement, Accounts Payable and Travel needs.

To access myMarketplace, click on either the myMarketplace logo or the myMarketplace link.
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 Hosted vs. Punch-out Catalogs**

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

Hosted or Punch-Out.

*Hosted Catalogs:* Hosted 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.

*Punch-Out Catalogs:* Punch-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. Punch-Out supplier catalogs do not have the same billing functionality as hosted catalogs.

Currently, only Hosted Catalogs will be on `myMarketplace`. 
**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.

Your delivery location will be defaulted from your access form.

If needed, you can edit your shipping information (yellow blocks):

You can only update your shipping/delivery information in yellow blocks

Once the address is complete, click continue

You can also change the campus address by editing the Shipping Label.
You can also Edit Cost Center Information

Click “Edit Cost Center Information” to change Center/Budget/Index & account codes

Click “Shipping Labels” to change the campus address
Cost Center Information

You've reached the total dollar amount. Please either remove and then add new cost center(s) or press submit button if you're done.

<table>
<thead>
<tr>
<th>Index</th>
<th>Account</th>
<th>Amount</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>224020</td>
<td>73301</td>
<td>US$122.88</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(100%)</td>
<td></td>
</tr>
</tbody>
</table>

Remaining: $0 (0%)

Click “Edit” to change the cost center info

Submit
Click the dropdown box to see additional Account Codes.

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

Click the dropdown box to see additional Index #’s.
Split charges are entered by selecting additional index and/or account codes until 0% is remaining.

The remaining balance to distribute will show here.

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

Click Submit to save your Index & Account code changes.

You've reached the total dollar amount. Please either remove and then add new cost center(s) or press submit button if you're done.
After you have reviewed your order, you can either cancel the order or submit it for approval.

NOTE:
If your order is $3,000, it will be routed to Procurement Services for approval.
If your order is < $3,000 it will be automatically submitted to the supplier.
To check the status of orders waiting for approval, please email procurement@neu.edu.
After your order is submitted, you will be directed to the order confirmation page:

The order number appears after you submit your order. To review your order or invoicing information, refer to your order number. Your myMarketplace order number follows you through the whole buying cycle.

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.

You will see all of your submitted orders:

Click the column heading to sort that column, click it again to sort descending

Click on View to see your order details.

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 (<$3,000)

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

**Awaiting Approval**: The order is over $3,000 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, 617-373-2135 for more information.
### Contact Information

For system and profile related issues or orders that require approval, please contact Procurement Services
617-373-2135 or procurement@neu.edu

Please refer to our website for Procurement Services commodity information:
http://www.northeastern.edu/purchasing/contact/index.html

For supplier related issues, please see contact information below.

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fisher Scientific</td>
<td>Kretin Walker</td>
<td>Sales Representative</td>
<td>781-243-1796</td>
<td><a href="mailto:kretin.walker@thermofisher.com">kretin.walker@thermofisher.com</a></td>
</tr>
<tr>
<td>GovConnection</td>
<td>Patricia Nangle</td>
<td>Senior Account Manager</td>
<td>888-800-4536</td>
<td><a href="mailto:pnagle@govconnection.com">pnagle@govconnection.com</a></td>
</tr>
<tr>
<td>Staples</td>
<td>Ted Parson</td>
<td>Account Representative</td>
<td>978-557-6720</td>
<td><a href="mailto:ted.parson@staples.com">ted.parson@staples.com</a></td>
</tr>
<tr>
<td>VWR</td>
<td>Tim Nelson</td>
<td>Sales Representative</td>
<td>617-306-3007</td>
<td><a href="mailto:tim_nelson@vwr.com">tim_nelson@vwr.com</a></td>
</tr>
</tbody>
</table>

Supplier Contact Information can be found under CONTACTS
myMarketplace Help Page

myMarketplace at Northeastern University

HELP TOPICS
1. ABOUT myMarketplace
2. TECHNICAL REQUIREMENTS
3. LOGIN
4. HOME PAGE
5. CART PAGE
6. CREDITS
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.

You will be able to log on to myMarketplace and have access to all of Northeastern’s Preferred Suppliers’ online catalogs, while maintaining one username/password. myMarketplace will maintain your user profile information, this includes shipping addresses and payment information.

Back to Top
**Invoicing & Banner Reconciliation**

Electronic invoicing will occur weekly on Mondays.

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.

To view the invoice charges, go to Banner Eprint Reports or Banner Budget Queries.

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 on myMarketplace and compare to invoice information in Banner.
4. The University’s tolerance amount is $25. As long as the invoice is within $25, then it can be appropriately reconciled.
   **Note:** Procurement Services monitors the transactions over the tolerance limit.
   If there is a charger greater than the tolerance, Procurement Services will contact you and the supplier to resolve.
5. To view your transactions in your budget, use Eprint or Banner.
6. If there is an error, contact the supplier. The supplier contact information is on myMarketplace.