SciQuest Frequently Asked Questions (FAQ)

How do I get Sci-Quest Access?

A security request form will have to be completed using Workfront. If needing help in completing the form please refer to the following document.

When do I use a Non-Po Payment form?

A Non-Po Payment form is used for a direct pay or an after-the-fact.

A direct Pay is often used for reimbursement to students, employees, speakers or any individual for a service for less $5,000.

An after-the-fact form is used for products or services that have already been completed and you must have an invoice. After-the-facts can also be used to pay subscriptions or dues that need to be paid.

For specifics please see policies and procedures of Non-PO Payment form.

How do I create a standing order?

Standing orders can be used for repetitive non-capital purchases when a department anticipates spending more than $1,000, has at least 24 transactions or is a payment for a monthly subscription services.

Standing Orders in Sci-Quest can be identified by utilizing the standing order check box and date in Sci-Quest and the "Standing Order" should be identified in the description.

For more on standing orders, please see our standing order procedures and how to document.

How do I complete a courier form?

You will need to login to Sci-Quest and select the courier form from the home page, complete and proceed to checkout as normal.

What if my requisition is rejected?

Requisitions can be auto rejected or rejected by an approver or purchasing services. An auto reject can be rejected due to having a wrong segment in a FOAPAL or the question under the General section "Is this for an After the Fact purchase or a Direct Pay? If a RQ is rejected, you can copy this RQ back to your cart, make the needed change and submit again. Users can receive email notifications if an RQ is rejected.

How do I withdraw a requisition?

If you placed the requisition, you can open the requisition in Sci-Quest, go to document actions drop down next to the blue "GO" in the upper right hand corner and select "Withdraw Entire Requisition". You will be prompted for a comment so just type in the reason for the withdraw and continue.
How do I cancel a Purchase Order?

Purchase orders can only be canceled by purchasing services. If you need a purchase order cancelled you can comment on the purchase order, call purchasing office 285-1532, or send an email to procurement@bsu.edu. Just remember as soon as a Purchase Order is created it automatically sends to the vendor on the PO. Depending on the vendor, the order could still be shipped.

How do I change an amount on a purchase order or get more dollars on a standing order?

First step is to email the buyer that has that commodity code for that purchase order. If you are unsure of what buyer you need to ask, just send an email to procurement@bsu.edu or call the Purchasing Department at 285-1532.