



Reference Guide for uSOURCE Suppliers

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What is uSOURCE?

uSOURCE is the University of Toronto's online marketplace. This Software as a Service (SaaS) e-procurement system is provided by **Jaggaer** (formerly SciQuest) and is widely used in higher education organizations across North America.

This reference guide will provide a resource for uSOURCE Suppliers on how to handle uSOURCE transactions.

Purchase Order Changes

Cancelling an Order

If an end user wants to cancel a PO, they must contact the Supplier first:

- If the item has not shipped, the Supplier cancels the order in their system, and does not submit an invoice against the PO
- If the item has shipped and the Supplier submitted the invoice, the end user will follow the return process (see [Return Process and Credit Memos](#))

Decreasing a Quantity of a Line

If an end user wants to decrease the quantity of a line item on a Purchase Order, they must communicate this to the Supplier. If the Supplier can accommodate this change, they will only invoice for the quantity agreed upon with the end user.

The end user is responsible for informing uSOURCE.

Increasing a Quantity of a Line

This type of change is not possible on an existing Purchase Order. The user must create a new Purchase Order for any additional quantities. The Supplier should not allow this request to proceed. They must receive a new PO for the additional quantities before sending the item(s).

Increasing Price

The price indicated on the Purchase Order must be honoured. In the event of a price discrepancy, contact usource@utoronto.ca.

Payment Terms

All uSOURCE Supplier payment terms are net 35.

Shipping & Handling Charges

Shipping & Handling charges should not be included on uSOURCE invoices unless otherwise agreed upon and stated through the contract between the Supplier and the University.

Return Process and Credit Memos

When an item must be returned:

1. End user contacts Supplier
2. Supplier provides end user with an RMA (Return Memo Authorization) label
3. Supplier submits invoice to uSOURCE
4. When the returned item is received, Supplier submits a Credit Memo through uSOURCE

Note: Credit Memos should never be sent directly to the end user.

Packing Slips

Packing slips should be included in all shipments. If a packing slip is missing, end users will contact the Supplier for a copy.

Invoices

Orders and payments in uSOURCE follow a paperless process, eliminating manual data entry for both the University and Suppliers. Suppliers submit electronic invoices directly into the Jaggaer system. **Hard copies or PDFs of the invoice should not be sent to end users**, as they cannot be processed in the system. Invoices should be sent when products are shipped (or soon after).

Invoices Must Match Original PO

The invoice(s) submitted to Jaggaer must match the original PO in terms of quantity and price. Invoices that do not match will be rejected. If an invoice is rejected, a uSOURCE representative will contact the Supplier and request that a new invoice be submitted.

Who Do I Contact?

Questions related to Invoices

uSOURCE Helpdesk at usource@utoronto.ca.

Technical Support

Contact the Jaggaer Support Team (**+1 800-233-1121**) or create a ticket through the [JAGGAER Customer Support](#) for any technical questions related to creating an invoice, updating hosted catalogue pricing or punch-out catalogue integration issues.