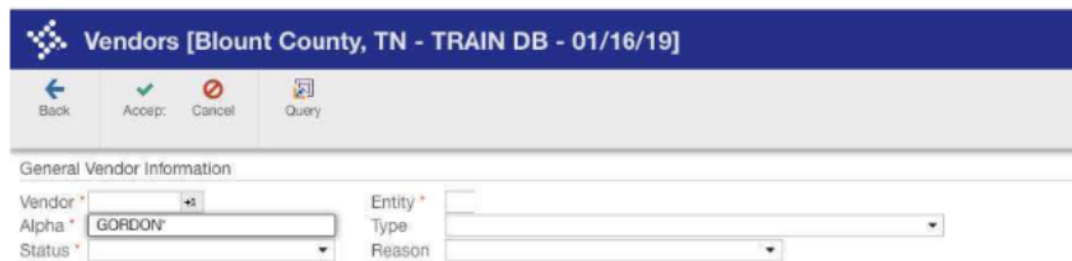


Resolving Vendor Issues

- Duplicate Vendors
 - If there are multiple instances of the same vendor, please contact Purchasing at purchasing@blounttn.org
- Missing Vendors

The first thing you should try is a wildcard search. The best way to search for a vendor in Munis is not to type in the vendor's entire name, instead type part of the company name and include an asterisk (*) after. You could also include the asterisk before.



The screenshot shows the 'Vendors' search page in the Munis system. The title bar reads 'Vendors [Blount County, TN - TRAIN DB - 01/16/19]'. Below the title bar are navigation buttons: 'Back', 'Accep.', 'Cancel', and 'Query'. The main section is titled 'General Vendor Information' and contains several search fields: 'Vendor *' (with a search icon), 'Alpha *' (containing 'GORDON'), 'Status *' (a dropdown menu), 'Entity *' (a dropdown menu), 'Type' (a dropdown menu), and 'Reason' (a dropdown menu).

If your Vendor's name is ABC Construction, search for **ABC*** or ***Construction**. This will help you to better find your vendor!

If all other search methods fail and you can't find your vendor, just email the Purchasing Dept. and include "Missing Munis Vendor" as the subject line. They will double check to make sure that your vendor is in Munis!

If you continue experiencing problems, please enter a ticket into Spiceworks to have someone help you shortly. Be sure to include "Munis" in the ticket subject/heading.