Q1: Why is the Alternative Units of Measure (UOM) box not appearing in my Shopping Cart?

A1: After entering Product ID (SAP Material Code) user must hit the enter button and not click OK.

Example 1 – selecting OK

User would not want to order 1 alcohol wipe.

Example 2 – Hitting ‘Enter’ on the keyboard.

By hitting ‘Enter’, the user will see the alternative units of measure box and be able to select appropriate Alternative UOM. Follow the steps below to select the appropriate UOM for your order.
Q2: I cannot change my cost center?

A2: At the items in shopping cart level user needs to click on ‘Cost Center’, in the Account Assignment column.
Details from item will appear. The User will hover the mouse to the right of the cost center until the two boxes appear. The User will click on the two boxes and a larger box will appear with a list of their cost center selections.

User will highlight the cost center they want the shopping cart charged to, by selecting the box to the left of the cost center and selecting ‘OK’.

Cost Center will change in details and at the item level.

Q3: Can I have more than one cost center per shopping cart?

A3: Not at this time. Cost centers may have different approval strings so one cost center per shopping cart is all the system will allow.

Q4: Can I alter or change a shopping cart, after it has been approved?
A4: Unless you have saved the shopping cart and it has a status of ‘Held’ you cannot change a shopping cart. Once the cart has a status of awaiting approval you must ask your approver to reject the cart if you want to change the order. If the shopping cart has been approved, you could ask your site E-Req Buyer to change quantities or items before placing the Purchase Order (PO).

Q5: What does ‘Product ID’ mean in EREQ?

A5: In E-Req the ‘Product ID’ is the same as the ‘Material Number’ in SAP.

Q6: How do I cancel a saved shopping cart?

A6: Go to ‘Shopping Area’ and highlight the saved shopping cart.

Select ‘Delete’

![Confirm]

Really delete selected Shopping Cart?

[Yes] [No] [Cancel]

Select ‘Yes’

User will get a message indicating that Shopping cart has been successfully completed. In this case the system update will take some time to update and can be refreshed later.
Select ‘Refresh’.

Status changes to ‘Deleted’.

**Q7: How do I cancel a shopping cart that is awaiting approval?**

**A7:** Once a shopping cart has the status awaiting approval the only way to cancel the shopping cart is to have the approver reject the shopping cart. The instructions are laid out in the approver manual. This is the same process as approving, but the approver will select ‘Reject’ instead of ‘Approve’.

**Q8: How do I cancel a shopping cart that is approved?**

**A8:** Once a shopping cart is approved, the user will need to contact their site Buyer to stop the order from being placed. The Buyer can delete a requisition before converted to a purchase order (PO). If the
material is a reservation from CINV, the Buyer can contact stores and ask them to cancel the reservation. If a PO has been created and sent to vendor for purchase, the Buyer can try to cancel. If the PO cannot be stopped, then the Buyer could return the product to the vendor after the goods are received.

Q9: Who do I contact if I need my password reset?

A9: Please contact your site Purchasing department to initiate a password reset for your account.