

Actions to take when your Cart has been returned

- ▶ When a Cart is returned by the individual assigned the cart, you will receive an email with the subject similar to "Your Cart has been returned." Carts that have been returned will be listed on the [Shop > My Carts and Orders > View Carts](#) page.

Returned Cart

- ▶ Email Subject: *Your cart has been returned. Cart#: XXXXXX.*
- ▶ A Cart may be returned to you by the Requester or the person assigned to review the cart.
- ▶ Returned carts appear in the **Draft Carts** section of the [View Carts](#) page.

Type	Cart Number	Shopping Cart Name	Date Created	Cart Description	Total	Action
Normal - Returned	1229843	2014-10-13 ray_requester1 04	10/13/2014		86.53 USD	View
Normal	1953261	2017-07-24 sam_shopper1 01	7/24/2017		13.30 USD	View

1. To review the returned cart, click on the **Shopping Cart Name**.
2. To view any comments regarding the return, click on the **Comments** tab or **History** tab.
3. Make any changes and resubmit the order (or assign the cart to your Requester).
4. If the order is no longer needed, you can delete the cart by selecting **Delete** from the **Action** dropdown menu (located to the far right of the cart) on the **Draft Carts** page.

Assigned Cart Deleted Notification

- ▶ Email Subject: *Your Assigned Cart has been Deleted.*
- ▶ Your assigned shopping cart has been deleted by the assignee.
- ▶ Review any comments (if any) regarding the cart deletion from the cart notification email.

✓ **Solution:** If you have any additional questions about why the cart was deleted, please contact the person who deleted the cart as indicated in the email notification.

Actions to take when your Requisition has been returned

- ▶ When a Requisition is returned, you will receive an email similar to "Your requisition has been returned. Requisition#: XXXXXX". Requisitions that have been returned are listed on the [Shop > My Carts and Orders > View Carts](#) page.

Returned Requisition

- ▶ Email subject line: *Your requisition has been returned. Requisition#: XXXXXX*
- ▶ A requisition may be returned by the BearBuy system, the Requester, or the Requisition Approver and may require action from you to correct.
- ▶ Returned requisitions and carts appear in the **Draft Carts** section of the [View Carts](#) page.

Type	Cart Number	Shopping Cart Name	Date Created	Cart Description	Total	Action
Normal - Returned	1229843	2014-10-13 ray_requester1 04	10/13/2014		86.53 USD	View
Normal	1953261	2017-07-24 sam_shopper1 01	7/24/2017		13.30 USD	View

1. To review the returned cart, click on the **Shopping Cart Name**.
2. To view any comments regarding the return, click on the **Comments** tab or **History** tab.
3. Make any changes to the cart and resubmit the order.
4. If the order is no longer needed, you can delete the cart by selecting **Delete** from the **Action** dropdown (located to the far right of the cart) on the **Draft Carts** page.

Expired/Invalid Chartfields

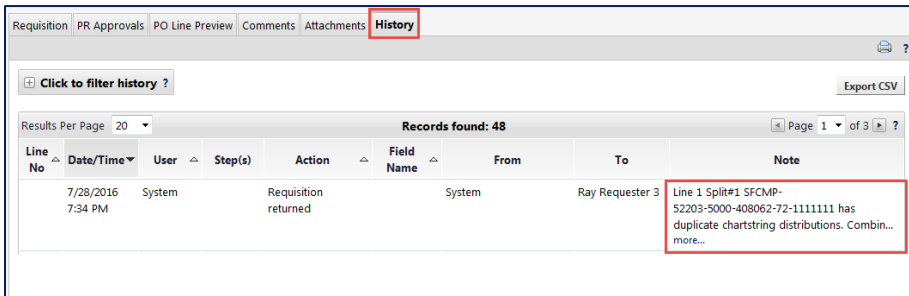
- ▶ The requisition may be returned due to invalid or expired funding.
- ▶ The error will also appear on the returned requisition's **History** tab with a note specifically indicating the chartfields that caused this issue.

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	2/27/2014 7:51 PM	System		Requisition returned		System	Ray Requester3	Line 1 Split#1 SFCMP-53520-5150-147101-43-1111111-RADDP Combo error for fields Acct/Fund/Func/Projec... more...

✓ **Solution:** Replace the chartfields on the appropriate line with valid values.

Duplicate Chartfields

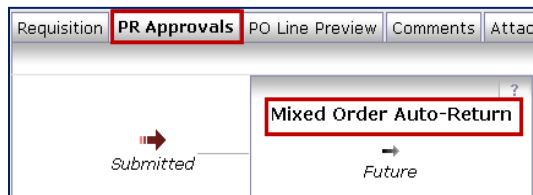
- ▶ The requisition may be returned due to a requisition line containing multiple chartstring (Accounting Code) distributions with the same combination of values.
- ▶ The error will also appear on the returned requisition's **History** tab with a note specifically indicating the chartfields that caused this issue.



✓ **Solution:** The distributions for the line need to be modified by combining or removing multiple chartstring distributions containing the exact same combination of values.

Mixed Order

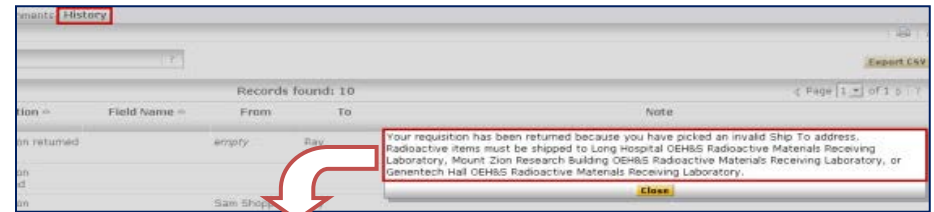
- ▶ Your Requisition may be returned because you mixed forms for internal UCSF requests, such as the *Change Order Request Form*, with catalog items or external/ordering forms such as the *Non-Catalog Form*.
- ▶ The **PR Approvals** tab on the returned Requisition will show the workflow step of **Mixed Order Auto-Return**.



✓ **Solution:** Move one of the forms to a new Cart to avoid a Mixed Order return.

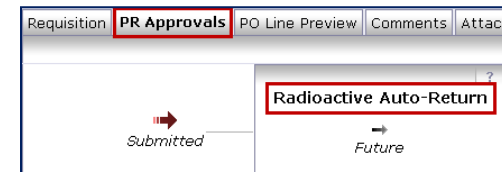
Invalid Ship To Address on Orders with Radioactive Materials

- ▶ Your cart may be returned if the requisition contains **radioactive materials** and you did not specify an Approved Radiation Safety Receiving Laboratory as the **Ship To Address**.
- ▶ The error will also appear on the returned requisition's **History** tab with a note specifically indicating that the **Ship To Address** must be changed to an appropriate Approved Radiation Safety Laboratory.



Your requisition has been returned because you have picked an invalid Ship To address. Radioactive items must be shipped to Long Hospital OEHS Radioactive Materials Receiving Laboratory, Mount Zion Research Building OEHS Radioactive Materials Receiving Laboratory, Genentech Hall OEHS Radioactive Materials Receiving Laboratory, or Mission Bay Hospital OEHS Radioisotope Receiving Laboratory.

- ▶ The **PR Approvals** tab on the returned requisition will also show the workflow step of **Radioactive Auto-Return**.



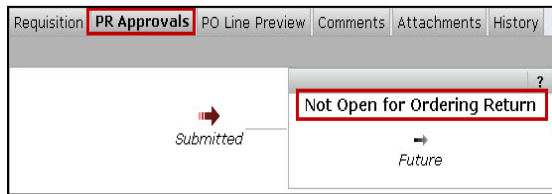
✓ **Solution:** Change the Ship To Address to one of the Approved Radiation Safety Receiving Laboratories and place the order again. Enter one of these Ship To Addresses on the search page. Select the address when it appears in the search results. Consult your Department Safety Specialist at the Office of Environmental Health and Safety if you have any questions: <http://www.ehs.ucsf.edu/find-your-environment-health-and-safety-specialist>.

Vendor Not Open for Ordering

- ▶ A vendor that is not open for ordering is not currently accepting purchase orders. This is indicated by a stop sign next to the name of the vendor when you search for the supplier on a form.



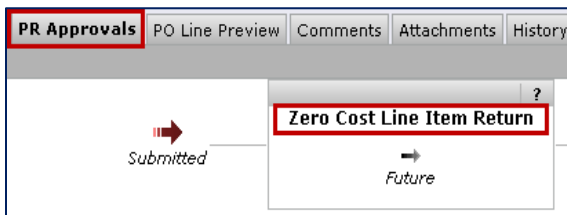
- ▶ If you select such a vendor, your requisition will be returned unless you are using the Payment Request Form (which allows the use of such vendors).
- ▶ The **PR Approvals** tab on the requisition will show **Not Open for Ordering Return**.



- ✓ **Solution:** Fix the form by using a vendor that is open for ordering (no stop sign).

Zero Cost (\$0.00) Line Item

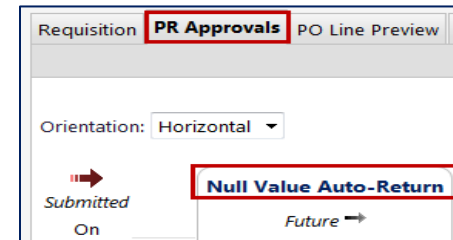
- ▶ Your requisition may be returned because there is an item in your cart with \$0.00 cost, such as a free item.
 - \$0.00 items should not be line items and instead should be described as free items in a **Note to all Suppliers** or **External Note** on the order.
- ▶ The **PR Approvals** tab on the requisition will show **Zero Cost Line Item Return**.



- ✓ **Solution:** Remove the \$0.00 line item from the cart, insert a supplier/external note, and resubmit the order.

Submitting a Cart or Copied Requisition created before March 10, 2014

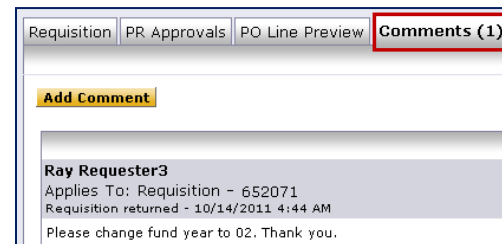
- ▶ Your requisition may be returned because you used a cart that was created before the Chart of Accounts cutover on March 10, 2014. These carts do not contain the new Chart of Accounts values and cannot be used for new orders.
- ▶ Your requisition may also be returned because you created a new cart by copying a requisition that was created before the Chart of Accounts cutover on March 10, 2014. These pre-Chart of Accounts requisitions cannot be used for new orders.
- ▶ The **PR Approvals** tab on the returned Requisition will show the workflow step of **Null Value Auto-Return**.



- ✓ **Solution:** Navigate to the **Shop > My Carts and Orders > View Carts** menu. Click the **Create Cart** button to create a new cart. Re-create your order using this new cart. Delete all carts that were created before March 10, 2014.

Requisition Returned by a Requisition Approver

- ▶ Your Requisition can also be returned by a Requisition Approver.
- ▶ You can check the Requisition for comments (if the Requisition Approver entered comments with the requisition return) to determine the reason for the return and what action you need to take.
- ▶ Comments are found on the **Comments** tab of the requisition.



- ✓ **Solution:** If you have any questions about this requisition, please contact the approver who returned the requisition.