Returned Cart-Why was my requisition returned?

Procurement Services
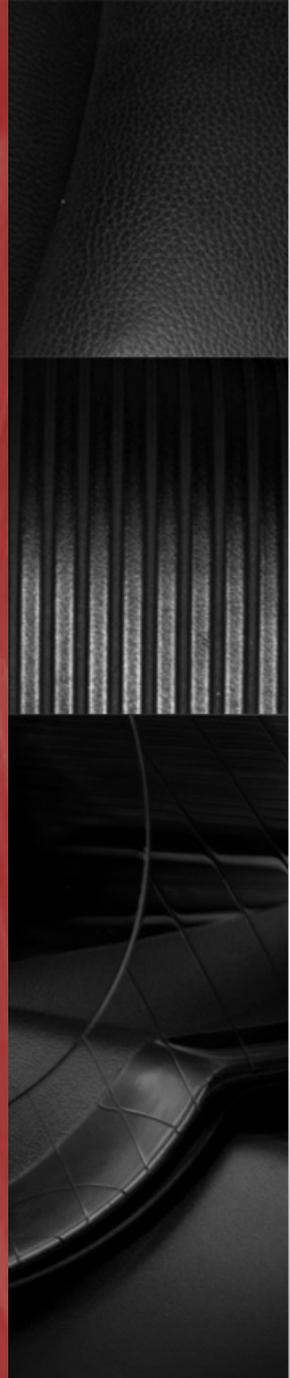
There are a number of reasons why your cart may have been returned to you. Whenever your cart is returned to you; it will appear back in your shopping cart in Smart Source:

Click on your cart and proceed to checkout:
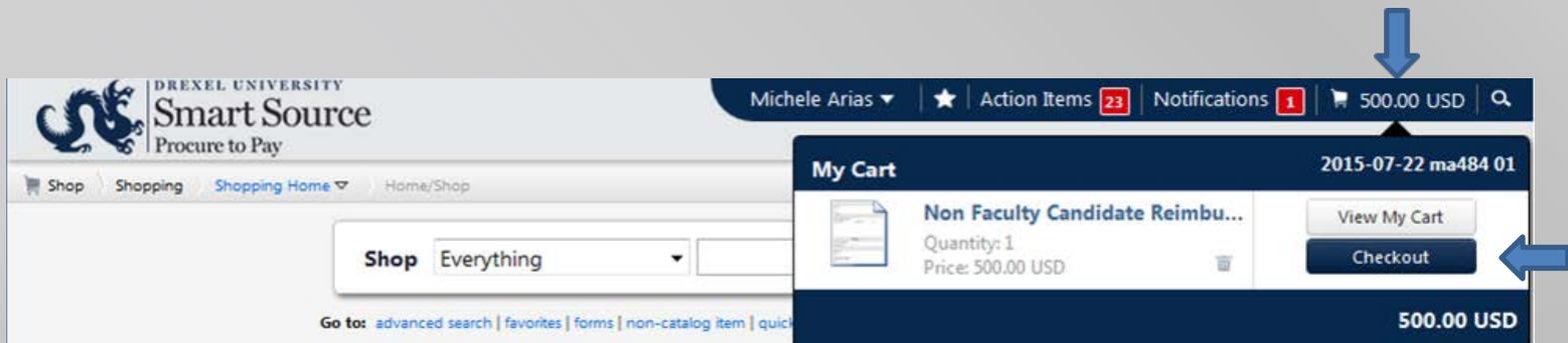
Once in your cart, you can select the history tab:

The history tab will show you every step the requisition has taken:

Tab						
Requisition	PR Approvals	PO Preview	Comments	Attachments (1)	**History**	

⊕ **Click to filter history** ?   Export CSV

Results Per Page 20 ▾   **Records found: 15**   ◄ Page 1 of 1 ► ?

Line No	Date/Time ▾	User	Step(s)	Action	Field Name	From	To	Note
	7/28/2015 3:00 PM	Michele Arias		Requisition modified	Account	*empty*	3012	
Line 1	7/28/2015 2:31 PM	Michele Arias		New Line added		Form	*empty*	
	7/28/2015 2:22 PM	Michele Arias		Line removed	617206			
	7/27/2015 3:09 PM	Michele Arias		Requisition modified	Account	3442	*empty*	
	7/27/2015 3:09 PM	Michele Arias		Requisition modified	Organization	1200	3231	

There are a few errors that may occur when you submit your cart. Below are just a few of the most common examples:

Scenario 1:

Your cart may be returned to you by your financial approver or someone in another approver role such as Procurement, Office of Research, etc.

This cart was returned by Procurement because the wrong form was used.

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	5/7/2015 1:50 PM	Lisa Coughlin	No Supplier Catch	Requisition returned		Lisa Coughlin		Hello, thank you for choosing SmartSource. We are returning this back to you since the request is... more...
	5/7/2015 1:50 PM	Lisa Coughlin	No Supplier Catch	Requisition assigned				
	4/27/2015 12:48 PM		Financial Approval - Level 1	Requisition approved				

Remedy: Follow instructions provided in comments or reach out to the approver who returned your requisition for more information.

Scenario 2:

Your cart may be returned by the Banner system because you do not have authority to use the cost center listed in your requisition.

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	4/14/2015 2:23 PM	System	Banner Budget Authorization	Requisition returned				
	4/14/2015 2:23 PM	System		Requisition returned		empty		Returned by banner
Line 1	4/14/2015 2:23 PM	System		Requisition Line item returned				Item 1, Sequence 1: *ERROR* User has no authority to post to fund 110960 and organization ... more...
	4/14/2015 2:23 PM			Requisition submitted				

Remedy: Your department's financial/budget manager or the cost center's financial manager will need to send an email to smartsource@drexel.edu indicating your authority to utilize a specific cost center.

Scenario 3:

Your cart may be returned by the Banner system because the cost center used had insufficient budget for the amount of the requisition.

Line No	Date/Time ▼	User △	Step(s)	Action △	Field Name △	From	To	Note
	5/11/2015 1:08 PM	System	Banner Budget Authorization	Requisition returned				
	5/11/2015 1:08 PM	System		Requisition returned	*empty*			Returned by banner
Line 1	5/11/2015 1:08 PM	System		Requisition Line item returned				Item 1, Sequence 1: Insufficient budget for item 1, sequence 1, suspending transaction.
	5/11/2015 1:08 PM			Requisition submitted				

Remedy: Review your budget in WebFinance or contact your department's financial/budget manager for more information. You may need to use a different cost center with funds or complete a funds transfer.

Scenario 4:

Your cart may be returned by the Banner system if the transaction date (when the cart was initially created) occurred in a previous accounting period that has since closed. In the example below, the cart was created on April 8th but was not approved by the financial approver until May 15th.

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	5/15/2015 3:19 PM	System	Final Banner Budget Auth	Requisition returned				
	5/15/2015 3:19 PM	System		Requisition returned		empty		Returned by banner
Line 1	5/15/2015 3:19 PM	System		Requisition Line item returned				Item 1, Sequence 1: "ERROR" Transaction date 08-APR-2015 is not in an open accounting period for... more...
	5/15/2015 3:18 PM		Financial Approval - Level 1	Requisition approved				
	4/8/2015 1:50 PM	System	Banner Budget Authorization	Requisition approved				
	4/8/2015 1:50 PM			Requisition modified	Accounting Date	empty	4/8/2015	
	4/8/2015 1:50 PM			Requisition submitted				

Remedy: Follow the job aid for Changing the Accounting Date for instructions on how to update the date of the order to the current, open accounting period.

If you received an error not listed or require any further assistance, please contact the Smart Source Hotline at: 215-895-2876 or email smartsource@drexel.edu.