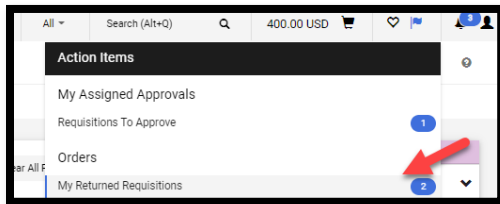


iShopUTRGV Quick Reference Guide

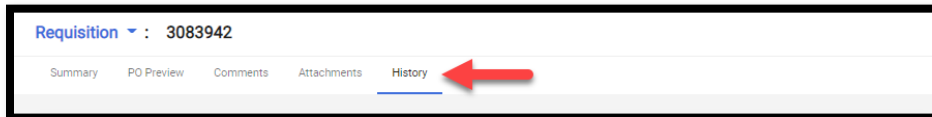
How to - Determine Reason for Returned Requisition

iShopUTRGV approvals are based on information provided throughout the requisition (Profile, Accounting Codes, Punch-out Vendors). *Questions can be emailed to: ishop@utrgv.edu

1. Go to your Returned Requisition under Action Items



2. Click on the 'History' tab to see if a note was included for the Action listing Requisition returned.



- If returned by an individual, name of returnee will be listed, along with a customized reason if added by the user.

10/26/2020 3:48 PM	Marilu Reyes	Cost Center Review	Requisition returned	Marilu Reyes	Rocio Cardenas	Please add black pens and a case of copy paper.
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- If the cart was not returned by a user, it may have been returned by the system. You may see the following notes:
 - Failed Funds: The cost center/project does not have sufficient funds. For cost centers, please contact planningandanalysis@utrgv.edu. For projects, please contact your grant accountant.

3/21/2019 3:08 PM	System	Requisition returned	System	Mrs. Esmeralda G Rios	Line: 0, Split: 0 - Budget Check Exception: OPE SpeedType = 21000059, Account = 63001 Available... more...
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- No Active Speedchart - The cost center/project has not been set or may have ended. For cost centers, please contact planningandanalysis@utrgv.edu. For projects, please contact your grant accountant.

10/21/2020 4:28 PM	System	Requisition returned	System	Donna Rodriguez	Line: 1, Split: 1 - No active Speed Chart was found for Speed Chart: 000000230 Line: 1, Split: ... more...
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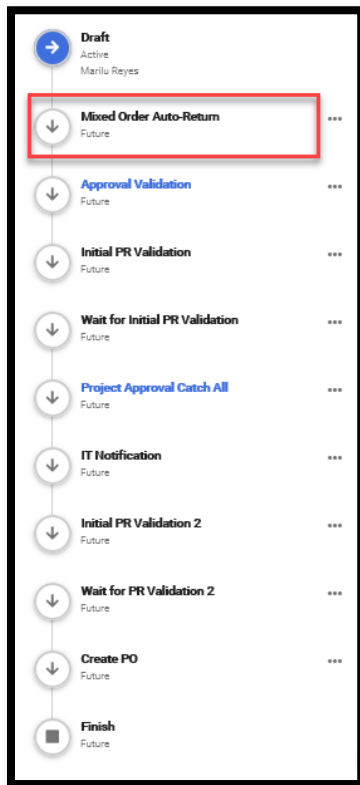
- Supplier error: The supplier you have selected is not active. Please contact vendorrequest@utrgv.edu

10/20/2020 11:27 AM	System	Requisition returned	System	Rocio Cardenas	Line: 1, Split: 0 - Supplier number: 0000045613 may not exist, may be inactive or is not open fo... more...
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- Employee Error: Reimbursement to employees is only allowed on the Business Expense Reimbursement Form and the Travel Authorization Form since UTRGV cannot hire an employee to provide goods/services. Please contact accountspayable@utrgv.edu and travel@utrgv.edu to determine which form should be used.
- PO Cloused Removed – if the REQ is returned due to “PO Cloused Removed” you will will need to look for errors in the workflow.

Date/Time	(s)	Action	Field Name	From	To	Note
10/26/2020 4:33 PM	System	Requisition returned		empty	Marilu Reyes	PO Cloused Removed

- Mixed Auto Return – While users may create a REQ with multiple lines, they type of line (punchout, form, Small purchase order) must be the same for all lines. Move different lines to a new cart and process separately.



- Missing Profile Approvers – Profile values also play an important role in the approval process of forms such as the Travel Authorization Request, Travel to Foreign Countries Request, and Work Order Request. Missing Supervisor, Dean/Director, Division Head. Supervisor is autopopulated by the system. If blank, contact HR to ensure the employee PAF is active. If active, ensure the supervisor has logged into iShop in order to activate their profile.

