The PantherExpress system will Auto Return Requisitions with Inactive Account Numbers!

If an inactive account number is used:

- The requisition will be returned to the person who created the requisition as a "*draft cart*".
- If you are a "shopper", resubmit the cart for your Approver or Buyer to assign the new account number.
- If you are a Department Buyer, you can change the account number and resubmit.

Auto Return Requisitions

If an inactive or closed account number is used on a PantherExpress order, you will receive the following email:

> Re: REQUISITION RETURNED FOR REQUISITION#: 529608 Requisition Name: 2011-03-17 squser 01 Prepared by: SciQuest User Returned by: System
>
> Dear SciQuest User,
>
> This requisition has been returned. To modify or resubmit the requisition, go to the "Draft Carts" page using the URL below. You can obtain information on why this requisition was returned by looking at the Comments or History tabs of the "Draft Cart".
>
> Your requisition may have been returned for one of several possible reasons:
>
> 1. The account number that has been used is invalid or not in the active chart of accounts.
> 2. You have attempted to order from the Stockrooms and did not use subcode 6088.
> 3. You attempted to purchase items using the 6088 subcode from a supplier other than a Stockroom. Subcode 6088 can only be used for Stockroom related purchases.
>
> If your requisition was returned by your Department Approver, Buyer or Account Assigner, you may want to contact that person with questions.
>
> https://usertest.sciquest.com/apps/Router/CartList?AuthUser=448582&tmstmp=1300475193509

Click on the link to view your Draft Cart.

1. If not logged into PantherExpress, you will be taken to the log in screen. Upon entering, the page will open at your *Draft Carts* page.
2. You will see "My Returned Requisitions"
3. You can click "withdraw" if you do not want to reprocess the requisition.

	My Returned Requisitions					legend	?
Active Cart	**Requisition Name**	**Date Created**	**Cart Description**	**Total**		**Withdraw**
🛒	2011-03-21 01	3/21/2011		70.70 USD		Withdraw
🛒	2011-03-21 02	3/21/2011		219.34 USD		Withdraw
🛒	2011-03-21 03	3/21/2011		383.17 USD		Withdraw
🛒	2011-03-22 01	3/22/2011		142.85 USD		Withdraw

After you click on the cart, you will be taken to the "Summary - Draft Requisition" page. From here you will:
1. Be able to view the comments and History tab.
   - Comments: will state why the requisition was returned.
   - History: will show at which step the requisition did not pass.
2. Correct Account Number
   - If you are a Shopper, you will need to re-Submit the Requisition to your Approver/Buyer for proper account code assignment.

Comments

Click on the comments tab to view and add a comment. You will be able to review all comments.

To add a comment, click Add Comment. The Add Comment box will appear. Type in your comment and click Add Comment.
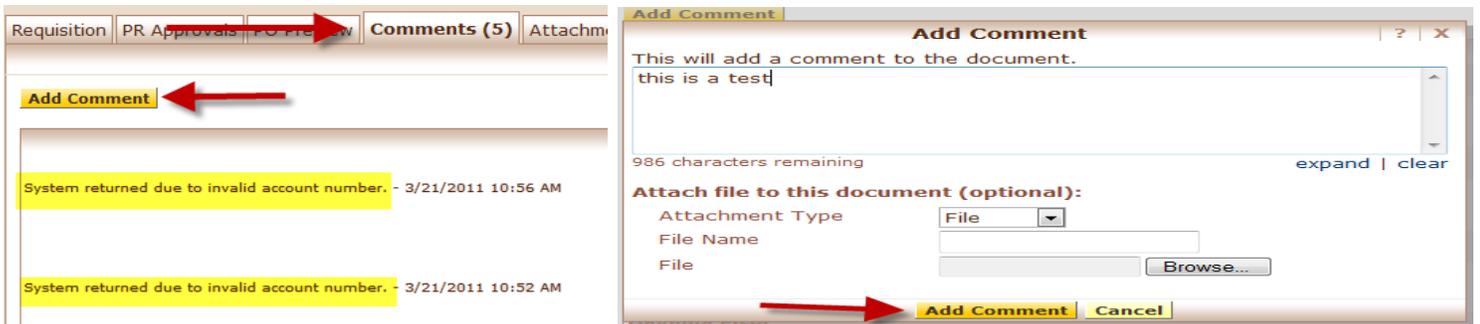
As seen below, your new comment is added to the comment tab.

History

Click on the history tab to review the requisition history.

The history information tab contains several fields that contain helpful information:

Line NO - Displays the line number effected by the history entry.

Date/Time - Displays the date/timestamp of the event associated with the history entry.

User - Displays the user responsible for the change.

Step(s) - Displays the workflow step, if applicable, in which the change took place.

Action - Displays the action, if applicable, associated with the history entry.

Field - Name Displays the name of the field associated with the change detailed in the history entry.

From - Displays the previous value for the field referenced in the history entry, if applicable.

To - Displays the new value for the field referenced in the history entry, if applicable.

Records found - The total number of History records found.

For Example, below is a history of a returned requisition with explanation:

Line No △	Date/Time △▾	User △	Step(s)	Action △	Field Name △	From	To	Note
Line removed	3/23/2011 3:18 PM	[1]		New Line added - draft	NP-22880	Product search		
	3/23/2011 2:55 PM	Davinna Eisel	[2]	Comment Added				this is a test
	3/23/2011 8:51 AM	System	Intermediate Validation	Message transmission to external system was successful.				
Line 4	3/23/2011 8:51 AM	System	Intermediate Validation	Requisition note added	[3]			One item in this line has failed authorization
Line 1	3/23/2011 8:51 AM	System	Intermediate Validation	Requisition note added				One item in this line has failed authorization
Line 3	3/23/2011 8:51 AM	System	Intermediate Validation	Requisition note added	[4]			This line has been successfully validated
Line 2	3/23/2011 8:51 AM	System	Intermediate Validation	Requisition note added				This line has been successfully validated
	3/23/2011 8:51 AM	Davinna Eisel		Requisition submitted				
Line 4	3/23/2011 8:51 AM	Davinna Eisel		Requisition modified	Future Reference	00000	00000:10.00, 00000:10.00, 00000:5.88 [5]	
Line 4	3/23/2011 8:51 AM	Davinna Eisel		Requisition modified	Future Reference:Split method	% of Price	Amount of Price [6]	

Results per page 200 ▾ — **Records found: 144** — ◁ Page 1 ▾ of 1 ▷ ?

1. A line item was removed from the requisition.
2. A comment was added to the requisition.
3. Line 4 failed account number validation (has a bad account number).
4. Line 3 passed account number validation (has a good account number).
5. Line 4 has the amount of price split between 3 account numbers.
6. Line 4 contains more than one account number and will be distributed to those account numbers by the amount of price.

### NOTE: Alternative Method to Navigate to Your Returned Requisitions

1. Log into PantherExpress.
2. Scroll down to the bottom left hand side of the Home/Shop page to **Action Items**.
3. Click on "Returned"
4. You will then be taken to the Draft Carts page.

Action Items | ?
- **My Orders**
  Requisitions
  Returned (6) ←
  Recently Completed (33)
  Purchase Orders
  Pending (7)
  Recently Completed (31)

+ **View Approvals** *

Re-Submit for Processing

After you have reviewed the requisition and made any necessary changes, click Submit Requisition.

If the appropriate changes were not made, the requisition will be returned to you again.

Submit Requisition
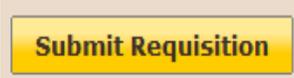
If you are a shopper, you may want to contact your Approver or Buyer prior to re-submitting the requisition.

If you have additional questions, please contact customer service HERE