

Frequently Asked Questions:

Question: My requisition cannot be submitted because it says I am missing a required field.

Answer: Refer to the top of your requisition entry screen and the yellow highlighted area. This area will tell you exactly what fields are missing before your requisition can be processed. If you are unsure about an error, reach out to University Procurement at 2-2047 for assistance.

Question: I need to provide a business purpose, but I cannot locate where to put in this information.

Answer: Check the "Final Review" tab on your requisition entry, scroll down to the bottom, and provide the denoted business purpose as required by the yellow highlighted text box.

Question: The supplier I need to order from is not featured as a Catalog provider. What do I do?

Answer: Use the non-catalog request form to enter in your requisition. Please note that University Procurement is working to bring more catalogs online over time.

Question: My requisition was returned to me and I can't tell why!

Answer: Refer to the email sent to you from adm.purchasing@eku.edu. In the body of this email, you will see a reason why the requisition was returned. Additionally, you can also view the history of any requisition or purchase order by navigating to Orders > My Orders > Finding your PO or Requisition, and selecting the History function on the top right.

Question: My requisition keeps being returned because of "insufficient funds" but I know I have the funds available in my org. Who can help me?

Answer: Reach out to Office of Budgeting, Financial Planning, and Fiscal Effectiveness at 2-8294 for assistance.