

Shopping Cart Frequently Asked Q&A

1. What is the status of my Shopping Cart or Purchase Order?

- Select **Go Shopping > Check Status > Extended Search >** and click the **Including Completed Shopping Carts** checkbox.
- Note:** Leave the **Time frame** blank and enter the **Number of Shopping Cart** if known. If the shopping cart number is not known, enter some additional criteria to limit your search, i.e. date range, name of shopping cart, etc.
- Click **Start** button.
- Locate the shopping cart line and under **Action** section click the **Magnifying Glass** icon.
- On the next page, under **Action** click the **Magnifying Glass** icon next to one of the order's line items.
- Scroll down to the **Follow-on Documents** section where you can find the **Shopping Cart** and/or **PO** numbers.

Note: If status of the **Shopping Cart** is **In Purchaser's Worklist** status:

- Scroll up the page and expand the **Basic Data** section.
- Look for the **Purchasing Group** field name.
- Next to that field name is the name of the **Buyer** you will need to contact. The Buyer contact information is posted online at <http://ssc.jhmi.edu/supplychain/group.html>.

2. How can I find the Vendor Number in SRM (Shopping Cart)?

- Enter item information and under **Action** click the **Magnifying Glass** icon.
- Scroll down the page, expand **Sources of Supply/Service Agents** and click the **Binoculars** icon.
- Select **Vendor** on the **Preferred Vendor** drop-down list.
- Note:** **Vendor List** should only be selected for **ANPO, RADP, or DRUG** type carts.
- Scroll down to the **Name 1/last name** field and in that text box type a few letters of the vendor's name (ex. *Bio*)
- Note:** If you have trouble finding a vendor, try searching for part of the name with an asterisk * on either side. (example: to find A B C Chemistry Supply, type *Chem* or *AB* or *A B*)
- Click **Start** button.

User Guides: http://ssc.jhmi.edu/supplychain/training/vendor_search-srm.pdf for additional help, or http://ssc.jhmi.edu/supplychain/training/vendor_search-r3.pdf to search for a vendor in R/3.

3. If no vendor number exists, how can I add a new vendor for a Shopping Cart?

If you do not see the Vendor you are looking for when doing your search for a Vendor:

- Go to <http://ssc.jhmi.edu/supplychain/forms.html>.
- Under the **Shared Service Forms** section, click the **New/Change Vendor Request Form** link.
- Complete the form and fax it to **443-997-5639**.

Note: Check SAP 1 to 2 days after the form is sent to see if your vendor is set up, **confirmation email replies and calls will not be made.**

4. Why has a Shopping Cart not generated a Purchase Order?

- **Check the status** of the **Shopping Cart** to make sure it has been approved by your department. If the cart is **Approved**, check the **Follow on Documents** section to see if a Purchase Order has been created. If the status shows **In Purchaser's Worklist**, please contact the Buyer by email or phone in order to get it processed. The Buyer contact information is posted online at <http://ssc.jhmi.edu/supplychain/group.html>.

Note: If the status of the **Shopping Cart** is **Awaiting Approval**, please review step #5.

5. Who is the Approver for my Shopping Cart?

- Select **Go Shopping > Check Status >** and Select **Awaiting Approval** on the **Status** drop-down list, or select **Extended Search** and enter in the Shopping Cart number if known.
- Note:** Enter a date range or leave the **Time frame** blank.
- Click **Start** button.
- Select the **Shopping Cart** in question, then scroll down and select **Approval Preview** to see the **Approver(s) Name(s)** for that **Shopping Cart**.
- Contact the **Approver** by phone or email regarding your shopping cart, if the status is **Awaiting Approval**.