



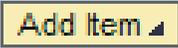
Shopping Cart FAQs

Use this Job Aid to:

- See what other people are asking and view the related solutions

Frequently Asked Questions



1. **Refresh!** Any time you return to the Shopping Cart Home Page (even the first time) you need to click the “Refresh” button to see your updated data. If you don’t, then the data displayed will not have been updated since the last time you clicked the “Refresh” button.
2. **Press the “Enter” Key.** When you first create a shopping cart, the “Details” button will not be available and you cannot access all of the detail information at the bottom of the screen. Users should enter the basic information at the top of the cart and to the individual line item(s), and THEN press the “Enter” key. Once you press “Enter,” the “Details” button will appear.
3. **Finding eMarketplace.** Some users have had a hard time accessing eMarketplace. To find it, click “Add Item” and then select “HopkinsSelect eMarketplace” from the drop-down menu. The eMarketplace application functionality has not changed. 
4. **Supplier Product Number.** Some users want to enter the Supplier Product Number (or “Vendor Product ID”) on the individual line before they press “Enter.” However, this field is only available under “Details” under the “Item Data” tab and should be entered there after the individual line item data has been filled in.
5. **Settings.** All user settings should come over to the upgrade system intact. We are asking users to double-check their settings, however, to make sure that they don’t need to renew any data. If your settings don’t have the correct delivery address, you should look up the appropriate code at: <http://ssc.jhmi.edu/supplychain/shipto.html>.
6. **Splitting Cost Distributions.** The easiest way to split cost distribution for an entire cart is to set it up in the cart’s “Default Settings,” available at the top of the cart screen. When the “Change Default Settings” pop-up appears, click on the “Account Assignment” tab and then select the appropriate “Cost Distribution” method from the dropdown box. You can then enter the cost distribution on the individual line items. Note that the “Split Distribution” button is not active on this screen. Also note that users can’t split the budget for JHHS Hosted Catalog or Supply Store orders.
7. **Change All Items.** The easiest way to apply settings to all of the items in a cart is to use the new “Default Settings” feature. If you don’t want to do that, though, you can still press “Copy” to copy data to the clipboard, and then click “Change All Items” to apply that data to all of the items in the cart. For example, you may want to apply one cost center to all of the items in a cart, and “Change All Items” will allow you to do so without adding it in manually to every line.
8. **Wait 30 Minutes for Confirmation of Goods Receipt.** In the upgrade system, there is at least a 30-minute gap between the time an order is confirmed and when it will appear on the Shopping Cart Home Page.
9. **Authorization Issues.** If you are having authorization issues (i.e., "You are not authorized to use transaction XYZ," "Authorization Error," or "No Authorization Available"), contact the IT helpdesk, where a Business Solution Analyst (BSA) will handle the ticket.
10. **“iView” Error.** When attempting to display a PO immediately after saving a shopping cart, the PO number may give an “iView” error. To resolve this error, close the window and refresh the home page. The link should now function properly.
11. **Log Out.** Click “Log Out” (in the upper right corner of the screen) when you are finished using SAP. If you click the “X” they will stay logged in for longer than intended.
12. **Policies and Procedures.** Purchasing policies and procedures have not changed with the system upgrade. You may access current policies and procedures at: <http://ssc.jhmi.edu/supplychain/policies.html>