

## Default Chartfield String

When you first started using the ePro Supplier Catalog, the system required you to set up your requester defaults, including your default chartfield values. You were required to enter a business unit and a departmental number, but you could also add additional chartfield defaults. You can change those defaults at any time.

1. Within ConnectCarolina, go to the Admin WorkCenter page.
2. Go to **Finance WorkCenter > ePro/PO > Requester Setup**.
2. Click the **Find an Existing Value** tab.
3. Enter your Onyen in the Requester field and then click the **Search** button.
4. Modify your existing defaults.

**Note:** GL Business Unit and department are required. The other chartfields are optional.

5. Click the **Save** button.

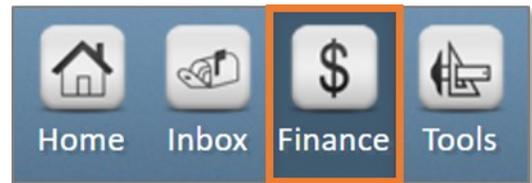
## Prices Are Only Good for 30 Days

Prices for the items you select from the supplier catalog are only good for 30 days. This means that the requisition that is created must be processed into a Purchase Order in that time. If you select items from the catalog, but don't submit the requisition in a timely manner, the Purchase Requisitions will automatically be cancelled after 30 days.

## How to Find Your Orders in InfoPorte

You can see your ePro orders in InfoPorte by following the steps below:

1. Go to [infoporte.unc.edu](http://infoporte.unc.edu) and log in with your Onyen and password.
2. Click the **Finance** button on the top right.



3. Click the **Transactions** tab under the Dept Accounting tab.



4. Enter the appropriate Accounting Period (AcctPrd) and chartfield values.
5. Click the **Search** button.

## You Can Call Any Supplier with Questions

If you have questions about items in the supplier catalog or your order, you can contact the supplier's sales representative directly. You can find the supplier's contact on their website. Click the **Help, Customer Service, or Support** link.

## Canceling Orders

ePro is an electronic business-to-business system. This means that the orders are transmitted electronically every hour. If an ePro order has not already been processed by the supplier and you need to cancel, you must contact the supplier, get the confirmation of cancellation, and then email the confirmation of the cancellation to Procurement at [eproviders@unc.edu](mailto:eproviders@unc.edu). This is necessary because canceling an ePro order/purchase order through the supplier will not liquidate the encumbrance in ConnectCarolina.

## Returning Items

If an ePro order is incorrect but has already been processed by the supplier, you will need to contact the supplier with your purchase order number to request a Return Merchandise Authorization (RMA). The supplier will then process an electronic Credit Memo for the returned items.

**Note:** Be aware that all suppliers add UNCCH. to the beginning of our purchase order numbers to ensure their uniqueness.

**Exceptions:** Amazon and Staples don't use RMAs.

Staples can process returns in two ways:

- Log in to Staples within ConnectCarolina. Click **My Orders** and then **On-Line Return**.
- Call Staples with the Purchase Order number.

## See Your Purchase Order Number

1. Go to **Finance WorkCenter > ePro/PO > Requester Setup**.
2. Enter the appropriate search criteria to find your order and click the **Search** button.
3. Click the **Expand** button by your order.



4. Click the **Purchase Orders** icon to see the Purchase Order number.

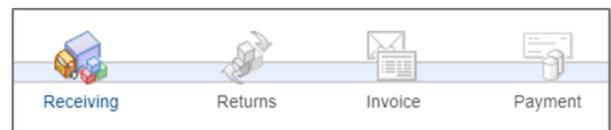


**Note:** The Purchase Orders icon is only in color if a Purchase Order has been created.

## Reviewing ePro Orders, Related POs, Receiving Status, and Supplier Payment Information

The Manage Requisition screen allows you to view the life cycle of all your purchases through the ePro Supplier Catalog. Follow the steps below to check information about your order:

1. Go to **Finance WorkCenter > ePro/PO > Manage Requisitions**.
2. Enter the appropriate search criteria to find your order and click the **Search** button.
3. Click the **Expand** button by your order.
4. Click any icon that is in color to review the relevant information.



**Note:** If an item isn't in color, there are no items to see. In the example above, you may have processed some Receipts for this order, so the delivery truck icon is lit up. However, there are no invoices or scheduled payments in the system.