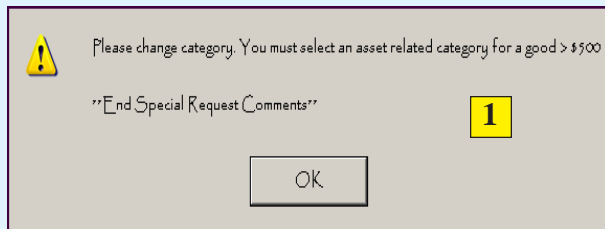


Troubleshooting Asset Management Special Requests in eProcurement 8.4

In our school district, Asset Management means managing and tracking the purchase and retention of physical goods (items) that are non-consumable (and will hopefully last a long time). Assets are goods we buy and keep, such as computers, furniture, appliances, buildings, or land. Other things like notebooks, pencils, or food are consumable and therefore are not assets. Asset Management is important so that the district can keep its costs down, and keep better track of what it owns.

We support Asset Management every time we place a Special Request order in eProcurement. Sometimes, though, we experience an error message or other kind of problem when doing this. This Job Aid addresses several of the more common errors you might encounter when creating Special Request orders.



ERROR: 1

You're getting an error message like this: *Please change category. You must select an asset related category for a good >\$500*

WHY YOU GOT IT:

You are ordering an item that is an asset, but you're trying to use a non-asset related item category.

WHAT YOU SHOULD DO:

Search for the correct item category. Because you're ordering an asset item, the correct category name begins with an A_ (all asset item categories begin with A_). If the price per unit is less than \$4,640, then choose the category that contains L4640 in its name. But if the price of the item per unit is greater than \$4,640, then choose the category that contains G4640 in its name. (The L stands for Less Than and the G stands for Greater Than).

ERROR: 2

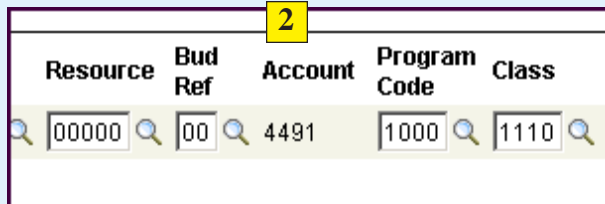
The Account field on the requisition's distribution line and header defaults (the Account box in the budget Chartfield string) is already filled in, and I can't change it.

WHY YOU GOT IT:

This is not an error. The Account code number has been filled in automatically for you. All Account code numbers are permanently paired up with the correct item category. When you choose an item category, it automatically enters its correct Account code into the Chartfield string. You can no longer edit the Account code field in a Chartfield string.

WHAT YOU SHOULD DO:

Review your item category. If you're confident that you've selected the right category, then leave it alone, because the Account code number is correct. If you don't have enough funds in that Account, contact your Budget Analyst. If it isn't the right item category, change it to the correct one.



Troubleshooting Asset Management Special Requests in eProcurement 8.4

ERROR: 3

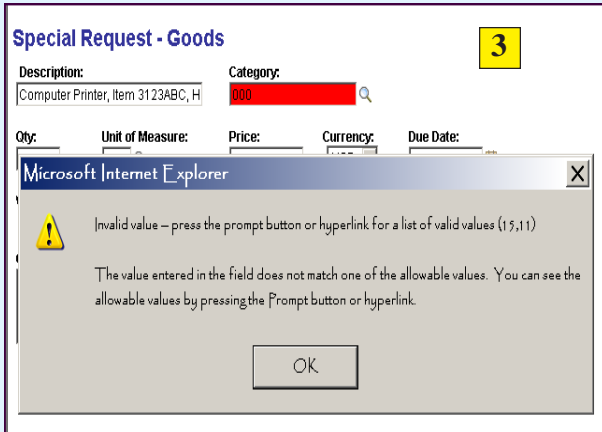
I got an error that says: *Invalid value - press the prompt button or hyperlink for a list of valid values (15,11)* The value entered in the field does not match one of the allowable values. You can see the allowable values by pressing the Prompt button or hyperlink.

WHY YOU GOT IT:

You entered a category that no longer exists. (All Items 000 and Miscellaneous Items 573 have been removed).

WHAT YOU SHOULD DO:

You must choose a correct category from the item category list.



If You Have Questions...

Please do one of the following to get answers to your questions:

1) Run the **PeopleSoft Online Tutorial** that's been especially designed to walk you through this whole thing. Tutorials are short, animated, narrated video clips you can run on your computer from work or home (as long as you're using a PC and not a Macintosh). You just need an Internet connection. This Tutorial is entitled "**Asset Management Special Requests**" This Tutorial not only shows you exactly what to do in a simulated screen, it lets you choose whether to just sit back and watch, or interactively click along with it to learn the process better. It's easy and fun! To learn how to find and use this and other Tutorials, please go online to: www.sandi.net/peoplesoft/readandlearn/elearning.



2) Search the online **Knowledgebase** for short articles that offer answers to questions about Asset Management and this new way to order Special Request items. Find the Knowledgebase at www.sandi.net/peoplesoft in the upper right corner of the web page.

Knowledgebase 2



3) If the Tutorial and Knowledgebase don't address all your questions, please contact **Robin Hoffpaur** in the Purchasing Dept.

