# Help & Troubleshooting — Procurement

September 7, 2026


# Help & Troubleshooting — Procurement


*Help and Troubleshooting › Procurement*

## Procurement

- The Offer is awaiting approval → The Offer is awaiting manager approval → Allow the manager to act on the approval request.
- The Offer cannot be reverted to an inquiry → One or more Offers are not in **Draft** status → Return all Offers to **Draft** before reverting to an inquiry.
- An item cannot be deleted → The item is labelled Ready for Shipment or Delivered → Retain the item because items in these states cannot be deleted.
- The system requests an RFQ or purchase order → Required procurement information is missing → Insert at least one RFQ or at least one purchase order, as required.

Procurement

## Procurement List

| Symptom | Likely cause | Fix |
| --- | --- | --- |
| You cannot revert a procurement record to an inquiry. | One or more related offers are not in Draft status. | Return all related offers to Draft status before reverting to an inquiry. |
| You cannot revert an Order to an Offer. | The Order has binding invoices. | Complete processing without reverting the Order. |
| You cannot un-deliver an Order. | A due invoice already exists. | Process the existing invoice requirement before attempting further order actions. |

| Symptom | Likely cause | Fix |
|---|---|---|
| You cannot delete an item. | The item is Ready for Shipment or Delivered. | Retain the item and continue processing it through the applicable order workflow. |

Procurement List

## For Internal Use

- The Material Requisition does not save → Required information is missing → Complete the required entries, including **Qty**, and then select **Save**.
- A warning appears when leaving the page → The Material Requisition contains unsaved changes → Select **Save** to retain the changes, or continue leaving the page if the changes are not required.
- The internal-use requisition page is not available → You may not have access to the material requisition area → Access **MRQs** with the appropriate business role.

For Internal Use

## List Material Requisitions

- A requisition is difficult to identify → Multiple requisitions have similar titles or types → Compare the **MRQ no.** and **Required receiving date** values.
- Vendor information is not immediately apparent → The vendor reference is shown in a separate list column → Review **Short vendor list** for the requisition.

List Material Requisitions