Troubleshooting Printing a Requisition

This article covers troubleshooting assistance when printing a requisition. If you followed the steps to print a requisition in the Sending For Approval user guide and experienced issues, follow the steps in this article to troubleshoot the issue.

☐ **Check that the Business Unit is entered**

Problem: The Business Unit field is empty on the Print Requisition screen.

If the Business Unit field is empty, CFS will not be able to locate your requisition in order to print it.

Print Requisition

Run Control ID   Send_For_Approval   Report Man

Language   English   ▾   ⦿ Specified Language

Report Request Parameters

Business Unit [🔍]

Requisition ID [0000021229   🔍]

From Date [📅]

Through Date [📅]

Requester [🔍]

Solution: Type FLCMP in the Business Unit field. Or click the lookup icon and select FLCMP.

Print Requisition

Run Control ID   Send_For_Approval   Report

Language   [English   ∨]   ⦿ Specified Language

Report Request Parameters

Business Unit   [FLCMP   🔍]

Requisition ID   [0000021229   🔍]

From Date   [📅]

Through Date   [📅]

Requester   [🔍]

☐ **Check that all statuses are included**

Problem: The status of the requisition you want to print is unchecked on the Print Requisition screen.

If the requisition you are trying to print is in Open status and the Open status is unchecked in the Statuses to Include section of the Print Requisition screen, CFS will not print your requisition.

Print Requisition

| Run Control ID | Send_For_Approval | | Report Manager | Process Monitor | **Run** |

Language [English ▾]   ● Specified Language   ○ Recipient's Language

Report Request Parameters

Business Unit [FLCMP 🔍]

Requisition ID [0000021229 🔍]

From Date [📅]

Through Date [📅]

Requester [🔍]

Statuses to Include

☑ Approved
☑ Canceled
☑ Completed
☐ Open
☑ Pending

Select All

[NOT On Hold ▾]

Solution: For simplicity, click the Select All Statuses so that all requisition statuses are included.

💡 Selecting all statuses to be included means that the requisition ID that you enter will be printed regardless of the current status of the requisition.

Print Requisition

Run Control ID Send_For_Approval   Report Manager   Process Monitor   **Run**

Language English ▾   ● Specified Language   ○ Recipient's Language

Report Request Parameters

Business Unit FLCMP 🔍

Requisition ID 0000021229 🔍

From Date 📅

Through Date 📅

Requester 🔍

Statuses to Include

☑ Approved
☑ Canceled   **Select All**
☑ Completed
☑ Open
☑ Pending

NOT On Hold ▾

☐ **Check your Junk/Spam email folder**

Problem: The email from CFS with the requisition PDF has been sent to your Junk or Spam folder in Outlook.

Solution: Check your Junk or Spam folder in Outlook for the message. Then mark the email as Not Junk and/or add it to your safe senders list.

[View information on marking an email as not junk in Office 365.](#)

[View instructions on how to add a safe sender in Outlook on the Web.](#) (Choose the unblock senders option.)

☐ **Try printing the requisition with the Type set to Web instead of Email**

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1. Click Run on the Print Requisition screen.

2. Change the Type to Web. Then click OK.

A. Change the Type to **Web**.

B. Click **OK**.

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3. Click Process Monitor.

4. When the Run Status is Success and the Distribution Status is Posted, click Details. If the report is not posted yet, click Refresh to update the status.

A. Check that the Run Status = Success and the Distribution Status = Posted.
B. Then click **Details**.
C. If the report has not posted, click **Refresh** to update the status.

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5. Click View Log/Trace.

Process Detail

Process

Instance	20474397	Type	SQR Report
Name	PORQ010	Description	Requisition Print SQR
Run Status	Success	Distribution Status	Posted

Run

Run Control ID	Send_For_Approval
Location	Server
Server	PSUNX
Recurrence	

Update Process

- ○ Hold Request
- ○ Queue Request
- ○ Cancel Request
- ○ Delete Request
- ○ Re-send Content

Date/Time

Request Created On	02/17/2021	2:11:41PM PST
Run Anytime After	02/17/2021	2:10:47PM PST
Began Process At	02/17/2021	2:12:02PM PST
Ended Process At	02/17/2021	2:12:16PM PST

Actions

Parameters   Tran
Message Log
Batch Timings
View Log/Trace

6. Click on the PDF file in the File List section to open the PDF.

View Log/Trace

Report

Report ID	11590387	Process Instance 20474397
Name	PORQ010	Process Type SQR Report
Run Status	Success	

Message Log

Requisition Print SQR

Distribution Details

Distribution Node   FACFSTRN   Expiration Date 04/18/2021

File List

Name	File Size (bytes)	Datetime Created
SQR_PORQ010_20474397.log	1,689	02/17/2021 2:12:16.117970PM PST
porq010_20474397.PDF	4,763	02/17/2021 2:12:16.117970PM PST
porq010_20474397.out	70	02/17/2021 2:12:16.117970PM PST

Distribute To

Distribution ID Type	*Distribution ID
User	50802547190

Return

There was a PDF in the File List!

Great! However, it's possible that there is an issue with CFS so please report the issue.

If you have NEVER successfully received a requisition PDF via email before, contact CMS Security at cmssecurity@fullerton.edu. It's possible there is an issue with your email address in CFS. Please let them know you successfully ran the process on the web, but the email didn't work.

If you have successfully received a requisition PDF via email before, contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777. It's possible there is an issue with CFS sending emails and the Help Desk can notify the appropriate team to follow up with the Chancellor's Office.

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There is no PDF in the File List!

This means there is very likely an issue with CFS itself. Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 and they can notify the appropriate team to follow up with the Chancellor's Office.

☐ **I get the email with the PDF, but the email was sent to the wrong Approver(s)!**

> ℹ️ This can often happen when you change departments as your default options are not changed automatically. This is part of the reason why the process to send a requisition for approval no longer includes adding your Approver(s) to the email with the requisition PDF that CFS sends; we recommend that you send it only to yourself.
>
> Follow the steps below to remove the Approver(s) from the CFS requisition email.

1. Log in to CFS from Titan Online on the campus portal.

[View How Do I Access CFS? for more information.](#)

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2. Click on the CFS End User navigation tile.

A. Click on the **CFS End User** tile.
B. Or you click on the NavBar icon to navigate to NavBar > Navigator > Purchasing > Requisitions > Reports > Print Requisition.

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3. Select Requisition & Purchase Order and then click Print Requisition.
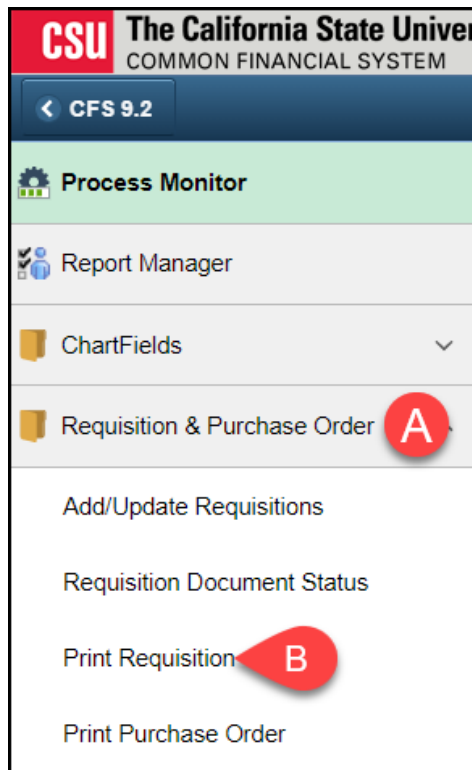
4. Click Search and then select your Run Control ID.

⚠️ Remember that you always want to use the SAME Run Control ID when you print a requisition so your changes are saved. In the screenshot below, notice the Run Control ID is **Send_For_Approval**, so this user would always use the **Send_For_Approval** Run Control ID.

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A. Click **Search**.
B. Then select the Run Control ID you already created.

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5. Click Run on the Print Requisition screen.

6. Click Distribution.

7. Click the minus icon next to every user under Distribute To

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except yourself.

💡 Remember that the CFS User ID is 50 + CWID (e.g., 50800000000). The way this is set up is that CFS will send the Requisition PDF email to the email address associated with that User ID.

8. Click OK to confirm the deletion.

9. If you're not sure which row contains your CWID/CFS ID, remove all of the rows.

9.1. Choose User as the ID Type. Then click the magnifying glass icon.

A. Choose **User** in the ID Type menu.
B. Click the magnifying glass icon.

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9.2. Enter your Last Name in the Description field and click Look Up.

💡 If you have a fairly common last name, you may want to enter your first name as well (e.g., Smith,John).

9.3. Select your name from the list.

💡 You may see users from other campuses in the search results. Remember to select an entry with a "50" in the User ID because all CSUF ID numbers begin with "50."

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Look Up Distribution ID ✕

Help

Distribution ID [begins with ▾] [   ]

Description [begins with ▾] [Arthur   ]

[Search] [Clear] [Cancel] Basic Lookup

Search Results

View 100 |◀ ◀   [1-3 of 3 ▾]   ▶   ▶|

Distribution ID	Description
50800188260	Arthur,Catherine
50800484735	Arthur,Lori
55204963317	Arthur,Marilyn

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10. Check that only your CFS ID is listed in the Distribute To section. Then click OK.

Distribution Detail

Process Name   PORQ010
Process Type   SQR Report
Folder Name   [▼]
Retention Days [60]

Email Only

Email Subject   Email With Log: ☐   Email Web Report: ☐

[   ]

Message Text

[   ]

Email Address List

[   ]

Distribute To

*ID Type	*Distribution ID
User ▼	50800000000 Ⓐ 🔍 + −

[OK] Ⓑ ancel

11. Click OK again.

Process Scheduler Request

User ID   50802547190   Run Control ID   Send_For_Approval

Server Name   [▼]   Run Date   02/17/2021   📅
Recurrence   [▼]   Run Time   1:54:13PM   [Reset to Current Date/Time]
Time Zone   [🔍]

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
☑	Requisition Print SQR	PORQ010	SQR Report	Email ▼	PDF ▼	Distribution

[OK]   [Cancel]

12. You should receive an email with the Requisition PDF attached, but the email should have been sent to only you.

> ℹ️ Your changes will have been saved for this Run Control ID, so be sure to re-use this same one next time. There will be no need to go to the Distribution screen again.
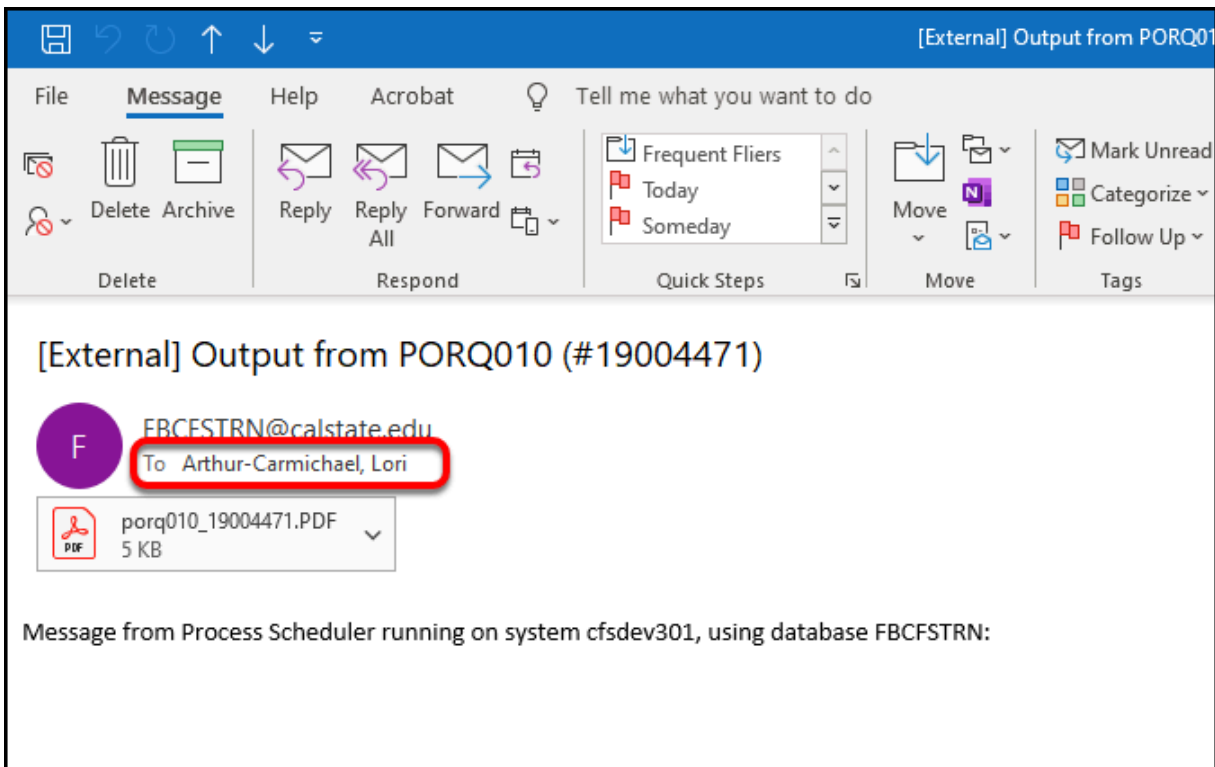
☐ **I get the email with the PDF, but the chartfields (Account, Fund, Dept ID, Program, Class, or Project) are wrong!**

> ℹ️ Each Requester has a default chartfield string set for them in CFS. Remember that you need to check the Distribution screen for ALL requisitions as you may want to use a different chartfield for each requisition.

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Follow the instructions below to modify the chartfields on your requisition.

💡 Did you change departments? Or just want to change your default chartfield string in CFS? Send an email to CMS Security at cmssecurity@fullerton.edu to ask them to update your default chartfields in CFS. Please include your CWID and the new chartfield string (Account, Fund, Dept ID) that you want as your default.

1. Log in to CFS from Titan Online on the campus portal.

View How Do I Access CFS? for more information.

2. Click on the CFS End User navigation tile.

💡 If you have added Add/Update Requisitions as a navigation tile to your personal CFS homepage, you can just click on the tile on your homepage. You can view instructions on adding a navigation tile for more information.

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A. Click on the **CFS End User** tile.

B. Or you click on the NavBar icon to navigate to NavBar > Navigator > Purchasing > Requisitions > Add/Update Requisitions.

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3. Select Requisition & Purchase Order and then click Add/Update Requisitions.

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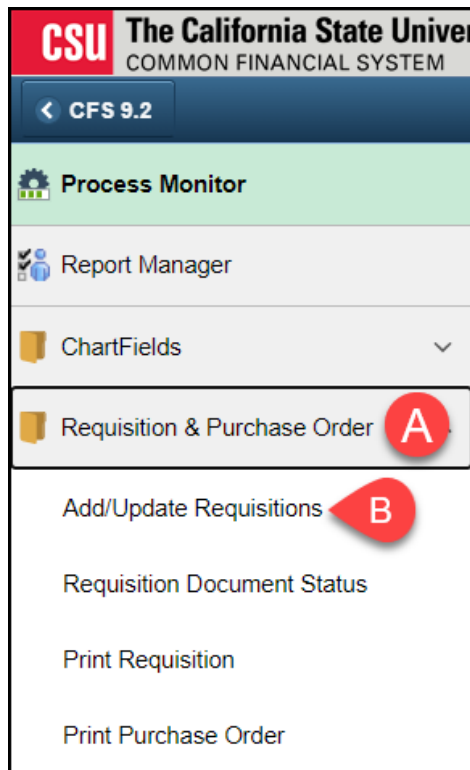
4. Click Find an Existing Value.

Requisitions

Find an Existing Value | Add a New Value

Business Unit | FLCMP 🔍

Requisition ID | NEXT

Add

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5. Enter search criteria and then click Search.

It's recommended that you enter your name in the **Requester Name** field so only your requisitions appear in the search results.

6. Choose the requisition you want to view/modify from the search results.

💡 If the Requisition Status is Approved, you will not be able to open it. Requesters can only access requisitions that are Open.

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The most recent purchase requisition will appear at the top of the list.

7. Click on the Schedule icon at the far right of the Requisition Line.

⚠️ Please note that if your requisition has more than one line item, you will need to do this for each line.

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8. Click on the Distribution icon next to the left of the Status column,

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9. Modify the chartfields as needed.

Rules that CFS enforces:

- Must be a valid Account, Fund, Dept, Program, Class, or Project code
- Fund/Dept combination (not all fund codes are available for each department)
- Account/Fund combination (some fund codes restrict which account codes can be used with them)

Rules that CFS does NOT enforce, but CSUF does:

- Delegation of Authority for Department ID
  - CFS will only check that you have entered a valid department ID; it will not check whether your approver has delegation of authority for the department ID.
  - CSUF runs a process on all approved purchase requisitions to check that the approver has delegation of authority for all department IDs used on the purchase requisition. If not, the requisition will be put on hold and you and your approver will be notified. The requisition will NOT be processed until the necessary corrections are made.

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> 🛑 Be sure you know the department ID(s) for which your approver(s) have delegation of authority. If an approver approves a requisition for a department for which they do NOT have delegation of authority, the only solution will be to cancel the requisition, re-create it, and then have the correct approver approve it.

10. Once you have verified that the information on the Distribution screen is correct, click OK.

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11. Click Return to Main Page to go back to the main Requisition Entry screen.

12. Click Save at the bottom left of the screen to save your requisition. You can now return to the Print Requisition screen to re-print your Requisition PDF with the corrected chartfields.

[View instructions on how to print a requisition in the Send for Approval user guide.](#)

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Need More Help?

Technical issue with CFS? Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Questions about how to do something in CFS? Contact IT Training at ittraining@fullerton.edu or 657-278-5647.

Questions about procurement policies or status of a requisition/purchase order? Contact Procurement at DL-C_and_P@fullerton.edu.

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