

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
☒ Completed
☒ Open
☒ Pending

Select All

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

1. Click Run on the Print Requisition screen.

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

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

Process Scheduler Request

User ID 50802547190 Run Control ID Send_For_Approval

Server Name

Run Date 02/17/2021

Recurrence

Run Time 2:10:47PM

Time Zone

Reset to Current Date/Time

Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	Requisition Print SQR	PORQ010	SQR Report	Web	PDF	Distribution

OK Cancel

- A. Change the Type to **Web**.
- B. Click **OK**.

3. Click Process Monitor.

Report Manager **Process Monitor** Run

Language ☐ Recipient's Language

Process Instance: 20474397

Statuses to Include

☒ Approved ☒ Canceled **Select All**

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.

Process List Server List

View Process Request For

User ID: 50802547190 Type: Last: 1 Days **Refresh**

Server: Name: Instance From: Instance To: Report Manager

Run Status: Distribution Status: ☒ Save On Refresh

Process List

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	20474397		SQR Report	PORQ010	50802547190	02/17/2021 2:10:47PM PST	Success	Posted	Details

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

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	

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

Update Process

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

Actions

- [Parameters](#)
- [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

Message Log

Name PORQ010

Process Type SQR Report

Run Status Success

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.

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)!**

 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.

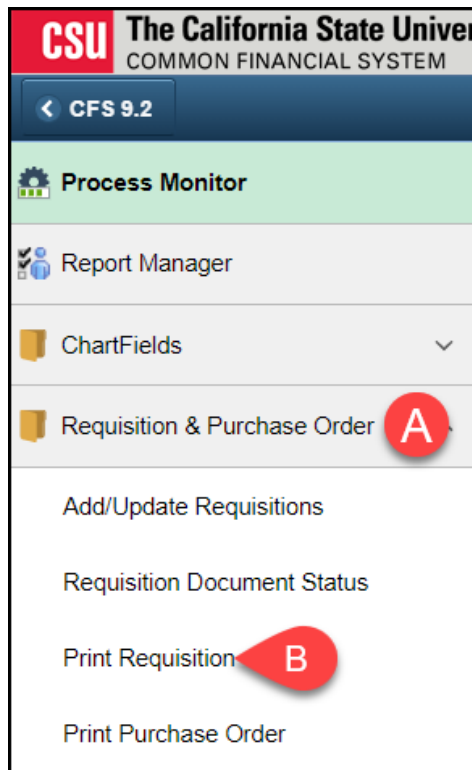
[View How Do I Access CFS? for more information.](#)

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.

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.

Requisition Print

Enter any information you have and click Search. Leave fields blank

▼ **Search Criteria**

Run Control ID

☐ Case Sensitive

[Basic Search](#)

Search Results

View All | 1-1 of 1

Run Control ID
Send_For_Approval

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

5. Click Run on the Print Requisition screen.

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

6. Click Distribution.

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

Time Zone

Reset to Current Date/Time

Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	Requisition Print SQR	PORQ010	SQR Report	Email	PDF	Distribution

OK Cancel

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

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.

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	50802547190	+	-
User	50800000000	+	-

OK

Cancel

8. Click OK to confirm the deletion.

Delete current/selected rows from this page? The delete will occur when the transaction is saved.

OK

Cancel

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

Distribution Detail

Process Name PORQ010
 Process Type SQR Report
 Folder Name
 Retention Days

Email Only

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

 Message Text
 Email Address List

Distribute To

ID Type	Distribution ID		
User	50802547190	+	-
User	5080000000	+	-

OK Cancel

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

Distribute To


*ID Type *Distribution ID

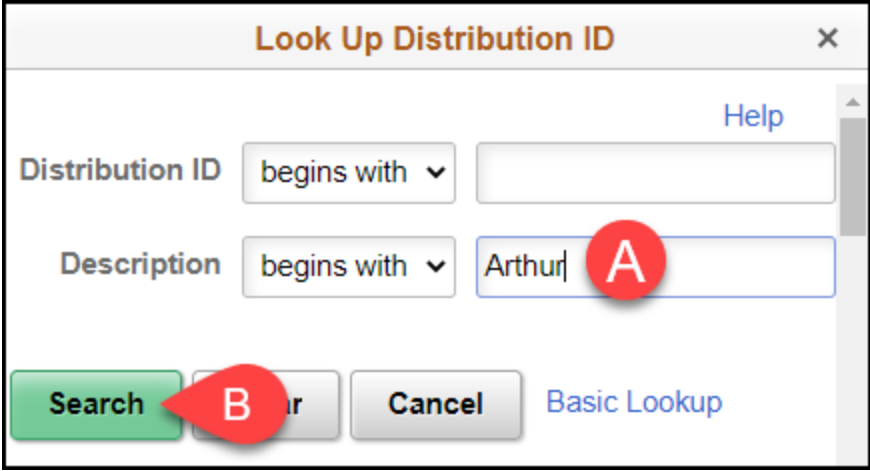
A User B + -

OK Cancel


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

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."

Look Up Distribution ID

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

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

User

Distribution ID

50800000000

OK

Cancel

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

Time Zone

Reset to Current Date/Time

Process List

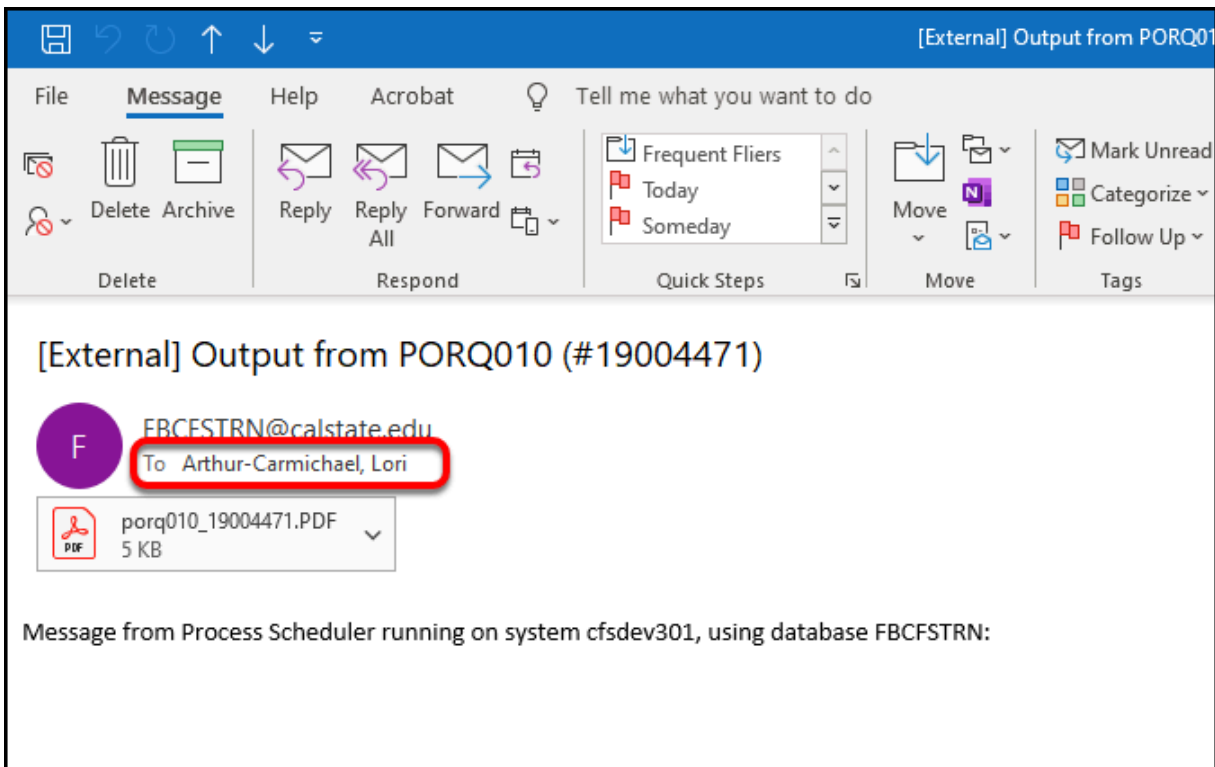
Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	Requisition Print SQR	PORQ010	SQR Report	Email	PDF	Distribution

OK

Cancel

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

- i** 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!

- i** 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.

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.

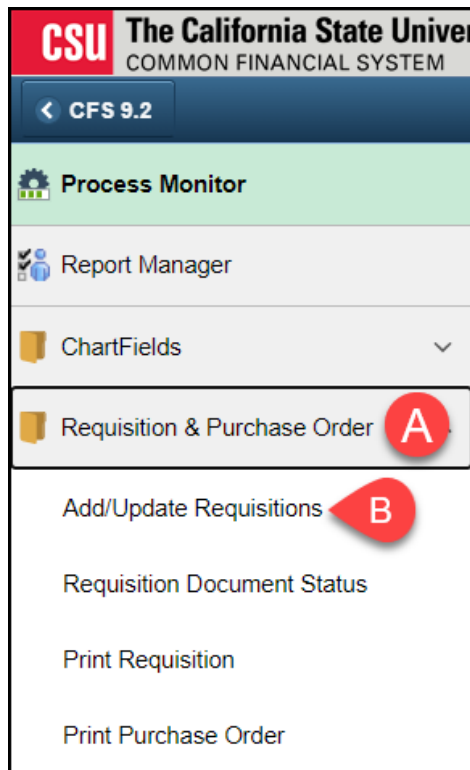


If you have added Add/Update Requisitions as a navigation tile to your personal CFS homepage, you can just click on the tile on your homepage. You can [view instructions on adding a navigation tile](#) for more information.



- 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.

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




4. Click Find an Existing Value.

Requisitions

Find an Existing Value

Add a New Value

Business Unit

FLCMP 

Requisition ID

NEXT

Add

5. Enter search criteria and then click Search.

Requisitions

Use the following search to look for an existing Requisition.

▼ Search Criteria

Business Unit =

Requisition ID begins with

Requisition Name begins with

Requisition Status =

Origin begins with

Requester begins with

Requester Name begins with

Hold From Further Processing ☐

☐ Case Sensitive

[Basic Search](#)
[Save Search Criteria](#)

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.

Find an Existing ValueAdd a New Value

Search Criteria

Business Unit = FLCMP

Requisition ID begins with

Requisition Name begins with

Requisition Status =

Origin begins with

Requester begins with

Requester Name begins with Solo,Han

Hold From Further Processing

Case Sensitive

SearchClearBasic SearchSave Search Criteria

Search Results

View All1-2 of 2

Business Unit	Requisition ID	Requisition Name	Requisition Status	Origin	Requester	Requester Name	Hold From Further Processing
FLCMP	0000020522	Lab Supplies for Chem Lab	Open	ONL	50802547190	Solo,Han	N
FLCMP	0000020521	Commencement 2021 Materials	Open	ONL	50802547190	Solo,Han	N

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.

Maintain Requisitions
Requisition

Business Unit FLCMP
Requisition ID 0000020521
Requisition Name Commencement 2021 Materials

Status Open
Budget Status Not Chkd
☐ Hold From Further Processing

▼ Header ?

*Requester 50802547190 Solo, Han
*Requisition Date 01/28/2021 Requester Info
Origin ONL Online Entry
*Currency Code USD Dollar
Accounting Date 01/28/2021

Requisition Defaults
Requisition Activities
Document Status

Edit Comments

Amount Summary ?
Total Amount 100,000.00 USD

Add Items From ?
Purchasing Kit Item Search
Catalog Requester Items

Select Lines To Display ?
Search for Lines
Line To Retrieve

Line ?

Details ||>

Line	Description	Quantity	*UOM	Category	Price	Merchandise Amount	Supplier	Supplier Name	Due Date	Status	
1	Dell Latitude 14' Laptop	10.0000	EA	20400	10,000.0000	100,000.00	00000000276	DELL MARKETING LP	05/03/2021	Open	

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

Maintain Requisitions
Schedule

Business Unit FLCMP
Requisition ID NEXT
Return to Main Page

Requisition Date 01/28/2021
Status Open

Line

1 Item Dell Latitude 14' Laptop Quantity 10.0000 Merchandise Amt 100,000.00 USD

Schedule

Details ||>

Sched	*Ship To	Quantity	Price	Merchandise Amount	Due Date	Attention To		Status		
1	RECV	10.0000	10,000.00000	100,000.00	05/03/2021	Solo, Han		Active	+	-

Add Ship To Comments

Save Notify Refresh

Add Update/Display

9. Modify the chartfields as needed.

Maintain Requisitions

Distribution

Requisition ID NEXT
Line 1
Schedule 1

Ship To RECV Central Re
*Distribute By Quantity
*Liquidate By Quantity
SpeedChart Multi-SpeedCharts

Item Status Active
Quantity 10.0000 EA
Open Quantity 10.0000
Merchandise Amt 100,000.00 USD

Dell Latitude 14" Laptop

Distributions

Chartfields Details Asset Information Budget Information

Distrib	Status	Percent	Quantity	Merchandise Amount	GL Unit	Account	Fund	Dept	Program	Class	Project
1	Open	100.0000	10.0000	100,000.00	FLCMF	616002	THEFC	10356			

OK Cancel Refresh

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.

! 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.

Maintain Requisitions

Distribution

Requisition ID NEXT
Line 1
Schedule 1
Ship To RECV Central Re
*Distribute By Quantity
*Liquidate By Quantity
SpeedChart Multi-SpeedCharts

Item Dell Latitude 14" Laptop
Status Active
Quantity 10.0000 EA
Open Quantity 10.0000
Merchandise Amt 100,000.00 USD

Distributions

1-1 of 1 View All

Chartfields Details Asset Information Budget Information

Distrib	Status	Percent	Quantity	Merchandise Amount	GL Unit	Account	Fund	Dept	Program	Class	Project		
1	Open	100.0000	10.0000	100,000.00	FLCMF	616002	THEFC	10356				+	-

OK Cancel Refresh

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

Maintain Requisitions

Schedule

Business Unit FLCMP Requisition Date 01/28/2021
 Requisition ID NEXT Status Open
 Return to Main Page

Line

Line	Item	Quantity	Merchandise Amt
1	Dell Latitude 14' Laptop	10.0000	100,000.00 USD

Schedule

Details

Sched	*Ship To	Quantity	Price	Merchandise Amount	Due Date	Attention To	Status
1	REC V	10.0000	10,000.00000	100,000.00	05/03/2021	Solo, Han	Active

Add Ship To Comments

Save Notify Refresh Add Update/Display

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.](#)

Maintain Requisitions

Requisition

Business Unit

FLCMP

Requisition ID

NEXT

Requisition Name

Commencement 2021 Materials

Copy From

Header

*Requester

50802547190

Solo, Han

*Requisition Date

01/28/2021

Requester Info

Origin

ONL

Online Entry

*Currency Code

USD

Dollar

Accounting Date

01/28/2021

Am

Requisition Defaults

Requisition Activities

Edit Comments

Add Items From

Purchasing Kit

Catalog

Item Search

Requester Items

Line

Details

II>

Line	Description	Quantity	*UOM
1	Dell Latitude 14" Laptop	10.0000	EA

View Printable Version

Save

Notify

Refresh

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.