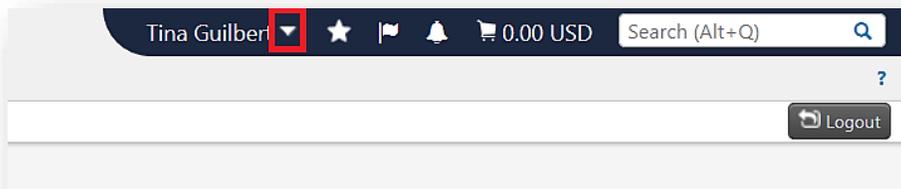# Returned Requisitions in buyLU

Requisitions may be returned for several reasons:

- Non-sufficient funds
- Incorrect shipping address
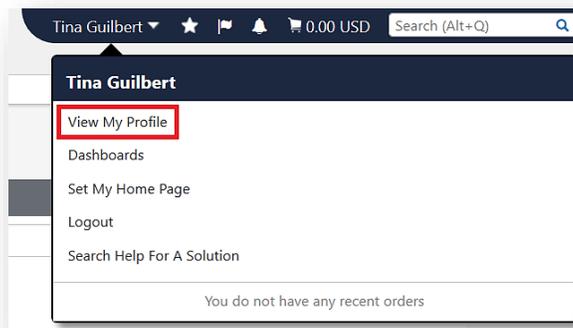
To determine why a requisition was returned the user needs to set up email notifications for that purpose.

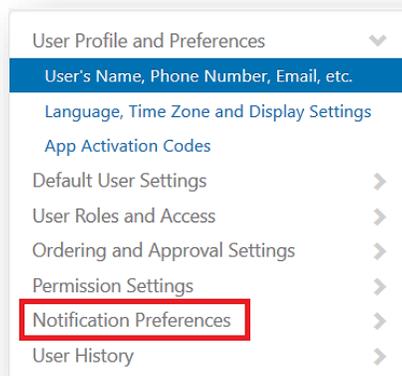## Setting up Email Notifications for Returned Requisitions

1. In buyLU click the dropdown arrow next to your name (top right of the screen).
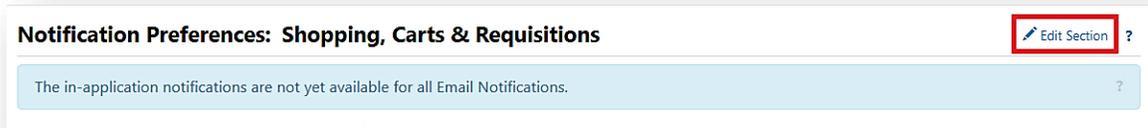

2. Choose "View My Profile"

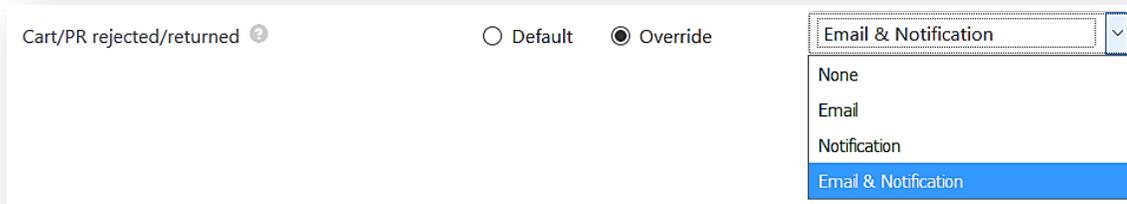

3. Click "Notification Preferences"

4. Click "Shopping, Carts & Requisitions"

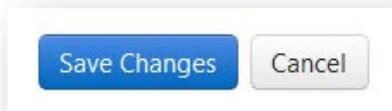

5. Click "Edit Section" (top right of the screen)

6. Scroll down to "Cart/PR rejected/returned" and select the "Override" radio button

   a. Select either "Email" to receive emails, or "Email & Notification" to receive both emails and buyLU Notifications whenever a requisition is returned.

7. Click "Save Changes" (bottom right of the screen).

Interpreting buyLU "Returned Requisition" emails

Once your email notifications are set up in buyLU you will receive emails whenever a requisition is returned. Within the email you will find a statement indicating the exact reason the requisition was returned.

1. Non-sufficient Funds

Re: Requisition Returned For Requisition #: 1909647

Cart Name: 2017-06-28 jdoe6

Prepared for: John Doe

Prepared by: John Doe

Returned by:

Dear John Doe,

The requisition listed above has been returned by an approver. You can review a read only version of this requisition by selecting the URL below.

**The following is the reason for the returned requisition:
Item 1, Sequence 1: Insufficient budget for item 1,sequence 1, suspending transaction. Returned by banner**

View Requisition

Requisitions will be returned if there are not enough funds in the account specified in the FOAPAL.

2. Incorrect Shipping address

Re: Requisition Returned For Requisition #: 1909649

Cart Name: 2017-06-28 jdoe3 05

Prepared for: John Doe

Prepared by: John Doe

Returned by: John Doe

Dear John Doe,

The requisition listed above has been returned by an approver. You can review a read only version of this requisition by selecting the URL below.

**The following is the reason for the returned requisition:
Your requisition has been returned because items ordered from the Warehouse should not be shipped back to the Warehouse. Please update your ship to address and resubmit your order.**

View Requisition

A requisition will be returned if the shipping address is incorrect. In this example something was ordered from the warehouse (on 12th street) and the default 12th street address was not changed.

Large items are still shipped to 12th Street; however, most items are shipped directly to the purchaser using the buyLU MSC Codes.

MSC Codes

buyLU purchases use MSC Codes in the shipping addresses. MSC Codes are found on the "Home" page in the "buyLU Message Board."
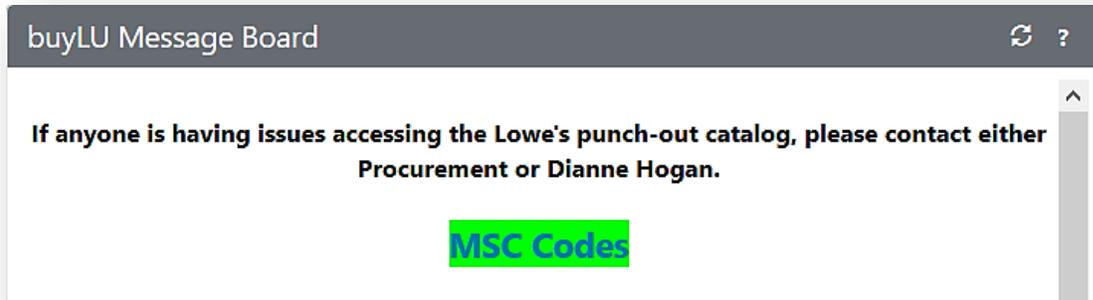
Click the "MSC Code" link to open the MSC Code document. Then search for your department's Code. To save time enter this code in your default shipping address in your profile.