

## SRM Upgrade Improvements, Tips & Tricks, and Issues in Process

### Improvements:

- On an RFx response, Buyers now have the ability to ‘Undo Accept’ and ‘Undo Reject’. This is new functionality as a result of the upgrade. Please access the following link for a short step-by-step process document including screen shots.  
[RFx Response ‘Undo Accept’ / ‘Undo Reject’](#)
- The “Guest\_Company” is automatically added to all RFx’s. Buyers are no longer required to manually add the Guest Company during the creation of an RFx.

### Tips & Tricks:

- With the upgrade, Purchase Orders that are created directly (not from a Shopping Cart) will have the default Ship-To Address of the DOTD Central Warehouse on Tom Drive. This Ship-To Address will need to be changed by the buyer upon creation of the PO to the desired Ship-To Address. To avoid this step in PO creation, each Buyer should utilize ‘Personalization’ to set their default Ship-To Address. Please access the following link for instruction for this process.  
[Set-up Default Delivery Address](#)

These instructions also apply to Requisitioners who may need to set up a default address for Shopping Carts.

Once the default address is set up, it will be used by the system on Shopping Carts and also on Purchase Orders that are created directly.

### Issues in Process:

The following upgrade items are noted as Issues in Process. These are SRM product issues on which solutions are in development by SAP. Listserv messages will be sent to the eProcurement group as these issues are resolved.

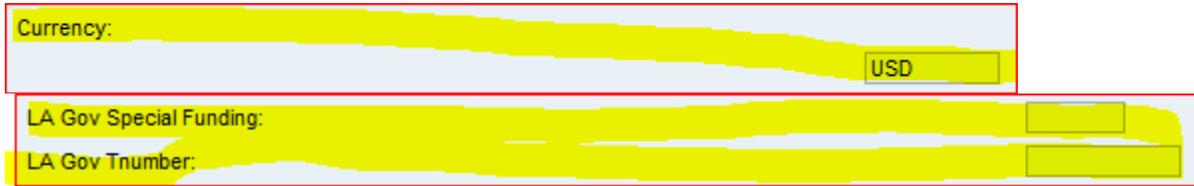
#### **Resolved 05/15/12**

*When viewing information from the PO Header, ‘Extended PO History’, Buyers will see what appears to be duplicate Goods Receipt (see screen caption below). However, it is not actually a duplicate record in ECC nor is it a duplicate record in the data base. It is only listed twice with the same document number.*

▼ Total Goods Receipt		
▪ Goods Receipt	<a href="#">5000029264</a>	04/17/2012
▪ Goods Receipt	<a href="#">5000029265</a>	04/02/2012
▪ Goods Receipt	<a href="#">5000029266</a>	04/14/2012
▪ Value in Purchase Order		
▪ Goods Receipt	<a href="#">5000029264</a>	04/17/2012
▪ Goods Receipt	<a href="#">5000029265</a>	04/02/2012
▪ Goods Receipt	<a href="#">5000029266</a>	04/14/2012

**Issues in Process continued:**

- In various Shopping Cart and RFx screens, input fields are misaligned to the Description field. Please see screen caption below for examples.



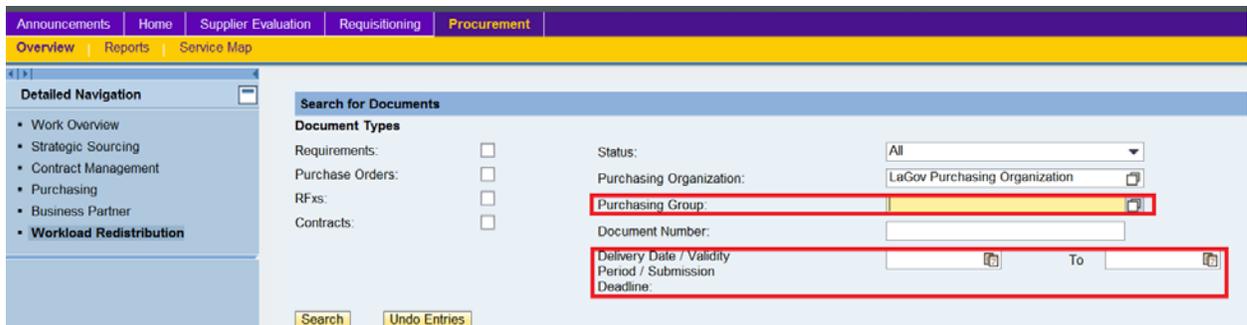
- When shopping the MDM Internal Catalogs, for those contract items on which a discount is applicable, users have seen the discounted price in the catalog. Since the upgrade, users are seeing the list price. However, once the item is selected and brought back into the Shopping Cart or Purchase Order, the discount is applied and the items are priced correctly on the purchasing documents.

**Resolved 04/24/12**

*When Buyers are registering surrogate bidders to an RFx, they should add all bidders before clicking Refresh. Prior to the upgrade the Buyer could register surrogate bidders one-at-a-time, go back to the Response Activity Tab, click Refresh and see the bidder just added. Until further notice, any surrogate bidders registered after the 1<sup>st</sup> Refresh are not added to the RFx. Additionally, you continue to get the message “Bidder is registered to the RFx...” and after the 1<sup>st</sup> Refresh, the bidder is not being added. If after you click Refresh the 1<sup>st</sup> time you need to register other surrogate bidders, you will be required to log off and log back in to continue successfully registering surrogate bidders.*

**Resolved 05/22/12**

*The Workload Redistribution processes were also affected by upgrade. Please do not enter a specific document number for the redistribution process. You may run the transaction wide open so that all documents appear for selection. Or, you may choose a specific Purchasing Group or a date range (see screen caption below).*



We will be sending listserv messages to the eProcurement group as soon as the SAP / SRM solutions are delivered and moved to production.