

FAQs

Shopping and Requisitions	2
I can't checkout, I only have the assign cart option. What should I do?.....	2
What commodity codes should I use?.....	2
How do I link a TCM contract to my requisition?.....	2
I know I have a TCM contract, but there is no link to choose a contract?.....	2
How do I add a new vendor into YoMart.....	2
Checkout	2
I can't find my exact shipping address?.....	2
I see three different billing addresses. Which one should I use?.....	2
I am receiving an Invalid Value in Relation to the Parent Value error message. What should I do?...	2
Receiving and Receipts	3
What do I do if only part of my shipment was delivered?.....	3
I accidentally over-received! What do I do now?.....	3

Shopping and Requisitions

I can't checkout, I only have the assign cart option. What should I do?

When you only have the assign cart option, that means that you do not have the permissions to complete orders. To request access, have your supervisor fill out the Banner Account Options form <https://its.appstate.edu/forms/request-banner-account-options>

What commodity codes should I use?

Use the magnifying glass icon to search for commodity codes using specific terms. For example, the search term of Microscope returns 40 results. Choose the commodity code with the closest description to your product – it does not need to be exact.

How do I link a TCM contract to my requisition?

In the Shopping Cart screen (before selecting checkout or assign cart). There is a link above the commodity code box that says [Choose Contract](#). Click that link to select and link the appropriate TCM contract for the requisition.

I know I have a TCM contract, but there is no link to choose a contract?

Contracts must be Fully Executed to allow payments against it. If you know the contract is fully executed and the link is still not displaying, contact your YoMart Administrator.

How do I add a new vendor into YoMart

Vendors/Suppliers must first be added to Banner before added to YoMart. Vendors must fill out the New Supplier Packet found here <https://controller.appstate.edu/downloadable-forms> and submit it to Dawn Sturgill via file locker here <https://filelocker.appstate.edu/login>

Checkout

I can't find my exact shipping address?

Your address may not be in YoMart yet. Please contact your YoMart Administrator to add new addresses.

I see three different billing addresses. Which one should I use?

The default billing address will always be ASU Controllers office – unless otherwise specified by your supervisor.

I am receiving an Invalid Value in Relation to the Parent Value error message. What should I do?

This means that your organization code is not linked to your fund code. Contact your YoMart administrator to link the two.

Receiving and Receipts

What do I do if only part of my shipment was delivered?

When creating a receipt, "receive" what was delivered and remove the line for items that have not been delivered. You can create multiple receipts, but make sure to only keep the line items of what you are currently receiving.

I accidentally over-received! What do I do now?

This may happen if users accidentally forget to remove line items when receiving partial shipments. If that happens, just create another receipt with the line items over received and add a negating dollar amount. For example, Chair QTY 1 for \$100 was over-received resulting in QTY 2 for \$200. Create a new receipt for QTY 1 for -\$100 to negate the over-receiving. Add a quick comment to the order explaining the over-receiving.