

## Purchasing Frequently Asked Questions (FAQs)

**Q:** My PR failed to integrate to Banner, how do I find the error so I can fix the problem?

**A:** Access your PR and click the History Tab, click on the word “[Denied](#)”. An error message will detail the specific reason your PR failed to integrate. Please refer to your Error Message list included in your training packet to determine the appropriate action.

**Q:** I received the error message [101008] Budget Authorization Failed. Order Denied. But I checked my budget and I have money, what is wrong?

**A:** Double check the accounting (FOAP) codes you listed on your PR for each item. Then process a budget query using the account codes listed on PR. Please remember to subtract **all** expenditures from the appropriate pull code. If discrepancies still exist, contact the Budget Office for assistance.

**Q:** I received the error message [101001] No Vendor Match. What do I need to do?

**A:** Review your vendor information in your PR. Determine if the vendor is eVA registered or if you added the vendor to your requisition as an ad-hoc vendor (refer to the quick reference guide for ad-hoc vendors). Review the vendor information in Banner, by using the Vendor Look-Up feature located in Self Service Banner, the Finance Tab, then the Vendor Look-UP. If the vendor is not located in Banner you will need to request that the vendor is added by copying the supplier/vendor information in eVA and pasting into an email to send to [aelewis@radford.edu](mailto:aelewis@radford.edu). If you followed the procedures for ad-hoc vendor, be sure that the Banner ID is keyed into the eVA field labeled “Non-Registered DUNS number” and that the Banner Vendor Look-UP also lists the Banner ID in the field for DUNS.

**Q:** What is a “SWaM” vendor and when should I order from a SWAM vendor?

**A:** A vendor that has certified with the Department of Minority Business Enterprises (DMBE) as a Small, Women and/or a Minority (SWaM) vendor. When purchasing goods or services from \$0 to \$5000 one quote from a certified SWaM vendor is required.

**Q:** How do I know if a vendor is a SWAM vendor?

**A:** On the eVA Knowledge Center Screen-Under Applications-Open Reports and Documents. Search by TIN (preferred) or vendor name. When the vendor selection appears if the vendor is registered Small, Woman, and/or Minority their information will have a YES under the appropriate certification heading.

**Q:** How is the best way to determine the correct vendor information and obtain a quote?

**A:** Contact the vendor directly. Ask for the Federal Identification Number (FIN), also may be referred to as the Taxpayer Identification Number (TIN) or the Employer Identification (EIN). Acquire the correct legal name and address for the vendor. For quote information be sure to ask the price, estimated shipping and handling fees, expected delivery, the name and phone number of individual providing the quote and length of time the quote will be valid. Record the date of your conversation with the vendor.