Where's my eStores Order?

7/29/2014

If you have placed an eStores order through eRequest and have not received all or part of your order after 72 hours since the order was approved by your department, please take the following steps to track your order:

1. If you have received your Purchase Order Number from your Business Office Rep you may proceed to step 4.

2. Be sure the eRequest you submitted was approved by your department
    a. Your business office rep will not see the order to process until it is approved by the submitting department.
    b. You can search for an existing order in eRequest by PR#, name, org, etc. https://erequest.osu.edu
    c. Click "view request", and check to be sure the "request status" is not in New or Pending.
    d. Scroll to the bottom of the request and check that is "approved" under the "workflow information" section.

3. Check your request's transaction ID number
    a. The Business Office records the PeopleSoft **requisition ID** number in the **"transaction id"** field. They also record the **Purchase Order number** in the **"quote id"** field. If this field is blank please contact your Business Office Rep to obtain the number. If your order was only through the internal supplier catalog, then you will not get a Purchase Order number, only a Requisition number.

4. Contact OSU Stores or the OSU OfficeMax rep directly
    a. If your order was through OfficeMax, please call Meg @ 614-688-4675. Give her your Purchase Order number and she can track your shipment.
    b. If your order was through another external supplier (GovConnection, BestBuy, Dell) contact OSU Stores @ 614-292-2694. You will need your Purchase Order number for them to track your shipment.
    c. If your order was through the internal supplier catalog (ie Copy Paper), contact OSU Stores @ 614-292-2694. You will need your Requisition number for them to track your shipment.

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