ESM easyPurchase User FAQs

Q: Why is my computer having trouble connecting to ESM easyPurchase?
A: You will need to disable the pop-up blocker to use ESM easyPurchase. Also the ESM easyPurchase website operates best using Firefox, IE 9 & 10 and Chrome. Please contact the Help Desk at ext 6888 if you need assistance.

Q: What if I forget my login information?
A: Your username will always be the email that your account was set up with. If you forget your password, you can use the “forgot password” link from the login page. You will have to answer your security question, and then be able to set up a new password. If you forget the answer to your security question, your system administrator has the ability to clear that information out and allow you to set up new login information.

Q: Are requisitions and POs actually being generated for my order?
A: No. The terminology “creating a requisition” has the same meaning as creating an order. The PO# seen after creating an order, on the order confirmation and shipping confirmation emails, is used as a Customer Code when viewed in Paymentnet.

Q: Can I use a speedtype/department account code to order on ESM easyPurchase?
A: No. A University P-card is required to place all orders.

Q: Can I add items from multiple suppliers at one time?
A: Yes, your Cart will hold all items that you have ordered and will allow you to place items from multiple suppliers in your Cart. When you select the Continue button, your order will be split into a number of orders, one for each supplier you have ordered items from.

Q: When I select one of my catalogs, it tells me that it is connecting me to the supplier’s website, and then nothing happens. What’s wrong with the catalog?
A: This type of catalog, known as a Punchout, will open a new window in your browser for you to create an order in. Please check to make sure your Pop Up Blocker is turned off, or will allow Pop Ups from our system. If that information is set correctly, and the new page still does not display, please contact Customer Support for assistance.

Q: Can I add items to my Cart if I don’t complete my order today?
A: Yes, you can add items to your Cart and they will save for your next session. You can add more items to your Cart and then click Continue to move the order to a requisition.

Q: Can I still change my order once it’s on the Checkout page?
A: Yes, you are able to edit quantity, specify Ship to and Bill to locations, input account codes, and specify Fiscal and Need By dates for the order from the Checkout page. You can also delete items if necessary.

Q: What happens if I Archive one of my orders?
A: This action is permanent, and will not allow you to take any future action on the order (modify, rerelease, etc.), so you should be sure that you will not need to modify the order at all before you archive it.