ESM easyPurchase contact info: ESM Support at support@esmsolutions.com
The University contact info: Department of Purchasing at purchasing@uakron.edu

Q: Can I use my personal Amazon account to buy things from the ESM easyPurchase?
A: No. You must create a Business account under The University of Akron. There are step by step instructions on how to do so at https://www.uakron.edu/purchasing/facultystaff/office-supplies.dot, under Amazon heading.

Q: What if I forget my login information?
A: You will need to contact the ESM coordinator, Lori Yahner, ext: 5965, ljy@uakron.edu, in order to reset your password.

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: What do I do if I get the message "No Workflow available", when trying to check out?
A: This is OK. You have done nothing wrong. Please contact Lori Yahner, ext: 5965, ljy@uakron.edu, if you experience this problem.

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: I am having trouble approving orders in ESM, what do I do?
A: There is a new approvers page. You will have to click on transaction then it populate much like a drop down box. Then you will see the choices on the bottom left of the screen, "Approve", "Reject", etc.

Q: My Amazon order is saying it still needs approval by my organization. What do I need to do?
A: After you click "Place Order" in Amazon and you are returned to ESM, you still need to complete the Checkout process. Scroll to the bottom of the page. You will see 2 buttons at the bottom of the page. Click the "Prepare cc order", enter your pcard number and click "Place Order" to complete the submission of your Amazon order.