



## Shopping Cart SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p>Approver cannot see the shopping cart in queue and has been able to in the past.</p>	<p><b>Problem:</b> The Approver cannot see the shopping cart in their queue, but has been able to see it in the past.</p> <p><b>Solution:</b> First, verify that this Shopping Cart (SC) was not rejected by an additional approver. If it was not, try the solution below:</p> <ol style="list-style-type: none"><li>1. Log into SCEIS</li><li>2. Click on the Personalize link on top left.</li><li>3. Click on Reset Order of Tabs.</li><li>4. Refresh the page or go into another folder and back.</li><li>5. If the above steps do not solve the issue, contact the SCEIS Help Desk.</li></ol> <p>If the SC was rejected by an additional approver, refer to this <a href="#">online course</a> for managing a rejected shopping cart.</p>