



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

Error or Issue	Resolution
Item Status of "Cannot Be Ordered"	<p><b>Problem:</b> When the Shopping Cart Creator sees this item status, it means that the shopping cart has been rejected by the Buyer (Shopping Cart Creator will also receive an email notification of the rejection).</p> <p><b>Solution:</b> The Shopping Cart Creator can view the name of the Buyer responsible for the Shopping Cart rejection in the Document Changes section of the shopping cart. <b>**Note:</b> The "Indicator-If the Document is Sourcing-Relevant" message with a New Value of "Y" indicates that the item IS NOT sourcing-relevant and that a new shopping cart will need to be created. <b>**</b></p>