Cancellations for Corporate Express Australia Pty Ltd

We have released 2-way matching for Corporate Express Australia Pty Ltd (CEA) within Oracle iProcurement. This means that you no longer have to receipt your goods through iProcurement. Once the requisition is approved and a purchase order created, the goods will be supplied and the invoice paid automatically when it is matched against the purchase order.

There are occasions however where you may need to cancel items on a requisition.

Below we will outline the procedure to follow if you need to cancel items for a Corporate Express order.

**Cancelling requisition lines for CEA**

**Responsibility:** ANY end user responsibility beginning with “ECU Purchasing”

In all situations, you must speak with Corporate Express and ensure this is the correct action to take BEFORE cancelling a line on a requisition. Please ensure you have the purchase order number and the line number and information at hand before calling.

**Contact Information for Corporate Express**

- **Customer Support**
  - Althea Briggs
  - Phone (08) 9365 5222
  - Email ecu@ce.com.au

- **Account Manager**
  - Christine Fitzsimmons
  - Phone (08) 9365 5102
  - Email christine.fitzsimmons@ce.com.au

- **Account Director**
  - Paul Meillear
  - Phone (08) 9365 5351
  - Email paul.meillear@ce.com.au

**If Corporate Express has advised you they are unable to supply an item:**

1. Put through a cancellation request for the line. Once the request has been approved, the amended purchase order will go out to Corporate Express. CEA will ensure their invoice matches the most recent copy of the purchase order.

**If ECU decides they no longer need or want an item:**

1. Ring Corporate Express to confirm the order is able to be stopped.
2. If CEA confirms it is ok to cancel the line (or order), put through a cancellation request for the line. Once the request has been approved, the amended purchase order will go out to Corporate Express.
3. If Corporate Express advises it’s too late to stop the delivery, **DO NOT** put through a cancellation request, instead follow the procedure for returning items (please see reference PO-0391 Returns for Corporate Express).

**To put through a Cancellation Request (cancel a line on a requisition)**

**Note:** You can only cancel your own requisitions – you can’t cancel other peoples.

1. Procurement Homepage
2. (T) Requisitions
3. Select the requisition you want to cancel by clicking in the Select radio button, then (B) **Cancel Requisitions**. If the requisition isn’t listed, use the (H) **Next 10** until you find it.

4. Select the line you want to cancel by putting a tick in the **Select** box.
5. Enter the reason for the cancellation, if Corporate Express (CEA) have advised they can’t supply the item, put the reason as “CE advises inability to supply item”. If you have contacted CEA about cancelling a line and they have given their approval to cancel, put the reason “CE advises order is ok to cancel”. If you don’t put one of these two reasons, your request to cancel may be rejected by Strategic Procurement.

6. (B) Continue once you’ve selected your line(s) and entered your reason(s).
7. Review the cancellation request details and ensure they're correct. If you want to make changes, use the (B) Back, if you want to cancel the request (B) Cancel, or if you’re happy with the details and want to submit for approval (B) Submit.

8. Once you’ve submitted the request, you will receive a confirmation message that your request has been submitted for processing.
9. You can follow the status of the request from the Requisitions page. You will also receive an email when your cancellation request has been approved.

10. An updated copy of the purchase order with a value of $0.00 for the line you cancelled will be sent out to Corporate Express automatically.

11. Corporate Express will ensure their invoice matches the most recent copy of the purchase order.

**Cancellation complete**