PO Admin Checklist
PO CLOSING ERRORS

In order to close a purchase order properly, it must be:

- Approved
- Either fully received or changed to state "Receiving is Optional"
- Cannot be tied to an active voucher, even a template voucher
- Valid budget checked
    - **NOTE**: POs dated in the previous biennium cannot be budget checked.

Common errors encountered on unqualified purchase orders:

	Error Message	Solution
1.	*The PO Line is tied to an active Voucher; therefore it may not be closed.*	Track down the voucher # by using Document Status. If the voucher is a template and you want to keep this PO open for that purpose, check the box to 'Hold From Further Processing.' Otherwise, delete the voucher so the PO can close.
2.	*POs in a status of Pending Approval may not be closed. Please finalize approval process.*	Depending upon the dollar amount and workflow set up for your agency, this may need to be done by the buyer and the final approver, or just the PO administrator. Make sure the PO is budget checked and has final approval before trying to close again.
3.	*The Purchase Order is on Hold From Further Processing.*	This is OK if the PO is a template; you do not want to close them anyway. If the PO is not a template, or if it is an old template you want to get rid of, open the PO and uncheck the box that says 'Hold From Further Processing.' Then close the PO.
4.	*Cannot close PO with unchecked or error budget status on header.*	This can be caused by two things:
	(a) The PO has not been canceled, but has a budget status of "Error."	Budget check the PO, make sure it is fully approved, then close it.
	(b) The PO has been canceled somehow with the budget status of "Error."	For archiving purposes, a PO needs to have a status of "Complete." Submit a list of POs with this error message to the State Procurement Office. They will have to be closed by ITD.

	Error Message	**Solution**
5.	*POs with Receiving Required On though not fully received and No Tolerance set.*	Beginning July 1, 2008, new instructions were given to PO buyers to watch the Receiving Required field. Therefore steps to correct these POs fall into two categories:

PO Dates prior to July 1, 2008	**PO Dates July 1, 2008 and thereafter**
Submit a list of these POs to the State Procurement Office to force close. <u>Make sure they have all been budget checked and approved prior to submitting this list</u>.	Go into the individual purchase orders and change the **Receiving Required** field to read "Receiving is Optional."

	Error Message	**Solution**
6.	*POs with Receiving Required On though not received.*	(a) Fully receive the PO if that is accurate. (b) Or follow the instructions for #5 above, depending upon the PO date.

NOTE: If you come across any error messages that are not on this list, please pass them on to the State Procurement Office so we can include them.