



## Purchase Orders SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> <b>Back-End Error:</b> Purchase order still contains faulty items</p>	<p><b>Problem:</b> This error was caused by trying to remove the GR Indicator in SRM after a Goods Receipt had been processed on the Line Item.</p> <p><b>Solution:</b></p> <ol style="list-style-type: none"><li>1. Go to the "Related Documents" tab in SRM.</li><li>2. Place the Purchase Order in Edit mode and select the checkbox for the Goods Receipt / Confirmation of Performance of Service.</li><li>3. Select "Check" so the system will validate all of the software, applications, and programs. Then the error will disappear because the root problem has been resolved.</li><li>4. Now select Order, then refresh the page until the status of the Purchase Order is Ordered.</li></ol>