




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

Error or Issue	Resolution
<p> Not possible to calculate tax</p>	<p><b>Problem:</b> The Ship To address on the Purchase Order (PO) is incorrect.</p> <p><b>Solution:</b> Search for and select the correct address. If the address is not in the database, then the agency Data Owner must create a ticket to have the new address loaded in SCEIS. After the new address is created, select the new address and the error message will disappear.</p>