




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

Error or Issue	Resolution
 Cannot determine valid serial number 2017	<p><b>Problem:</b> This is a Warning Message. This Warning Message does not stop the Purchase Order (PO) from being ordered.</p> <p><b>Solution:</b> Please give the system a few more minutes to refresh the PO's data. Click the refresh icon. The PO will go to an Ordered status after a few minutes.</p>