




Purchase Orders SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p> Goods Receipt (GR) / Invoice Receipt (IR) Reversed after Payment</p>	<p>Problem: The user is unable to change the Account Assignment when there is a Goods Receipt (GR) and Invoice Receipt (IR).</p> <p>Solution: To resolve the issue of not being able to change the Account Assignment when there is a GR and IR, the system now allows for the GR and IR to be reversed, with the IR being reversed first. Then the Account Assignment can be changed (G/L and fund code are the most common changes). Next, the revised Account Assignment data can be entered, and the GR and IR can be re-entered.</p> <p>The exception is if the Purchase Order has an IR with a Clearing Document. In this case, the agency Finance team will need to process a Journal Entry. The Purchase Order should not be updated after a Clearing Document has posted.</p>