




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

Error or Issue	Resolution
<p> Ordered PO. Can only be deleted at the line item.</p>	<p><b>Problem:</b> The user received this hard stop because they attempted to delete a PO at the Header that was previously in Ordered status.</p> <p>POs which have been in Ordered status should not be deleted at the Header, but rather at the line item and placed in Ordered status. Deletion at the Header prevents line items from routing back to sourcing. Errors, if any, must be cleared before the system will allow deletion of the line items.</p> <p><b>Solution:</b> The user must clear all errors and delete at the line item level and place the PO in Ordered status. This ensures that the line items route back properly to sourcing for the necessary changes to be made.</p> <p><b>Example:</b> PO document types and/or vendor numbers cannot be changed once a PO is created.</p> <p>The only solution is to delete the PO line item(s) in order to return them to sourcing where these changes will be made. The new PO will be created to reflect the new PO type and/or vendor number.</p>