

Help & Troubleshooting — Purchasing

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Purchase

Symptom	Likely cause	Fix
Changes are not retained after leaving the form.	The purchasing record was not saved.	Select Save , or select Save and Close when you have finished maintaining the record.
The purchasing record does not progress to an Offer.	The record has one or more inquiries.	Complete the applicable inquiry work before progressing the purchasing record to an Offer.
An Offer cannot progress.	The Offer is awaiting manager approval or does not contain an item.	Ensure that the Offer has at least one item and wait for the manager to complete approval.
An Order cannot be reverted or un-delivered.	The Order has binding invoices, or a due invoice already exists.	Continue processing the Order from its current status.

Purchase

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- You cannot progress an RFQ-based purchase → No RFQ has been entered → Insert at least one RFQ.
- You cannot progress a direct purchase order → No purchase order has been entered → Insert at least one PO.
- An Offer cannot be submitted or progressed as expected → The Offer has no items → Add at least one item to the Offer.
- An Order cannot be reverted → The Order has binding invoices → Continue processing the existing Order because it cannot be reverted.

View the Purchasing List

- A purchasing record cannot be reverted to inquiry → One or more offers are not in Draft status → Return the applicable offers to Draft status before reverting to inquiry.
- An order cannot be reverted → The order has binding invoices → Keep the order in its current state and process the related invoice obligations.
- A Delivered order cannot be un-delivered → A due invoice already exists → Process the due invoice; the order cannot be returned from Delivered.
- A record cannot be deleted → The item is Ready for Shipment or Delivered → Retain the record and continue processing it through the applicable purchasing workflow.

[View the Purchasing List](#)