

Troubleshooting FAQs

Funds

Vendor Credits

Used Wrong Fund

Sometimes you have already activated a PO only to realize that you used the wrong fund (whether that means there's not enough money in the one you used, or that it was inappropriate for the purchase). You may even have an open or closed invoice that is currently using that fund for that line item.

You can change the fund on a line item at any point in the process by using the batch updater on the purchase order. You cannot change funds at the copy level, only at the line item level.

Invoices

Move processing fee to another invoice

Some vendors send a separate invoice with a processing and/or cataloging fee as the only charge(s). If you prorate your cataloging/processing charges, you may want to move this onto another invoice that contains the titles so that it can be prorated across all the funds used for the materials.

You need to delete the charge, not just remove the fund info.

Purchase Orders

PO activation fails

If you activate your purchase order, bibs and copies load, and then you receive the error that one or more funds are past their warning limit and the order remains unactivated. You may change the funds that you are using, and to activate the order you choose "Activate without loading bibs and copies". Otherwise you will create multiple acq barcodes in the system. If you have done this by accident, please submit a Helpdesk ticket to get the issue corrected.

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