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Overview

Purchase orders that have not been received or vouchered against can be canceled by using the Reconciliation Workbench Process shown below. Purchase Orders that have been received or vouchered against can only be completed. That process is shown in another Process document.

Important Note: To cancel or close out a PO it cannot be on hold. In addition, you must budget check afterwards to clear encumbrances.
Cancel a PO Using Reconcile Workbench

Navigate to Purchasing > Purchase Orders > Reconcile POs > Reconciliation Workbench

The Reconciliation WorkBench page displays.

If this is your initial use of the Workbench you will need to set up a Run Control.

1. Click **Add A New Value** tab

2. Enter WorkBench ID

   *Note: If you use multiple words, you will need to place a _ between the words.*

3. Click Add

The Filter Options page displays.

4. Enter the **PO number** in both blocks

5. Click **Search**
The Reconciliation WorkBench page displays.

6. Check the box next to the PO number after you verify that you have called up the correct PO

Note: If this is your first use of the run control, you will need to give it a description before continuing.

7. Click **Cancel** near the bottom of the page

Note: If the PO can be canceled, it will appear on the right hand portion under qualified. If not it will be shown on the left side as not qualified.

8. If not qualified, click on the icon to identify reasons

9. Click **Yes** next to Proceed

10. Click **Yes** to question “Continue to Cancel PO”

This will show either Pending or Canceled PO statuses.

11. Click **Preview** to Print a Copy for your files
This will give you this message.

12. Click OK
Print Canceled Document

Navigate to > People Tools > Process Scheduler > Process Monitor

The Process List page displays.

1. Click Refresh until Run Status is Success and Distribution Status reads Posted

2. Click Details

The Process Detail page displays.

3. Click View Log/Trace
The View Log/Trace page displays.

4. Click the PDF file link

The Purchase/Service Order displays.

5. Print Copy for your files

Whom to Contact for Help?
For additional help or to report problems with this functionality, please log a ticket via the Service Desk (http://www.csueastbay.edu/servicedesk).