▌ #332583 Unable to receipt in a purchase order

Submitted	**Received via**	**Requester**
22 March 2022 at 08:51	Mail	Barbara Whelan <barbara.whelan@goughcat.co.nz>

CCs

IT Service Desk <servicedesk@terracat.co.nz>, Leticia Bremner <leticia.bremner@goughcat.co.nz>

Status	**Type**	**Priority**	**Group**	**Assignee**
Closed	-	High	Service Desk	Femi Cannell

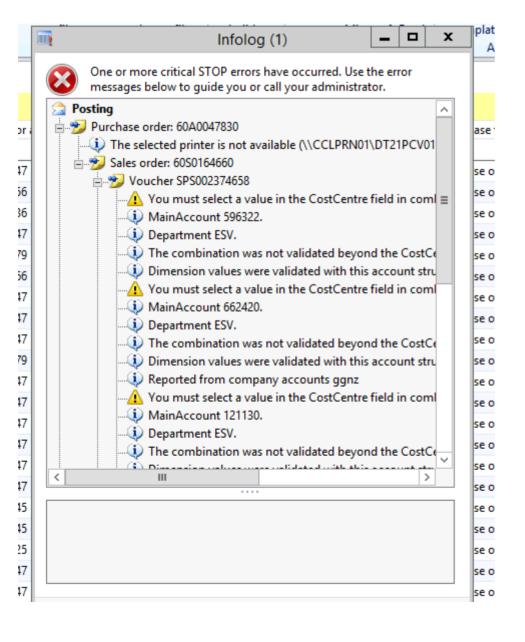---

Category

NAXT

Barbara Whelan   March 22, 2022 at 08:51

Hi there

I have another PO I can't receipt in as per below. I have changed what I can

Can you help please

I seem to be getting a lot of these again .

Barbara Whelan
Branch Administrator - **Terra Cat**
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Sue Petersen March 22, 2022 at 14:04

Hi Leticia,
 Have been speaking to Barbara as she is having problems with receipting the P/O on Segment 11. I have investigated this and there seems to be a problem with that segment - when you create the OWM the cost centre is not populating on the FD.
To fix this you will need to create a new segment transfer everything across except the OWM. You will need to create a new on on the new segment and cancel the old one. Once you receipt the new P/O you will need to notify accounts payable of the new Order number. so that they can manually match the Vendor Invoice for the old P/O to the new one. I hope this is clear if not please let me know - Thanks

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