Guidelines for Canceling or Closings Purchase Orders (PO)

- **Canceling a PO:** This action applies when the PO does not and will not have any invoices or receipts applied to it in Gateway. Once canceled, invoices and receipts for the PO are blocked. The PO cancelation is exported to external systems.

Examples for canceling a PO include; the PO was a duplicate, the supplier could not fulfill the order, or the end user wants to cancel and the supplier agrees.

Send a request to CANCEL PO by email to the Gateway Help Desk that includes:

1. Full 12 character PO number
2. Supplier’s name
3. Your department name
4. Reason why the PO is being canceled
5. Confirm the supplier was notified of the cancelation.

- **Closing a PO:** This action applies when all invoices have been processed OR you will pay invoices with a FlexCard. Once closed, further invoices and receipts for the PO are blocked. The PO closure is not exported to external systems.

Examples for closing a PO include; the Vendor Blanket or Contract has expired, the PO is complete but has remaining open cost.

Send a request to CLOSE PO by email to the Gateway Help Desk that includes:

1. Full 12 character PO number
2. Supplier’s name
3. Your department name
4. Reason why the PO is being closed (note if invoices have been paid by FlexCard)

Gateway Help email address: Gatewayhelp@bfs.ucsb.edu