OBJECTIVE
The purpose of this document is to provide guidance for the following scenarios:

- I received my BPO in full and the invoices aren't getting paid. How can I fix this?
- My Receive button is no longer visible on my BPO. I received the Maximum Amount, how do I correct this?

ISSUE
This issue can occur when you receive the BPO Maximum Limit Amount before all invoices have arrived from the supplier for payment.

When you create a BPO, the Received Available Amount begins at the BPO Maximum Limit. As you do receiving for line items, the amounts you receive are subtracted from the Received Available Amount until all of the available funds have been used.

When you receive the BPO Maximum Limit all at once before any or all invoices arrive, the system subtracts that amount you received from the Received Available Amount, which results in a new Received Available Amount of $0.00. The system removes the Receive button because there is no money left for Receiving.

EXAMPLE
My BPO is for a Maximum Limit of $1,000.00. An invoice with a line item dollar amount of $100.00 came in for my BPO. When I did the receiving, I received all $1,000.00, instead of the $100. The invoice that had the $100.00 line item amount was paid, which is OK. However, Receive button is no longer visible. I need to get the Receive button back and fix my BPO so it still has $900.00 left on it.

RESOLUTION
It is important to correct this as soon as possible, subsequent invoices will not release to be paid.

To correct this, you must:

1. **Change** the BPO and add a 1 cent ($0.01) to BOTH:
   a. The **Maximum Limit** in the **Limits** section, and
   b. The **Maximum Limit** on the **Line Item** in the **Pricing Terms** section
   c. In this example, you would change the Maximum Limits on the BPO and Line Item to $1000.01

2. **Submit** the changes.
3. **The CR will need to be fully approved again by all of the original approvers.**
4. When the new version of the BPO is available in the **Open** status:
   a. Create another receipt for negative amount that is equal to the Maximum BPO amount MINUS the amount you over-received.
   b. In this example, you would receive -$900.00.

**Please continue to the next page for a step-by-step example.**
I received my BPO in full and the invoices aren't getting paid. How can I fix this?

1. Log into eProcurement.
2. On the upper left-hand corner of your screen, click **Search** and choose **Contract Request** on the drop down menu:

3. Enter the BPO number into the Contract ID field and click **Search**:

4. The BPO number and title will appear in the search results. Click on either the **BPO number** or the **Title** to view the BPO summary screen.
5. The BPO Summary page will display. Click the **Change** button (and **OK** to confirm the change if you get the confirmation message):

![Click Change]

6. Scroll down to the Maximum Limit section on the Summary tab and add $0.01 to the **Maximum Limit** (e.g. change $1000.00 to $1000.01):

![Maximum Limit]

7. At the top of the Summary Page, click on the **Pricing Terms** tab:

![Click on the Pricing Terms tab]

**Continued on the next page.**
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8. Click **Edit**:

![Edit button screenshot](image1)

9. In the **Limits** section, add $0.01 to **Maximum Amount** (e.g. change $1000.00 to $1000.01):

![Maximum Amount increased by $0.01](image2)

10. Click **OK**.

11. Click **Submit**:

![Submit button screenshot](image3)
12. After you receive an email notification that the new version of the CR has been fully approved, access the BPO in eProcurement and click **Receive**:

   ![Image](image1.png)

   **New version of BPO**

   **Click Receive**

13. Enter -$900.00 (a negative amount that is equal to the Maximum BPO amount MINUS the line item amount that has already been paid) into the **Amt. Accepted** field and then click **Submit**:

   ![Image](image2.png)

   **Click Submit**

   **Enter -$900.00** (a negative amount that is equal to the Maximum BPO amount MINUS the amount that has already been received) into the **Amt. Accepted** field.