NEVER use the **Append/Receive** button when invoicing. Always **Append**.

If the **Append/Receive** button is accidentally used during the invoicing of Serial orders, IMMEDIATELY stop, click on **CANCEL** in the Actual Price window, click on **CLOSE** in the Find Purchase Order window and delete the invoice.

Unfortunately, the damage is already done. The status of the Purchase Order has been changed to Received/Complete and it cannot be reversed. The work around solution is to "clone" the PO as follows:

1) Go to Search Orders and call up the Purchase Order.
2) Click on **ORDER**
3) In the drop down window, click on **COMPLETE**
4) Accept the warning (click **YES**)
5) Highlight and copy the PO number (you will need it later)
6) Click on **ORDER**
7) This time go to **COPY ORDER** in the drop down menu and click on **WITH COMPONENTS RE-LINKED**
8) A clone of the original PO is created. Delete the generated PO number and Paste the original (copied) PO number into the Number field in the Header
9) **APPROVE** the clone. NOTE: a warning window will remind you a duplicate order exists. Click on **CONTINUE APPROVE**
10) Put appropriate explanations in the NOTES tab of the headers for each PO as to why the cloning was done, etc.

Two orders with the same PO now exist. The status of one is COMPLETE and the other is APPROVED/SENT. If there are no invoices attached to the COMPLETE PO and no items have been checked in on it, it can be deleted. If there are invoices or items checked in, keep the COMPLETE PO for history. The APPROVED/SENT PO will have the same check-in pattern as the original (if one existed), but the check-in history stays with the original PO.

When invoicing in the future, only the APPROVED/SENT PO will drop into an invoice.

**Due to possible problems with claims, please consult your supervisor and the Serials Supervisor in LPC before attempting this fix.