
POLs stuck in review

- **Product:** Alma
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Description

POLs (PO Lines) are stuck in Review, or, in another case, POs (Purchase Orders) are stuck, and not sent and/or closed.

The facet says: "**Order sending failed**". How to push them along?

Resolution

1. The **vendor** must have an **email address**, if Acquisition Method is "**Purchase**".

--- To use by default another method, e.g. "Purchase at Vendor System", modify the table: Configuration > Acquisition > **Acquisition Method**.

--- Consider using your own email for the vendor email address, if needing to fix current POs.

2. If acquisition method is "Purchase", two letters must be enabled, these are: **OrderListLetter** and **OrderNowLetter** (enabled in: Configuration > General > Letters Configuration).

3. In some cases, we find that the **Library** which orders the materials must have **address** (configured in: Configuration > General > Add a Library or Edit Library Information)

4. To solve the POs stuck in Review, go to: Acquisitions > Purchase Order (PO) > Review (PO). Edit each PO > Save and Continue.

Additional Information

Click here for Online Help on Configuring the [Default Acquisition Method](#).

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