How to Close or Cancel an Order

Step-by-Step Instructions for Closing or Cancelling an Order

1. Log in to Ohio Buys. From the homepage, click Procurement in the Main Menu Navigation Bar and select Browse Orders from the drop-down menu.

   ▲ A purchase order will be Cancelled if there has been no activity (incl. change orders, receipts and vouchers) on the order (i.e., there is a need to re-source the order, or if a change is required that is not permitted by a change order).

   ▲ A purchase order will be Closed if it has been fully invoiced and paid for. Prior to closing the order be sure that you will not require any updates / future change orders as it cannot be re-opened.

   ▲ Note that Ohio Buys orders should be closed in Ohio Buys, not in OAKS. Ohio Buys orders can be easily identified as the PO ID will begin with “PO”.

2. Search for the purchase order that you want to Close or Cancel. Once you have found it, click the Pencil (✏️) icon to open it.

3. Click Close/Cancel. Whether the purchase order will be closed or cancelled depends on its status. If it has been filled by the Supplier, it will be closed. If it has not yet been filled, it will be cancelled.

   ▲ If you have only received part of an order, and would like to close it, you should first create a change order to reduce the quantity to what you have received, advising the supplier that you do not want them to fulfill the remainder of the order. This will be automatically approved. You can then close the amended purchase order.

4. Click OK to the pop-up message “This activity will cancel all further activity on the PO and PR, are you sure you want to do this?”

If you have questions or need additional assistance, please contact Ohio Shared Services Contact Center via email (ohiosharedservices@ohio.gov) or phone (877-644-6771).