

Known Issue: KI9.2-61_PO – Pre-encumbrances Not Liquidated for Requisitions Closed in Requester’s Workbench

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STATUS: Active

Following Release 5.20, when requisitions are closed in the Requester’s Workbench, the budget header status does not update to “Not Checked” as expected. This prevents a final budget check from being performed. As a result, remaining pre-encumbrances are not being liquidated.

This issue occurs only for requisitions that are manually closed in the Requester’s Workbench; requisitions that are closed via the batch close process are updated as expected. Closing a requisition that has not been fully liquidated from the Workbench may result in a remaining pre-encumbrance balance after closure.

Functional Workaround:

Until an Oracle solution is provided, the Requester’s Workbench should not be used to close requisitions with remaining pre-encumbrances. Instead, users should close these requisitions in the Close Requisitions batch process.

Navigation: **Purchasing > Requisitions > Reconcile Requisitions > Close Requisitions**

We recommend that users run the BOR_REQ_OPEN_AMOUNT_ALL query prior to closing requisitions to determine whether a pre-encumbrance balance remains.

Closing a requisition in which a pre-encumbrance balance remains using the batch process will allow a final budget check to be performed. This budget check will liquidate the balance.

Requisitions that appear in the BOR_REQ_OPEN_AMOUNT_ALL query results that are already Complete/Valid but remain pre-encumbered should be resolved using the following steps:

1. Reopen the requisition (**Purchasing > Requisitions > Reconcile Requisitions > Reopen Requisitions**).
2. Run the Budget Check batch process for the Business Unit (**Purchasing > Requisitions > Budget Check**).
3. Close the requisition in the Close Requisitions batch process as instructed above.
4. Run the Budget Check batch process for the Business Unit again.

Please contact ITS if you find requisitions that are ineligible for the batch close process or if you need assistance with determining who at your institution has the authority to reopen requisitions.

Estimated Resolution:

This is a known Oracle bug and will be resolved in a future release.

MORE INFORMATION AND SUPPORT: For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.