Known Issue: KI9.2-133_ePro – Closed Requisitions Not Liquidating

POSTED: June 16, 2020

STATUS: Active

NAVIGATION: NavBar > Navigator > Purchasing > Requisitions > Reconcile Requisitions > Close Requisitions

ISSUE: Requisitions are not liquidating pre-encumbrance balances when running the Close Requisition Process.

FUNCTIONAL WORKAROUND: The workaround requires users to enter Chartfield details in the Chartfield Criteria sections of the Close Requisition run control page, so ITS is temporarily requiring users to enter the GL Unit and Fund details as shown below.

ESTIMATED RESOLUTION: This issue is caused by a known Oracle bug and is expected to be resolved in Release 5.60. ITS will update this known issue once it is resolved.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.