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

TO: GeorgiaFIRST PeopleSoft Financials Users

UPDATED: June 26, 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: At this time ITS recommends users close requisitions from the Requester's Workbench instead of using the Close Requisitions Process. If users have questions about this process and/or need assistance implementing this workaround, please submit a ticket to the ITS Helpdesk.

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.

ORIGINALLY POSTED: June 16, 2020

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