

December 1, 2017

RESOLVED

: As of Release 5.30, dated December 1, 2017, purchase orders with a budget status of Error or Not Chk'd are no longer eligible to be closed using the Buyer's Workbench.

ORIGINALLY

POSTED: January 30, 2017

Certain purchase orders are able to be closed using the Buyer's Workbench even if they have a budget status of Error or Not Chk'd.

Three criteria allow this to happen:

- x The PO is fully Matched or set to No Match Required;
- x The PO is fully received when set to Receiving Required or is set to Do Not Receive or Receiving Optional;
- x The Due Date on the purchase order has passed.

If the PO meets all three of these criteria, the PO is able to be closed, even though the budget status is Error or Not Chk'd. A PO should not be eligible for closure when a budget exception exists or when a budget check has not been run. This can result in an encumbrance balance remaining on the PO after the PO is closed.

This issue is only occurring for POs that are manually closed using the Buyer's Workbench; the Close Purchase Orders Process works correctly and is not affected by this bug.

Please note that this issue does not relate to requisitions.

Functional Workaround:

Until a solution is provided, please be mindful of the POs being closed via the Buyer's Workbench and research thoroughly before closing any POs using that page.

The BOR_BC_PENDING query may be used to assist you in identifying purchase orders that have a budget error or a budget status of Not Chk'd.

You may also choose to restrict access to those who have authority to close purchase orders at your institution.

Alternatively, instead of using the Buyer's Workbench, you can use the Close Purchase Orders process (PO_PORECON) found here:

Purchasing > Purchase Orders > Reconcile POs > Close Purchase Orders

If you identify POs that have been closed with budget errors on them, please submit a ticket to the ITS Helpdesk for assistance.

Estimated Resolution:

The cause of this issue is being investigated by Oracle. We will update this Known Issue when a resolution has been determined.

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>.