

# KI9.2-61\_PO– Pre-encumbrances Not Liquidated for Requisitions Closed in Requester 's Workbench

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UPDATED      December 1, 2017

STATUS:

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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.