

Liquidating SRM Purchase Orders Received in Full – Still Shows an Open Encumbrance

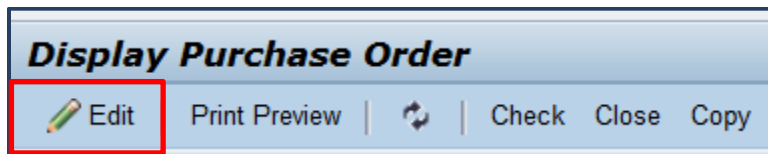
This procedure will provide instruction on liquidating a Purchase Order that has been received in full (all quantity received), but the price on the invoice is lower than reflected on the Purchase Order.

Issue: An open encumbrance is showing on a Purchase Order even though Goods Receipts and Invoices have been posted against the document for the full amount.

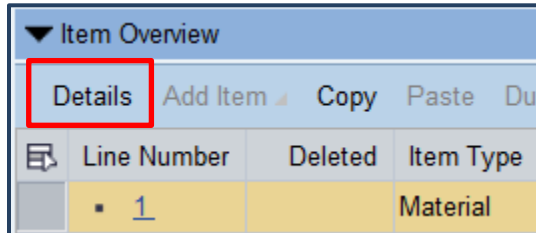
Resolution: The Purchase Order must be liquidated to clear the encumbrance from all “open commitment” budget reports.

Note: The example shown will demonstrate the process for a single line Purchase Order; however, the steps are the same for a multiple line Purchase Order.

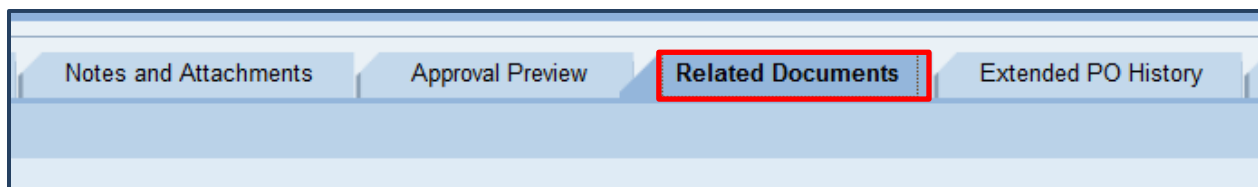
1. Display the SRM Purchase Order and select the EDIT button



2. In the Item Overview, select the DETAILS link to view the details of each line item



3. Once in the item details, select the Related Documents sub-tab



- Review the History on the Tracking sub-tab to verify all Goods Receipts and Invoices have been entered to date

▼ History								
View: United States Dollar								
Document	Name	Document Number	Back-End Document Number	Status	Date	Quantity	Unit	Value
RFx Response	Total					5.000	EA	N/A
	Forensic Light Source	6500077806		Accepted	05/22/2014	5.000		109,840.00
Purchase Order	Total					5.000		109,840.00
	Forensic Light Source	4300417905/1	4300417905/1	Ordered	05/28/2014	5.000	EA	109,840.00
Confirmation	Total					5.000	EA	109,840.00
	Forensic Light Source					5.000	EA	109,840.00
Invoice	Total					5.000	EA	109,840.00
	Forensic Light Source					5.000	EA	109,840.00

- If all invoices have been received in full and the values are equal to the Purchase Order value, review the Statistics section to see verify that “Yes” is selected for the “No Further Confirmations” and “No Further Invoices”. The radio buttons should automatically switch from No to Yes when the processes are complete. If they have not, select Yes for both.

a. There are various reasons which stop this automatic process from happening

▼ Statistics	
Goods Receipt / Confirmation of Performance of Service	Invoice
Confirmed Quantity: <input type="text" value="0.000"/> EA	Invoiced Quantity: <input type="text" value="0.000"/> EA
Confirmed Value: <input type="text" value="0.00"/> USD	Invoiced Value: <input type="text" value="0.00"/> USD
No Further Confirmation <input type="radio"/> Yes <input checked="" type="radio"/> No	No Further Invoice <input type="radio"/> Yes <input checked="" type="radio"/> No

▼ Statistics	
Goods Receipt / Confirmation of Performance of Service	Invoice
Confirmed Quantity: <input type="text" value="0.000"/> EA	Invoiced Quantity: <input type="text" value="0.000"/> EA
Confirmed Value: <input type="text" value="0.00"/> USD	Invoiced Value: <input type="text" value="0.00"/> USD
No Further Confirmation <input checked="" type="radio"/> Yes <input type="radio"/> No	No Further Invoice <input checked="" type="radio"/> Yes <input type="radio"/> No

- Upon verification, select the ORDER button to save any changes that were made to the Purchase Order.

Change Purchase Order				
Order	Save	Print Preview	Check	Close

Note: If the above steps are performed and the encumbrance remains, submit a ServiceNow ticket for further technical assistance.