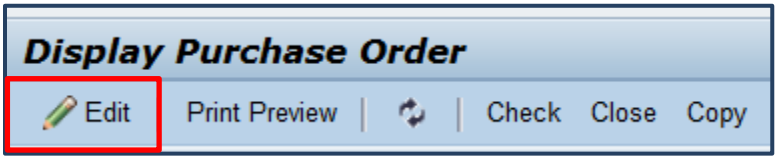
Liquidating Purchase Orders Received in Full - Still Show an Open Encumbrance

Issue: An open encumbrance is showing on a Purchase Order even though a Goods Receipt(s) and an Invoice(s) have been posted against the document for the full amount.

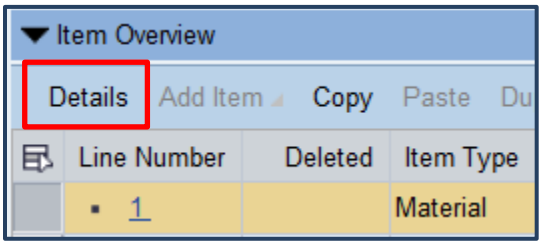
Resolution: The Purchase Order must be liquidated to clear the encumbrance from all "open commitment" budget reports.

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.

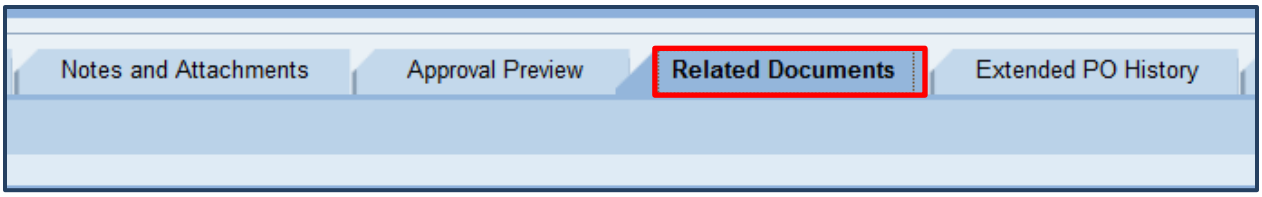
1. Select the EDIT button



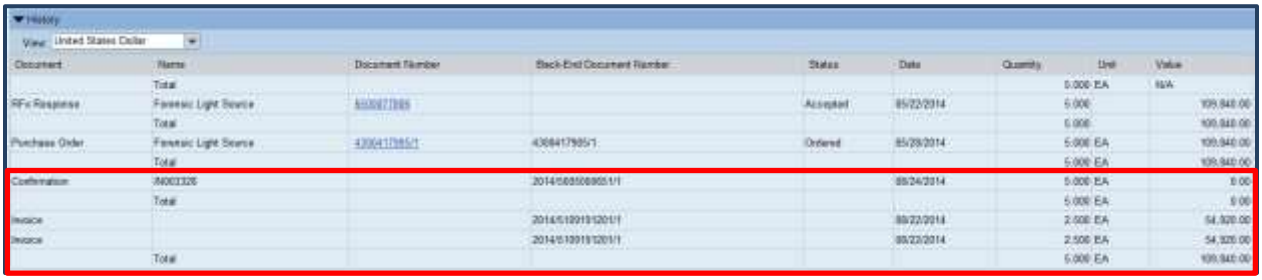
2. In the Item Overview, select the DETAILS link



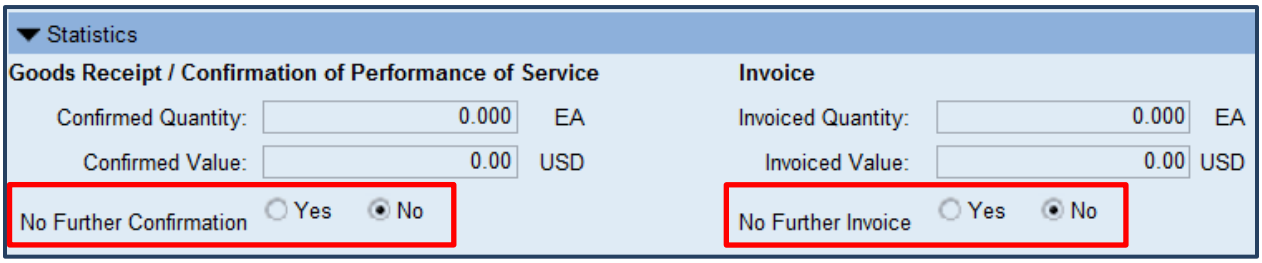
3. Once in the item details, select the Related Documents sub-tab

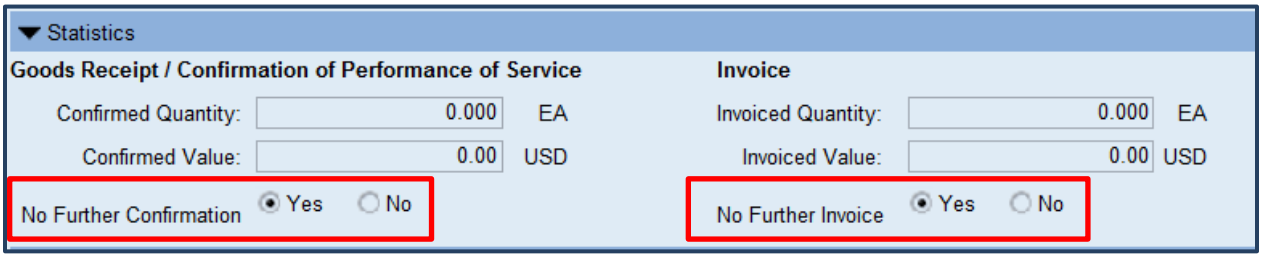


4. Review the History to verify all Goods Receipts and Invoices have been entered/posted to date



5. If all invoices have been received in full and the values equal, then the next step is to review the Statistics section to see if the "No Further Confirmations" and "No Further Invoices" radio buttons have switched from NO to YES when the processes were completed
    a. Various reasons can stop this automatic process from happening





6. Select the ORDER button to save any changes that were made to the document

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