

**APP & AZ360 FIN PO Manual
Liquidation Meeting
August, 12 2024**

Why?

1. Lack of reconciliation between APP & AZ360 FIN *AZ360 FIN A8466 error “ The accounting line has been over-referenced and the line amount cannot be changed”*
 - *Main reason APP Agency Admin was given security permission to close open POs in APP without triggering integration to AZ360 FIN*
 - *This permission will be removed in APP on 8/15/2024 when the fix to address A8466 error is implemented in APP*
2. AZ360 FIN Chart of Account (COA) and supplier’s account/profile errors
 - *Not true integration errors that require manual liquidation*
3. Integration bugs/defects

What Being Done To Resolve A8466 Integration Error?

- A8466 error means PO close integration is not sending the correct open/remaining to close an open PO in AZ360 FIN. The integration is attempting to close or open a PO accounting line that has already been paid or closed in AZ360 FIN
- A new & real-time integration process is added to check remaining/open balances on a PO (GAEIV1) in AZ360 FIN at the time a PO is closed/canceled in APP
- New Alert added in APP if a PO is already closed/canceled in AZ360 FIN

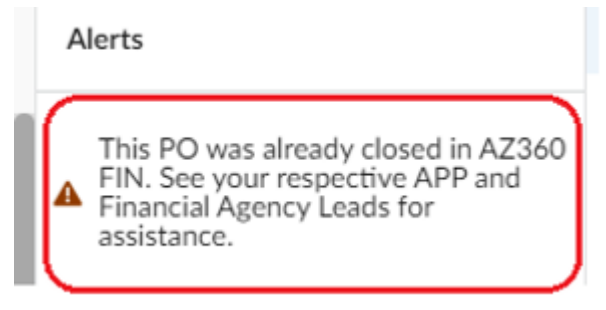


Chart of Account (COA) & Supplier Account Errors

(Most Common Errors when Closing POs in APP)

- Not true integration errors require manual liquidation
- Supplier accounts are inactivated in AZ360 FIN because invalid legal name & TIN, returned 1099s, returned warrants
- COA errors stem from either 1) Change Order in APP or 2) COA elements were changed in AZ360 FIN after the PO is partially paid. COA changes are not allowed on a partially paid PO in AZ360 FIN per AZ360 accounting edit or rule.

Integration Bugs/Defects

- PO was successfully closed in APP via the normal workflow & integration process in APP but is still open in AZ360 FIN
- Defects/bugs in APP
- Defects/bugs in AZ360 FIN

What Does It Mean For You?

- APP Agency Admin: Permission to close PO in APP without triggering integration to AZ360 is removed in APP on 8/15/2024 as it is no longer needed
- APP PO Manual Closure Form is discontinued
- Training resources:
 - APP Manually Liquidating Funds on a PO (QRG # 5015) is removed
 - New QRG Resolve AZ360 Errors When Closing PO in APP is published by GAO
 - AZ360 & APP Common Errors & Resolutions List on GAO website was updated to include specific details to assist agencies to resolve AZ360 FIN errors

Do I Get Help?

APP HD & GAO FIN Ops Teams may need to obtain production logs to investigate integration issues. Production logs are only available within 30 days of the issue occurrence, so report integration issues to us as soon as possible

Contact APP Help Desk at app@azdoa.gov when encounter common APP errors but not limited to:

- Purchase Order can't be closed; Invoiced (Paid) Amount does not match Received Amount
- Too many blocking alerts in APP
- Close PO does not execute workflow nor send integration request to AZ360 FIN
- No Close/Cancel PO option & I am stuck in APP

Do not contact APP HD for manual PO Close with COA & supplier profile errors

Contact GAO FIN Ops at vendors@azdoa.gov when:

- Need assistance/question/clarification with AZ360 Financial & APP Common Error Log & Resolution
- Report a PO successfully closed in APP through the normal workflow and integration, but still open in AZ360 FIN

Do not send inquiries to fin operation mailbox, FIN Ops Liaison, or Google Chats.

What Next?

- GAO reviews the full list of all POs closed by Agency Admin in APP without AZ360 FIN integration since May of 2022 & closes them in AZ360 FIN accordingly
- GAO & APP Teams is working to address integration error *A1603* “Cannot modify line amount below the closed amount on the current Accounting Line” (Accounting rules/edits violation)
- If your agency has an internal process/protocol to handling/managing AZ360 FIN COA errors smoothly when closing POs in APP, please share it with other agencies

Questions and Answers