



ADOA – General Accounting Office

QUICK REFERENCE GUIDE: TROUBLESHOOT AZ360 ERRORS WHEN CLOSING A PO IN APP





Troubleshoot AZ360 Errors when Closing A PO in APP

Overview

This quick reference guide (QRG) is a resource for Arizona Procurement Portal (APP) users and Agency Administrators who encounter AZ360 financial, the statewide financial management system, integration errors when trying to cancel and/or close Purchase Orders (POs) created in APP.

If a user encounters AZ360 errors when closing POs in APP, agency APP Tech Leads and agency Coordinator/ Financial Leads must collaborate and complete the following steps:

1. Review the **AZ360 Financial & APP Common Error Log and Resolution** document on the Operations Resources page of the GAO website, gao.az.gov/operations-resources, for instructions on how to clear AZ360 FIN errors.
2. If the error has not been resolved after users have collaborated with the agency Coordinator/Financial Leads and consulted the document in step #1, users should contact the A360 FIN Operations Team at vendors@azdoa.gov.

Bear in mind that not all AZ360 errors received when canceling and/or closing a PO in APP are the result of an integration error between AZ360 and APP. Some of these errors are due to the violation of an AZ360 accounting edit or rule.

Note: Users can encounter the same error in AZ360 when canceling or closing a General Accounting Encumbrance (GAE) that violate these edits or rules.

Hint: If the error contains an error message in parentheses, e.g. (A1714), the error has originated in AZ360 Financial.

If a user encounters APP errors when closing POs in APP, they should consult the Purchase Order Management QRGs located on the Arizona Department of Administration (ADOA) – State Procurement Office (SPO) website, <https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/procure-pay-qrgs-176>, or contact the APP Help Desk at app@azdoa.gov.

Note: Common (but not limited to) APP error messages that should be escalated to the APP Help Desk include; Purchase Order can't be closed; Invoiced (Paid) Amount does not match Received Amount, Close PO does not execute workflow nor send integration request to AZ360 FIN, too many blocking alerts, no cancel/close option on a PO, and PO creator is no longer with the agency.



Common Error Messages




Issue requiring AZ360 FIN / GAO resolution:

- A216 Error; if users encounter this error, they will need to resolve internally at their agency and then escalate to the FIN Operations Team if needed.

<p> Error Message</p> <p>Unit cannot be modified because Change Closed Allowed is not set on Transaction Controls. (A216)</p>	<p> Encumbrance integration errors in this Order; Please refer to 'Integration Error Messages' section for details. Integration Id: 8672502</p>
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Issue requiring APP Help Desk / SPO resolution:

- Too many blocking alerts; if users encounter these errors, the user will need to resolve internally at their agency and then escalate to the APP Help Desk if needed.

<p> Encumbrance integration errors in this Order; Please refer to 'Integration Error Messages' section for details. Integration Id: 8597749</p>
<p> Purchase Order has been closed; No Receipts/Invoices can be created for this Purchase Order</p>
<p> IF you are attempting to close this PO, make sure the received amount equals the Invoice Amount. IF this PO requires Liquidation assistance work through your respective agency lead.</p>



Issue Resolution Workflow

