

Steps to Take Prior to Liquidation

This document is a quick reference guide that outlines steps to take prior to a liquidation in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

Prior to submitting a liquidation request, please confirm all purchase orders have attempted to be balanced and closed through the appropriate methods (see the Balance PO QRG). As we process the requests, if we find multiple examples that have not been properly reviewed we will send the entire list back to your agency.

Please understand that we receive hundreds of purchase orders from all over the State that must be individually reviewed and processed on a weekly basis. Your cooperation and assistance in managing the list is necessary and greatly appreciated as it helps us maintain our weekly processing timeline. **Requests must be received by 3pm on Wednesday in order to be completed (most often) within 2-3 business days.**

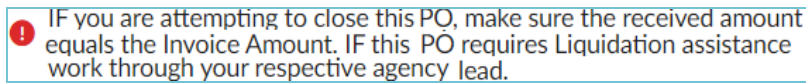
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Prior to submitting a request:

1. Attempt to use the **Cancel/Close PO** button at the top of the screen.



If you receive an error message such as, move to step 2:



2. Confirm the invoices and receipts are balanced. If amounts are not even, use the following link to attempt to balance the PO - [Balance PO](#).
 - a. If over-received, attempt to balance by entering in [Return Receipts](#).
 - b. If the receipt is not tied to an invoice, click the **Trashcan**  icon to delete the receipt.
 - c. After completing these steps, attempt Step 1 again.
3. If there are invoices that are drafted but not completed, have AP delete.
 - a. After completion, attempt Step 1 again.



Once you have completed some, or all of the steps above and the purchase orders still do not close, then add to the list.

Resources

Click the link below for more information on the requisition creation processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/procure-pay-grgs-176>