

Shameem Sayyid | Seerdynamics

From: Shameem Sayyid | Seerdynamics
Sent: Tuesday, 21 December, 2021 10:09 PM
To: Shameem Sayyid | Seerdynamics
Subject: FW: PR-DXB0074-SUP-03 - AZIN-001150 - Year End period Closing error

From: No Reply - Alfazance Support <support.portal@alfazance.com>
Sent: Sunday, 28 March, 2021 08:56 PM
To: support.portal@alfazance.com; it@masskarhypermarket.com; bishin@masskargroup.com; goutham.mahesh@alfazance.com
Subject: PR-DXB0074-SUP-03 - AZIN-001150 - Year End period Closing error



This is an automatic mail from Alfazance Support Portal. Kindly login to [Alfazance Support Portal](#) to reply

Dear Bishin,

We need to restore the latest DB from live to UAT. so that we can prepare the Job and run the script for fixing this issue.

We estimate for this activity for 5 hrs which include the below task.

1. Development(Coding/fixing/debugging/script running)
2. Functional testing
3. end user testing
4. deployment to live instance

DB restoration should be done from your end. If alfazance do the DB restoration additional 4 hrs will be added to the estimation.

Kindly update us once the DB restoration is done and approve the estimation for the same.

With Regards,
Goutham Mahesh G.

Working Hours: 8:30 AM - 5:30 PM (Sun-Thu) GST | [Local Time](#)

The above is an email for a support case from Alfazance Consulting (www.alfazance.com).

Thank you.

Notification sent from [Alfazance Support Portal](#).



From: bishin@masskargroup.com

Username: bishin Ali

Hi Goutham,

We Checked the below steps you mentioned and cleared everything. Still Facing the same error while closing.

From: goutham.mahesh@alfazance.com

Username: Goutham Mahesh

Hi Bishin,

Closing a period requires that the user follows somesteps as listed below:

1. Check if journals have been created and not postedwith the transaction date of the period(AP/AR/GL Modules). Kindly post it or delete it
2. Check if Purchase orders with status canceled havebeen confirmed. Kindly cancel it.
3. Check if there are lines with status"waiting" in AP/Inquiries/History/Invoice History and matchingdetail. kindly delete it.

Then try to run the year-end closing process.

With Regards,

Goutham Mahesh G.

From: goutham.mahesh@alfazance.com

Username: Goutham Mahesh

Dear Bishin,



We will look into this and get back to you soon.

With Regards,

Goutham Mahesh G.

From: support.portal@alfazance.com

Username: Alfazance Support

@goutham : Please prioritize this task

From: support.portal@alfazance.com

Username: Alfazance Support

Dear Support team ,

We are facing issues while trying to close the year 2020. When we try to close the period, it is giving error message

"Cannot close period Period 1 when there are source documents remaining to be journalized with an accounting date within the period."

We cannot find any open documents. So please check this and give us a solution asap.