What do I do when I see ‘RECORD BEING PROCESSED ELSEWHERE’ error message when closing a payables period?

Scenario –

- You are closing the Payables Module as part of the period end process and see the error message:

‘RECORD BEING PROCESS ELSEWHERE’

Reason –

- Unknown – possibly due to another user attempting to reprint an RRR Request (Return Request).

Fix –

- Do not close the session, as this may open a new period.
- Press the ESC (Escape) key to return to the previous menu (the one that shows End of Month).
- Press the Enter key.
- Select **End of Period** again.
- The warning message and problem should now have disappeared.

Notes –

This screen shows the menus where the problem occurs.