RQ Document Rejecting – How to Correct

QUESTION: What do I need to do when I have an RQ document rejecting on the AFNS SUSF screen with the following error message:

01-A441E-RQ DOC NOT FOUND

BACKGROUND: The normal process is for SNAP to send AFNS an RQ increase which 'accepts' and posts to the AFNS OPRQ table and integrates to CAS. When the PO is generated, SNAP automatically sends over an RQ decrease (RQ modification) which removes the RQ from the AFNS OPRQ table. The above error is received when the RQ decrease (RQ modification) is trying to process but the RQ increase rejected previously (due to budget, etc).

ANSWER: First, to research you will need to scan the OPRQ table in AFNS **and** CAS to determine if the RQ increase has posted to the table in either system.

- *If the RQ increase is on the OPRQ table in AFNS & CAS and the RQ decrease is rejecting on the AFNS SUSF screen*:
Edit the rejecting RQ transaction – the document will show status of 'SCHED' and it will process during the nightly cycle. The reason the RQ decrease originally rejected could have been a timing issue (RQ increase had not yet processed in AFNS before the RQ decrease was sent to AFNS).

- *If the RQ is **not** on the OPRQ table in AFNS & CAS* :
The RQ increase and the RQ decrease may both be on the AFNS SUSF screen rejecting. Find the rejecting RQ increase on the AFNS SUSF screen and edit/run the document. Next, edit/run the rejecting RQ decrease transaction (also on the AFNS SUSF screen). Once the transactions process (status of 'ACCPT') in both systems the RQs will drop off the OPRQ table in both systems.

However, if the RQ increase cannot be found on the AFNS SUSF screen rejecting, check SNAP (ORNO table) to verify that a PO has been issued for the RQ. If a PO has been issued, verify that the PO has processed in AFNS and CAS by looking on the OPOD/OPOH/OPOL tables. **Only** – after verifying all of the above – can the rejecting RQ document on AFNS SUSF screen can be deleted.