PeopleSoft Financials 9.2 Go-Live Known Issues Details

Updated 8/14/2015

The following known issue details are for issues identified as part of the 9.2 Go Live. The details below include the known issue, a functional workaround and an estimated resolution.

Refer to the "Summary of Active 9.2 Go-Live Known Issues" document on the Georgia*FIRST* website for summary information for the known issues that were identified directly after Go-Live. Refer to the "Resolved 9.2 Go-Live Known Issues" document on the Georgia*FIRST* website for information on Resolved 9.2 Go-Live Known Issues.

Accounts Payable

9. Payment History by Payment Method (APX2050) report – Not correctly calculating totals

The Payment History by Payment Method report (APX2050) is incorrectly including replaced checks in the Bank Payment and Report Payment Totals.

Functional Workaround: Run the AP Trial Payment Register report (APX2030) instead.

Navigation to this report is: Accounts Payable > Reports > Payments > Trial Register

Estimated Resolution: A fix for this issue will be provided by Oracle and an update will be provided as soon as the expected resolution date is determined.

Expenses

1. Quick-Fill window displays twice

When using Quick-Fill functionality to add lines to an Expense Report, the Quick-Fill window displays twice.

Navigation: Travel and Expenses > Expense Report > Create/Modify
Navigation: Employee Self-Service > Employee T & E Center > Expense Reports > Create

Functional Workaround: Make Expense Type selections in the first Quick-Fill window that displays and click OK. A second window will display. Do not make any selections in the second window, simply click OK. Lines will be added for the Expense Types selected in the first window.

Estimated Resolution: A fix for this issue has been provided by Oracle and is slated to be included in Release 5.00, planned for Fall 2015.

2. Issues applying First or Last Day of Travel per diem deduction for meal lines added to Expense Reports using Quick-Fill

If the First or Last Day of Travel per diem deduction is applied to meal lines added using Quick-Fill, it causes a message to display and per diem calculation to be $0.00.

Navigation: Travel and Expenses > Expense Report > Create/Modify
Navigation: Employee Self-Service > Employee T&E Center > Expense Reports > Create

Check the Deduction Flag and click OK.

Message will display and amount on meal line will change to $0.00.

Functional Workaround: Select the First or Last Day of Travel link a second time.

No changes need to be made in the Per Diem Info box, simply click OK and the per diem amount will be corrected.

Estimated Resolution: A fix for this issue will be provided by Oracle and an update will be provided as soon as the expected resolution date is determined.

3. Lines on Printed Expense Report Not Displaying in the Order Entered Online

The printed expense report is not displaying expense lines in the order that they were entered online.

Navigation: Travel and Expenses > Expense Report > Print
Navigation: Employee Self-Service > Employee T&E Center > Expense Reports > Print

Functional Workaround: Navigate to Travel and Expenses > Expense Report > View or Employee Self-Service > Employee T&E Center > Expense Reports > View. Select Expense Details link ▣ Expense Details (located in the top right of the View page) and print via your browser. Note that this method of printing will not print the disclaimer statement and signature line information.

Estimated Resolution: A fix for this issue has been provided by Oracle and is slated to be included in Release 5.00, planned for Fall 2015.

4. Unable to Update Default ChartField Values (Self-Service)

Self-Service travelers are unable to update their own Default ChartField Values on their expense profile Organizational Data.

Navigation: Employee Self-Service > Travel and Expenses > Review/Edit Profile

Functional Workaround: Expense Administrators can change ChartField values for the traveler or they can be changed by the traveler on the expense transaction Accounting Details when creating a transaction.

Estimated Resolution: ITS is currently researching the new ChartField security settings in 9.2 to determine if this is a configurable option.

5. Expense Report Budget Errors and Travel Authorization Hanging Encumbrance Issues

When a travel authorization that was created and approved prior to the 9.2 upgrade is applied to an expense report, the expense report is encountering budget errors (Exceeds Budget Tolerance or Ref'd Doc has been Finalized) and the travel authorization encumbrances are not being relieved.

Navigation: Travel and Expenses > Expense Report > Create/Modify, then from Quick Start menu select to populate from a Travel Authorization

Functional Workaround: ITS is currently researching options to prevent this issue and will provide an instruction document.

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.

7. Expense Report and Travel Authorization Header & Line Status not updating to Approved

During Approvals, some expense report header and line statuses are not updating to Approved. This is preventing transactions from going to fully Approved status, which prevents staging and payment of the expense report.

Functional Workaround: Institutions can submit a Helpdesk ticket as a DBI will be required.

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.

Purchasing

3. PO Print Run Control Page – Number of Copies Issue

When entering a value of '1' in the **Number of Copies** field, two copies are printing.

Note: PO Dispatch appears to be working correctly and does not have this issue.

Navigation: Purchasing > Purchase Orders > Review PO Information > Print POs

Functional Workaround: When entering the desired value of **Number of Copies** to print, reduce your number by 1 to obtain the desired number of copies. If you wish to only print 1 copy, you should enter a zero (0).

Estimated Resolution: This issue is currently being researched and an update will be provided when an expected resolution date is determined.

5. Unable to Obtain File in Report Manager (BI Publisher)

There have been inconsistent results in obtaining files in Report Manager when running the PO BI Publisher Dispatch process. The process is producing a file for some process instances but no file is found for others.

Navigation: Purchasing > Purchase Orders > Dispatch POs

Functional Workaround: When running the PO Dispatch job, select the following:

- Server Name = PSUNX
- Server Type = Web
- Format = PDF

Estimated Resolution: This is a potential server issue that is currently being researched. An update will be provided as soon as this issue is resolved.

7. POs Reverting to Pending Approval after Adding Comments

POs are reverting back to a Pending Approval status after comments are added and saved to the PO. This is happening to POs in both an Approved and Dispatched status, and is happening for header, line, and ship to comments.

Functional Workaround: If possible, enter your comments prior to approving the PO. If comments are added after the PO is approved and/or dispatched, please have the approvers once again approve the PO until a fix is provided.

Estimated Resolution: A fix for this issue has been provided by Oracle and is slated to be included in Release 5.00, planned for Fall 2015.

9. Requisitions appearing as Fully Approved in Approval Workflow and Pending Approval in Manage Requisitions

Requisitions are appearing as fully approved in approval workflow, yet Manage Requisitions is showing the requisition as Pending Approval. Users are unable to process the requisition further once it is in this status.

Functional Workaround: Until a fix is identified, users will need to make a change to the requisition in order to re-trigger the approval workflow. Users should complete the following steps:

- Increase or Decrease the quantity of one of the requisition lines
- Select Save for Later
- Change the quantity back to the original number
- Select Save and Submit

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.

11. ePro Requisitions rerouting for approval when Buyer makes a change even though Buyer has the 'CANCHANGEXXX' role action

ePro Requisitions are rerouting for approval when a change is made by a Buyer. The 'CANCHANGEXXX' role action roles are not working as expected.

Functional Workaround: This issue has been reported to Oracle and a fix has been identified and is being developed. Unfortunately, until the fix is available the requisition will route back for approvals once a change is made.

Estimated Resolution: A fix for this issue has been provided by Oracle and is slated to be included in Release 5.00, planned for Fall 2015.

12. ePro Workflow does not always reinitialize for denied requisitions that have been updated

ePro Requisitions that have been denied and then changed to address the reason for the denial are staying in a status of Denied after Save and Submit is selected.

Functional Workaround: This issue has been reported to Oracle and a fix has been identified and is being developed. In the meantime, users will need to make a change to the requisition in order to re-trigger the approval workflow. Users should complete the following steps:

- Increase or Decrease the quantity of one of the requisition lines
- Select Save for Later
- Change the quantity back to the original number
- Select Save and Submit

Estimated Resolution: This is a known Oracle bug that is currently in Oracle development. As soon as a fix is provided, it will be included in a future ITS release.

13. Purchase Orders that were created and dispatched in 8.9, then changed in 9.2, are updating to a Pending Approval status, but in certain cases an e-mail is not sent out and the PO does not appear in the approver's worklist

Functional Workaround: Institutions can submit a Helpdesk ticket so we can attempt to locate the Purchase Order in an approver's worklist. If that is not successful then a DBI will be required.

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.

15. ePro Requisitions with multiple distribution lines and different approvers are not able to be reassigned to each approver after escalating

ePro Requisitions with multiple distributions and different approvers for each distribution line are unable to be reassigned to each of the approvers once it has escalated to the ePro admin.

Functional Workaround: Until a fix is identified, the requisition can only be reassigned to one approver. The other approver(s) will have to manually approve the requisition.

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.

Workflow

2. Worklist Entries remain in Worklist after Approved

Worklist entries are not always removed from the Approver's worklist after the transaction is approved.

Functional Workaround: Refer to business process EX.030.410 Updating Worklist Entry Statuses or submit a ticket to the ITS Helpdesk.

Estimated Resolution: A fix for this issue has been provided by Oracle and is slated to be included in Release 5.00, planned for Fall 2015.

Other

2. Pagelet - functionality is not working as designed in 9.2

Pagelets are disappearing from the Home page if a user makes a change to the pagelet.

Functional Workaround: Until this issue is resolved, the related queries will need to be run from Query Manager.

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.