

PeopleSoft Financials 9.2 Go-Live Known Issues Details

New Known Issues as of 4/23/2015

The following Known Issues are new issues identified as of April 23, 2015. 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 GeorgiaFIRST website for summary information of all Active 9.2 Known Issues. Refer to the “Resolved 9.2 Go-Live Known Issues” document on the GeorgiaFIRST website for information on Resolved 9.2 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 is tentatively planned to be included in Release 4.40 on July 25, 2015.

Expenses

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.

8. An error message is received when attempting to approve Travel Authorizations where the travel date is in the past.

Approvers are receiving an error message of 'Date Cannot Be in the Past' when attempting to approve Travel Authorization where the travel date is in the past.

If an approver attempts to reassign the Travel Authorization, the system behaves as if the transaction was reassigned. However, the Travel Authorization is not reassigned.

Functional Workaround: Until a fix is identified, approvers can deny the Travel Authorization and enter an Expense Report.

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

Purchasing

8. GFM ePro Requisition error “Data being added conflicts with existing data” when trying to save and submit

Users are intermittently receiving the error “Data being added conflicts with existing data. (18,2)...” when trying to save & submit an ePro requisition that originated from the GeorgiaFIRST Marketplace.

Functional Workaround: A functional workaround does not exist at this time. ITS has implemented a temporary solution that should ensure this issue does not reoccur until the permanent fix is in place.

Estimated Resolution: A permanent fix is tentatively planned to be included in Release 4.30 on June 6, 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.

10. When attempting to add additional lines after a PO is saved and is in a status of Open, an error is received “First Operand of . Is NULL...” upon attempting to save the PO again

Users receive the error ‘First operand of. Is NULL...’ when the following sequence occurs for POs with a status of OPEN:

- Complete the Initial save on a Purchase Order, where the PO Status is Open
- Add a line to the Purchase Order
- Select Save again
- Error message is received

Functional Workaround: To avoid receiving the error message users should do the following:

- Complete the Initial save on a Purchase Order, where the PO Status is Open
- Return to the Search Page
- Pull the PO up again

Users can then add lines and select save as often as desired and the error message will not be received.

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.

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: 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.

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.

14. Cancelled ePro requisitions resulting in incorrect pre-encumbrances

Cancelling an ePro requisition that was not previously budget checked via the Manage Requisitions page updates the requisition status to Cancelled and incorrectly updates the budget status to Not Checked. This allows the user to run the Budget Check process for the requisition, resulting in a pre-encumbrance being created.

Functional Workaround: Requisitions should only be Cancelled via the Requester's Workbench until this issue is resolved. When cancelled via the Requester's Workbench the budget status is correctly updated to Valid.

ITS will be determining the institutions that have been impacted by this Known Issue and will work with each institution to resolve the incorrect pre-encumbrance entries.

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.

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

1. Monitor Approvals – Search returning results for all Business Units

The Monitor Approvals page in 9.2 is returning search results for all business units.

Navigation: Enterprise Components > Approvals > Approvals > Monitor Approvals

Functional Workaround: N/A

Estimated Resolution: A fix for this issue is currently planned for Release 4.30 on June 6, 2015.

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: 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.

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.