

KI8145: Issue with Re-Open Requisition Functionality

UPDATED: June 5, 2013

STATUS: Resolved. The Re-Open Requisition functionality was removed from the Manage Requisitions page, via Release 2.41, which was applied on June 23, 2012.

IMPACT: Users will no longer see the option to Re-Open Requisition from the “Go” menu on the Manage Requisitions page.

ORIGINALLY POSTED: May 29, 2012

ORIGINAL KI8145: ISSUE WITH RE-OPEN REQUISITION FUNCTIONALITY

An issue has been identified with the Re-Open Requisition functionality via the Manage Requisitions page.

FUNCTIONAL IMPACT

When the Re-Open Requisition process is initiated from the “Go” menu on the Manage Requisitions page, the requisition retains a Source Status of “Sourcing Complete” (C) when it should be reset to “Available” (A). When Buyers attempt to resource these requisitions, an error message indicating, “This Requisition cannot be saved or canceled. One or more lines have been sourced.” is received, and the requisition can no longer be functionally processed.

FUNCTIONAL WORKAROUND

ITS is currently working to determine and implement the best resolution.

We are recommending that eProcurement users not use the “Re-Open Requisition” option that appears in the “Go” dropdown menu subsequent to canceling an ePro requisition to prevent them from becoming stuck and, therefore, unable to source or liquidate any pre-encumbered funds.

The screenshot displays a requisition record for 'PO Apple' with a status of 'Canceled' and a total value of 2,126.00 USD. A red box highlights the 'Re-Open Requisition' button. Below the header, there is a 'Request Lifespan' diagram showing stages from Requisition to Payment. A table below the diagram lists two line items for 'iPad Wi-Fi & Cellular for AT...' with a status of 'Canceled' and a price of 1063.00 USD each.

Req ID	Requisition Name	BU	Date	Status	Budget	Total
0000405554	PO Apple		05/17/2012	Canceled	Not Chk'd	2,126.00USD

Line	Description	Status	Price	Curr	Qty	UOM	Vendor
1	iPad Wi-Fi & Cellular for AT...	Canceled	1063.000	USD	1.0000	JOB	Apple Computer, Inc.
2	iPad Wi-Fi & Cellular for AT...	Canceled	1063.000	USD	1.0000	JOB	Apple Computer, Inc.

SUPPORTING DOCUMENTATION

N/A

N/AMORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.

