KI8158: eProcurement - Desktop Receiving Issue for Asset Purchases

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STATUS: Active

KI8158: EPROCUREMENT - DESKTOP RECEIVING ISSUE FOR ASSET PURCHASES

An issue has been identified within the Desktop Receiving functionality in eProcurement where requesters are able to receive requisition lines for an asset.
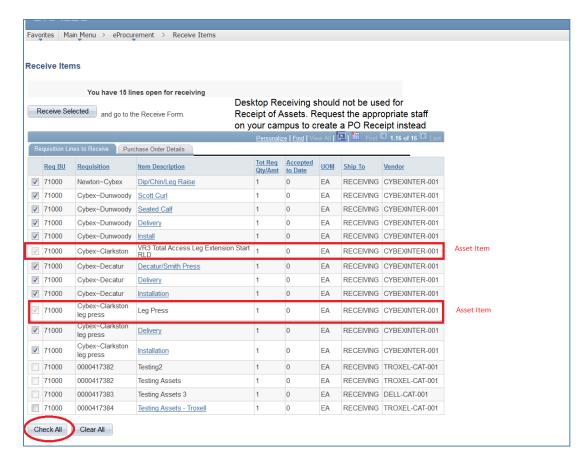
FUNCTIONAL IMPACT

In 8.9, a modification currently exists that greys out requisition lines that are for an asset purchase so that they cannot be desktop received. This modification was made due to desktop receiving not allowing for entry of the serial ID/tag number. However, in some cases the asset lines have been selected in desktop receiving and exist in the asset management module without this information.

- This issue occurs when there is more than one requisition line to the same vendor available to receive upon clicking the "Check All" button. The modification is getting bypassed and all requisition lines, including the asset lines that are greyed out, are selected for desktop receiving.

- Once the user clicks "Receive Selected", the grayed out lines are able to be processed into a receipt. This allows asset items to be received without serial and tag information recorded.

ITS plans to resolve this issue in a future release.

FUNCTIONAL WORKAROUND

Until this issue is resolved, there are two options available to work around this issue:

1. Instruct requesters to discontinue the use of clicking the "Check All" button and only check individual line items when receiving more than one item in Desktop Receiving.

2. Monitor where assets are missing the serial/tag information and manually enter it in asset management. ITS has created a query to assist in this process: ITS_ASSET_NO_SERIAL_ID.

SUPPORTING DOCUMENTATION

None.

MORE 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/oiit/policies. For USG services status, please visit http://status.usg.edu.