

Known Issue: KI9.2-13 ePro Requisitions Canceled with Budget Exceptions

POSTED: November 6, 2015

STATUS: Active

When an ePro requisition fails initial budget check and is then canceled, an issue has been found with the requisition budget status not correctly updating. When this occurs, it can no longer be functionally processed and requires a DBI (SQL script) to reset the incorrect status.

When selected for cancellation (with a budget exception), the budget status is updating from Error to Not Checked instead of to Valid as expected. The canceled requisition is then available to be budget checked again and will then result in a budget status of Error. The canceled requisition continues to show up as a budget exception under the Commitment Control > Review Budget Exceptions page and the BOR_KK_EXCEPTIONS query.

Functional Workaround:

Option 1 (no DBI required) - Budget Errors should be resolved, whenever possible, BEFORE canceling a requisition to prevent this issue from occurring.

1. The only way to functionally clear a budget exception is to take the appropriate action to get the transaction to a valid budget check status.
2. Once it is in a valid status, you can then cancel the requisition and the status will correctly update.

Option 2 - If resolving the initial budget error is not an option, the requisition can be edited to allow it to be eligible to be closed.

1. Edit the Approved requisition with the initial budget exception.
 - Change the Account on at least one line (*applies to both GeorgiaFIRST Marketplace and Special Request requisitions*).
 - Select Save for Later.
 - The requisition status will be Open with a budget status of Not Checked.
2. Cancel the requisition.
 - After it has been canceled, the budget status will update to Valid.
3. Close the requisition.
 - It should then be in a Complete status with a Valid budget check.

4. The initial budget exception will continue to show up in Commitment Control and a DBI will still be required to clear out the Budget Exception tables.
 - ITS will be monitoring for the stranded budget exceptions and will perform a global DBI to clean them up on a weekly basis until this issue is resolved.

Estimated Resolution:

This is a known Oracle bug and is slated to be included in Image 16 and will be included in a future release.

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/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.