

## Known Issue: KI9.2-14 Canceling a Dispatched PO

---

**POSTED:** November 14, 2015

**STATUS:** Active

---

Following the 5.00 release November 14, 2015, an issue has been found when attempting to cancel a PO once it has been dispatched. When the dispatched PO is selected for cancellation, it is updating to a Pending Approval status instead of a Pending Cancel status. Even though it is in a Pending Approval status, it does not route to an approver and is not available to be approved. The PO is then no longer available for further processing and a DBI (SQL script) will be required to update the PO status to the correct value so that processing of the cancelation can be completed.

### **Functional Workaround:**

Until this issue is resolved, PO's should not be canceled and should be closed instead. Closing the PO will prevent it from going to the incorrect status and will allow normal processing of the PO to be completed.

### **Estimated Resolution:**

This is a known Oracle bug and is slated to be included in Oracle Image 14 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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.