

## Known Issue: KI9.2-23\_PO - Closed PO and Requisition Lines Remain on Buyer's or Requester's Workbench

---

**POSTED:** December 8, 2015

**STATUS:** Active

---

**Disclaimer:** In the WebEx entitled GeorgiaFIRST Annual Maintenance Release 5.00, this Known Issue was referred to as KI9.2-15. It has been changed to KI9.2-23\_PO.

Closed Purchase Order and Requisition lines are remaining in the 'Qualified' to close section on the Buyer's and Requester's workbenches even though they are already closed. However, once the Purchase Order or Requisition is fully closed, it will no longer appear as qualified in the workbench and will no longer be an issue.

### Functional Workaround:

The BOR\_PO\_NOT\_COMPLETE query can be used to assist in identifying Purchase Orders that may be eligible to be closed. Additional fields have been added to the query to display the Line, Schedule, and Distribution Line status, as well as the Match status at the header and line level. These fields can be used to assist with analyzing the PO to determine whether it is eligible to be closed.

A delivered query for Requisitions does not currently exist. A Requisition may be eligible to be closed if it has been sourced to a Purchase Order and that Purchase Order has been closed OR if the Requisition was previously canceled.

### Estimated Resolution:

This is a known Oracle bug and a fix is currently in Oracle Development. Once the fix is available, it 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>.