

Known Issue: KI9.2-26_ePro Editing a Requisition Triggers as Many Approval Emails as the Number of Lines Edited

POSTED: January 15, 2016

STATUS: Active

After a requisition is saved and submitted, if a change to a requisition line that requires approval (change in quantity, amount, ship to, chartstring, etc.) is made, the approver(s) will receive an email for each requisition line that was edited.

For example, if Kathy creates a 17-line requisition with one distribution line and selects Save & Submit, the requisition is entered into workflow, and the approver receives one email.

Then, Kathy remembers that each line was supposed to include another department and goes back into the requisition and edits each line to include the split distribution. Once Kathy selects Save & Submit, the requisition enters into workflow again. However, since each line had a change made to it, every approver receives 17 emails, one for each line that was changed.


FUNCTIONAL IMPACT





Approvals are going to the correct approvers. However, receiving the same number of emails as the number of lines changed can be bothersome. Until this issue is resolved, we suggest that your requisition be carefully reviewed prior to selecting the Save & Submit button. Ensure that the distribution information is correctly populated in all fields prior to submitting your requisition into workflow. A beneficial function of eProcurement is the ability to save your requisition for later. Selecting the Save for Later button allows you to review your approvals (via the Preview Approvals link) prior to submitting your requisition into workflow.

☐ Send to Supplier
 ☐ Show at Receipt
 ☐ Show at voucher

Approval Justification

Enter approval justification for this requisition

 Check Budget

 Save & submit
  Save for Later
  Add More Items
  Preview Approvals

Functional Workaround

There is currently no functional workaround available.

Estimated Resolution

We are currently researching this issue with Oracle and a resolution will be provided in a future release.

SUPPORTING DOCUMENTATION

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>.