

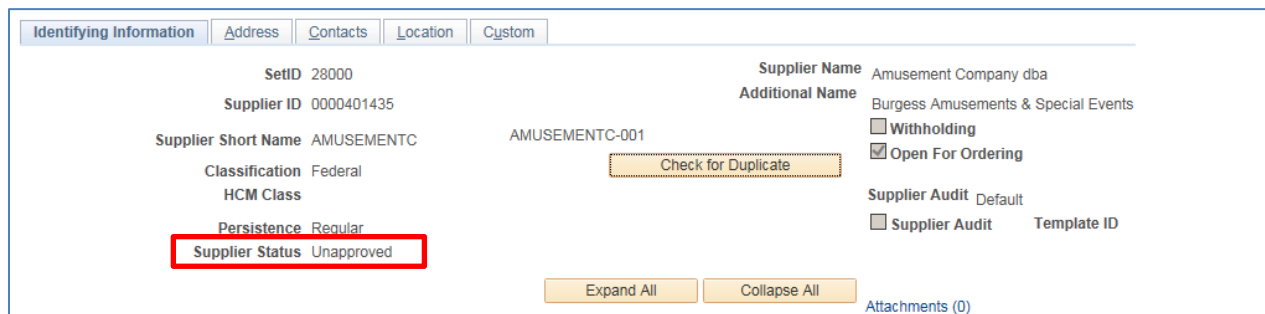
Known Issue: KI9.2-46_PO - Supplier Status Menu Not Available on Approve Supplier Page

POSTED: November 19, 2016

STATUS: Active

A new Oracle bug was introduced following application of Release 5.20 (11/19/2016). The Supplier Status drop down is missing and is display-only on the Approve Supplier page.

Navigation: **Suppliers > Supplier Information > Approve > Approve Supplier.** As a result of this issue, Approvers cannot access the Supplier Status drop down in order to update.



Identifying Information | Address | Contacts | Location | Custom

SetID 28000
 Supplier ID 0000401435
 Supplier Short Name AMUSEMENTC
 Classification Federal
 HCM Class
 Persistence Regular
Supplier Status Unapproved

Supplier Name Amusement Company dba
 Additional Name Burgess Amusements & Special Events
 Withholding
 Open For Ordering
 Supplier Audit Default
 Supplier Audit Template ID

AMUSEMENTC-001
 Check for Duplicate
 Expand All Collapse All
 Attachments (0)

Functional Workaround:

Until a fix is available, the following functional workaround can be used:

1. Approvers may use the Approve Supplier page to search for Suppliers available for approval.
2. Then navigate to **Suppliers > Supplier Information > Add/Update > Supplier** to update the Supplier Status.

Estimated Resolution:

This is a known Oracle bug and will be resolved 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>.