

Known Issue: KI9.2-49_PO - Process Option Changes for Maintain Purchase Order and Express Purchase Order Pages

POSTED: November 19, 2016

STATUS: Active

A new Oracle bug was introduced following application of Release 5.20 (11/19/16). This bug is causing multiple issues to occur when Budget Check or PO Cancellation is initiated from the page. Issues include incorrect values being displayed in the PO Status and Budget Status fields, PO Line information being removed from the page, and/or inaccurate data displaying on the PO line.

As a result of this bug, the Budget Check and Cancel icons have been removed from the Maintain Purchase Order and Express Purchase Order pages.

Functional Workaround:

Until a fix is available, Purchase Orders may be budget checked on demand by navigating to **Purchasing > Purchase Orders > Budget Check** and running the process. Purchase Orders are also budget checked as part of the batch job that runs each weekday at 6pm.

If a Purchase Order needs to be canceled, users may navigate to the Buyer's Workbench to take this action. Navigation is **Purchasing > Purchase Orders > Buyer's Workbench**. Please note that a Purchase Order must have a Valid budget status before it can be canceled via the Buyer's Workbench

Estimated Resolution:

ITS has reported this issue to Oracle. As soon as a fix is available, it will be evaluated to determine when it can 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>.