

Known Issue: KI9.2-54_PO Monitor Approvals: Workflow Not Updated When Reqs & POs Reassigned

POSTED: November 30, 2016

STATUS: Active

Following Release 5.20, users attempting to reassign Requisitions and Purchase Orders to another Approver using Monitor Approvals have found that Workflow is not updated and that the transaction remains assigned to the original Approver.

Navigation: **Enterprise Components > Approvals > Approvals > Monitor Approvals**

Although the system shows 'Reassignment Successful' after the process runs, the transaction remains in the Search Results and is still assigned to the original Approver. This failure occurs only for attempted Reassignment. Users may still successfully Approve or Deny transactions from the page (EOAW_ADM_MON_SRC).

Functional Workaround:

Until a solution is provided, users may select the Req or PO ID link in the Search Results and successfully Reassign the transaction from that page (EOAW_ADM_MON_ACT).

Search Results

Select All Deselect All

Approval Process: Purchase Order

Business Unit PO Number
 Purchase Order Date Supplier ID
 Origin

		Modified	Status	Business Unit	PO Number	Purchase Order Date	Supplier ID	Origin
1	<input type="checkbox"/>	2016-11-17	Pending	51000	0000515356	2016-11-04	0000001318	ONL

Line Details

			Business Unit	PO Number	Line Number
1	<input checked="" type="checkbox"/>		51000	0000515356	4
2	<input checked="" type="checkbox"/>		51000	0000515356	3
3	<input checked="" type="checkbox"/>		51000	0000515356	2
4	<input checked="" type="checkbox"/>		51000	0000515356	1

Reassign Pending Tasks

The selected approver does not currently have an alternate approver selected in their user profile. You must manually select an alternate approver to reassign pending tasks.

Reassign To

Allow Self-Approval
 Allow Auto Approval

Administrative Approve/Deny

Act on behalf of the approver selected above by selecting the Approve/Deny buttons below. This action will apply to all tasks pending for the approver selected within the context of this transaction.

Estimated Resolution:

The cause of this issue is being investigated. We will update this Known Issue when a resolution has been determined.

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>.