9.2 Go-Live Known Issue: KI9.2-9_PO - Unable to Approve Requisitions Pending Approval Status in Manage Requisitions

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STATUS: Active

Requisitions are appearing as fully approved in approval workflow, yet Manage Requisitions is showing the requisition as Pending Approval. Users are unable to process the requisition further once it is in this status.

Functional Workaround: Until a fix is identified, users will need to make a change to the requisition in order to re-trigger the approval workflow. Users should complete the following steps:

- Increase or Decrease the quantity of one of the requisition lines
- Select Save for Later
- Change the quantity back to the original number
- Select Save and Submit
- The requisition should then be available for approval in Manage Requisitions

Estimated Resolution: ITS is currently researching to see if this is a known Oracle bug and to determine an appropriate resolution.

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.