Known Issue: KI9.2-14_PO Canceling a Dispatched

UPDATED	January 18, 2016
STATUS:	RESOLVED
IMPACT:	An Oracle fix was applied as part of Release 5.11 on January 16, 2016. This resolves the issue when attempting to cancel a dispatched PO updating to a Pending Approval status instead of a Pending Cancel status at the header level. The PO Status will now correctly update to Pending Cancel at the header level when a dispatched PO is canceled.
ORIGIANLLY POSTED:	November 14, 2015

Following the 5.00 release November 14, 2015, an issue has been found when attempting to cancel a PO once it has been dispatched. When the dispatched PO is selected for cancelation, it is updating to a Pending Approval status instead of a Pending Cancel status at the header level. The PO line, schedule, and distribution line are all updated to Canceled, as expected. The Budget status is updated to Not Checked.

Functional Workaround (*Updated*):
Even though the PO Status is incorrectly updated to Pending Approval, the PO is eligible to be budget checked. Once the PO has been budget checked successfully, it can be closed following your normal business process.

Estimated Resolution:
This is a known Oracle bug and is slated to be included in Oracle Image 14 and will 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.