

Known Issue: KI9.2-15_PO-ePro: Requisitions with Multiple Distribution Lines Not Reassigned to Each Approver

UPDATED November 4, 2016

STATUS: RESOLVED

IMPACT: Oracle Financials 9.2 delivered functionality does not currently provide the ability for approval reassignment of individual distribution lines on ePro Requisitions where multiple distributions and different approvers exist for each distribution line. An Enhancement Request has been submitted to Oracle to request this be added to their delivered functionality. Until that time, approval reassignment is possible at the line level to a single Approver. Additional Approvers for the line may be inserted using the ad-hoc functionality, if needed.

ORIGINALLY POSTED: May 23, 2015

ePro Requisitions with multiple distributions and different approvers for each distribution line are unable to be reassigned to each of the approvers once it has escalated to the ePro administrator.

Functional Workaround:

Until a fix is identified, the requisition can only be reassigned to one approver. The other approver(s) will have to manually approve the requisition.

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>.