

Known Issue: KI9.2-34_ePro: Requisition Status Not Correct When Canceled in Manage Requisitions

UPDATED:	May 21, 2016
STATUS:	RESOLVED
IMPACT:	In Release 5.13, applied to production 5/21/2016, the Manage Requisitions cancelation process was modified to ensure that the header status of canceled requisitions is properly updated.
ORIGINALLY POSTED:	March 3, 2016

When an ePro requisition with a status of Pending Approval, Approved, See Lines (Line Approved), or Denied is canceled in Manage Requisitions, an issue has been found with some of the requisition header statuses not correctly updating. This is an Oracle issue that is caused when specific user preference options are present for the requester.

When these requisitions are selected for cancelation:

- The header status becomes or remains Approved (rather than Canceled)
- The line status correctly updates to Canceled

Even though the header status is incorrect, the requisition is still available for normal processing without further issue.

Functional Workaround:

No functional workaround is required since the requisitions can still be functionally processed even though the header status is incorrect.

Estimated Resolution:

A fix for this issue has not yet been provided by Oracle. An update will be provided as soon as the expected resolution date is 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>.