


GeorgiaFIRST Financials V8 Known Issue

KI8090: PO Change Orders Created Without Requiring Re-Approval

POSTED: September 29, 2009


SUBJECT: Known Issue KI8090 – PO Change Orders Created Without Requiring Re-Approval

PURPOSE: To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 in the consolidated environment of a Known Issue with PO Change Orders being created without requiring re-approval.

FUNCTIONAL IMPACT: An issue has been identified that involves Change Orders being initiated but not created when a change is made to the PO Distribution Line without selecting the **Change Order**  icon on the PO Header.

When a change to the PO Distribution Line is made without selecting the **Change Order** icon, a Change Order is not being created, the PO Header status is not resetting from **Dispatched** to **Pend Appr**, and, therefore, subsequent re-approval is not being triggered or required for the change.

OIIT is currently looking into what is causing this issue, with the goal of identifying a resolution as quickly as possible. You will be notified as soon as this issue has been corrected.

FUNCTIONAL WORKAROUND: Until this issue can be investigated and resolved, users should **always** select the **Change Order**  icon located beside the PO Status on the PO Header of a Dispatched PO. This will ensure that a Change Order number is generated, and that re-approval will be required for the PO Distribution Line change.

Note: There does not appear to be any issue with making a PO Line change, such as a change to Quantity or Price, without selecting the **Change Order** icon. However, OIIT suggests that the **Change Order** icon be selected prior to making **any** change to a Dispatched PO.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the **OIIT HELPDESK** at

http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. (Note: Self-service requires login using a user ID and password. Contact the **OIT HELPDESK** at helpdesk@usg.edu to obtain self-service login credentials.