

Known Issue: KI9.2-71_PO – Unable to Create Amount Only PO via Express Purchase Order Page

UPDATED December 1, 2018

STATUS: RESOLVED

IMPACT: As of Release 5.40, dated December 1, 2018, an Oracle fix has been applied which resolved this issue. The Express Purchase Order page can again be used to create an Amount Only PO.

ORIGINALLY POSTED: December 1, 2017

Following the 5.30 release, applied December 1, 2017, an issue has been found that prevents users from creating an Amount Only Purchase Order via the Express Purchase Order page (Add/Update Express POs menu). If the Amount Only check box is selected, the Purchase Order is unable to be saved and a message is displayed. In order to successfully save an Express PO, the Amount Only box must be unchecked.

Functional Workaround:

Until this issue is resolved, all Amount Only Purchase Orders must be created via the Purchase Order page (Add/Updates POs menu).

Estimated Resolution:

This is a known Oracle bug and is scheduled to be resolved in the Fall 2018 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>.