

# Known Issue: KI9.2-83\_ePro – Requisitions Not Routing to Ad Hoc Approvers after Requisition is Edited

POSTED: 02/5/2018

STATUS: Active

Following Release 5.30, a workflow issue has been found when users edit a requisition after they have added an ad hoc approver. When editing the requisition, an incorrect routing row appears for the line item to which the ad hoc approver was added. The incorrect routing is listed as **Initiated**, while the other row shows **Pending**, and the status of the requisition displays as **See Lines**.

The requisition should not be processed further without completing the functional workaround steps provided below.

**Confirmation**

Your requisition has been submitted.

Requested For Owens, Arnita C	Number of Lines	1
Requisition Name 0000510402	Total Amount	12.00 USD
Requisition ID 0000510402		
Business Unit 33000		
Status See Lines		
Priority Medium		
Budget Status Not Checked		

[View printable version](#)   
 [Edit This Requisition](#)   
 [Check Budget](#)

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**Department and Proj. Approval**

**Line 1: Initiated** Start New Path

test

Department and Proj. Approver

```

graph LR
  A[Not Routed  
Latimore Jr,Mark  
Req-Dept Mgr-Line Level] --> B[Skipped  
No approvers found  
Multiple Department Approval]
  B --> C[Not Routed  
Latimore Jr,Mark  
Req-Project Mgr-Line Level]
  C --> D[Not Routed  
Bond, Juanita M  
Inserted Approver]
          
```

**Line 1: Pending** Start New Path

test

Department and Proj. Approver

```

graph LR
  A[Pending  
Latimore Jr,Mark  
Req-Dept Mgr-Line Level] --> B[Skipped  
No approvers found  
Multiple Department Approval]
  B --> C[Not Routed  
Latimore Jr,Mark  
Req-Project Mgr-Line Level]
          
```

Change Request/Line Approval Summary Personalize | View All | 1 of 1

Line	Item Description	Change Request	Line Re-Approval
1	test		Routed for Approval

## Functional Workaround:

KI9.2-83\_ePro: Requisitions Not Routing to Ad Hoc Approvers after Requisition is Edited  
 February 5, 2018




1. Click **Edit This Requisition**.

**Confirmation**



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Your requisition has been submitted.

Requested For Owens, Arnita C	<b>Number of Lines</b>	1
Requisition Name 0000510402	<b>Total Amount</b>	12.00 USD
Requisition ID 0000510402		
Business Unit 33000		
Status See Lines		
Priority Medium		
Budget Status Not Checked		

 [View printable version](#)
 **Edit This Requisition**
 [Check Budget](#)

2. Click **OK**.

 Edit This Requisition
 Check Budget

Message


This requisition is pending approval. Editing this requisition may reinitialize approval process. (18036,6248)

OK
Cancel

3. Your next step depends on whether your requisition is a Special Request requisition or a GeorgiaFIRST Marketplace (GFM) requisition:





- On a Special Request requisition, change the **Quantity** to something other than the desired number.

Cart Summary: Total Amount 120.00 USD

 [Add More Items](#)

Expand lines to review shipping and accounting details

Line	Description	Item ID	Supplier	Quantity	UOM	Price	Total
▶ 1	test			10	Each	10.0000	120.00

Select All / Deselect All
Select lines to:
 Add to Favorites
 Add to Template(s)
 Delete Selected
 Mass Change

Total Amount 120.00 USD

- On a GFM requisition, change the **Account** code since GFM requisitions do not allow the Quantity value to be changed.

*Account	Fund	Dept	Program	Class	Budget Reference
714100	13000	7010320	17800	11000	2017

- Click the **Save for Later** button.

Check Budget Budget Checking Status: **Not Checked**

- Change the **Quantity** or **Account** code back to what it should be.
- Select **Save for Later** again.

Check Budget Budget Checking Status: **Not Checked**

- Select **Save and Submit**.

Check Budget Budget Checking Status: **Not Checked**

- Add the ad hoc approver again using the normal process and select **Apply Approval Changes**.

**Department and Proj. Approval**

Line 1: Pending  
test

View/Hide Comments  
Start New Path

Department and Proj. Approver

**Pending**  
 Latimore Jr, Mark  
 Req-Dept Mgr-Line Level

**Skipped**  
 No approvers found  
 Multiple Department Approval

**Not Routed**  
 Latimore Jr, Mark  
 Req-Project Mgr-Line Level

**Not Routed**  
 Bond, Juanita M  
 Inserted Approver

Comment History

Apply Approval Changes

9. The requisition has now been saved with the correct workflow routing and can be processed as usual.

**Estimated Resolution:**

ITS is currently researching the cause of this issue and is working 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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.