

KI9.2-46_PO - Supplier Status Menu Not Available on Approve Supplier Page

UPDATED: December 1, 2017

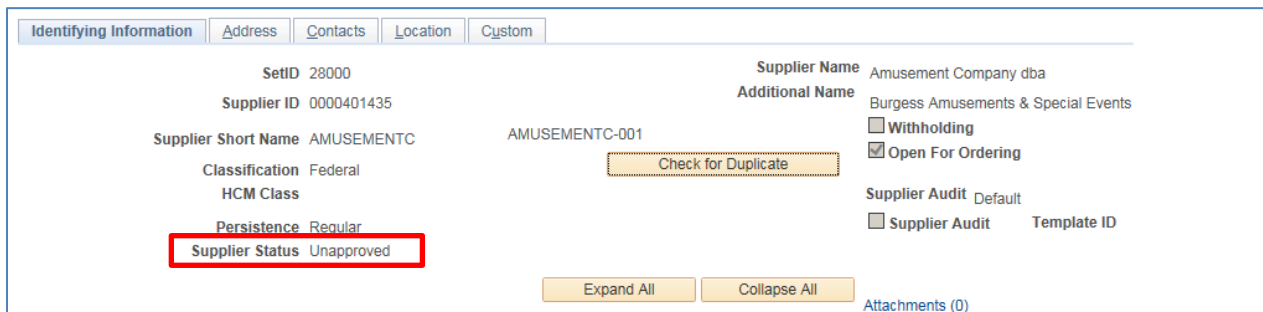
STATUS: RESOLVED

IMPACT: As of Release 5.30, dated December 1, 2017, an Oracle fix has been applied. Updates to the Supplier Status can now be made using the Approve or Deny buttons found on the Approve Supplier page.

ORIGINALLY POSTED: November 19, 2017

A new Oracle bug was introduced following application of Release 5.20 (11/19/2016). The Supplier Status drop down is missing and is display-only on the Approve Supplier page.

Navigation: **Suppliers > Supplier Information > Approve > Approve Supplier.** As a result of this issue, Approvers cannot access the Supplier Status drop down in order to update.



Identifying Information | Address | Contacts | Location | Custom

SetID 28000
 Supplier ID 0000401435
 Supplier Short Name AMUSEMENTC
 Classification Federal
 HCM Class
 Persistence Regular
Supplier Status Unapproved

Supplier Name Amusement Company dba
 Additional Name Burgess Amusements & Special Events
 Withholding
 Open For Ordering
 Supplier Audit Default
 Supplier Audit Template ID

AMUSEMENTC-001
 Check for Duplicate
 Expand All Collapse All
 Attachments (0)

Functional Workaround:

Until a fix is available, the following functional workaround can be used:

1. Approvers may use the Approve Supplier page to search for Suppliers available for approval.
2. Then navigate to **Suppliers > Supplier Information > Add/Update > Supplier** to update the Supplier Status.

Estimated Resolution:

This is a known Oracle bug and will be resolved in a future 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>.