

Known Issue: KI9.2-55_PO Ad Hoc Approvers Cannot Be Inserted into Req and PO Workflow

UPDATED: December 9, 2016

STATUS: RESOLVED

IMPACT: An interim Release (5.21) was applied to production Thursday, December 8, 2016. A BOR fix was applied and this issue is now resolved. Users should be able to insert Ad Hoc Approvers regardless of the primary permission list that is designated on their User Profile.

ORIGINALLY POSTED: December 1, 2016

PeopleSoft functionality allows users to insert Ad Hoc Approvers into the approval process for Requisitions and Purchase Orders. A BOR modification was impacted by Release 5.20 affecting some users' ability to insert these additional Approvers into the Approval Workflow.

The Primary Permission Lists for users as designated on the General tab of their Distributed User Profile are grouped by each Business Unit (**Ex: BOR_BU_36000**) and its associated Banner group (**Ex: BOR_BU_3600B**). Prior to the update, users could add Approvers from either group regardless of their own designation. Following the release, users may add only those Approvers whose designation matches their own.

Functional Workaround:

While there is not a functional workaround available, ITS will be working with the local Security Administrators to evaluate if approvers have the appropriate Primary Permission List, which will assist in minimizing the occurrence of this issue.

Estimated Resolution:

ITS is actively working to deliver a fix as quickly as possible. We will update this Known Issue with further information as it becomes available.

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>.