

Known Issue: KI9.2-62_PO GeorgiaFIRST Marketplace CAT Supplier Cannot Be Approved after Updating

UPDATED May 20, 2017

STATUS: RESOLVED

IMPACT: A fix was applied as part of Release 5.24 on May 20, 2017. Campus approvers are now able to change the supplier status to 'Approved' for CAT Suppliers.

ORIGINALLY POSTED: February 28, 2017

Following Release 5.20, when updates are made to an approved CAT Supplier which changes them to Unapproved, campus approvers are unable to change the supplier status back to Approved. Assistance from ITS is required to update the supplier status and again make it available for ordering.

This issue occurs only for the Business Unit instances of CAT Suppliers. Other Suppliers may still be updated and approved using the functional workaround as described in **KI9.2-46_PO – Supplier Status Menu Not Available on Approve Supplier Page**.

Functional Workaround:

Until a fix is available, please contact ITS with all needed updates for CAT Suppliers, including those typically made by the institution. Please submit complete details for the updates needed and include authorization from your campus supplier approver for ITS to make the updates on their behalf.

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. (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>.