

Known Issue: KI9.2-80_ePro – Selecting Line Description Produces Error Message for GeorgiaFIRST Marketplace Requisitions

UPDATED March 8, 2018

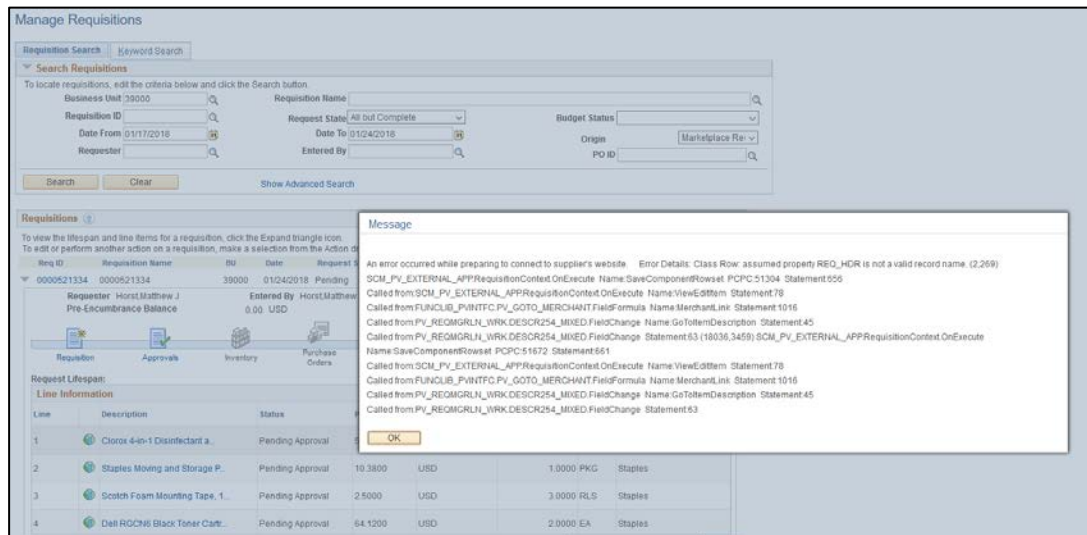
STATUS: RESOLVED

IMPACT: As of Release 5.32, dated March 10, 2018, a fix has been applied. Users will no longer receive an error message when attempting to access any line description for a GeorgiaFIRST Marketplace requisition.

ORIGINALLY POSTED: January 29, 2018

Following Release 5.30, an error message may appear when users attempt to view requisition line details for a requisition originating from the GeorgiaFIRST Marketplace (GFM). This issue is occurring intermittently; not all GFM requisitions are affected.

Although requisition line details can be viewed via multiple navigations, the error message received is the same.



The error has been observed from the following navigations:

1. Manage Requisitions page
2. Approver's worklist

3. Requisition Cycle page via Manage Requisitions > drop-down box > View Cycle > Go

Functional Workaround:

You must have the BOR_EP_INQUIRY role in order to perform the following steps. If you do not have the BOR_EP_INQUIRY role, please contact your local security administrator.

- Navigate to Purchasing > Requisitions > Review Requisition Information > Document Status.
- Enter the Requisition ID.
- Click the Req ID link.

Document Status

Business Unit 39000
 Document Date 07/16/2015
 Currency USD
 Requester Tina M Brookins

Req ID 0000502813
 Status Complete
 Document Type Requisition
 Merchandise Amt 30.66
 Budget Status Valid

Requisitions Inventory Sourcing Events Procurement Contracts Purchase Orders(1) Service Work Orders Receipts Returns Vouchers Payments

- Click on the Requisition number link.

Requisitions

Req Inquiry Personalize | Find | View All | First 1 of 1 Last

Details Status

Unit	Requisition	Requisition Name	Requisition Status	Requester	Req Date	Total Amt
39000	0000502813	Melissa Richardson	Complete	Tina M Brookins	07/16/2015	30.66 USD

- Click the **More** tab to view the requisition line details.

Requisition Details

Business Unit 39000 Req ID 0000502813
 Requester White Jean L
 Requisition Date 01/23/2018 Merchandise Amount 801.68 USD
 Req Status Pending Pre-Encumbrance Balance 0.00 USD

Requisition Details

Details More Contract

Line	Status	Item ID	Description	Mfg ID	Manufacturer's Item ID	Supplier Item ID	Category	Short Description
1	Pending		BIC Mark-it Ultra Fine Point P	BIC CORPORATION	33290/GPMUP 12A	741992	62090	Pens,Marke
2	Pending		Post-It Easel Pad, 25" x 30",	3M CORPORATION	559W44PK	573483	78547	Easelo,Acc
3	Pending		Avery 5392 Name Tag Insert She	AVERY PRODUCTS CORPORATION	5392	538355	08015	Badges,But
4	Pending		Staples Heavy-Duty ID Badge Ho	STAPLES BRANDS GROUP	37867	811662	08015	Badges,But
5	Pending		Staples Lanyards, Black, 12PK	STAPLES BRANDS GROUP	37863	810387	08015	Badges,But

Return

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>.