

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

UPDATED May 18, 2018

STATUS: RESOLVED

IMPACT: As of Release 5.34, dated March 18, 2018, a PeopleCode modification was made to prevent users from adding an Ad-Hoc Approver from the Preview Approvals page. Users should insert Ad-Hoc Approvers on the Confirmation page after submitting a requisition.

ORIGINALLY POSTED: February 5, 2018

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](#)

Department and Proj. Approval

Line 1: Initiated + Start New Path

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

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:

1. Click **Edit This Requisition**.

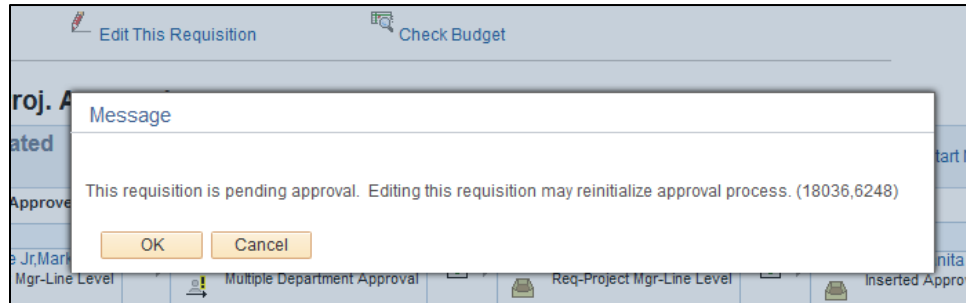
Confirmation

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		

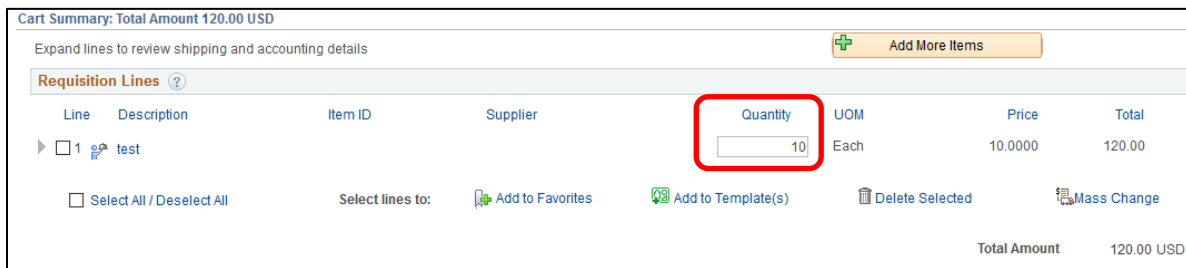
[View printable version](#)
 [Edit This Requisition](#)
 [Check Budget](#)

2. Click **OK**.



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

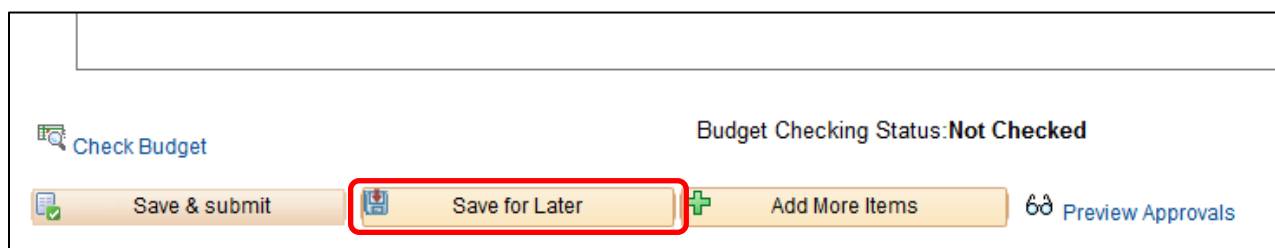
- On a Special Request requisition, change the **Quantity** to something other than the desired number.



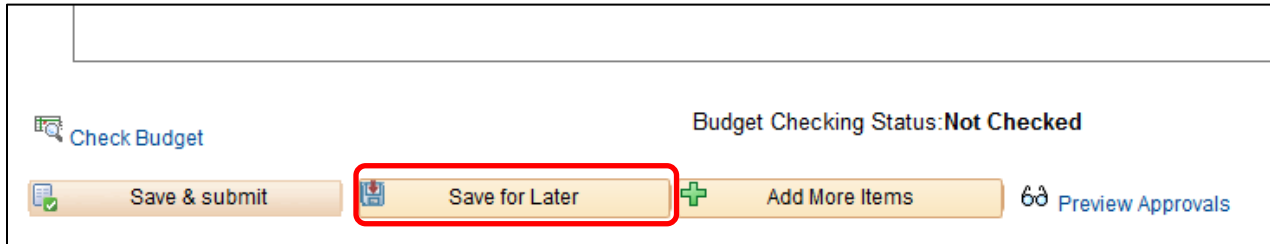
- On a GFM requisition, change the **Account** code since GFM requisitions do not allow the Quantity value to be changed.



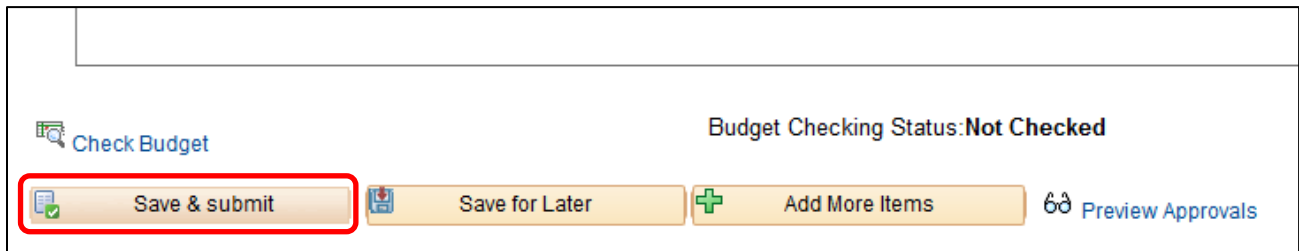
4. Click the **Save for Later** button.



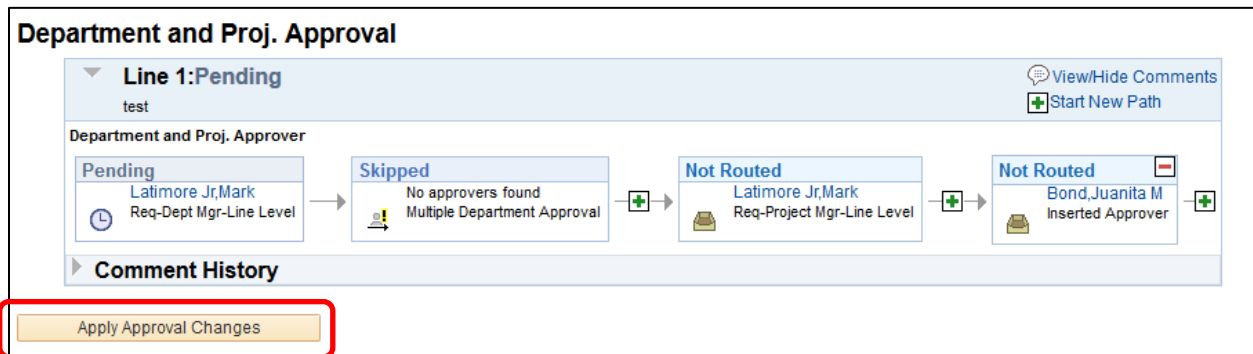
5. Change the **Quantity** or **Account** code back to what it should be.
6. Select **Save for Later** again.



7. Select **Save and Submit**.



8. Add the ad hoc approver again using the normal process and select **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. (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>.