Known Issue: KI9.2-40_e-Pro – Account Field is Not Able to Be Edited after Selecting a SpeedChart in Mass Change

UPDATED: December 7, 2018

STATUS: RESOLVED

IMPACT: The Account field on the Mass Change page is no longer greyed out and is now editable, following the use of a SpeedChart. This issue was resolved following Release 5.30, December 2017.

ORIGINALLY POSTED: August 10, 2016

Update: The Functional Workaround section of this Known Issue has been updated.

Using the SpeedChart functionality on the Mass Change page of an eProcurement requisition is causing the Account field to be greyed out, and the field is not able to be edited.

All other ChartFields (Fund, Department, Project, etc) remain available to edit.
Functional Workaround:

There are several functional workarounds for this issue:

1. If a SpeedChart is entered on the Mass Change page, and the Account needs to be changed from the value that originally defaulted into the account field when the item was added, the user can navigate to the Accounting Lines section of the requisition and manually enter the account for each Accounting Line that needs to be changed.

2. Discontinue the use of the SpeedChart functionality from the Mass Change page and instead choose to specify the SpeedChart on each individual Accounting Line. The account field is able to be edited when adding a SpeedChart from this navigation.

3. When initially creating a SpeedChart, do not enter a GL Unit:
When the SpeedChart is then selected on the requisition, the GL Unit field must then be populated:

Once it is populated, the Account field will be available for editing:
Estimated Resolution:

ITS is currently researching to see if this is a known Oracle bug and 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.