

Known Issue: KI9.2-23_PO Closed PO and Requisition Lines Remain on Buyer's or Requester's Workbench

UPDATED November 19, 2016

STATUS: RESOLVED

IMPACT: As of Release 5.20, dated November 19, 2016, closed Purchase Order and Requisition lines will no longer remain in the 'Qualified' to close section on the Buyer's and Requester's workbenches when they are already closed. However, please note that this release only prevents this issue for PO lines going forward. PO lines that were closed and showing as Qualified in the Buyer's Workbench prior to release 5.20 will continue to appear as qualified to close until the PO is closed at the header level.

ORIGINALLY POSTED: December 8, 2015

Disclaimer: In the WebEx entitled GeorgiaFIRST Annual Maintenance Release 5.00, this Known Issue was referred to as KI9.2-15. It has been changed to KI9.2-23_PO.

Closed Purchase Order and Requisition lines are remaining in the 'Qualified' to close section on the Buyer's and Requester's workbenches even though they are already closed. However, once the Purchase Order or Requisition is fully closed, it will no longer appear as qualified in the workbench and will no longer be an issue.

Functional Workaround:

The BOR_PO_NOT_COMPLETE query can be used to assist in identifying Purchase Orders that may be eligible to be closed. Additional fields have been added to the query to display the Line, Schedule, and Distribution Line status, as well as the Match status at the header and line level. These fields can be used to assist with analyzing the PO to determine whether it is eligible to be closed.

A delivered query for Requisitions does not currently exist. A Requisition may be eligible to be closed if it has been sourced to a Purchase Order and that Purchase Order has been closed OR if the Requisition was previously canceled.

Estimated Resolution:

This is a known Oracle bug and a fix is currently in Oracle Development. Once the fix is available, it will be included 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>.