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University System of Georgia • Information Technology Services

PeopleSoft 9.2

Resolved: Known Issue - KI9.2-54_PO Monitor Approvals: Workflow Not Updated When Reqs & POs Reassigned

UPDATED: April 5, 2019

STATUS: Resolved

NAVIGATION: Enterprise Components > Approvals > Approvals > Monitor Approvals

Following Release 5.20, users who attempted to reassign Requisitions and Purchase Orders to another Approver using Monitor Approvals found that Workflow did not update and the transaction remained assigned to the original Approver.

Although the system showed 'Reassignment Successful' after the process ran, the transaction remained in the Search Results and was still assigned to the original Approver. This failure occurred only for attempted Reassignment. Users could successfully Approve or Deny transactions from the page (EOAW_ADM_MON_SRC).

RESOLUTION: Release 5.40 resolved the issue of workflows not updating when Requisitions or Purchase Orders were reassigned.

ORIGINALLY POSTED: November 30, 2016

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or https://www.usg.edu/customer_services/about_us/contact/.