Known Issue: KI9.2-38_PO Approved POs Reverting to Pending Approval after Adding Comments

UPDATED	November 19, 2016
STATUS:	RESOLVED
IMPACT:	As of Release 5.20, dated November 19, 2016, Purchase Orders in an Approved status should no longer revert back to a status of Pending Approval when comments are added to the Purchase Order.
ORIGINALLY POSTED:	April 27, 2016

Purchase Orders in an Approved status are reverting back to a status of Pending Approval when comments are added to the Purchase Order. This behavior occurs when comments are added at any level (Header, Line, or Schedule/Ship To).

Functional Workaround:

If possible, enter comments prior to approving the Purchase Order. If comments are added to the Purchase Order after it is initially approved, the status will update to Pending Approval and the Purchase Order will need to be approved again.

Estimated Resolution:

A fix for this issue is scheduled to be included in Release 5.14, tentatively scheduled for November, 2016.

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.