

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

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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

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.)

**ADDITIONAL RESOURCES:** For information about ITS maintenance schedules or Service Level Guidelines, please visit