

Resolved: Known Issue - KI9.2-82_ePRO: Requisition Attachments Unable to be Viewed from Requisition Approval Page

UPDATED: November 25, 2019

STATUS: Resolved

RESOLUTION: As of Release 5.50, dated November 25, 2019, an Oracle fix was applied which resolved this issue. Requisition attachments are now able to be viewed from the Requisition Approval page.

NAVIGATION: NavBar > Navigation > Worklist > Worklist. Select Transaction which opens Requisition Approval page. Requesters Comments icon is found in the Line Information.

ISSUE: Some institutions reported they were unable to access eProcurement attachments from the Requisition Approval page.

Once an approver was on the Requisition Approval page and clicked on the Requester's Comments icon, a window opens which shows the file attached to the requisition; however, the file would not open when the user clicked on the link.

The screenshot shows the 'Worklist' page for a 'Requisition Approval'. The requisition details are as follows:

- Business Unit: 83000
- Requisition ID: 0000505859
- Requisition Name: Starrez Maint
- Requester: Jefferson,Thomasia LaShun
- Entered on: 01/22/2018
- Status: Pending
- Priority: Medium
- Budget Status: Not Checked
- Total Amount: 76.64 USD
- Requester's Justification: No justification entered by requester.

Below the details is a table for 'Line Information' with one line item:

Line	Item Description	Supplier Name	Quantity	UOM	Price		Requester's Comments
1	Annual Maintenance Starrez...	STARREZ-001	1.0000	EA	76.64000	USD	

The 'Requester's Comments' icon in the table is highlighted with a red box. Below the table are buttons for 'Edit Requisition', 'View printable version', 'Select All / Deselect All', and 'View Line Details'. At the bottom, there are 'Approve' and 'Deny' buttons.

ORIGINALLY POSTED: February 5, 2018

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).

