

# RIAS PHASE I

## PROCURE TO PAY KNOWN ISSUES

Listed below are known issues with Discoverer and Financial Reports along with a workaround solution wherever feasible. We want to assure you that we will work with Oracle on a resolution for these issues as quickly as possible.

Additional information will be posted as it becomes available. Please check back frequently.

### **Issue 3**

Requisition description defaults to the description to the description of the first item in the shopping cart.

**Workaround** – The requisition description will default to the description of the first item in your shopping cart. Before the RIAS upgrade, the requisition description was blank and you were required to enter a description. Now, it is recommended that you change the requisition description to something that will help you easily identify the requisition at a glance.

### **Issue 5**

Copy to cart functionality does not work on requisitions created when the supplier is an RU Exchange supplier and the original requisition was created on the same day that the preparer is trying to do a copy.

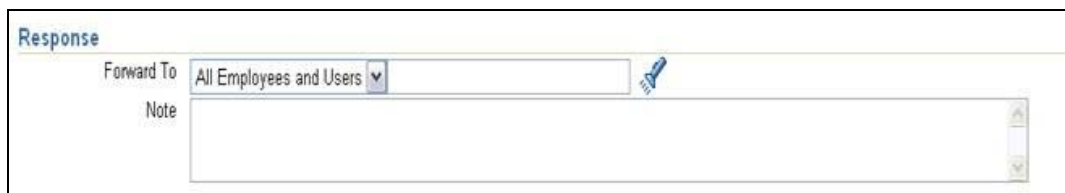
Users will see the following error message:



**Workaround** – This issue is actively being addressed.

### **Issue 6**

When selecting individuals to forward documents to, the screen will default to the list of “All Employees and Users”. From here individuals can search and select the appropriate person.



However, if someone selects the drop down list, they will see the search by “Assignee Type”. This feature is NOT applicable to Rutgers. To search for individuals to forward or delegate documents, make sure to use the “All Employees and Users” option.

**Workaround** – This issue is actively being addressed.

## Issue 9

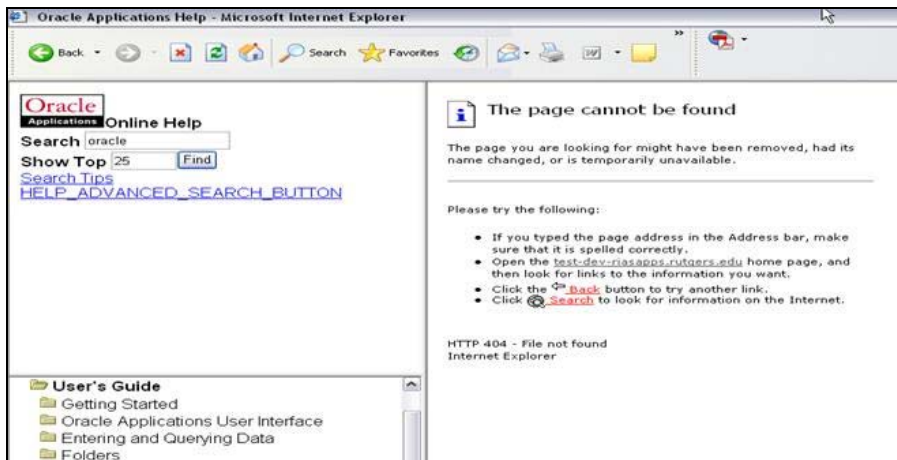
The tool bar is missing when using the Inquiry Screens that are available from Internet Procurement. The Inquiry Screens that are currently missing the tool bar are:

- View Pos, Receipts, Invoices and Payment Information
- Req Number – PO Number Lookup Status by Req#
- Req Number – PO Number Lookup by PO#
- Check Request Lookup by Req#
- Check Request Lookup by PO#
- Suppliers and Address Information
- University Locations
- Organization, Fund Source Cross Validation Rules
- Requisition Hierarchy by Approver or Organization
- View Purchase Order Revisions
- Current User Accounts
- Requisition Distribution Summary
- Requisition Distribution Detail
- Purchase Order Distribution Summary
- Purchase Order Distribution Detail
- Receipt Lookup by PO# Release#

**Workaround** – This issue is actively being addressed.

## Issue 10

The “search” capability within the Online Help is not working.



**Workaround** – This issue is actively being addressed.

If you experience other issues that are not documented here, please contact the Accounting Help Desk at 732-445-2100 so any new issues can be communicated and addressed.

## RESOLVED ISSUES

### Issue 1

The search function may hang up in Internet Explorer 7.

Cause: IE7 tab settings are set to open in a new tab instead of a new window. This causes the search function to freeze.

### Resolved

### Issue 2

Security Certificate error

### Resolved

### Issue 4

Page cannot be displayed when approver goes to Edit Requisition or View Requisition Details on Requisition Notifications.

### Resolved

### Issue 7

When entering the charging instructions it is possible to encounter an error page message when using the browser "back" button instead of the Internet Procurement "Return" button.

### Resolved

### Issue 8

MAC users may experience an issue with the display of the Quantity field when creating Internal Purchase Orders. The field is being displayed as only one character; however you can enter more than a single digit and it will appear correctly when you add to cart. Preparers also have the ability to change the quantity directly in the shopping cart.

### Resolved

### Issue 9

The Department Reference Code field used on TABERs, does not populate in the PO/X Reference field in the data warehouse so transaction reports show blanks in this field.

### Resolved

If you experience other issues that are not documented here, please contact the Purchasing Help Desk at 732-932-4370 so any new issues can be communicated and addressed.