

3050040 - Enable Substitute Authorizers for Approval Templates When the Authorizer is Out of Office

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Language	English	Master Language	English
Priority	Recommendations/additional info	Category	FAQ
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Component	SBO-ADM-APS (Approval Procedures)		

Please find the original document at <https://launchpad.support.sap.com/#/notes/3050040>

Symptom

When the authorizer of an approval template is out of office, the corresponding approval process is stuck.

Reproducing the issue

Prerequisites:

- The *Enable Approval Process* option is selected in *Administration* → *System Initialization* → *General Settings*.
- The approval template is marked as *Active*.

Scenario:

1. Create an approval template with authorizer for a user, for example, user *Alex*.
2. An originator creates a marketing document, which triggers the approval process.
3. The alert for the approval request is sent to the authorizer, *Alex*, who is out of office and cannot proceed with the approval in time.

Actual Behavior:

The approval process is stuck until the authorizer *Alex* is available to proceed.

Expect Behavior:

A substitute authorizer can proceed with the approval request while authorizer *Alex* is out of office.

Solution

SAP intends to provide a patch or patches in order to solve the problem described. The section **References** below will list the specific patches once they become available. The corresponding **Info** file of the patches in SAP Service Marketplace will also show the SAP Note number. Be aware that these references can only be set at patch release date. SAP will deliver patches only for selected releases at its own discretion, based on the business impact and the complexity of the implementation.

Note:

As of SAP Business One 10.0 FP 2105 and SAP Business One 10.0 FP 2105, version for SAP HANA, the following feature is available:

You can set a substitute authorizer in *Administration* → *Approval Process* → *Substitute Authorizer for Approval*

Templates. You can determine a user as the substitute for an authorizer during the specified date range.

During this period, the defined substitute authorizer can proceed with the process using the *Approval Decision Report* or *Approval Status Report* or *Request for Generation/Update Approval* form.

Other terms

approval process, procedure, substitute, template, stage, authorizer, away

Products

SAP B1 10.0 FOR SAP HANA

SAP BUSINESS ONE 10.0

This document is referenced by

SAP Note/KBA	Title
3081471	Overview Note for SAP Business One 10.0 FP 2108
3081443	Overview Note for SAP Business One 10.0 FP 2108, version for SAP HANA
3045880	Overview Note for SAP Business One 10.0 FP 2105, version for SAP HANA
3045899	Overview Note for SAP Business One 10.0 FP 2105

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