



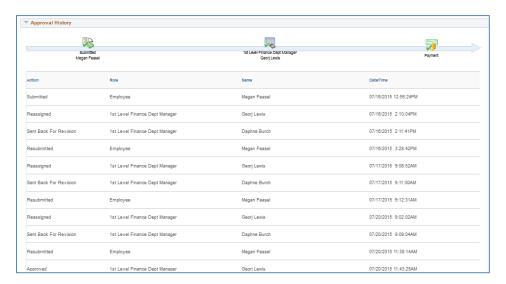
Known Issue: KI9.2-18 EX Approval History Not Including All Information

POSTED: November 14, 2015

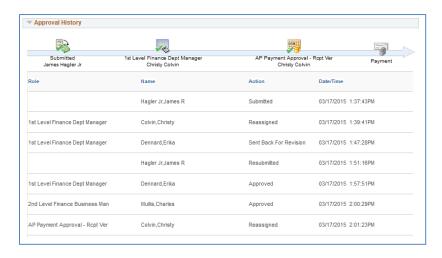
STATUS: Active

Following the 5.00 release November 14, 2015, the Approval History for Expense Reports and Cash Advances may not include all lines of the Approval History Actions.

Example of an Expense Report that has 12 lines of approval history but only 11 action lines visible:



• Example of a Cash Advance that has 8 lines of approval history but only seven lines visible:







Functional Workaround:

A new query will be available as of November 16th to provide the full approval history for expense transactions. The new query name will be BOR_EX_APPROVAL_HIST and will prompt you to enter the transaction type and transaction ID.

Estimated Resolution:

This is a known Oracle bug and an Oracle fix is available in Image 14. ITS will be reviewing this Oracle fix and determining when it can be included in a future release.

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.