




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:

Approval History			
 Submitted Megan Feasel  1st Level Finance Dept Manager Georj Lewis  Payment			
Action	Role	Name	Date/Time
Submitted	Employee	Megan Feasel	07/16/2015 12:55:24PM
Reassigned	1st Level Finance Dept Manager	Georj Lewis	07/16/2015 2:10:04PM
Sent Back For Revision	1st Level Finance Dept Manager	Daphne Burch	07/16/2015 2:11:41PM
Resubmitted	Employee	Megan Feasel	07/16/2015 3:28:42PM
Reassigned	1st Level Finance Dept Manager	Georj Lewis	07/17/2015 9:08:52AM
Sent Back For Revision	1st Level Finance Dept Manager	Daphne Burch	07/17/2015 9:11:00AM
Resubmitted	Employee	Megan Feasel	07/17/2015 9:12:31AM
Reassigned	1st Level Finance Dept Manager	Georj Lewis	07/20/2015 9:02:02AM
Sent Back For Revision	1st Level Finance Dept Manager	Daphne Burch	07/20/2015 9:09:04AM
Resubmitted	Employee	Megan Feasel	07/20/2015 11:38:14AM
Approved	1st Level Finance Dept Manager	Georj Lewis	07/20/2015 11:43:25AM

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

Approval History			
 Submitted James Hagler Jr  1st Level Finance Dept Manager Christy Colvin  AP Payment Approval - Rcpt Ver Christy Colvin  Payment			
Role	Name	Action	Date/Time
	Hagler Jr, James R	Submitted	03/17/2015 1:37:43PM
1st Level Finance Dept Manager	Colvin, Christy	Reassigned	03/17/2015 1:39:41PM
1st Level Finance Dept Manager	Dennard, Erika	Sent Back For Revision	03/17/2015 1:47:28PM
	Hagler Jr, James R	Resubmitted	03/17/2015 1:51:16PM
1st Level Finance Dept Manager	Dennard, Erika	Approved	03/17/2015 1:57:51PM
2nd Level Finance Business Man	Mullis, Charles	Approved	03/17/2015 2:00:29PM
AP Payment Approval - Rcpt Ver	Colvin, Christy	Reassigned	03/17/2015 2:01:23PM

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>.