

KI8118: EX Expense Report Status Erroneously Changing to Closed

UPDATED: December 2, 2010

STATUS: This issue is now resolved through the creation of a new run control. The issue was caused by a corrupt run control, causing the Close Liability process to kick off and pick up invalid transactions.

IMPACT: To notify users at institutions using the Expense module of GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue when running the Close Liability process under Expenses Processing. Make sure that you run the close liability process separate from other processes.

ORIGINALLY POSTED: September 16, 2010

ORIGINAL KI8118: EX EXPENSE REPORT STATUS ERRONEOUSLY CHANGING TO CLOSED

To notify users at institutions using the Expense module of GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue when running the **Close Liability** process under Expenses Processing.

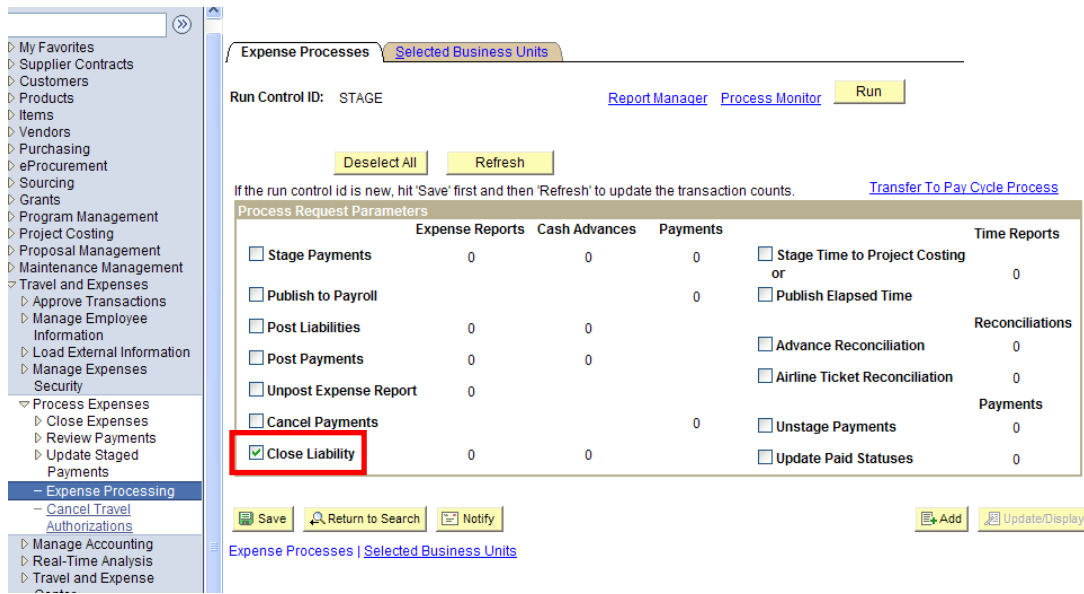
FUNCTIONAL IMPACT

Expense reports are being selected in the **Close Liability** process in error, changing their status to Closed. This can cause the entries to be erroneously inserted into KK. Also, when the Budget Checking process runs again, these Expense Reports will also be budget checked again, therefore potentially including closure entries into KK as well.

ITS is currently reviewing the cause of, and a fix for, this issue, with a goal of identifying and implementing a resolution as quickly as possible.

FUNCTIONAL WORKAROUND

Until a resolution can be implemented, please double check any run controls on the **Expense Processes** page and click the **Close Liability** check box OFF, if it is ON as shown below. If you need to run the **Close Liability** process, please run this process separate from all other processes.



SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit <http://www.usg.edu/oiit/policies>.

