

Known Issue: KI9.2-11_EX Expenses Workflow Routing Issue

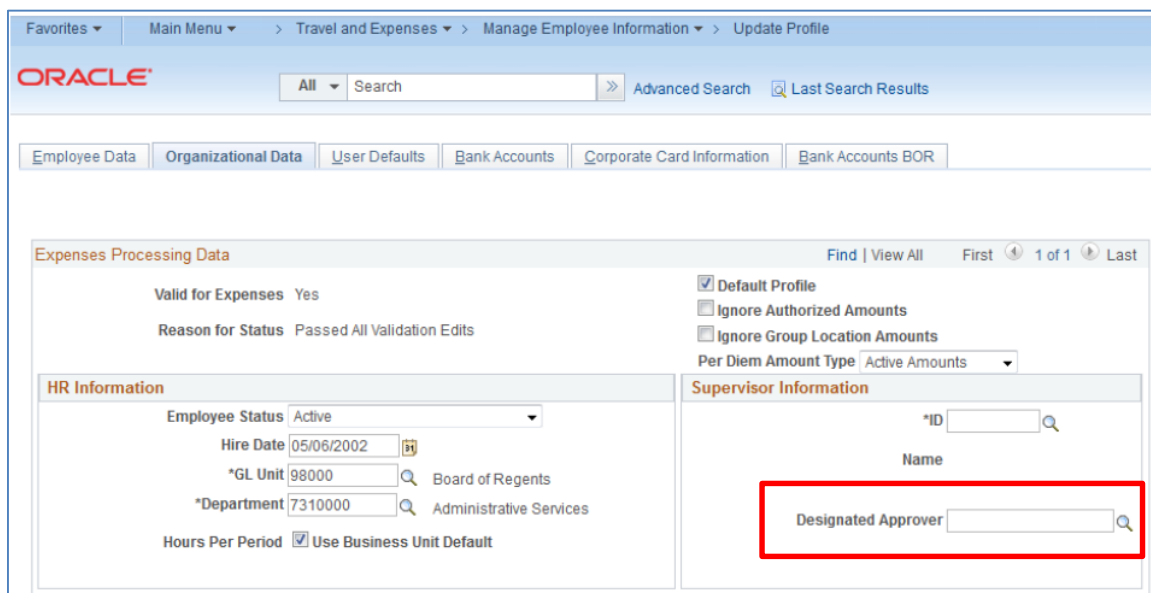
UPDATED January 18, 2016

STATUS: RESOLVED

IMPACT: The Designated Approver functionality serves as a way to prevent self-approval when the traveler also serves as an approver. Expense transactions were not routing to the Designated Approver and were skipping levels of approval.

ORIGIANLLY POSTED: September 4, 2015

Expense transactions are no longer routing to the Designated Approver when the traveler for the transaction is an approver. The Designated Approver is defined on the Expenses Update Profile and is used to prevent self-approval of transactions. This can result in the appropriate levels of approval not being obtained.



The screenshot shows the 'Update Profile' page in Oracle PeopleSoft. The breadcrumb trail is: Favorites > Main Menu > Travel and Expenses > Manage Employee Information > Update Profile. The page has a search bar and links for 'Advanced Search' and 'Last Search Results'. Below the breadcrumb, there are tabs for 'Employee Data', 'Organizational Data', 'User Defaults', 'Bank Accounts', 'Corporate Card Information', and 'Bank Accounts BOR'. The 'Expenses Processing Data' section is active, showing 'Valid for Expenses' as 'Yes' and 'Reason for Status' as 'Passed All Validation Edits'. The 'HR Information' section shows 'Employee Status' as 'Active', 'Hire Date' as '05/06/2002', '*GL Unit' as '98000' (Board of Regents), and '*Department' as '7310000' (Administrative Services). The 'Supervisor Information' section has a red box around the 'Designated Approver' field, which is currently empty. Other fields in this section include '*ID' and 'Name'.

FUNCTIONAL WORKAROUND

Expense Reports: AP Auditors or Budget Managers should review the approval history to verify that all levels of approval were received before expense reports are paid. If they observe that an approval level was skipped, manual approval should be obtained before payment is issued.

Travel Authorizations: Some institutions do not have multiple levels of approval set up for travel authorizations. These institutions may have travel authorizations skip that level of approval and go straight to an Approved status. Until this issue is resolved, the Reviewer level of approval can be implemented so that all travel authorizations are reviewed and none go straight to an Approved status. Institutions that wish to implement the Reviewer level can contact ITS for additional information.

Estimated Resolution:

A service request has been initiated with Oracle and they are in the process of investigating the cause of this issue.

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>.