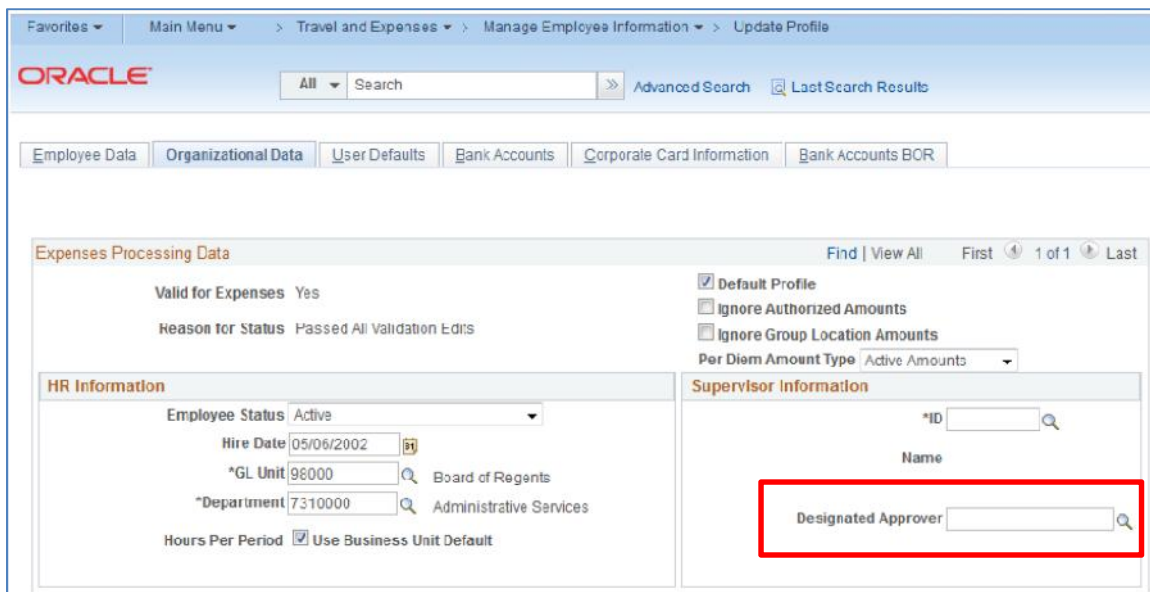# Known Issue: KI9.2-11 Expenses Workflow Routing Issue

POSTED: September 4, 2015

STATUS: Active

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.

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.