

Known Issue: KI9.2-12 Expense Processing Down for Staging Payments

UPDATED: October 15, 2015

STATUS: RESOLVED

IMPACT: This issue has been resolved. Users may run Expense Processing as needed.

ORIGIANLLY POSTED: October 15, 2015

Expense Processing is not functioning correctly for Staging and processing payments. Please do not run Expense Processing or delete/cancel any processes until further notice.

Navigation: Travel and Expenses > Process Expenses > Expense Processing.

ITS is currently working on a solution to this known issue. We will update the website and listservs as soon as we have additional information.

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>.