

Known Issue KI9.2-36_EX Cancel Travel Authorizations Process Retaining Old Accounting Dates

POSTED: April 11, 2016

STATUS: Active

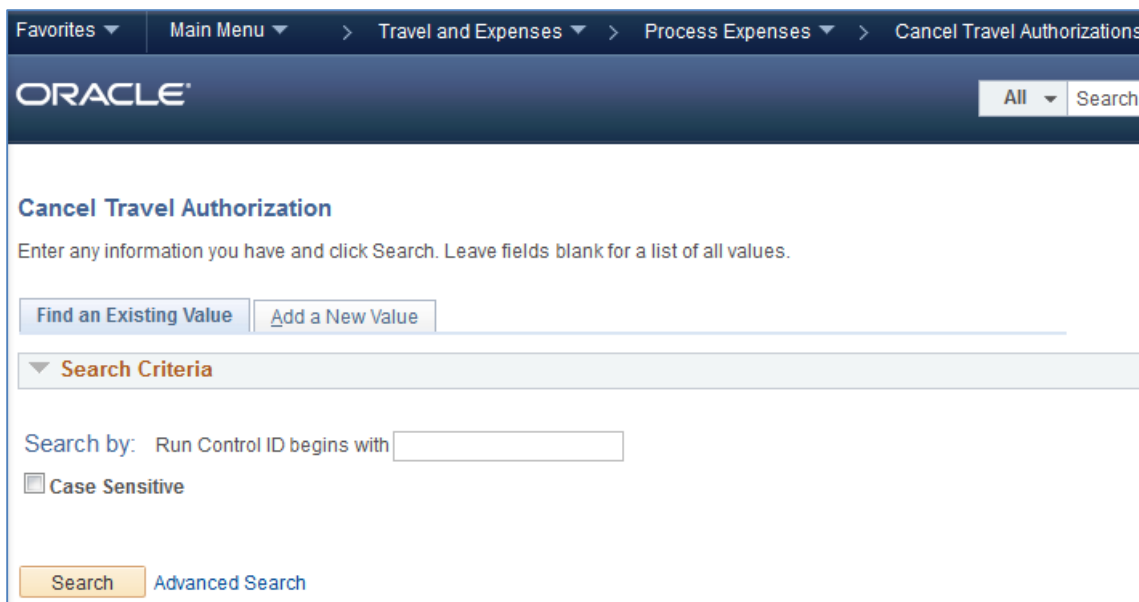
The Cancel Travel Authorizations process is used to close approved Travel Authorizations that are not needed, thus budget checking the Travel Authorization and releasing the encumbered funds. When using the Cancel Travel Authorizations process, the system should evaluate whether the user has entered an Accounting Date within the current open Accounting Period. If not, the system should automatically use the current system date. An issue has been found where it is retaining the last Accounting Date entered on the Change Accounting Date link rather than updating to the current date. This is causing travel encumbrance reversals to be liquidated in a closed accounting period.

FUNCTIONAL WORKAROUND

ITS has identified all run controls for this process with an old Accounting Date and has updated them to 04/06/2016.

Until Oracle corrects this issue, institutions should review and manually update the accounting date each time this process is used by completing the following steps:

Navigation: **Travel and Expenses > Process Expenses > Cancel Travel Authorizations**



- Search for an existing run control.

- The Cancel Travel Authorization page will display.

Run Control ID: Cancel Report Manager Process Monitor Run

Process Parameters

Cancel Travel Authorization

Business Unit Selection First 1 of 1 Last

Request Number: 1 *Description: Cancel

*Business Unit: 98000 Board of Regents Search

*Select Option: Some From Department: To: Date From: To:

[Change Accounting Date](#)

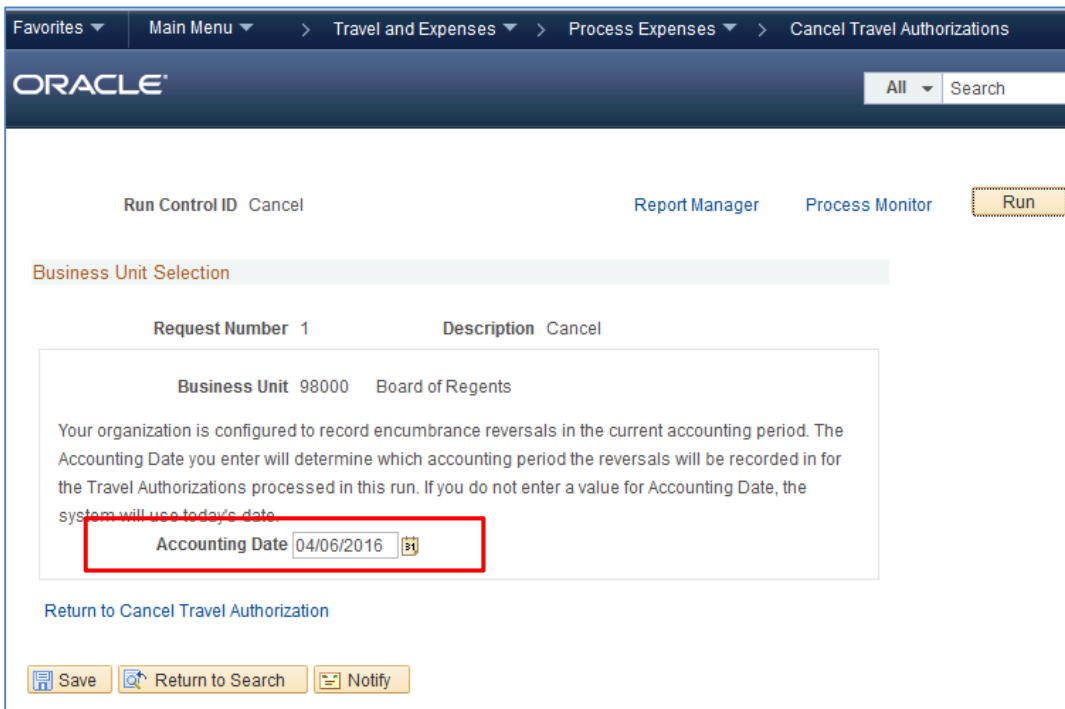
Travel Authorization List Personalize | Find | View All | First 1 of 1 Last

Select	Name	Empl ID	Travel Auth Description	Travel Auth ID	Department	Status	Date From	Date To
<input type="checkbox"/>								

Select All Clear All

Save Return to Search Notify Add Update/Display

- Enter the desired criteria.
- Click the [Change Accounting Date](#) link.



- The Accounting Date field must be updated to a date within the current open accounting period.

ESTIMATED RESOLUTION:

ITS is currently identifying travel authorizations that have been cancelled using an old accounting date and will be contacting the impacted institutions.

In addition, a service request has been opened with Oracle, and they are in the process of investigating the cause of this issue. A fix will be provided 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>.