

Known Issue: KI9.2-60_EX - Modify Approved Transactions Displaying Results for All Business Units

POSTED: February 8, 2016

STATUS: Active

With the application of Release 5.20, we added access to the Modify Approved Transactions page back to Travel and Expenses. However, the page is experiencing performance issues due to displaying results for all Business Units.

Modify Approved Transactions is used to correct Journal Expense Reports with budget errors. If you have created a Journal Expense Report using Adjust Paid Expenses and received a budget error, please open a ticket with ITS.

Navigation:

Travel and Expenses > Approve Transactions > Modify Approved Transactions

Estimated Resolution:

ITS has hidden the page to prevent performance issues and the viewing of other institution's transactions. ITS is currently in the process of evaluating a BOR fix to resolve this issue until the permanent Oracle fix can be applied.

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>.