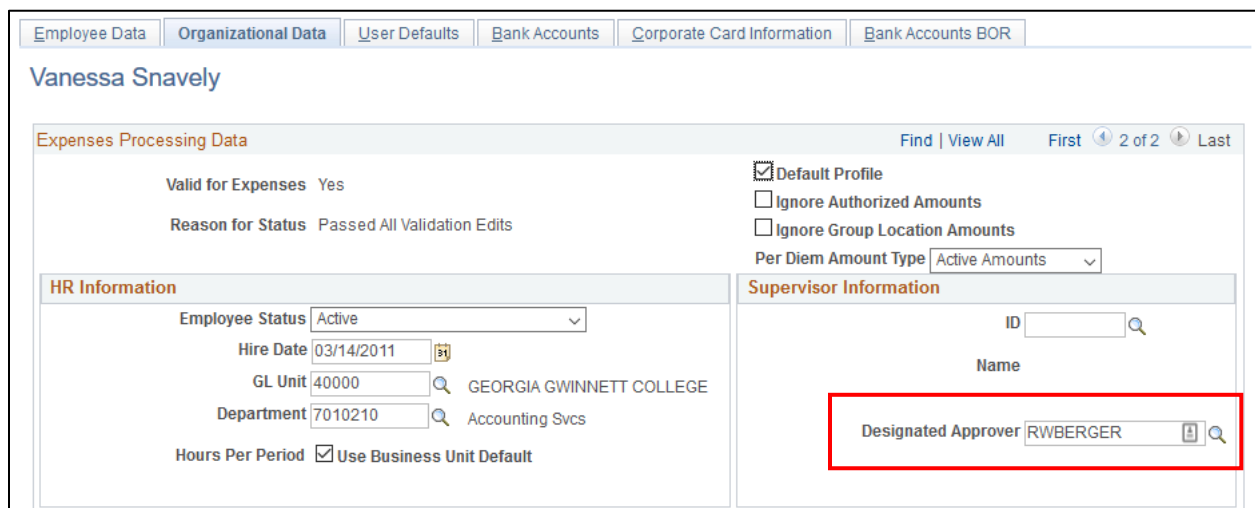# Known Issue: KI9.2-78_EX – Expense Transactions Not Routing to Designated Approver

POSTED: December 8, 2017

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 transactions escalating to the Workflow Administrator or the appropriate levels of approval not being obtained.

Navigation: **Travel and Expenses > Manage Employee Information > Update Profile**

Functional Workaround:

- Expense Reports:
    - If the transaction escalates to the Workflow Administrator, they can reassign it to the appropriate approver.

- AP Auditors or Budget Managers should review the approval history of all Expense Reports to verify that necessary approvals were received before expenses are paid.
  - If they observe that an approval level was skipped, they should obtain manual approvals before issuing payments.

- Travel Authorizations:
  - If the transaction escalates to the Workflow Administrator, they can reassign it to the appropriate approver.
  - Some institutions do not have multiple levels of approval set up for Travel Authorizations. These institutions may have Travel Authorizations skip approvals and go straight to an Approved status.
  - Until this issue is resolved, Reviewer-level approvals may be implemented so that all Travel Authorizations are reviewed.
  - Institutions that wish to implement the Reviewer level may 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.