

9.2 Go-Live Known Issue: KI9.2-7_EX - Expense Report and Travel Authorization Header/Line Status not updating to Approved

POSTED: April 23, 2015

STATUS: Active

During Approvals, some expense report header and line statuses are not updating to Approved. This is preventing transactions from going to fully Approved status, which prevents staging and payment of the expense report.

Functional Workaround: No functional workaround is available for this issue. Institutions should submit a Helpdesk ticket to ITS. A DBI (SQL script) will be required to reset the approval status so the transaction can be approved and staged for payment.

Estimated Resolution: Some fixes were applied as part of Release 5.00 (November 14, 2015) but ITS will continue to monitor to confirm there are no further issues reported.

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>.