

Known Issue: KI9.2-18_EX Approval History Not Including All Information

UPDATED: January 18, 2016

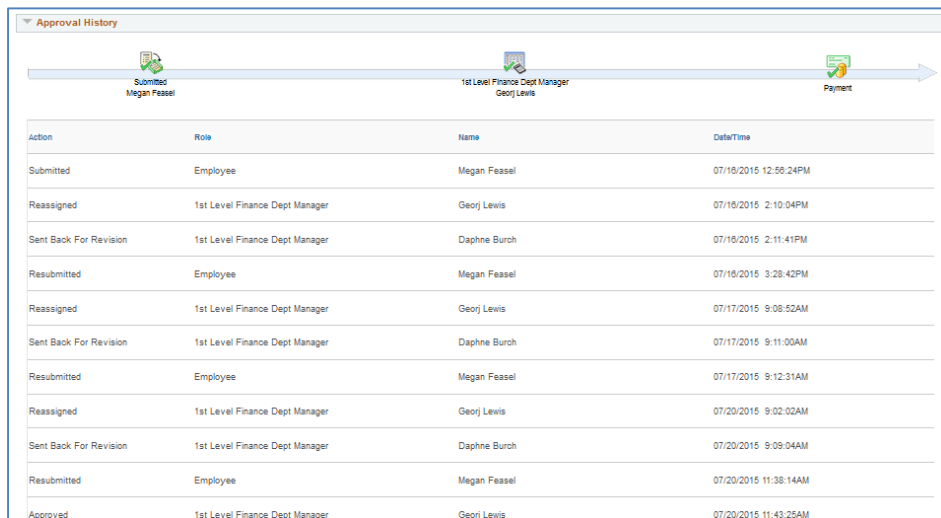
STATUS: RESOLVED

IMPACT: An Oracle fix was applied to production as part of Release 5.11 dated January 16, 2016. The Designated Approver functionality serves as a way to prevent self-approval when the traveler also serves as an approver. Expense transactions were not routing to the Designated Approver and were skipping levels of approval. Transactions will now route to the Designated Approver defined on the Organizational Data tab of the Expenses profile. (Travel and Expenses > Manage Employee Information > Update Profile)

ORIGIANLLY POSTED: September 4, 2015

Following the 5.00 release November 14, 2015, the Approval History for Expense Reports and Cash Advances may not include all lines of the Approval History Actions.

- Example of an Expense Report that has 12 lines of approval history but only 11 action lines visible:



Action	Role	Name	Date/Time
Submitted	Employee	Megan Feasel	07/16/2015 12:56:24PM
Reassigned	1st Level Finance Dept Manager	Georj Lewis	07/16/2015 2:10:04PM
Sent Back For Revision	1st Level Finance Dept Manager	Daphne Burch	07/16/2015 2:11:41PM
Resubmitted	Employee	Megan Feasel	07/16/2015 3:28:42PM
Reassigned	1st Level Finance Dept Manager	Georj Lewis	07/17/2015 9:08:52AM
Sent Back For Revision	1st Level Finance Dept Manager	Daphne Burch	07/17/2015 9:11:00AM
Resubmitted	Employee	Megan Feasel	07/17/2015 9:12:31AM
Reassigned	1st Level Finance Dept Manager	Georj Lewis	07/20/2015 9:02:02AM
Sent Back For Revision	1st Level Finance Dept Manager	Daphne Burch	07/20/2015 9:09:04AM
Resubmitted	Employee	Megan Feasel	07/20/2015 11:38:14AM
Approved	1st Level Finance Dept Manager	Geori Lewis	07/20/2015 11:43:25AM

- Example of a Cash Advance that has 8 lines of approval history but only seven lines visible:

Approval History

Role	Name	Action	Date/Time
	Hagler Jr,James R	Submitted	03/17/2015 1:37:43PM
1st Level Finance Dept Manager	Colvin,Christy	Reassigned	03/17/2015 1:39:41PM
1st Level Finance Dept Manager	Dennard,Erika	Sent Back For Revision	03/17/2015 1:47:28PM
	Hagler Jr,James R	Resubmitted	03/17/2015 1:51:16PM
1st Level Finance Dept Manager	Dennard,Erika	Approved	03/17/2015 1:57:51PM
2nd Level Finance Business Man	Mulle,Charles	Approved	03/17/2015 2:00:29PM
AP Payment Approval - Rcpt Ver	Colvin,Christy	Reassigned	03/17/2015 2:01:23PM

Functional Workaround:

A new query will be available as of November 16th to provide the full approval history for expense transactions. The new query name will be BOR_EX_APPROVAL_HIST and will prompt you to enter the transaction type and transaction ID.

Estimated Resolution:

This is a known Oracle bug and an Oracle fix is available in Image 14. ITS will be reviewing this Oracle fix and determining when it can be included 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>.