

Known Issue: KI9.2-4_EX Travelers Unable to Update Default ChartField Values (Self-Service)

UPDATED November 4, 2016

STATUS: RESOLVED

IMPACT: PeopleSoft 9.2 is designed to restrict users' ability to update Default ChartField Values and there is no functional way to allow this access. We will discuss this functionality further in the Expense Module Review Session, (tentatively scheduled for February, 2017). If attendees in the Module Review Session prioritize this functionality as required, GeorgiaFIRST will submit an enhancement request to Oracle.

ORIGINALLY POSTED: April 10, 2015

Self-Service travelers are unable to update their own Default ChartField Values on their expense profile Organizational Data.

Navigation: Employee Self-Service > Travel and Expenses > Review/Edit Profile

Functional Workaround:

Expense Administrators can change ChartField values for the traveler or they can be changed by the traveler on the expense transaction Accounting Details when creating a transaction.

Estimated Resolution:

Per Oracle, this was an application change from 8.9 to 9.2 and is working as designed. ITS is researching new 9.2 functionality (ChartField Security, etc.) to determine if there is a configurable option to allow Travelers to change their default ChartField values.

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>.