

GeorgiaFIRST Financials V8 Known Issue

KI8040: EX Invalid Error Message Received on Reassign Expenses Workflow Items

UPDATE: January 24, 2009

RESOLUTION: This issue has been resolved as part of Release 1.07B, which was applied to all Production databases on January 24, 2009.

POSTED: January 8, 2009

SUBJECT: Known Issue KI8040 – EX Invalid Error Message Received on Reassign Expenses Workflow Items

PURPOSE: To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding an invalid error message received when users try to reassign Expenses workflow items from the Reassign Work Component.

FUNCTIONAL IMPACT: Currently, when an expense transaction gets routed to the wrong worklist, the Workflow Administrator or anyone with the BOR_EX_REASSIGN security can navigate to the **Reassign Work** page (**Travel and Expenses**⇒**Manage Expenses Security**⇒**Reassign Approval Work**) and reassign it to the correct worklist.

Define Security

Reassign Work

Approver:

Reassign Work To:

Select All Deselect All

Select	Transaction Type	Total Amount	Name	EmplID	Report ID	Submission Date	Role
<input type="checkbox"/>	Expense Report	655.20 USD			0000300154	12/09/2008	EXP APPRO
<input checked="" type="checkbox"/>	Expense Report	1613.30 USD			0000300157	12/15/2008	EXP APPRO

Select All Deselect All

Clicking on , however, will result in the following error message:

Operator selected does not have access to the expenses approval pages. Proceed with reassignment? (10502,401)

The operator selected does not have access to the expenses approval pages. Click 'Yes' to proceed with the reassignment or 'No' to cancel the reassignment and choose another operator.

This error message is invalid, as the users do have the appropriate security. Selecting will reroute the transaction appropriately.

This invalid error message will be resolved as part of Release 1.08, currently scheduled for February 21, 2009.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: Contact the **OIIT HELPDESK** at http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. For emergency, business interruptions, or production down situations, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697).