

GeorgiaFIRST Financials V8 Known Issue

KI8071: EX Employee Notifications Sending Duplicate E-Mails

UPDATE: August 6, 2009

STATUS: OIIT has corrected the User Profiles that were in error, and the EX_EMPNOTIFY **Employee Notifications** process has been restored to the BORDAILY nightly schedule, where it ran successfully overnight. OIIT is also working to modifying this process so it will not duplicate e-mails when there is a notification that cannot be sent due to a setup error in the User Profile.

OIIT requests that you allow the BORDAILY schedule to run the EX_EMPNOTIFY process, and **NOT to run the process yourselves.**

POSTED: August 5, 2009

SUBJECT: Known Issue KI8071 – EX Employee Notifications Sending Duplicate E-Mails

PURPOSE: To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue with the Expenses **Employee Notifications** process in the consolidated environment.

FUNCTIONAL IMPACT: The PeopleSoft-delivered EX_EMPNOTIFY **Employee Notifications** process (**Travel and Expenses⇒Manage Employee Information⇒Process Employee Notifications**) sends e-mail notifications to users who have paid Expense transactions. If there is an issue with the User Profile for a person being notified, such as a missing e-mail address or other issue, the process will notify everyone until it reaches the user with the issue, and then run to “No Success.” It will not remove the notified users from the table because it did not complete successfully, so the next time the process runs, it will notify the same population.

This process runs in the nightly BORDAILY schedule, but was temporarily turned off last night until the User Profiles in error could be corrected. OIIT will re-activate the process in the nightly batch schedule as soon possible. OIIT manages errors that occur with this and other processes that run in the batch schedules.

Institutions have also been running the process, which caused individuals to receive duplicate e-mails more often. Since this process normally runs in the nightly batch schedule, we are asking users to NOT run this process themselves.

OIIT is also modifying the EX_EMPNOTIFY process so it will not send duplicate e-mails to a user. The modified process will be included in a release as soon as it is available, and you will be notified of this update.

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).