

## GeorgiaFIRST Financials V8 Known Issue

KI8077: AP Expenses EFT Pay Cycles Stuck in Approved Status

**UPDATE:** August 29, 2009

**RESOLVED:** This issue was resolved as part of Pre-Release #3, which was applied to the consolidated environment on August 29, 2009.

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**POSTED:** August 13, 2009

**SUBJECT:** Known Issue KI8077 – AP Expenses EFT Pay Cycles Stuck in Approved Status

**PURPOSE:** To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 in the consolidated environment of a Known Issue with the Expenses EFT pay cycles getting “stuck” in **Approved** status.

**FUNCTIONAL IMPACT:** Expenses EFT pay cycles are getting “stuck” in an **Approved** status. The symptoms of this issue are 3 lines under **Pay Cycle Results** in Pay Cycle Manager:

- Two (2) **Print EFT Advices** lines; and,
- One (1) **Electronic Payments** line.

Even though all of these processes can be processed and institutions are receiving EFT files and advices, the pay cycle never goes to a **Completed** status, which prevents the institution from running the next EFT pay cycle.

Users with an Expenses EFT pay cycle showing the symptoms listed above should submit an **OIIT HELPDESK** ticket so that another pay cycle can be created for you to use.

OIIT is investigating the cause of this issue so that a fix can be identified. Once the fix has been finalized, it will be applied to the consolidated environment as soon as possible. You will be notified when the fix has been applied and the issue has been resolved.

**SUPPORTING DOCUMENTATION:** N/A

**ADDITIONAL OIIT RESOURCES and SUPPORT:** Contact the **OIIT HELPDESK** at [http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services) (support request self-service) or e-mail [helpdesk@usg.edu](mailto: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).