

## GeorgiaFIRST Financials V8 Known Issue

### KI8087 – EX Global System Errors When Entering and Processing Expenses Transactions

**UPDATE:** October 23, 2009

**RESOLVED:** OIIT has identified the cause of the Expenses workflow issue, and has reactivated the ability to create expense transactions in the production environment. However, due to the sporadic nature of this issue, we will be closely monitoring such transactions as we focus our attention on the data cleanup of the transactions that bypassed approvals. Please contact the **OIIT HELPDESK** if you encounter any further errors or issues with these transactions.

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**UPDATE:** October 22, 2009

**STATUS:** OIIT has temporarily disabled the ability to create expenses transactions due to seeing an increased frequency of expense reports going straight to an approved status. We are pursuing every avenue to identify a solution, and will migrate an identified fix to the production environment as soon as possible. We will continue to provide periodic updates on our resolution progress.

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**UPDATE:** October 14, 2009

**STATUS:** OIIT has identified a scenario where unapproved submitted expense reports and cash advances are being staged for payment. We are in the process of troubleshooting this problem and will provide periodic updates on our resolution progress.


As a part of our short-term strategy, the BORDAY2X batch process, which includes various EX-related processes, has been suspended. Approvers may continue using the FS\_BP budget checking process for “emergency” expense payments, using the [Budget Options](#) hyperlink on the **Transaction Approval** page or the **Budget Check** option on the **Expense Processing** page.

Until the exact cause of this problem is determined, OIIT recommends that institutions run the BOR\_EX\_DUE query and use the query results to identify any expense transactions to exclude from the daily EX pay cycles. To preclude processing a staged expense transaction for payment, you should place the transaction on hold by clicking the


**Hold Payment** check box in the Bank Information group box on the **Expense Sheet [Cash Advance] Payments** page ON, as shown below.


Navigation: **Travel and Expenses**⇒**Process Expenses**⇒**Update Staged Payments**⇒**Expense Report Payments** or **Cash Advance Payments**


Expense Sheet Payments


ID: 

**Bank Information**

\*Bank Code:   First Chatham Bank

\*Bank Account:   First Chatham Bank

\*Payment Method:   Electronic Funds Transfer

**Expense Report Detail** [Customize](#) | [Find](#) |  First  1 of 1  Last

Report ID	Reimbursable Amount	Hold Payment
<a href="#">0000403836</a>	138.60 USD	<input checked="" type="checkbox"/>

Payment Total: 138.60 USD

When the problem is resolved, OIIT will provide instructions for removing the hold on these expense reports and cash advances, and also provide information designed to help you ensure that these transactions are “recirculated” through the approval process.

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**POSTED:** October 14, 2009

**SUBJECT:** Known Issue KI8087 – EX Global System Errors When Entering and Processing Expenses Transactions

**PURPOSE:** To notify users at institutions using Georgia *FIRST* PeopleSoft Financials Version 8.9 in the consolidated environment of a Known Issue with entering and processing Expense transactions.

**FUNCTIONAL IMPACT:** OIIT is currently experiencing system issues that are causing global system errors when attempting to enter and process Expense transactions. In addition to the global errors that are being received, expense reports in some cases are also staged for payment without being routed through all of the required workflow approval levels.

OIIT is currently looking into what is causing this issue, with the goal of identifying a resolution as quickly as possible. You will be notified as soon as this issue has been corrected.

**FUNCTIONAL WORKAROUND:** Until this issue is resolved, all Expenses pay cycles should be monitored to confirm that only approved transactions are selected for payment.

**SUPPORTING DOCUMENTATION:** N/A

**ADDITIONAL OIIT RESOURCES and SUPPORT:** To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, 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). (Note: Self-service requires login using a user ID and password. Contact the **OIIT HELPDESK** at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.