



Known Issue: KI9.2-005-ABS – Approving Absences from Approvals Tile Causing Absences to be Re-Processed

UPDATED: June 19, 2018

STATUS: Active

Audience: Managers and Practitioners

Update June 19, 2018: We continue to have issues when managers approve absences from the Approval tile in Manager Service. In some cases, the absences are re-triggered for processing and potentially being paid.

We have submitted a service request with Oracle concerning the problem. While we work with them to address the issue, we have temporarily disabled the ability to approve absences from the Approval tile. Managers should approve absences from the Team Time tile.

Any absences previously approved by a practitioner that were present in the Approvals tile have been cleaned out. We have also stopped any new absences from flowing to the Approvals tile.

If your institution has implemented the additional MSS functionality, managers can still use the Approvals tile to perform those actions.

Known Issue: When managers approve absences from the Approval tile in Manager Self Service, the absences are being re-triggered for processing and potentially being paid. We discovered that the institution Benefits Administrators or Practitioners had already approved these absences. This only happens when managers use the Approvals tile to approve absences.

Workaround and Ongoing Best Practice: Managers should only approve absences from Manager Self Services > Team Time tile > Absence Requests or from the Absence tab within the Timesheet.



Tentative Resolution Information: OneUSG Connect Support is investigating the issue and will provide additional information when it is available.

More Information and Support: Contact OneUSG Connect Support at oneusgsupport@usg.edu or 877-251-2644 (toll free).

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.