Resolved Issue: KI9.2-007-MSS: Manager Self Service Email Notification Issue

**POSTED:** January 22, 2020

**STATUS:** Resolved

**IMPACT:** When Manager Self Service (MSS) transactions were submitted, the initiator and/or approver receives an email notification with the $ sign for the email subject, transaction name, approver name, employee name, employee ID, employee record, originator and department which is incorrect. See the example below.

An example of an email MSS Transaction Approver received is:

Your $:4 request was approved by the approver below.

Approver Name: $:7
Employee Name: $:3
Employee ID: $:2
Employment Record: $:8
Originator Name: $:5
Department: $:10

The transactions affected included transfer, promote, reporting change, location change, retire and demote. The correct email that managers receive should have accurate data in each category above.

**Resolution Information:** The notification emails for all MSS transactions have reverted to what they looked like before the 5.2 Release which has the correct information in the example above.

**Original Known Issue Details**

**Audience:** Manager Self Service (MSS) Approvers and Initiators at institutions currently using MSS transactions.

**Known Issue:** When Manager Self Service (MSS) transactions are submitted, the initiator and/or approver receives an email notification with the $ sign for the email subject,
transaction name, approver name, employee name, employee ID, employee record, originator and department which is incorrect. See the example below. An example of an email MSS Transaction Approver received is:

Your :$14 request was approved by the approver below.
Approver Name: :$7
Employee Name: :$3
Employee ID: :$2
Employment Record: :$8
Originator Name: :$5
Department: :$10

The transactions affected include transfer, promote, reporting change, location change, retire and demote. The correct email that managers receive should have accurate data in each category above.

**Functional Workaround:** We are going to revert the notification emails for all MSS transactions to what they looked like before 5.2 release. This is how the notifications will look:

A request is awaiting your approval.
Transaction Name: XXXXX
Employee Name: XXXXX
Employee Id: XXXX

**More Information and Support:** Contact OneUSG Connect Support at oneusgsupport@usg.edu.

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