
KNOWN ISSUE: KI9.2-112_EX-Expense Report Budget Checking Issues

UPDATED: March 8, 2019

STATUS: Active

ORIGINALLY POSTED: March 4, 2019

UPDATED:

Users can resume Expense budget checking and Expense Reports can be approved, staged and paid. ITS resumed BORBATC T&E budget check processing.

Also, ITS is in the process of an additional DBI to address remaining transactions affected by this issue. ITS will notify institutions once this DBI is complete.

An issue occurred with Expense Budget Checking causing the Budget Status on Expense Report transactions to be reset. The Budget Status was reset for a large number of Expense Reports, both current and historical, in all statuses (Paid, Staged, Approved, Pending Approval, Submitted, and Denied). A global DBI was applied on 3/6/19 to correct the Budget Status on most of the affected transactions and budget checking has run successfully.

There may be some additional cleanup required by ITS to correct the Budget Status on Denied and Pending reports. If you observe any inaccurate transactions on your BOR_BC_PENDING query or any other queries/reports that return results based on Budget Status, please open a ServiceNow Incident with ITS.

The issue was likely caused by the code on the Delete Expense Report page. Until the issue is resolved, **access to the Delete Expense Report page has been removed.** Expense Reports in Pending status will not be able to be deleted until access to the page is restored. ITS is working with Oracle to identify the root cause and a solution for the issue.

KNOWN ISSUE:

An issue occurred with Expense Budget Checking causing expense report transactions to be stuck "In Process" or "Exception." This process included expense reports in all statuses (Paid, Staged, Approved, Pending Approval, Submitted, and Denied).

These expense reports may appear in budget inquiries or query results as needing to be budget checked or in budget exception. In addition, expense reports may be unavailable for staging and payment.

Until this issue is resolved, no T&E batch budget checking should be ran.

- Please refrain from running the batch budget check EX_BCHK_ALL process. (Navigation: Travel and Expenses > Manage Accounting > Request Budget Checking).
- ITS has also put the BORBATC H T&E scheduled budget check processes on hold.

FUNCTIONAL WORKAROUND: N/A

ESTIMATED RESOLUTION: Expense budget checking can now resume and Expense Reports can be approved, staged and paid. ITS has resumed BORBATC H T&E budget check processing.

If you observe any inaccurate transactions on your BOR_BC_PENDING query or any other queries/reports that return results based on Budget Status, please open a ServiceNow Incident with ITS.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or https://www.usg.edu/customer_services/about_us/contact/.