Known Issue: KI9.2-159_EX–T&E Update Profile - Supervisor ID Field

POSTED: April 14, 2022

STATUS: Active

NAVIGATION: Travel and Expenses > Manage Employee Information > Update Profile

ISSUE: The Supervisor ID field on the Organizational Data tab is being populated by the Full Sync process from OneUSG Connect. Once populated, this information cannot be functionally removed. This field should not be populated for institutions other than the Board of Regents (USO). This issue is causing incorrect routing in T&E Workflow.

FUNCTIONAL WORKAROUND: If incorrect routing in T&E Workflow occurs, the Workflow Administrator can reassign the transaction.

ESTIMATED RESOLUTION: ITS is currently working to resolve the issue. A DBI will need to be applied to remove the errant data and the Full Sync process will need to be corrected via a release.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.