

## **Resolved: Known Issue: KI9.2-169\_EX – Travel & Expense Payment Method Defaulting to System Check**

**POSTED: 11/17/2023**

**STATUS: Resolved**

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**RESOLUTION:** A fix was applied Thursday evening, November 16, 2023, correcting the EX\_EE\_UPDATE load process. This process is now running as scheduled.

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**NAVIGATION:** Employee T & E Profile > Bank Account Tab

**UPDATE:** As of Thursday evening, 11/09/2023, all employee payment methods for travel reimbursements that were inadvertently updated to system check have been returned to their previous setting of EFT.

ITS determined that the cause of this issue is related to the EX\_EE\_UPDATE process. This process is currently paused to allow ITS to thoroughly investigate this issue.

Due to the pause, any changes made in OneUSG Connect to employee banking information will not update on the employee's profile in Travel & Expenses. During this time, if an employee has a bank account that is no longer valid for reimbursements, Expense administrators can update the employee's payment method in their Travel & Expense profile to system check.

**ORIGINALLY POSTED: 11/8/2023**

**ISSUE:** Following Release 5.90, employee payment method for travel reimbursements was inadvertently updated to system check on numerous employees' profiles where it was previously set to EFT. Due to this, expense payments will not pull into the expense EFT paycycle.

**FUNCTIONAL WORKAROUND:** Expense Administrators can manually update the payment method in the employee profile.

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).

