

Known Issue: KI9.2-65_EX - Expense Processing Down for Staging Payments

UPDATED: June 19, 2017

STATUS: RESOLVED

IMPACT: A global DBI was applied to production Monday, June 19th, to resolve a data issue with Stage Payments. PeopleSoft Expense Processing is now functioning normally. As a result, institutions may resume running Stage Payments and Unstage Payments processes in Expense Processing.

ORIGINALLY POSTED: June 16, 2017

Expense Processing is not functioning correctly for Staging and processing payments. Please do not run Stage Payments or Unstage Payments processes in Expense Processing or delete/cancel any processes until further notice.

Navigation: Travel and Expenses > Process Expenses > Expense Processing.

Functional Workaround:

N/A

Estimated Resolution:

ITS is currently working on a solution to this known issue. We will update the website and listservs as soon as we have additional information.

MORE INFORMATION AND SUPPORT: For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.