Known Issue: KI9.2-78_EX – Expense Transactions Not Routing to Designated Approver

UPDATED   January 12, 2018

STATUS:

- Expense Reports:
  - If the transaction escalates to the Workflow Administrator, they can reassign it to the appropriate approver.
  - AP Auditors or Budget Managers should review the approval history of all Expense Reports to verify that necessary approvals were received before expenses are paid.
  - If they observe that an approval level was skipped, they should obtain manual approvals before issuing payments.

- Travel Authorizations:
  - If the transaction escalates to the Workflow Administrator, they can reassign it to the appropriate approver.
  - Some institutions do not have multiple levels of approval set up for Travel Authorizations. These institutions may have Travel Authorizations skip approvals and go straight to an Approved status.
  - Until this issue is resolved, Reviewer-level approvals may be implemented so that all Travel Authorizations are reviewed.
  - Institutions that wish to implement the Reviewer level may contact ITS for additional information.

Estimated Resolution:

A service request has been initiated with Oracle, and they are in the process of investigating the cause of this issue.

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]TJ EMC7 (t em)vice re.91