

Known Issue: KI9.2-36_EX Cancel Travel Authorizations Process Retaining Old Accounting Dates

UPDATED November 19, 2016

STATUS: RESOLVED

IMPACT: As of Release 5.20, dated November 19, 2016, the Cancel Travel Authorizations Process will evaluate the Accounting Date entered on the Cancel Travel Authorizations page. If the Accounting Date is not within the current open period, a message will be produced to notify the user that the period is not open. The user will need to take the appropriate action (change the Accounting Date or confirm whether the correct period is open) before proceeding with canceling the Travel Authorization.

ORIGINALLY POSTED: April 11, 2016

The Cancel Travel Authorizations process is used to close approved Travel Authorizations that are not needed, thus budget checking the Travel Authorization and releasing the encumbered funds. When using the Cancel Travel Authorizations process, the system should evaluate whether the user has entered an Accounting Date within the current open Accounting Period. If not, the system should automatically use the current system date. An issue has been found where it is retaining the last Accounting Date entered on the Change Accounting Date link rather than updating to the current date. This is causing travel encumbrance reversals to be liquidated in a closed accounting period.

FUNCTIONAL WORKAROUND:

ITS has identified all run controls for this process with an old Accounting Date and has updated them to 04/06/2016.

Until Oracle corrects this issue, institutions should review and manually update the accounting date each time this process is used by completing the following steps:

Navigation: **Travel and Expenses > Process Expenses > Cancel Travel Authorizations**

Favorites ▾ Main Menu ▾ > Travel and Expenses ▾ > Process Expenses ▾ > Cancel Travel Authorizations

ORACLE All ▾ Search

Cancel Travel Authorization

Enter any information you have and click Search. Leave fields blank for a list of all values.

- Search for an existing run control.
- The Cancel Travel Authorization page will display.

Favorites ▾ Main Menu ▾ > Travel and Expenses ▾ > Process Expenses ▾ > Cancel Travel Authorizations

ORACLE All ▾ Search >> Advanced Search

Run Control ID Cancel Report Manager Process Monitor

Process Parameters

Cancel Travel Authorization

Business Unit Selection First 1 of 1 Last

Request Number 1 *Description Cancel

*Business Unit 98000 Board of Regents

*Select Option Some From Department To Date From To

Change Accounting Date

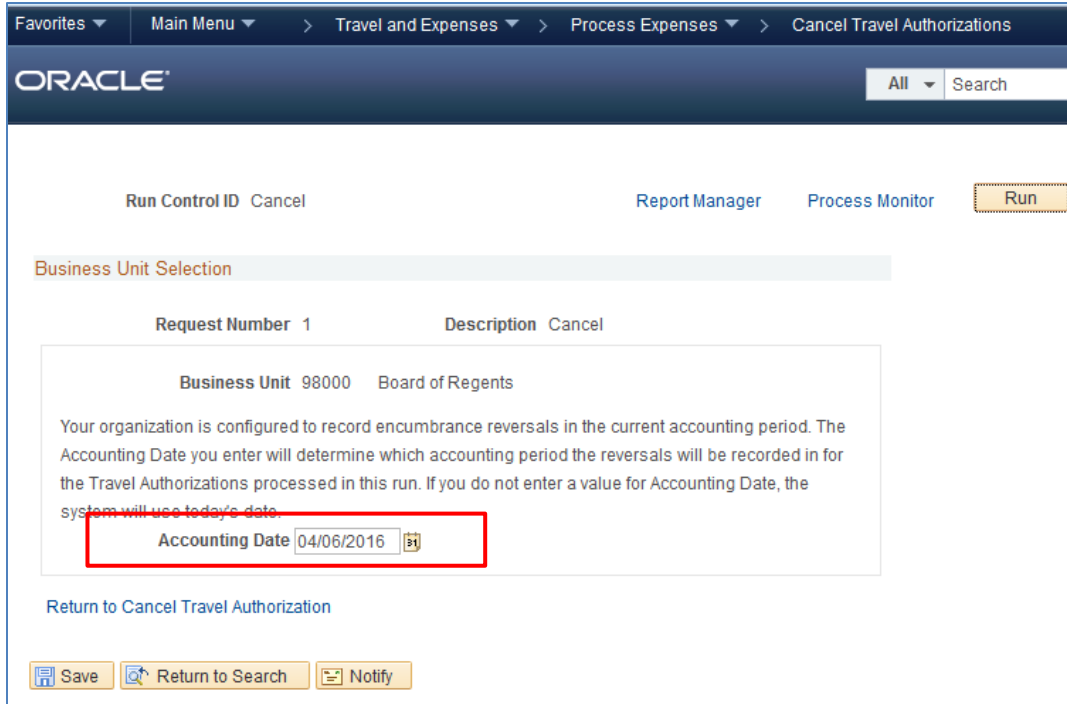
Travel Authorization List Personalize | Find | View All | First 1 of 1 Last

Transaction	Details	Select	Name	Empl ID	Travel Auth Description	Travel Auth ID	Department	Status	Date From	Date To
<input type="checkbox"/>										

Select All Clear All

- Enter the desired criteria.

- Click the **Change Accounting Date** link.



Favorites ▾ Main Menu ▾ > Travel and Expenses ▾ > Process Expenses ▾ > Cancel Travel Authorizations

ORACLE All ▾ Search

Run Control ID Cancel Report Manager Process Monitor Run

Business Unit Selection

Request Number	1	Description	Cancel
Business Unit	98000	Board of Regents	

Your organization is configured to record encumbrance reversals in the current accounting period. The Accounting Date you enter will determine which accounting period the reversals will be recorded in for the Travel Authorizations processed in this run. If you do not enter a value for Accounting Date, the system will use today's date.

Accounting Date 04/06/2016

Return to Cancel Travel Authorization

Save Return to Search Notify

- The Accounting Date field must be updated to a date within the current open accounting period.

Estimated Resolution:

ITS is currently identifying travel authorizations that have been cancelled using an old accounting date and will be contacting the impacted institutions. In addition, a service request has been opened with Oracle, and they are in the process of investigating the cause of this issue. A fix will be provided in a future release.

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>.