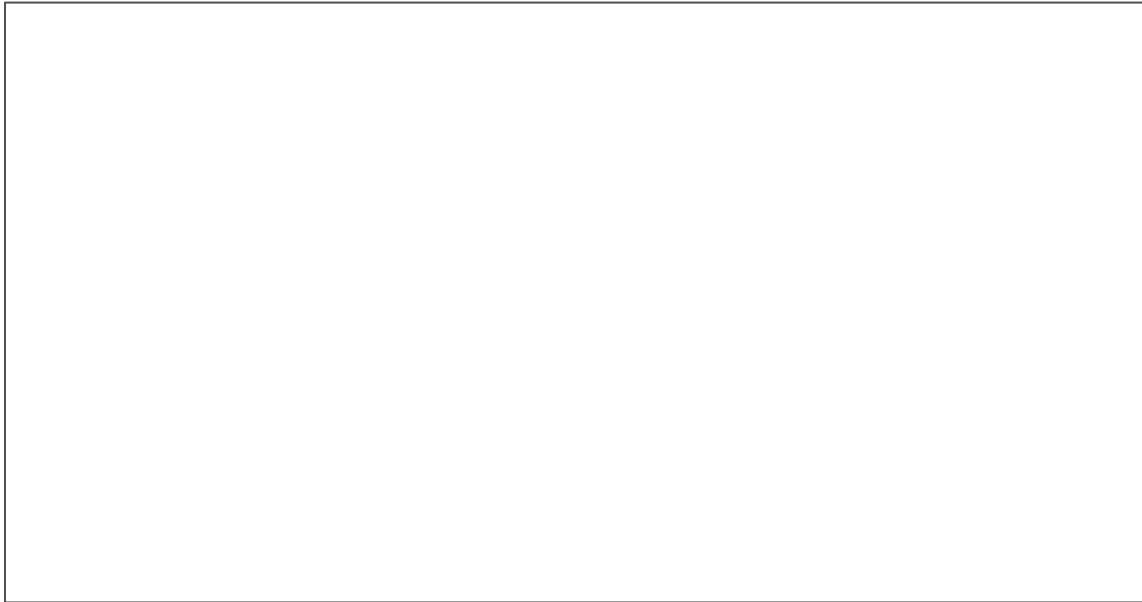


Known Issue : KI9.2-36_EX Cancel Travel Authorizations Process Retaining Old Accounting Dates

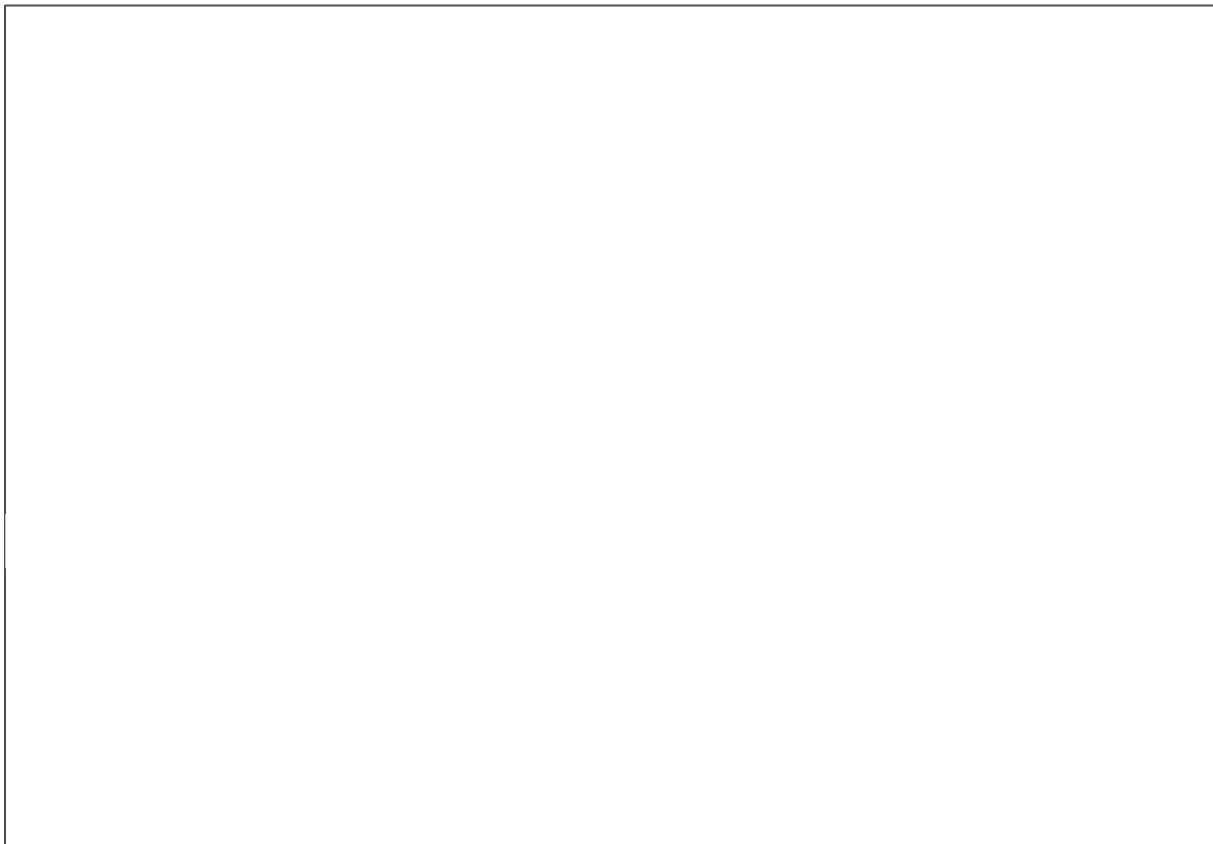
UPDATED November 19, 2016

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

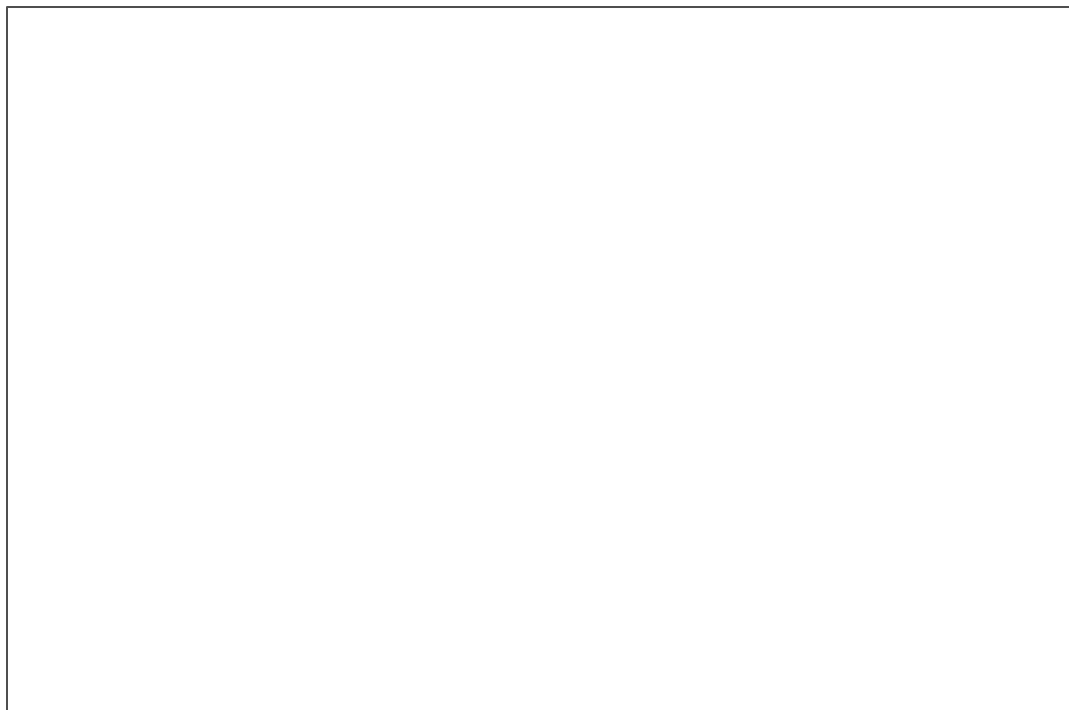


- x Search for an existing run control.
- x The Cancel Travel Authorization page will display.



- x Enter the desired criteria.

- x Click the Change Accounting Date link.



- x 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>.