
Known Issue: KI9.2-94_EX-Expense Report Variances on the BOR_KK_EXSHEET_RECON Query

POSTED: May 30, 2018

STATUS: Active

When an approver selects an Expense Report from their approval queue and makes changes, the system does not always trigger a new budget check. This occurs whether the transaction is selected from the Worklist or Approve Transactions (**Travel and Expenses > Approve Transactions > Approve Transactions**). Expense Reports that did not receive a new budget check can be approved and paid, resulting in variances between the ACTUALS ledger and Commitment Control. These variances may be identified by running the **BOR_KK_EXSHEET_RECON** query.

Functional Workaround:

ITS has developed a process that will run nightly to identify Expense Reports with variances and flip the budget flags so that the report will receive a new budget check and resolve any variances between the ACTUALS ledger and Commitment Control.

Since the process will run for the first time on 5/31/18, a list of the Expense Reports affected will be emailed to your institution for your awareness.

Each time the process runs, there is the potential for Expense Reports to receive a Budget Error if there have been changes in the budget since the initial budget check. Expense Reports with budget errors can be viewed by navigating to **Travel and Expenses > Manage Accounting > Expense Rpt Budget Exceptions**. These errors will need to be resolved with your institution's budget manager and the Expense Report re-budget checked to receive a Valid Budget Status.

Please continue to monitor your BOR_KK_EXSHEET_RECON query results through the end of fiscal year 2018 and contact ITS if you notice any Paid Expense Reports that do not drop off of the query (Note that Expense Reports in Closed status will not drop off the query).

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Estimated Resolution:

ITS is researching a permanent fix for 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 Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.

