COMMON ERRORS IN ONESOURCE SYSTEMS
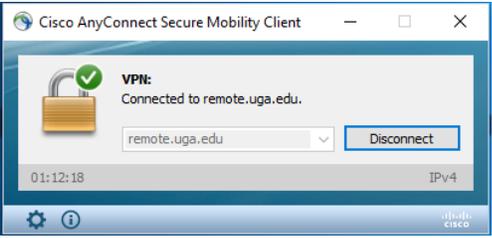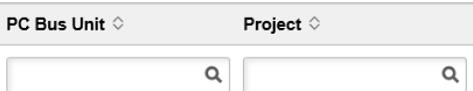
Common OneSource Errors Quick Reference Guide

In the UGA Financial Management System

Trouble Logging In	Make sure that you are connected to the VPN if off campus. Further instructions on installing the VPN can be found on the EITS website as well as in the OneSource Training Library.
Combo Code Errors	It will list the missing field. Be aware that it is listing only the last field with a detected error. There may be multiple errors, so be sure to double check your chartstring for accuracy. If multiple errors are indeed present, it will present the same error but list a different field.
Bud Ref field	Bud Ref = Budget Reference = Fiscal Year Fiscal Year 2019 includes all expenses incurred between July 1st, 2018 – June 30th, 2019.
PC Business Unit	If you are filling out a chartstring with Project information, you must complete the PC Bus Unit field as well.
Unable to submit Travel Authorizations	From the home page, click the TE Profile & Delegation tile. You will select Review/Edit Profile from the side menu, then select the User Defaults tab. Locate the Payment Type field and enter "EMP", then save.
Unable to submit your own Travel Authorizations or Expense Reports	From the home page, click the TE Profile & Delegation tile. You will open the authorization page. Make sure that your UGA MyID is listed as authorized to Edit and Submit both types of documents. If not, refer to the OneSource training library lesson on "Delegating Travel Responsibilities".
Department ID 74999999	**CHANGE THIS IF YOU SEE IT!** All UGA employees are set with that as a default department. This may change, but for the time being, be sure to review your chartstring information carefully and change this field. If this field is not changed, your document will **not** go through the correct approval path.

In the UGA Financial Management System (cont.)

Zero-cost Travel Authorizations A monetary amount on one line must be entered before you can save/submit this travel authorization. You cannot save or submit a travel authorization unless you have at least one line with a monetary amount specified. OK	You are unable to complete a travel authorization with 0.00 entered as the amount. If your travel is fully funded by an outside organization, you will need to enter at least 0.01 to be able to submit. Remember, travel authorizations are not encumbered. Amount ◇ 0.01
Unable to create a new Expense Report or Travel Authorization for another employee as a delegate	If selecting an employee's name from the list of employees for which you are delegate presents the same list in full screen mode, the delegation was most likely set up incorrectly based on the action you are attempting. This is most common when an employee only give "View" Authorization level instead of "Edit". The query UGA_TE_AUTHORITY_DELEGATE_EMPL can be used to verify a delegation relationship by employee.
Group Expenses/Meals	When entering expenses that you paid on another's behalf, you need to list them either as "Employee" or "Non-employee". The system will drop them if an invalid entry is saved.
Per Diems Deductions "Change conflicts with another data item" Changes conflict with another data item. When trying to save your changes, the system found a conflict with other information in the database.	Once you select an option for a Per Diem deduction and close the Per Diem Deductions window, you are unable to go back and make changes. You will need to delete and restart the expense line or copy the original line.
Blocked from Queue for the Budget Status Report in the UGA Financial Management System	This simply means that the queue is currently full and that you are placed in the "pre-queue" queue until there is available space in the queue. If you click the refresh button after about 15 seconds, the status should change to "Queued."
SQL Error when Entering a Page	This error stems from your security role. Your current role doesn't have the permissions to access the information on the selected page. If you believe this to be incorrect, contact your business manager.
Unable to Run a Query when clicking HTML	Check your pop-up blocker settings. The window may be blocked by your current settings.
Expense Reports not Submitting	Do you recall seeing the Certification of Expenses statement? If you don't, check your pop-up blocker settings. Upon clicking the Submit button, you should see the Certification of Expenses statement appear in a small window. Elsewise, your expense report was never submitted.

In the UGA Financial Management System (cont.)

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Error when Assigning an Ad Hoc Approver	This error has been experienced when the manager is attempting to assign authority while the designated employee is logged into the system. Check with the employee, make sure they are logged out of system, then try again.
Non-Travel Expense Report Routing	Review your submitted expense types. For non-travel expense reports, your expense types should only include Entertainment (E-) and Supplies and Other (O-). Otherwise, it will follow the routing for a travel-related expense report.
Invalid Department	Review your entered Department Code. If it seems correct, check the date and Fiscal Year (**Bud Ref** field) of the expense. The department you entered did not exist in the system prior to July 1st, 2018.
Invalid Accounting Date for a Sponsored Project "Budget Out of Bounds"	It may be the case that the project end dates were entered incorrectly when transferred into the UGA Financial Management System. This will prompt a budget check error. You will need to contact SPA for further instruction on how to proceed taking money in and out of the account.
"No Supplier Found" on Payment Requests	This is most commonly experienced when it is an international supplier. Change the value in the **Country** field to reflect the accurate value. If this is not the case, use the other search features to locate the desired supplier.
Payment Request Denied with Supplier Error	This is most common when you provide the supplier name and not the **Supplier ID**. The Supplier ID field is what associates the payment request with the correct financial information for that supplier.
Blank pages when accessing the Workcenter (Business Manager, Expenses, etc.)	On the Employee Self-Service page (or any page with tiles), click the Actions menu in the top right corner. Click on **My Preferences**. Within the General Options section, set your **Accessibility Features** to "*Accessibility features off*", then click **Save**. Sign out of the system and clear your Browser Cache. Then try again.

COMMON ERRORS IN ONESOURCE SYSTEMS

In the UGA Budget Management System

Budget Amendments "Error detected while attempting to run job: Create Amendment – Detail." ❌ **Error** × Error detected while attempting to run job: Create Amendment - Detail. [OK]	Check the right column of your User Preferences. Does it list "All User IDs"? If it does, replace it with your UGA MyID.
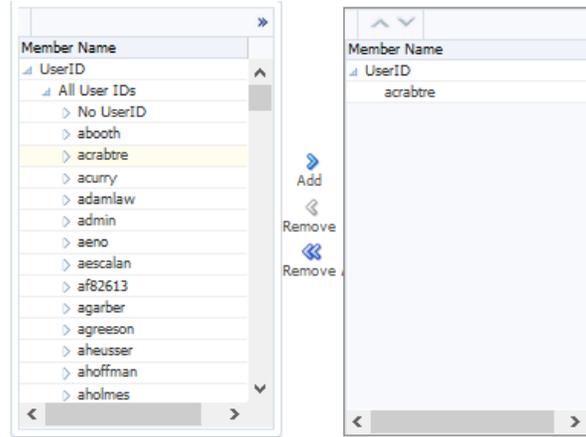
In UGAmart

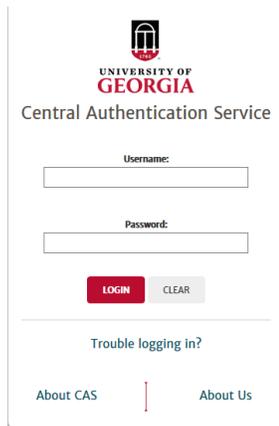|	
UGAmart: Unable to Edit Chartstring Values	When you open up the window to edit the ChartFields, they display as static fields. In the SpeedType field, enter "+ +". This will open all the ChartFields for editing.

In the UGA Cash Management System

Unable to Log-In	The Cash Management has a token login. Accessing this system from a tokened bookmark will result in an unsuccessful login. Be sure to always access directly from the https://secure.touchnet.com/ucommercecentral Too many failed attempts will lock your account. Please reach out to the Service Desk to troubleshoot login issues.

In OneUSG Connect

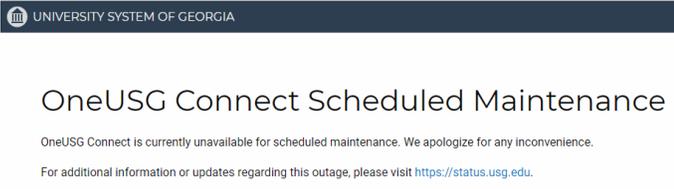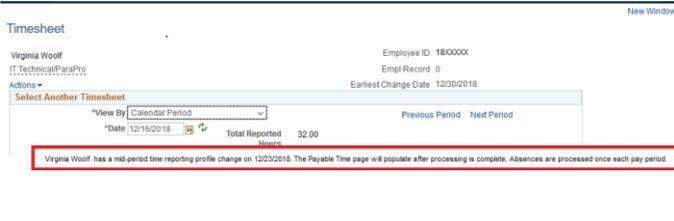|	
Trouble Logging In UNIVERSITY OF **GEORGIA** Central Authentication Service Username: Password: [LOGIN] [CLEAR] Trouble logging in? About CAS | About Us	Logging into OneUSG Connect requires completion of the Central Authentication Service (CAS). Make sure that you have entered your UGA MyID and password on the Central Authentication Service (CAS) login page. Further instructions on signing in and out of OneUSG Connect can be found in the OneSource Training Library.

In OneUSG Connect (cont.)

Unscheduled Maintenance UNIVERSITY SYSTEM OF GEORGIA SITES A-Z OneUSG Connect is Unavailable OneUSG Connect is currently unavailable due to technical difficulties. OneUSG Connect technical specialists are aware of the issue. The system will be restored as soon as possible. We apologize for any inconvenience. For additional information or updates regarding this outage, please visit https://status.usg.edu.	When the system is down for reasons other than a scheduled maintenance, you will receive this message.
Scheduled Maintenance UNIVERSITY SYSTEM OF GEORGIA OneUSG Connect Scheduled Maintenance OneUSG Connect is currently unavailable for scheduled maintenance. We apologize for any inconvenience. For additional information or updates regarding this outage, please visit https://status.usg.edu.	When the system is down for scheduled maintenance, you will receive this message.
Timesheet Submitted Absence Requests *An error occurred while attempting to display the selected transaction. Please contact your administrator.*	When supervisors or time and absence approvers attempt to approve absence requests that are submitted via the timesheet, they will receive this error message A tutorial on [Approving an Absence Request via Timesheet](#) exists in the OneSource Training Library to guide you through resolving this error.
Partial Timecard Lock *Jane Smith has a mid-period time reporting profile change on 1/1/2019. The Payable Time page will populate after processing is complete. Absences are processed once each pay period.* Timesheet New Window Virginia Woolf Employee ID 18XXXXX IT.Technical/ParaPro Empl Record 0 Actions Earliest Change Date 12/30/2018 Select Another Timesheet *View By Calendar Period Previous Period Next Period *Date 12/16/2018 Total Reported Hours 32.00 Virginia Woolf has a mid-period time reporting profile change on 12/23/2018. The Payable Time page will populate after processing is complete. Absences are processed once each pay period.	If an employee's supervisor and/or time and absence approver was updated or changed mid-pay period, the employee will see a message stating that they have a mid-period time reporting profile change. There are tutorials available in the OneSource Training Library to show you how to enter time during a partial timecard lock: • [Entering Time During a Partial Timecard Lock on a Punch Timesheet](#) • [Entering Time During a Partial Timecard Lock on an Elapsed Timesheet](#).

If you need additional assistance, please contact the OneSource Service Desk at onesource@uga.edu or at 706-542-0202 (option 1 for OneUSG Connect, option 2 for Financials).