July 5

Readiness
Daily Status Call
Agenda

• Important:
  • If you have questions on items covered, please send those to onesource@uga.edu

• Shout out

• Service Desk

• Topics/Issues
Shout Out!

• GL, Treasury, and Athena/Banner:
  • Deposits from TouchNet have been posted all the way to the general ledger in UGA Financial Management.
  • Student Account transactions, including student refund payment requests have been processed from Athena (Banner) all the way to the general ledger in UGA Financial Management.

• Grants:
  • The first award and budget for a sponsored project successfully moved through the interface from the eResearch Portal to the Grants Module.
Shout Out!

• Accounts Payable:
  • Printed the first check on Tuesday
  • Processed the first supplier ACH payment on Tuesday

• UGAmart/Purchasing:
  • Progress on prior year’s PO encumbrance conversion process
Service Desk

• Hours of Operation
  • System available: Monday-Friday, 7 a.m.-6 p.m.
  • Service Desk open: Monday-Friday 8 am.-5 p.m.
  • Between 7/2 and 7/13, daily scheduled maintenance hours: Monday-Friday 6 p.m.-7 a.m.

• Contact Service Desk at onesource@uga.edu
Resolved
- 64% of tickets on the same day
- 75% within 2 days
Service Desk - Inquiries

• TouchNet access requests

• Did you Know?
  • Responding to an email notifying you that your OneSource Service desk ticket has been resolved (closed) reopens that ticket and places it back into workflow.
Awareness Topics

• RUSS is available through July 9 to complete off-campus equipment requests.
  • All off-campus records through July 9 will be converted to Asset Management module.
  • If there are requests on July 9 not yet approved, the Asset Management Team will work with you to include those in the conversion.
Awareness Topics

• Budget Management: We have started to use the FY19 Payroll Crosswalk on the funding for positions.

• The UGA Budget Management System follows the same maintenance window as the UGA Financial Management System (7:00 p.m. to 6:00 a.m., Monday through Friday)
Awareness Topics

• Reminder: Department numbers that are control only are for budgetary roll up only. You should not process any transactions against them. You may be able to initiate transactions but they will ultimately be returned. There are two places where you can find your departmental list including control and track information. There are instructions on each in the training library.

• A query in PeopleSoft: UGA_KK_TRANS_DEPTS
• A report in Budget Management: Departmental Tree
Awareness Topics

• The Access Request Form is now available.

• For more information, see the Access Request Resource Page.

• Please note there are two minor "known issues" with the Access Request Form.
New Known Issues

• Access Request Form
  
  • Limited error on CBO email notification
    
    • If the request is for view access only, the link provided in the email will take the CBO to the approval page; however until we address an issue, the employee’s name will not appear in that email notification.
    
    • OneSource is working to resolve this issue.

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New Known Issues

• Access Request Form
  • Temporary limitation to submit one request form per user
    • OneSource is also working to resolve this issue, but until that is complete, managers can only submit one request form per user.
    • Workaround: if you have additional requests, the CBO may submit those to onesource@uga.edu for processing.
New Known Issues

• **Resolved**: Travel authorization conversion – Location Codes, In/Out of State Flags, and Budget Checking Errors.
  - Expense Team has resolved conversion errors on location codes and In/Out of State Flags. Additionally, the system was requiring budget checking in error.

• **Active**: Travel authorization conversion – Amounts and Distributions
  - There were some conversion errors in this area. These errors are currently being reviewed. Corrected amounts will be loaded to the system. Expected resolution is July 6.
New Known Issues

• **Resolved but will monitor:**
  
  • Some users reported they were not receiving email notifications.
  
  • OneSource identified a small number of users without email addresses. Those addresses have been updated.
  
  • OneSource will continue to monitor for any additional instances. Please email onesource@uga.edu if you are not receiving email notifications on transactions that send them.
  
  • Please note that when a delegate prepares a Travel Expense statement on behalf of the traveler, the system does not send an email to the traveler to submit. That communication is outside of the system.