

## Resolved: Known Issue - KI9.2-156\_EX – Cash Advances Not Updating to Approved Status

**UPDATED:** January 11, 2022

**STATUS:** Resolved

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**RESOLUTION:** A fix has been applied and Cash Advance approvals can now resume. Upon final approval by the Reviewer or AP Auditor, Cash Advances will now update to Approved status which will allow them to be staged and paid.

### NAVIGATION:

- NavBar > Navigator > Worklist > Worklist
- Travel and Expenses > Approve Transactions > Approve Transactions
- Manager Self Service homepage > Worklist Tile
- Manager Self Service homepage > Expenses Manager Self Service Tile > Approve Transactions

**ISSUE:** When final approval was performed on a Cash Advance, the status was not updating to Approved. Depending on the institution's workflow setup, final approval may have been performed by the Reviewer or the AP Auditor. The affected Cash Advances would not stage for payment and could not be paid.

**ORIGINALLY POSTED:** January 6, 2022

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).

