



Customer Service Notification

Enterprise E-government Travel System

SUBJECT: Configuration Change Notice - Enterprise E-government Travel System (“ConcurGov”)

DATE: Tuesday, July 21, 2020

NOTICE #: ETS CCN 2020-1a

AUDIENCE: Operating Division Lead Federal Agency Travel Administrators and local ETS System Administrators

To resolve document processing failures that resulted from the government-wide defect in SAP Concur’s “ConcurGov” E-government Travel System following Service Update 175, which was resolved by making the configuration change specified in ETS CCN 2020-1, Operating Divisions with affected documents that wish to continue the processing of those documents should take the following action prior to Friday, September 11, 2020:

- A copy of the affected authorization should be created **4:30 p.m. EST, Thursday, Sept. 10, 2020** by utilizing the “Copy Document” functionality within the ConcurGov application;
- A valid line of accounting should be added to the newly created (cloned) authorization; and
- Once a valid line of accounting has been added to the new authorization, the travel authorization should be processed as normal prior to the end of fiscal year 2020.

Please note:

- It is an Operating Division’s discretion to address the documents;
- All affected authorizations, regardless of the year in which they were created, will remain in “EAI Failed” status until September 11, 2020 and then in “Cancel Complete” status after SAP Concur enacts their corrective action.
- Any authorization that was not created in fiscal year 2020 and also processed successfully through ConcurGov will need to be manually deobligated in the financial system by the Operating Division.

Document volume management is the responsibility of Operating Division travel program management staff.

PSC has identified 156 travel authorizations currently in "EAI Failed" status across the entire HHS common environment. Five of these documents are FY20 and the rest are for prior fiscal years. No other new documents have been affected by the defect since PSC made the configuration change June 19.

In order for these documents to be addressed, all of them must be stamped "Cancel Complete" by SAP Concur, which will permanently lock each document, including the authorizations created in fiscal year 2020. PSC has advised SAP Concur to move forward with the corrective action of stamping all 156 document "Cancel Complete" on Friday, Sept. 11, 2020.

When Operating Divisions report these individual documents to the PSC Customer Support Queue and request action be taken, PSC will administratively close the case because all of the affected documents are addressed by this one notice and the associated prescriptive action.

The Program Support Center Travel Account Manager will include this topic in the scheduled weekly Customer Concerns Meeting with Operating Divisions. If you have any questions, please contact PSCAccountMgmtSupport@psc.hhs.gov.

Thank you,

The Program Support Center team