



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

DATE: Wednesday, June 3, 2020

NOTICE #: ETS CCN 2020-1

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

SAP Concur has notified the Program Support Center of a Government-wide defect in the “ConcurGov” E-government Travel System that prevents a travel authorization or travel expense voucher from being amended or processed successfully, and the need for the Program Support Center to make a global configuration change to avoid document processing delays.

This error (reject) is triggered by the absence of a line of accounting on the documents at the time a document is stamped “Approved” or “Cancelled” and interfaced with ConcurGov’s Enterprise Architecture Interface (EAI).

When the defect manifests it is indicated as an “EAI Fail” on the travel authorization or travel expense voucher and the document automatically locks to prevent editing. It was first detected following the release of Service Update 175 into the production environment. SAP Concur’s Account Manager advised the Program Support Center staff that it is likely that a script failure within ConcurGov is the cause of the defect. The company continues to research the defect.

SAP Concur has determined that the defect can be effectively and quickly addressed by making the global configuration change of enabling both the “No Account Code” and “Acct Codes Exist” audit tests as “hard fails.” A hard fail detects whether or not a system data entry rule has been met, and does not allow a user to proceed further until the correct data or information has been entered.

The use of only one audit alone or both set to “Screen” does not effectively prevent documents from flowing into the Concur EAI and rejecting if no line of accounting is present on documents. This is because an audit test set to “Screen” can be bypassed in ConcurGov by entering a justification notice on a document’s “Audit” page before transmitting the document through the ConcurGov EAI.

Without the configuration change a document would have to be unlocked by applying system administration privileges held only by Concur’s Tier 2 Research and Development team (R&D). It is most-efficient to apply the configuration change rather than have employees submit requests to Tier 2 in order to have documents unlocked and manually administer the issue.

The Program Support Center will configure the Test Preview environment on Friday, June 5, 2020 to reflect this change to give Operating Division travel program staff opportunity to experience the operation.

Effective Friday, June 19, 2020, the Program Support Center will change the enterprise ETS' HHS Common Configuration "No Account Code" and "Acct Codes Exist" setting audit tests for all document types to hard fail at the "Approved" and "Cancelled" stamps. The HHS Common Configuration applies to all three instances of the enterprise ETS as aligned to the HHS Core Financial System: NBS, HIGLAS and UFMS.

Operating Divisions should ensure that local ETS System Administrators (formerly the "FATA 5" and "FATA 6" user roles) are provided this notice and understand the configuration change. Operating Divisions should communicate the change to end users as appropriate. No other action is required.

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

Thank you.