

**23. Have any new issues surfaced in the past two weeks? Please describe the new issues:**

**Wave 1**

1. some Address Numbers missing from the Vendor Details section of Edison. This appears to occur at random.
2. Same as before losing TA's once they have been saved.
3. Inability to gain approval of TAs with no feedback from F&A and what appears to be little if any concern on the part of F&A to resolve the issue to assure that the business of my Department can continue.
4. Speed charts vanish from requisitions. Delivery location info vanish fro requisitions.No Edison ID number for APCAT items.
5. Issue with initiating and approving new contracts.
6. When running the single action invoice process the invoices for my agency disappear. When running the single action invoice process other agencies invoices will process and print with my agency invoices. Individual deposited items are combining into one amount in the control account and the customer accounts in the A/R module.
7. Ongoing problems with the timeliness Vendor payments, workflow issues
8. FSCM - Purchasing and Accounts Payable - The correct address was entered on the purchase order, Edison changed it back to the default address. Accounts payable changed it back to the correct address. Edison changed it back to the default address and payment was mailed to the wrong address.
9. We still don't know how to deal with capital project or major maintenance bills related to Edison, paid under one allotment but processed under another one.
10. When trying to put in purchase order for invoice, it was difficult to calculate payment to the exact dollar amount as you can only put in a certain number of digits. It was necessary to put in an extra payment line for adjustment.
11. Four April JVs were not completely processed and had to be redone with a different date. This could have been an Edison issue or just incompetence in Finance & Administration.
12. no one called back to resolve deposit error in people soft
13. payroll data incorrectaccess being deniedgeneral information inaccuraciestime approval processissues are not new , but coninuing unresolved
14. Same as before having trouble approving mileage for employees
15. Timeliness of transaction is ongoing, delayed payments to vendors, services being cut due to these problems.

16. Still having problems getting vendors paid in a timely manner.
17. New Statewide Contracts are not in Edison
18. When a travel expense or requisition is denied and resubmitted for approval the item does not show on worklist. Can not get an item removed from my worklist that has been disapproved by someone prior to me in the workflow.
19. After requisition was approved, it was locked in system and was not allowed to request a budget check
20. Sourcing is still an issue. As long as we can't do a sourcing event, the new issues snowball as new requisitions are entered.
21. We were told to have all supply requests in by 12:00 noon on June 1, 2009. We submitted all requests. Then by 2:00pm we were told to STOP! There had been some confusion.
22. contract not working.
23. can not reset or correct most problems unless I get a superuser to fix it
24. Cannot use hand scanners to take annual physical inventory and update Asset Management module with data captured vis hand scanners.
25. P-Card using vendors in Facility Max
26. corrected time for person I supervise but unable to approve the time immediately following the correction.
27. won't track requisition balance correctly
28. When keying deposits, debit/credit memos, the accounting area locked up and we were not able to key for about 3 weeks or so. Als,, it is hard to trace money through I-Novah and it does not always post to the correct person. Payment predictor and control customer have gone crazy and grouped payments causing tremendous amounts of extra work that is still being straightened out.
29. System will not create a credit invoice. Supervisors not setup to approve travel claims. Central Office is taking a long time to approve invoices over \$500. Training manuals were inadequate. Helpdesk is usually not helpful and does not understand the components of Edison, for example, cashiering.
30. Business unit changed from 317.01 to 317.03
31. I entered a travel claim, and my supervisor was not able to reach the reavel claim through the links in the notification emails that Edison generated. For one link, the web page was not available, and for the other link, it said that he didn't have authorization to view the

- page. He finally approved it by signing into Edison and going to the travel module and finding the travel claim there.
32. Attaching files to Filenet disappearing after been attached more than 3 separate times.
  33. System running so slowly that work may not be completed before "timing out." Also, "budget check" works sometimes and not others, which creates delay.
  34. I entered 2 requisitions on 5/27/09. They were in my queue that afternoon In the AM on 5/28, they had disappeared from my queue. Samantha Perkins emailed me to ask if I had entered 2 Oracle requisitions, as they had appeared in her queue. Mr. Pierce's first response was that I had entered Ms. Perkins as the requestor, which I know is not the case. This has been pending since last Thursday, but I have since figured out a workaround (usually what happens) and have turned the reqs. into PO's and submitted the invoices for payment. If I waited for the Edison Help Desk to resolve it, nothing would get done.
  35. Orders not showing up in approvers worklist after being DENIED. Information not being saved on the Procurement Card Module have to go back in and enter information
  36. Control customers and amounts have disappeared. This is still currently a problem. Budget check has not worked every time.
  37. EXPENSE CLAIM WOULD NOT PROCESS
  38. we do tenant request for other departments and some have not put their financial information into edison or facilitymax.
  39. Vendors aren't correctly loaded into the Facility Max portion of Edison. Speedcharts for agencies are not labeled.
  40. Unable to download vendors. The system cannot attach them to an event even though new Edison vendor numbers were assigned. vendors must be manually chosen and typed in.
  41. Approving a travel claim for a conference where the room rate exceeded the CONUS allowance
  42. Filenet not usable for cash advance approval. iNovah revenue payment lost in Edison. Charged in budget for travel claims stuck and unpayable in Edison. Warrant amount wrong in budget report. Unable to get systems access for new employee. Unable to get chartfields changed for staff transfers. Journals do not work. Unable to pay refunds from AR.
  43. Approvers of Requisitions inconsistent with role mapping,
  44. The contract was not entered correctly so I can not make a purchase.

45. Unable to process vendor payments for new vehicles that have been purchased. Major problems with Fleet Focus.
46. We had a button on the contract screen to view insurance and vendor information that disappeared. It was original added to the screen to address a problem of seeing vendor information quickly on the contracts.
47. correction in a timely manner
48. not able to run reporting according to correct posted dates, must run per transaction dates and guess what dates to use to get the correct data in the Pcard Module- still unresolved
49. Putting assets into the system and assets not tagable and this system picks them up as tagable.
50. unable to process travel claim
51. Facility Max and Getting new contract in place
52. INovah went down Reports disappeared
53. On a PO for a \$28 adding machine, it wanted a State Tag assigned before the item could be received. We don't tag items under \$100. I did a change order on the PO, and removed the AM info, then was able to receive the item. I believe the wrong category number was used when initially keyed.
54. Approval to my travel claim has disappeared. Travel claim did not propagate TA attachment even when using TA as the template.
55. purchasing can not be processed on three different issues
56. Approver appeared in an approval stream where she didn't have authority to approve.
57. In the Receipt mode you can not issue half or percent in number when payment vendor. Ex. if a vendor issue an invoices with 2.5 hour the system will not allow it have to be whole number.
58. From May 11 through May 22, 2009, none of the requisitions that I generated were being approved. Someone in either Edison or Purchasing changed the way category codes were being handled and any purchase request attached to an asset was being routed to a second level of approvers in Purchasing. The problem with this is that none of the items we were requesting to purchase were Assets. We finally talked to one of the approvers in Purchasing and she said that when the category code/asset changes were made to the Edison System, they were flooded with over 300 items in their worklists to approve. They had to work through the weekend to resolve. The requisitions were finally approved, but Purchasing said they would have to go into the Edison System and correct a lot of the category codes that were tagged as assets, but shouldn't have been. For example, when I ordered toner cartridges, the category code that was set up for these was

tagged as an asset, but toner cartridges are consumable items and should not be listed as assets. This was a very frustrating two weeks. If Edison staff would have communicated to the users that there was a problem it would have been helpful to be informed.

59. Requisitions entered by one person change ownership to another person leaving originator who is tracking the requisitions looking for them since they no longer appear under the originator's name.
60. The issue of Tricor prices changing once you push req through to po. There is also an issue in regard to ship to addresses. Contractors do not like the format of the new purchase orders as they do not show the division or contact information.
61. Journals not processed in a timely manner by F&A. Had to copy & reattach backup and start process all over again. Some of these journals had been redone for the 4th time.
62. Requisitioning uom does not convert correctly to inventory uom. Causing inventory issues. Cost associated to requisitioning uom is not ultimate inventory billing amount and agencies are not wanting to approve requisitions without seeing correct costs. Unresolvable according to Edison.
63. Returned Travel Claims link has been disabled (Told by HELP Desk). Have to find the claim in question.
64. TRAVEL ISSUES AFTER THEY ALREADY BEEN APPROVED AT NO COST TO THE STATE, ALL PAID BY FEDERAL GOVERNMENT.
65. SHIP TO ADDRESSES, SOMETIMES THE OVERRIDE IN THE MODULE WORKS, MOST TIMES IT DOESN'T. WHEN TALKING WITH EDISON PERSONNEL, THEY TELL ME THE LOCATION IN BOTH THE FINANCIAL AND THE "SHIP TO" HAVE TO BE THE SAME. I TOLD THEM WE OFTEN HAVE ADMINISTRATIVE SERVICES OF THE DEPTS SEND SUPPLIES TO THEIR DIVISIONS AND PAY FROM A DIFFERENT BUDGET CODE, HENCE DIFFERENT LOCATIONS WILL BE USED. THEY SAY THAT IT'S RIGHT. HOW CAN THEY DICTATE TO US (STATE GOV) WHICH PRACTICES ARE CORRECT OR INCORRECT? ARE WE NOT THE CUSTOMER? I KNOW THERE ARE SOME CHANGES THAT WILL HAVE TO BE MADE ALONG THE WAY, BUT HOW AGENCIES CHARGE AND SHIP SHOULD NOT EVEN BE AN ISSUE.
66. Not knowing what transactions have processed and which ones have not.
67. Long "Processing" time.
68. Doc tol's not able to override by upper management. Also moved status on paid invoices not being able to pull up on Fiscal side.
69. Still unable to use procurement and p-card reconciliation

70. Either copying or expedite PO and sometime the dollar amount for the vendor labor would not carry over. This has happened a couple of times in the last few weeks
71. not able to view employees request
72. Travel documentation incomplete
73. Travel expense issues. You cannot get into location and or original location columns.
74. Journal entries that were released during the month-end closing cycle for April, have yet to update the billable worksheet for federal drawdowns. This encompassed payments between departments and project/grant corrections in order to move expenditures to correct federal grants to draw funds. Some AP correction vouchers were keyed in February, then released in April and have yet update in order to move funds from closed grants to open grants and draw funds. Total exceeds \$200,000. Have been informed, Edison is aware of the situation and working on it. Should clear in two or three days, now over five days from last information. According to info received second hand, it is a GL issue. All vouchers were held (approximately three weeks) and released on the very last day (Friday) to approve and process by F&A accounts, even extending into the early morning hours of the next day (Saturday). Just wonder if this could be part of the update issue?
75. Everything is to time consuming
76. I have three approved invoices from a certain vendor for which I can't process in Edison because of a problem with the contract. I have put a ticket in two Friday's ago, but this issue has yet to be resolved.
77. This matter is still pending. I'm not sure if it is being resolved or not.
78. Approved vouchers have not dropped off of the work list. Unable to determine whether they have been approved or not.
79. Names of other people appear in the submitted payroll section for approval
80. Cancel/reissue procedures are not in place and won't be in place until all the waves have been added. Procedures should have been in place before starting work in Edison.
81. unit of measure discrepancies between procurement and inventory modules, "phantom" inventory, incorrect item set-up in item master, discrepant initial load inventory quantities
82. When you call the Edison help desk it takes forever for them to get back to you or correct the issue. Also ever since wave 2 came on Edison is extremely slow at processing things.
83. Vendor invoice is less than purchase order. A new requisition and purchase order had to be created to match the discounted invoice. Payments have been coded to wrong department and program. Vendor payments are not tracked by vendor with invoice number. Outstanding encumbrances cannot be found.

84. We are still not able to source. Each time we try there is a different problem or break down in the system.
85. Items disappearing from worklist although still pending.
86. backup in Division of Accounts in putting in supply orders
87. flag at receipt creation all they could tell me was that it is here to stay
88. there are not correct vendor address/ vendor names/ phone numbers
89. all
90. New error in contracts module when having to manually enter a contract. Comes up with an error saying a field is required, but no field is highlighted. Nearly all vendors in the vendor database did not have their e-mail addresses carried over. Edison said they would "pull from TOPS", but neglected to mention in a coherent and clear manner that the "cleanup" would fall on the buyer. And the vendors, many of whom lack the technical resources or acumen to become an "eSupplier". Due to no one knowing that the Assets module required an Edison Item ID until about a month and a half ago, hundreds, possibly thousands of transactions created between Go-Live and then need to be redone with Edison Item IDs. This puts an avalanche of work on the Content Team to get Item IDs created in a timely manner. Due to the repeated failures and partial failures of the promised "Contract Conversion", there are between 100 and 300 contracts that did not carry over from TOPS to Edison. In addition, more than half of them have incorrect or partially correct data. Sourcing events have had so many problems displaying entered data that we still cannot get our legal department to sign off on them, saying that they are legally defensible and can be sent out.
91. vendor address not showing up properly, bidder table not allowing bidders to register, how to enter an asset id on a received item
92. 1. The Sourcing Module allowed a requisition to be attached to separate active Event numbers. 2. All vendors passwords expired so they cannot get into their accounts. 3. Event collaboration timed out - Event "stuck". 4. Event processed to award stage - Edison errored out due to it being considered an Asset; had to cancel the Event and ask agency to get an Item number.
93. Account number not set up for transaction. Unable to approve billing.
94. Failure of journals approved by agency to be approved or denied by Division of Accounts; Approval of voucher resulted voucher going to other fiscal approver and not to Division of Accounts
95. Error messages that are not explained in the manual.
96. time entered disappearing

97. everytime you move forward with trying to get a bid out, a new issue stops the procurement
98. Approval and problem resolution to complete purchase orders for payment of invoices.
99. 1. We have voucher's (AP & GL) that have processed but still not in project resource so we can draw the federal funds to cover these costs.2. Account does not release any of our journal's until the last minute and this create's a problem is drawing the federal funds as well as duplicate corrections.
100. Edison changing item codes in the approval process
101. Figures may change on reports for a month that has been closed.
102. Purchase Order issues, not being able to pay invoices..again
103. Asset Id's required and no warning if one is trying to process a requisition through sourcing to a PO. It errors at the end and one has to start over.No vendors were converted from TOPS to Edison with commodity coding information which will effect the bid lists.
104. Existing purchasing catalog items not loaded within EDISON. Assets will not allow purchases without EDISON IDs for the items. Statewide contracts have expired which requires now requires justification for non low bid items or contracts have not been reestablished yet so we can not purchase at this time.
105. Edison HD does not get back timely or I get an email that says they have removed the issue w/out them getting back to me
106. It taking over 2 to 3 weeks to have checks issued on payments keyed to Edison (ex 05-12-2009 the payments not being issued until 06-02-2009).
107. Cannot bill from the M5 module - AssetWorks has been called in to 'chunk' the billing file so PeopleSoft doesn't time out during processing.
108. Filenet attachments do not get transferredWe get different answers each week about to process invoicesDo don't know how to do journal vouchersDo not know how to cancel checks
109. Cannot change or input information on the Payments page of the payables voucher except one at a time and save each time.
110. Locations is the chartfields are not correct. This has been discussed on several occassions with no resolve. No speed chart field has been developed.
111. Access to increase contract federal funds
112. The work that is being submitted for approval is not being sent to a worklist for approval.

113. I can not open the files in filenetfor some interunit vouchers from other agencies.
114. We've been told we need to copy old journal entries forward or they will be deleted, but many of these JE's were not generated by us and we don't know what they are for. How can we work on them when we don't even know what their purpose is? Edison personnel can't answer our questions.
115. I was trying to put a Trico order in, and was unable to. When I called Nashville I was instructed from an email what I had to do to get the order in, which was totally difference from the way we put orders in. I still have not been able to put the order in, I am working on it.
116. exceptions
117. Contract procurement not reliable.
118. Vendor info would not save due to an error.
119. While entering vendors, going tab to tab, it will tell me page no longer available and you have to log out and you lose all data. I have a help ticket from December that has not been addressed.
120. systems not operating properly-cashier
121. We have vehicles that can't be paid for through the Edison system. It seems they will not show up after being received into the system.
122. Getting invoices paid. Few are still in the pending mode.
123. Getting my correct approver for travel and time!
124. The Account information is changed when you enter freight info.The speedchart does not include all persons in the group and therefore some people are not able to get cars from DMV.
125. New Item Descriptions loaded but was unable to use them. Received and "SQL error" message. Opened problem in the afternoon. Contacted late afternoon. Explained problem. Next morning when I tried the same process again, it worked. Closed problem.
126. Agency staff have not been told by Edison staff what reports are availabe that correspond with the old, reliable STARS reports. In some cases, agencies are still waiting for the needed reports to be developed.Agency staff are having to find out by trial and error how to look up needed information from EDISON.
127. Lost travel claimsNeed possibility of finding lost claim; no find option for my staff's claims
128. problem with travel claim payment

129. Two multi-year contracts showed expired erroneously. Now, one of the contracts do not have enough funds, so receipts are not allowed. Other, contract needs funds added according to Edison. Awaiting funds so that invoices may be paid. Other, (not mentioned) Vendor name incorrect. Told Edison Help and Purchasing Division. Name still incorrect. This particular vendor had not been loaded into Edison until the end of April, but was not attached to his contract or item number.
130. WRONG ADDRESSES, FUNDS BEING RECONCILED INCORRECTLY
131. read the last statement
132. all areas of procurement and financials
133. travel authority takes a long time and it is difficult to approve. No training or expectations for how to approve travel authority provided. Had to fight to get reimbursement even after it had been approved through the channels
134. Allocation of line distributions from Req's to PO's not rolling over correctly. Need access to a list of all available reports and what they do in Edison.
135. submitted time report and it stayed in pending until i was contacted by supervisor, i had to resubmit.
136. No new issues. The issue was actually resolved today when the employee resubmitted a travel claim. It took 4 months to actually resolve the issue.
137. Contract being invalid but everything has it as valid.
138. entry and approval of travel authorizations, entry and approval of travel claims, insufficient financial reporting to meet business objectives, breakdown of internal controls. Also, with less than a month from last day of FY09, we have no schedule for year end closing and are unable to accurately plan for staffing over the summer months.
139. Travel approval: additional information not accepted; false internal message. no consistency of messages to lack of acceptance to when information was accepted. I would expect difficulty again since there no difference in the first attempt to add info and the 6th attempt; but the 6th attempt was accepted.
140. Delay of payments for issues that did not affect payments to those agencies in prior months.
141. Funds are gone for some 2009 pots of money, but there is no way on Edison at this time to code for the 2010 money.
142. Journals not posted at F&A and I have spent all day copying them and submitting for approval.

143. Ap voucher did not proceed through workflow to approver. A ticket was called in to the helpdesk. No response was received on ticket. I called an individual in Edison and the voucher was deleted. No one new why the voucher did not process correctly.
144. F and A still will not admit that this system does not fit a field operation.

### Wave 2

1. 6-3-09 cashing system went down 50 min in the morning and 50 min in the afternoon. edison said was fix shut down again that afternoon. customers were complaining that are computers stay down to much. 6-4-09 would not vailidate from 7:00 AM to 8:09. I thought it is mandatory that customers need a receipt. something happen everyday
2. iNovah seems to be extremely unstable. You never know when it is going to be working or not.
3. Authorizations payments to supplies,purchasing issues, etc
4. Offline issues where some locations can process manually while offline and others can't. Also some that were able to process manually did not have them automatically upload when system back online. Also next day after being offline all printers statewide would not validate or print receipts.
5. can't approve po's. I was the only approver, now a member of a group....
6. I can't delete an incorrect travel claim.I can't even get the create new travel claim screen to appear.There is no way to modify a travel claim after you discover a mistake once you submit the claim for approval.
7. unable to locate contract numbers
8. CONTRACTS NOT ON EDISONCONTRACTS EXPIRING-CANNOT FIND INFORMATION
9. several errors, calling help desk and only receiving ticket numbers but no resolutions and no replies or call backs on problems
10. credit card reporting
11. System wide problems.
12. We inputed a DGA into Edison and had gone through the approval process. When we went to copy the DGA into a P.O. for the Z contracts, the approvals had been deleted and we had to start all over with approving the DGA.
13. Couldn't log on to the system this morning. Been kicked off the system last week at least twice.
14. Same thing. Travel.

15. I had to watch for the "Accounting Default" if I had to make adjustments to my Travel Expense Report. Otherwise, it always reverted it back to Nashville...
16. ship to address code and the locationcode does not always match the addressalso on purchase order only the addressshows not the unit names
17. Stored data from STARS not available in EDISON(vendor info, vendor banking info)
18. Contracts not loaded in the Edison properly. Incomplete contract info.
19. my travel claim wasn't approved and still haven't been paid from april
20. Unable to access I-Novah to process payments and unable to run reports.
21. Issue has been within the two week time frame
22. Losing the Data when put in requisitionsand having to fill it out several times in order to get edison to take the order. Then waiting for 30 min or longer to check budget
23. Reported time is delayed inshowing up in the system.
24. The accounting date and budget date must be the same. We had to change the the April payment to May, so they couldget paid in June. We found out after the first 10 day in the month if it is a problem with payment, the vendor willnot get a check, until we change accounting date and budget date.
25. Unable to purchase essential supplies in a timely manner.
26. reasons for postage to be sent back for revision
27. Unit prices not right. Want to add Asset Profile on items that are not an asset.Contract prices are incorrect and some of the contracts are not listed. Sodas stay on pending status for days.Reqs are going to F and A for approvals.
28. no travel in default budget
29. Cashiering Approval
30. Approver information don't match role mapping. Contracts are not loaded. Contract descriptions are not correct. Contracts create errors that obviously can't be corrected. There seems to NOT BE ANYONE interested in correcting any issues with the Sourcing module.
31. Fax Machine Murtec F-305 is on contract, the toner and drum units needed for this machine is not on contract. Seems odd that you can order the machine, but not the parts needed to keep it operational.
32. Whithout proper training it takes more time to complete task.

33. dumbass questions
34. unable to view travel for all dynamic groups under Managers/DD/DDD.Requisitioning not set up for agency efficiency and timelinessperformance & evaluations not user friendly
35. when entering Jornal Odd information on the screen contacted help desk...was tod they had not ideal just delete the jorunal and start over
36. repeat approval of transactions
37. iNovah System was down for several days. Inventory balancing. Only recently have we received information and reports that are extremely helpful. Both sections are running smoother now.
38. Already described
39. Same issues already stated.
40. Problems with asset management component.
41. Difficult to manuever, difficult to get all the codes entered the way the computer wants them entered. Ridiculously difficult to use.
42. vendor cannot be paid even though Edison shows sufficient funds remaining in the contract.
43. Poor design of the system-Too time consuming and does not provide managers the tools to insure accountability.
44. Default locations & point to point mileages should be automatic...like thru mapquest etc. It's a pain to have to call them in every week & wait...
45. cumbersome and time consuming daily DL reporting procedures removes an examiner from customer service for half a day every day.
46. Issues are with travel & revenue. In revenue the check reader does not pick up the bank account correctly, sometimes it picks up digits incorrectly, sometimes it leaves digits off other times it does not pick up the information at all. When it does not pick up the information at all the system should at least let you store an image of the check & then let the cashier key the bank account information. The cashier module is not user friendly, you have to hit a button 4 times to endorse a check. And where in the manuel does it say to unplug the endorser at the power source if it incounters a problem such as a check gettting stuck for no good reason. Travel has to many issues to even try to cover them all, but include employee personal defaults not being picked up in the travel module correctly, not being user friendly, not letting employees know when a travel is sent back for correction automatically, no easy way for employees to delete files that have been uploaded multi times, when the copy funtion is used on a point to point travel line the

detail is lost & there is just a number there that does not mean anything when you do not have the locations to review. Part list you can come work my job around the first of each month if you need a complete list.

47. Unable to complete travel claim process due to internal programming errors.
48. Dept. HR reported I had exceptions for employee leave, but none showed on my page.
49. Items on contract not entered into Edison. Started as a LPA and then was told to edit it in several fields, one being a DCR. Must fill in shipping to and from for each item instead of whole order. Information must be filled in on a different screen for \$ amount and quantity. Horse planned by a committee that came out a Camel.
50. the setup of Edison itself.
51. Edison giving exceptions when the data is correct.
52. 2 payments that are past the due date to be paid and still hasn't had a payment made. 3 vouchers that are on my worklist that I can't look at to approve.
53. requirement to scan receipts by employees without scanners or internet service; changes in state contracts w/o notification within the system; contracts not in the system; horribly long time required for processing minor payments
54. FA Contracts - Can not pay - Nobody calls me back. I give them the warning message and that's it.
55. Unable to do purchase order, F&A purchase order, DPA contracts
56. Cannot get access for newly hired staff. Invoices are pending payment. Deposits split from Inovah to Edison.
57. billing address not entered into Edison, cannot be entered onto purchase orders. Contract for goods not in Edison, no way to know for sure if purchasing according to Statewide contracts. Information "disappears" during entry.
58. IN THE COMMISSARY CONTRACTS IT IS THROWING CONTRACT ITEMS THAT ARE ON THE CONTRACT TO SPECIAL REQUEST ITEMS WHICH TAKES SEVERAL STEPS FOR APPROVALS. WHAT USED TO TAKE ME 10 MINUTES TO ORDER NOW TAKES ME 2 HOURS TO ORDER. WHAT USED TO TAKE ME 3 DAYS TO GET IN FROM TIME OF ORDER NOW TAKES ME 2-3 WEEKS. IT HAS BEEN VERY DISRUPTIVE OF MY BEING ABLE TO KEEP STOCK IN THE COMMISSARY.
59. had to reapprove time sheets
60. Many issues with the Inovah cashiering system

61. system keeps going down so we cannot process transactions when we open, and it puts an inconvenience on the public we serve.
62. Trying to find items on contracts and in catalog.Sessions timing out.
63. Cashiering system completely shuts down and we are unable to login again. We were told we could always enter information manually, but twice in the past two weeks, the whole system fails and no one can even login to process anything.
64. Vendors with payments over \$500.00 not being paid in a timely manner. Vendor constantly calling to see when they will receive payment.
65. I have had several questions and I can not get an answer. All I need to do is just rec. budget vs actual for each month as we rec. from STARS 820 rpt. No one seems to be able to assist me. I need this infor. to do my job. Now I can not even get the STARS report. What makes it worse it that no one will assist. Why can you not just have a work shop and review how current Edison works for all of us to run our business.This is not that difficult - we could have procedures set up to run a series of reports so that we can receive initally the same info. that we used before. No one seems to understand how to assist!!
66. PUTTING IN TIME FOR PAYROLL AND MILEAGE
67. System server going down and travel claims being held in the system
68. We are in the field with slow computers that do not always lend themselves to this task.
69. Lack of information about identity and source of important accounting reports
70. We did not receive the warrant on time
71. Inovah break down just about every week2- Loss of access to Fscm3- Unable to get the right answer from the help desk staff4- too much steps for something we used to do it in one step before Edison5- Unable to browse copies of the check,
72. The system will not allow us to use fractions when ordering, or receiving items. We use gravel, & concrete we sometimes order a fraction of a ton or cu ft. The system will round the figure up, this is unacceptable when it comes to receiving the items. When the system rounds up it of course makes the amount owed incorrect.
73. Can only select certain items from drop down menus that do not accurately describe current situation.
74. An error message received when attempting to save changes to a voucher
75. Errors on paying invoices and not been able to unmatched the invoices to get them corrected by someone at the agency. Thus resulting in the invoice not been paid on that day.Travel claims going to the wrong supervisors.

76. work flow errors
77. Inventory controls
78. Approved time is not showing the next day
79. SEE SOURCING COMMENT
80. It takes ten times longer to do your job.you ncannot navigate between screens without losing the data you already entered.This is the most difficult system I have ever seen.Not only do we have to still do our job on paper you then have to do it in edison.And lets not forget the massive amount of paper that is being used for all of your documentation.No raise and working overtime.what a waste when we had a perfectly accurate system that worked.
81. submitted deposits in iNovah only show up about 1/3 of the time without having to call the help desk to locate them. checks are not scanning half the time and the scanner is hit or miss most of the time.
82. submitted travel claims by staff are not showing up. They have had to resubmit many times
83. The training manual is of little use inunderstanding Edison's asset management.
84. entered a travel claim and saved for later and could not fine it.
85. Travel Authorization and Expense Reports. Supervisors not be notified to approve. Lack of training for Training Coordinators
86. Procurement contracts have expired with nothing in place to replace them. Still do not have all of the contract items entered into Edison.
87. The whole process is cumbersome and not intuitive. Credit card statements (and purchase limits)are once a month yet we enter and validate every week? For what? Also can't enter specific budget #'s. As I approve, I have to jump screen to screen to look for information when pre-edison, it was all on one piece of paper. Cumbersome.
88. procurement module - contract removed prohibiting the ability to order supplies in time for funds to come from 2009
89. edison does not have enough info-need phone#addresses-m-5 needs the same
90. Issues with invoices not getting budget checked
91. I have 10 officers in the field that are required to use their personal computers for edison. Unless they can drive to one of our management areas that has computers. they are being required to verify purchases weekly now instead of once a month when their statement comes in. If we only pay the credit card bill at the end of the month why do we have to

- verify purchases more often. This is causing the officers to spend more time on computers than in the field. It wouldn't be as bad if we could do it only once a month.
92. Errors in Processing Asset PurchasesLate Payments to VendorsNo Payments to VendorsContracts not Converted to EdisonVendor Registration and Locating VendorsToo Many Approvals Tied to AssetsPayment Card Reconciliation
  93. I learned today, June 3 that many April transactions did not process because no one in Edison or Acoounts approved them.
  94. The same problem...approvals in my work list come and go whether I have approved them or not.
  95. Unable to access "purchasing" link under FSCM to reconcile 2 state credit card accounts.
  96. There have been some issues with iNovah. It seems to go offline while entering payments. Reports do not detail information.
  97. Procurement card purchases,Access to employee information, incorrect default codes
  98. can not complete task due to not being able to operate system. Lack of knowledge to complete task. No one knows enough to teach task. Step by step instruction
  99. Ordering is a major issue, getting things from TRICOR is a major issue, Contract numbers and Edison numbers don't match
  100. EDison staff not very helpful
  101. One revised expense claim was submitted, however, an error message returned and stated for claimant to contact system administrator. Delayed expense claim filing.
  102. Time will have to be approved several times over a pay period this is to go into the system and approve time that has been approved 3 or 4 times before
  103. No one in facility can pay FA contractsNo one anywhere knows how to deal with rebill invoices.No one know about flow of work or procedures for end of month or year
  104. credit cards are being approved by someone other than supervisors/managers.Field personel are being ask to look at credit card statements once a week and when they log on the transactions are already approved.
  105. These aren't new issues. Edison forces you to "cheat" on your travel claim by having to use point to point mileage.
  106. Unable to get supplies ordered.In cashiering, get kicked out and have to restart.
  107. This is the most screwed up, time consuming, difficult, impossible inventory management system that has ever been devised. There is nothing, absolutely nothing good about Edison.

108. Mostly incorrect line items on contracts.
109. Contracts that existed in TOPS were either not transferred or transferred incorrectly. Or they were transferred but there is no money in them. New contracts cannot be entered in to Edison. Edison does not handle apcat contracts well.
110. Contracts not right
111. Cannot get monthly accounting reports with expenditure, encumbrance and revenue information.
112. Network outage and periphial communication problems.
113. It is a very long time before trasactions are approve downtown. Some dont have right approval athority.
114. An amendment to a delegated purchase authority never reached the individual that was supposed to receive it, according to the Edison work list. I have asked for assistance in entering two delegated grant authorities which were not entered prior to "go live" in April. I did receive an e-mail from Edison indicating that instructions were available. I was aware of the instructions, however, I was not able to answer the questions to proceed with the entry. I also need the security to access contracts entered by my staff and make changes requested by OCR if that person is not available.I am contracts coordinator for the department and my interest is strictly that of being able to enter service contract documents into the system. And, I have been informed that I should have access to all the Department's contracts, including the Regional Mental Health Institutes, and as far as I can tell I do not have that security.
115. BIDSASSET MGMTVENDOR ADDRESSES
116. Discovered that some charges to grants are not included in Edison grants query
117. TIME KEEPING
118. 05-19-09 How to get item information that is on Requisition to show on P.O. Ticket #710324.
119. Non payment to a vendor. Issue took over a week for the Edison help desk to resolve.
120. Can't get invoices paid and now incurring late fee charges; been trying get a piece of equipment ordered with the 3 bids, etc... process
121. Travel claim can be viewed, but not modified for correction and resubmittal.
122. Could not get reimbursement request approved because of role mapping.
123. Travel claim approval requesting a response and in put field could not be accessed
124. I need to be able to delete an invoice when I know it is a duplicate

125. Canceling and reissuing checks.
126. We are still working on getting the needed access for people in the office that need to be able to have supervisory access. We are also finding where batches and deposits are being approved and processed, but are showing up later as if they were not processed.
127. More community programs not being paid for the services they have performed. payments from state as late as 90 days
128. Query tn\_ar04 after month end in May began showing the message "See Modify Acctg Entries" in the message field on the query. Deposits were showing journaled but not posted. Opened ticket with Edison help desk to see what this message meant and why it was happening. Still waiting on answer. On May 29th, when I re-ran the query for our previous 3 deposits, they actually showed posted. On 6/3/09 the message showed up again when I ran the query for our 6/2/09 deposit.
129. Timeliness of procurement; items that cannot be entered /calculated by system that should have been anticipated; processing time frame
130. Unable to use purchase card reporting system and unreasonable (weekly) reporting requirement.
131. Reports related to budget, inventory, food costs and property management.
132. I Novah, Credit Card usage requires about 50% more time to process
133. i have requested more training and was told to try to find it on line.
134. Contract line issues-came to light while trying to update procurement related contracts.
135. need more info on travel - takes longer now that previously - supervisor can't access employees travel to help employee w/problem
136. The supply orders for April and May still have not been received.
137. Contractor invoices outstanding since March No training on financial or travel expenses
138. Having a difficult time finding correct information for purchasing items such as category codes, item numbers, vendor info, etc..
139. Cashiering system goes down w/out warning. Several help tickets needed.
140. not pulling up correct fees changing fees from one screen to another
141. Not being able to pull up credit card holders to verify. Citi Card transactions are not on system in a timely manner. Not user friendly
142. cannot get definite reporting information to compile essential executive reports. crosswalks in edison for fscm reports are not updated when an email goes out to only a

few people concerning new reports/queries. This should be posted in EDISON.  
Inventory purchases as consumption method needs to be addressed and communicated as past inventories were at purchase method. no training was offered on this.

143. Our agency had 2 transactions entered in April that were never approved at F&A. During this time we continued to call and ask the status and were told at the Helpdesk that they were being worked on. Today we found out that F&A puts these type of items in a suspense file. Now that May is about to be closed at least one of these transactions may be denied or deleted because we or F&A have not corrected it. Today we learned about the suspense file & that we now have to resubmit this transaction with a June date so that F&A can approve it for payment. With impact of Edison and reduced staff our managers have not been able to research & test the different reports and queries Edison offers, however I don't recall this procedure being discussed in any of the training but it could have been. With all that was thrust upon the agencies at one time this could have been a process they went over that I just did not recall.
144. the whole system is an ISSUE - its useless and worthless
145. All our orders were kicked out. My understanding is that they must be reordered.
146. Contracts not accurate. Employee access not correct. No information about reports. Approval chains not correct. Contract categories not correct, coding items to assets when it is an every day purchase.
147. Inovah went down and my batch was completed but I was unable to print the report so I had to wait until the next day and have to redo the batch the next day also.
148. System going down in the process of entering data
149. We still can not get our supply order processed. It is crazy that it takes so long to order rubber bands.
150. Finding out that the right vendor code doesn't match the right contract number, or maybe it's because I don't know how to do this correctly. Training hasn't been very good.
151. Unable to go in and make corrections on most all of the items. Once something submitted, you have a hard time or can't go back and delete the procedure without a ton of hassell.
152. Some contract lines in TOPS were/are not matching up with Edison (APCAT purchases). I was told F&A and Gen Services was working on this.
153. New contracts to replace statewide contracts that have expired are not yet set up.
154. Role mapping, lost travel requests, late payments, calims not being reimbursed
155. Travel claims going to wrong supervisors; sometimes the wrong supervisors are not in our agency

156. Accrued leave time being taken without being used
157. Unable to be set up in proper roles as a Query Manager for my department.
158. My HR Supervisor cannot approve nor send back my expense reports. I changed some information in a travel claim and the total did not change.
159. The approval process for the a requisition of 350,000. This is medical services that have not been paid since conversion. The amended contract was started prior to Edison the old way, went thru approval, was put into Edison should have been an easy approval since it had already been thru all the hoops. It has now been three months and still in approvals.
160. Invoices were denied and when I went in to change them, they are not showing up on anyone's approval list. They are in limbo somewhere. I have gone in and resaved them but they still are missing off the worklist.
161. Important information not shared with fiscal staff at agencies, i.e., travel claims have to be re-entered if outstanding at end of month, travel point-to-point mileage in Edison does not match official state mileage; significant reports Trouble with some lookup screens not working in a.p.; DPA amendment is "lost" in the Edison approvals so we are unable to pay bills; several areas which request business units have only the central office and not field office business units; reports I can run have either columns of unnecessary information or lacking needed fields
162. Still running into conversion issues as well as error notices on P.O. creation.
163. Requisitions had to be stopped until further notice. All requisitions entered must be re-entered at a later date because contracts had expired.
164. No financial statements available
165. Loss of needed access
166. FacilityMax not reporting to Edison
167. System went offline during the busiest time of the day. System would not validate applications however it did store the monies.
168. when adding items from catalog, items are not pulled from contracts, which makes it unable to use another function: expediting requisitions
169. lines not attached contracts, wrong lines attached to contracts, contract lines will not copy form a requisition to a purchaser order, lines from requisition when copied to purchase order has problems and can't complete order, working in edison and just goes to sign in page for no apparent reason losing information one had input. pull line information from catalog to populate requisition then when copied to purchase order it changes the price when copied to purchase order. system seems to function slower on days of finalizing pay periods.

170. ON THE CREDIT CARD. THERE IS NO WAY TO CANCEL AN ATTACHMENT. I SENT A SCANNED DOCUMENT BY MISTAKE WITH THE WRONG INVOICE, AND COULD NOT DELETE IT TO MAKE THE CORRECTION.
171. Not able to reconcile from original contractual amounts to the payments in STARS and in Edison. Balances between the two are not accurate. Monies have not transferred. Is Edison using a slush fund to pay bills across the agencies and put amounts in the system and leaving amounts in STARS? COMMUNICATION IS A PROBLEM! No one has a good feel for the entire system and what segment does what in comparison to what we have done in the past! Where is the introduction to this system? Queries are very hard to find and follow. Need better method of finding which query gives you the correct responses. Interdepartmental contracts are a issue. Perhaps, training is the issue on these? Scanned new contracts for FY 2010 are not visible to all that need to see these documents. Directors are not even able to see these! What a waste. Role mapping problems????? Attachments are not visible to inquiry only???? Why? That's what they need inquiry for! Gross amounts do not total to warrant amounts for payments for our department. Subrecipients are questioning where to apply funding constantly! Remittance advices sent to the agencies do not break down the information accurately. Questions to Edison regarding simple use of system: ie. where do you go to see a scanned document related to contracts? Where are the contracts documents? The training manuals show buttons and refer to using buttons that do not exist! Why weren't we trained on what the vendors see when they login to the system so that we can help them get the information that they are ringing our phones off the hook for or even worse complaining to legislative representatives. Separate excel sheets are having to be used to keep accurate information.
172. i had a vendor to call about at invoice that was over \$50,000.00 I found it and paid it. It has been 3 days, and it still has not showed up in my supervisors worklist to be paid.
173. eprocurement requisitions too timely; too many areas and pages to go to to get in a requisition. Old system alot more adequate andn timely.
174. Like we enter requisition for American Paper and Twine and budget already approve it for us to Dispatched a Purchase Order. But as soon as we get ready to copy the said requisition the contract for APT expires. So, we have to cancel the whole requisition and edit it again and put it at Special Request and let the budget approve it all over for us to make a purchase order. So this feels like a bouncing ball
175. Payments went to incorrect vendor locations because of lack of information on using location information. Payments not being processed by Edison/F & A in timely manner.
176. Transactions from payment cards have not shown up on Edison. Purchases made two weeks ago still have not shown up.
177. contract info not correct. We have a contract for uniforms from vendor GT Dist. line 1 was suppose to be for mens tactical pants and when you view it in edison it says CONTRACTOR TO PROVIDE ALL LABOR, MATERIAL AND EQUIPMENT TO PROVIDE FIRE ALARM MONITORING SERVICE IN ACCORDANCE WITH THE

ATTACHED SPECIFICATIONS. CONTRACTOR IS TO MONITOR AND NOTIFY ALL APPLICABLE AUTHORITIES AND GENERAL SERVICES PERSONNEL WHEN AN EMERGEN. I have contacted Greg Polak and he has put me on the list for a fix, however the content team is way under staffed/over burdened and we are to close to the end of the FISCAL year for them to do us any good

178. PAYROLL LOCK OUT ON THE 16TH EDISON ADVISED IT WAS ON ANOTHER PAYPERIOD AND SHOWING SOME TIME AS NOT APPROVED WHEN IT WAS AND PRINTED OFF
179. Payroll: Edison system not reflecting leave approvals. Travel: Edison system does not recognize the home base as to the travel destination for proper rates. Travel: Point to point milage calculations are not correct. Miles are more which cause us to overpay claims; significan amount each month.
180. Approver retired thus locking the system until a new mapping plane is implemented thus effecting out of state travel.
181. First our scanner keeps breaking down. One invoice has had to be corrected several times as correct information was changed during processing. also due to the way vendor adresses were set up checks are going the the wrong place or with county payments payments for several departments are going to one department and them split up. the counties do not have the accounting programs needed to do this.
182. I wish I could list them. Edison will prob be great someday, but the meantime isn't so great!
183. procurement card transtctions do not come in on a timely basis
184. Procurement contracts expire and are not renewed in a timely manner.
185. On travel statements the order of traavel has been reversed.
186. tracking lost or stolen reports once you submit them Retirements not being done at all since going live
187. In trying to do a Sourcing Event, when I copied the req. it copied it twice. Still have not heard from anyone. I was told they would get back with me. No one has. Been two weeks.
188. Issues with the procurement module - contracts not loaded, pricing not correct, undefined error messages, difference in line and header fields causing errors, system errors causing data entered to be lost, vast amounts of unnecessay approvals, no direct entry of contract purchase orders
189. Cannot readily pick out items from the catalogs.

190. Quantities being changed when copying from a requisition to a Purchase order. Inventory module not working so that items in inventory can be pulled from stock and issued. Items that are not considered assets being sent to F&A as an asset needing approval, example name plates. No system as to description of items. Example Printer cartridges some listed as Cartridge, some as toner, some as ink, some as Black and no product number to identify you have correct item needed.
191. Ability to process orders.
192. cashiering system down morning and afternoon.
193. I've submitted travel claims a few times on Edison. Recently, I made an error, but didn't realize it until after I submitted it. I asked my supervisor to please return the travel claim to me so I could repair it. He said he did, twice, but it never came through. He eventually just ended up approving the travel claim as it and thus I lost out on some money. I wonder if it is because he doesn't know what he is doing, or if the system didn't work properly? That seems to be one of the problems with some of the Edison screens; you have to guess... and I took all the training properly.
194. Problems with Overtime
195. Problems with approving Purchase Orders- called the help desk - have yet to get a call back.
196. problem with INOVAH also with receivable
197. asset mgmt.
198. Unable to approve travel claims
199. Still haven't begun - training inadequate and confusing - entire system is extremely cumbersome and complicated and is not at all appropriate for our warehouse operation. It takes 50 steps now to do what I used to do in one or two! Many aspects of this system are not in line with State fiscal policies. Our old inventory system was very simple to use and was very accurate. With the Edison system, it will take three times longer to process requests and we will never again know exactly what is in our warehouse!
200. Unable to pay invoices on items originally procured through TOPS. Items have been re-entered in Edison, but we're unable to get them to the point of approval.
201. New issues are described earlier; no JavaScript on front end user preventing attachments from being seen by user; Also some confusion as to entries needed on Edison to generate Barcode document.
202. Having Problems with Doc Tol Errors. Catalog prices not being updated in a timely manner from vendors. Contract lines not copying over from TOPS contract correctly and not being corrected.

- 203. Changing of information put into the system.
- 204. Calling the Edison Help desk, and they cannot help, they just told me to call my Supervisor
- 205. Rather than answering with pertinent information, you have to go through 14 steps in order to input data which is a waste of State time and my time.
- 206. contract amendment
- 207. problem with travel claim
- 208. unable to delete travel mistakes by edison
- 209. How do you re-approve a purchase order that was denied?

**Wave 3**

This question does not apply to Wave 3.