Compass Status

The Compass financial management system, Emory Express, and EPEX are now available.

The Compass technical team has resolved the technical problem that caused the Compass financial management system to be shut down Thursday afternoon.

We understand the inconvenience the shutdown has caused you. We apologize for that and we have attempted to restore service as quickly as possible while ensuring the validity of your financial data.

What follows is a description of the problem and the solution.

Please read this information carefully. It is important information for all staff involved in Compass financial management activities.

The data validation process has been completed and the Compass system is now restored.

- A major technical issue was encountered in the Compass system at approximately 3:10 p.m. on Thursday, August 11. The issue’s impact on transactional data was discovered at approximately 4:05 p.m. and the system was taken off-line at approximately 4:15 p.m.
- An updated version (reflecting transactions as of 3:10 pm on Thursday, August 11) of the Compass Report Management System (RPT) and the Financial Online Reporting Services (FORS) were made available for you to run Compass reports at 5:00 p.m. Sunday.
- The Compass production system (PROD), EPEX, and Emory Express were restored at 7:00 p.m. Sunday.
- Transactions that were entered and/or processed after 3:10 pm on Thursday, August 11, will not be included in Compass when the system access is restored. It is important that all users determine if they initiated or approved any of the items below directly into Compass after 2:30 p.m. on Thursday.
  - Journal entry creation or approval
  - Budget entry creation or approval
  - Any action or submission in EPEX (including routing approval)
  - Travel or Expense Reimbursement request or approval
  - Deposits of cash or checks received
  - Third party system feeds to Compass (i.e., Postage, Campus Services, banks, etc.)

If you determine any of the above concerns apply to you, please email the Compass support desk (compass@emory.edu) with as many details as you can provide. Please do not call the support desk with these issues. Emailing – NOT calling – will allow the support desk to respond to all users on a more timely basis by prioritizing the information you provide in your email. Once we complete our validation, we will respond to the email with action recommendations, if any.

- Purchases that were entered into Emory Express may have initiated the purchase as desired. We are continuing to review this area and will provide more information as it is available.
- EPEX users will receive guidance from the Office of Sponsored Programs regarding any further validation or action that needs to be taken.

To check current system status at any time, go to http://it.emory.edu/status/.