

## **User alert: Some transactions stuck in 'pending' status** <sup>[1]</sup>

May 16, 2017 by [Employee and Information Services](#) <sup>[2]</sup>

Some HCM users have reported that when saving certain SmartERP transactions, some items are stuck in "system update pending" status rather than "system update completed" status.

The HCM Community service center is monitoring transactions in this status and reaching out to users to continue pushing them through. At this time, please continue using the system as you normally would.

If you have an urgent transaction, please contact HCM Community service center ( [hcm\\_community@cu.edu](mailto:hcm_community@cu.edu) <sup>[3]</sup> or 303-860-4200, option 2). We thank you for your patience.

We will provide updates by tomorrow morning.

[smart transaction pages](#) <sup>[4]</sup>

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User alert: Some transactions stuck in 'pending' status

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**Links**

[1] <https://www.cu.edu/blog/hcm-community/user-alert-some-transactions-stuck-%E2%80%98pending%E2%80%99-status>

[2] <https://www.cu.edu/blog/hcm-community/author/23>

[3] [mailto:hcm\\_community@cu.edu?subject=transactions%20in%20pending%20status](mailto:hcm_community@cu.edu?subject=transactions%20in%20pending%20status)

[4] <https://www.cu.edu/blog/hcm-community/tag/smart-transaction-pages>