KI8142: Issues Running 1099 Update Withholdings Process (AP_WTHD_UPDT)

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STATUS: Active

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There is an issue with the 1099 Update Withholdings Process (AP_WTHD_UPDT), causing it to be blocked or run to No Success in the process monitor. ITS is working to determine the cause.

Please do not attempt to run this process until the issue is resolved. We will post updates as we have them.

Navigation: Vendors> 1099/Global Withholding> Maintain> Update Withholdings

FUNCTIONAL WORKAROUND

ITS has been in contact with Oracle Support, and they have provided the following recommendations for minimizing performance issues:

The Update Withholding process uses only one temp table, so it will only run for one institution at a time. If another institution is running at the time you initiate the process, yours may show as blocked and should start running as soon as the previous instance completes.

In order to minimize performance issues, Oracle recommends:

- Run for a small group of Vendor or Voucher Line adjustments at a time.

- Always run using a **Process Option** of either "Process Only Vendor Updates" or "Process Only Voucher Lines". DO NOT run with a Process Option of "Process All Updates".

In the event the process runs to a No Success status, please contact the ITS HelpDesk for assistance.

SUPPORTING DOCUMENTATION

Refer to Chapter 6 Corrections and Adjustments for 1099 Items of the **1099 Processing User's Guide** that is located on the Georgia*FIRST* Financials website http://www.usg.edu/gafirst-fin/documentation/category/accounts_payable

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/oiit/policies. For USG services status, please visit http://status.usg.edu.