

KI8144: AP Matching Process Running to 'No Success'

UPDATED: March 23, 2012

STATUS: Resolved. A DBI was applied to correct Match statuses where needed.

IMPACT: The AP Matching process is now running to 'Success' for all institutions.

**ORIGINALLY
POSTED:** March 21, 2012

ORIGINAL KI8144: AP MATCHING PROCESS RUNNING TO 'NO SUCCESS'

An issue has been identified with the AP Matching process.

FUNCTIONAL IMPACT

The AP Matching process is running to 'No Success' for multiple institutions. When this happens, all vouchers in the process have the IN_PROCESS_FLG set to Y and are unable to be processed further.

FUNCTIONAL WORKAROUND

ITS is currently working to determine the cause of this issue and will provide an update as soon as a solution is identified. If your institution is not experiencing any issues with the AP Matching process, you may continue to process as normal.

SUPPORTING DOCUMENTATION

N/A

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/oit/policies>. For USG services status, please visit <http://status.usg.edu>.