

Known Issue: KI9.2-17_AP Voucher Payment Tab Address

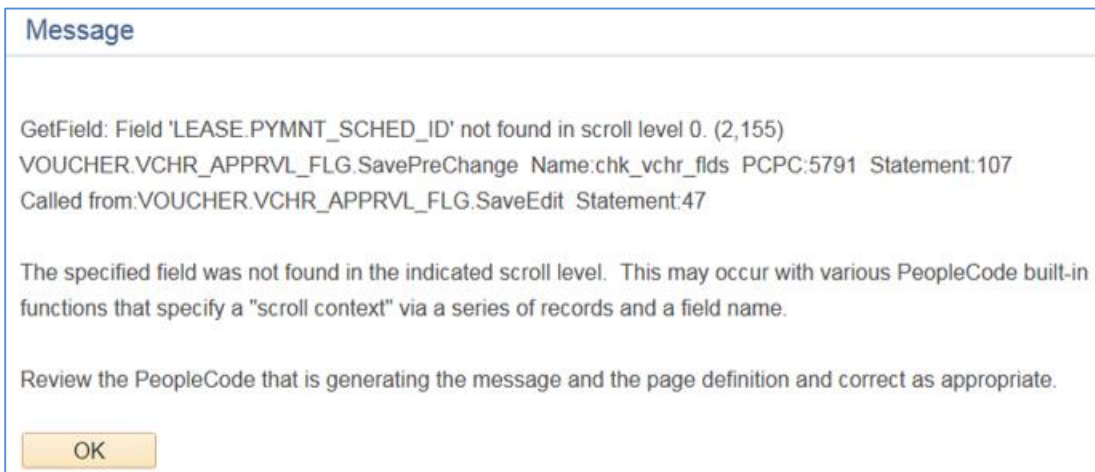
UPDATED: January 18, 2016

STATUS: RESOLVED

IMPACT: An Oracle fix was applied to production as part of Release 5.11. Users were getting an error message when they attempted to change the supplier payment address on the “Voucher Payment” tab once a voucher had been saved. As of this release, they will no longer get the error message.

ORIGIANLLY POSTED: November 18, 2015

Following Release 5.00, an issue has been reported once a voucher has been saved if users attempt to change the supplier payment address on the Voucher Payment tab. Once it has been saved, the following error message is received when attempting to change the address on the payment tab and the payment address cannot be changed.



FUNCTIONAL WORKAROUND

1. If possible, confirm that the correct address is being used for the payment prior to saving the voucher. The payment address can be successfully changed at this point without encountering this error message.
2. If you determine that it needs to be changed after the voucher has been saved:
 - If the voucher is unposted: Go to voucher maintenance (**Accounts Payable > Vouchers > Maintain > Voucher Maintenance**) and change the payment address. After saving the change, users will need to go to voucher build (**Accounts Payable > Batch Processes > Vouchers > Voucher Build**) and rebuild the updated voucher so that it can be processed for payment.
 - If the voucher has already been posted, you will need to unpost the voucher first. Once it is unposted, use the Voucher Maintenance steps above.

- To unpost a voucher, navigate to **Accounts Payable > Vouchers > Add/Update > Unpost Voucher**.
- 3. Users can delete or close (if voucher is posted) the existing voucher and create a new voucher for the invoice. Before saving the new voucher, users can navigate to the Payment Tab and change the payment address as needed.
 - If closing a PO Voucher, please be sure to take the appropriate action to restore the encumbrance so the PO will be available to be vouchered again.

Estimated Resolution:

This is a known oracle bug and an Oracle fix is available in Image 14. ITS is evaluating this fix and will determine when it can be included in an upcoming release.

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/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.