



## Known Issue: KI9.2-44\_AP Use of Voucher Save for Later Button Preventing Access to Voucher Data in iStrategy

**POSTED:** August 5, 2016

## **STATUS:** Active

When entering vouchers in PeopleSoft, users have the option of selecting the **Save for Later** button if they do not have all of the information they need to complete the voucher. When the **Save for Later** button is selected, the voucher is flagged as incomplete, and the program does not generate a Due Date. Not having a Due Date populated on the voucher prevents users from being able to access voucher data in iStrategy.

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## **Functional Workaround:**

Incomplete vouchers should either be deleted or marked saved by the end of each day. To search for incomplete vouchers, navigate to **Accounts Payable > Vouchers > Add/Update > Regular Entry**. Under Find an Existing Value, your Search Criteria should be Incomplete Vouchers.

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To save an incomplete voucher, open it and click on the **Save** button. When the voucher is no longer incomplete, the due date will be populated.

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If you need to change the voucher after it has been saved, you can put the payment on hold. To place a payment on hold, click **Hold Payment** under Supplier Bank. Clicking this button will allow you to make changes before the vendor is paid.

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**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 <u>http://www.usg.edu/customer\_services</u>. (This service requires a user ID and password. E-mail <u>helpdesk@usg.edu</u> to obtain self-service login credentials.)

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