

Known Issue: KI9.2-48_AP - Voucher Inquiry Error Message Value Too Long

POSTED: November 19, 2016

STATUS: Active

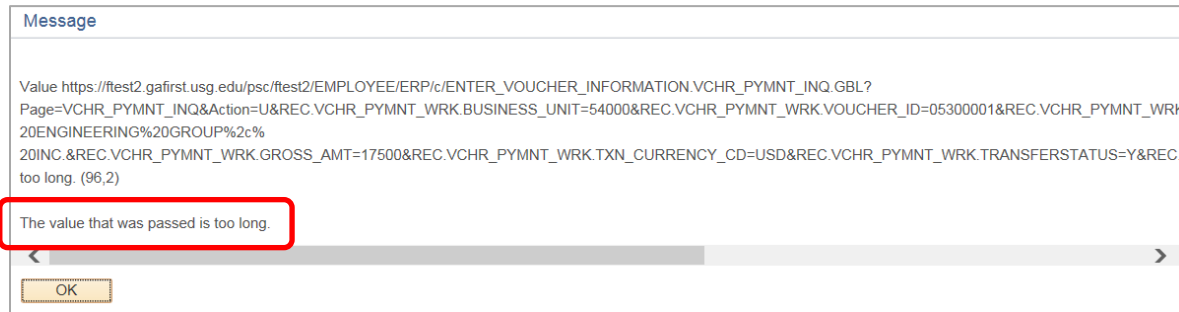
Following Release 5.20, when users attempt to view voucher payment information from the Voucher Inquiry Results page, an error message will be produced if the search criteria do not include the Supplier SetID. This message will not prevent the payment results from correctly displaying, so the message should be ignored.

Navigation: **Accounts Payable > Review Accounts Payable Info > Vouchers > Voucher**

Voucher Inquiry Results									Personalize	Find	View All
Voucher Details		Amounts	More Details	Supplier Details							
Actions	Business Unit	Voucher ID	Invoice Number	Invoice Date	Supplier ID	Entry Status	Incomplete	Match Status			
▼ Actions	54000	05300001	7452	03/17/2015	0000401569	Postable	<input type="checkbox"/>	Matched			
▼ Actions	54000	05300002	2502,2598	03/16/2015	0000301045	Postable	<input type="checkbox"/>	Matched			
▼ Actions	54000	05300003	14729047	03/13/2015	0000000431	Postable	<input type="checkbox"/>	Matched			

Voucher Inquiry Results		
Voucher Details	Amounts	More
Actions	Business Unit	Voucher ID
▼ Actions	54000	05300001
Review Accounting Entries		02
Match Workbench		03
Payment Information		04
Voucher Details		05
Review Document Status		06

The below message will be displayed when users click on the Payment Information link:



Users may also receive the same error message when performing other searches.

Functional Workaround:

If this message is received, click OK to continue. The search results will still be correctly displayed.

Estimated Resolution:

This is a known Oracle bug that will be corrected in a future 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>.