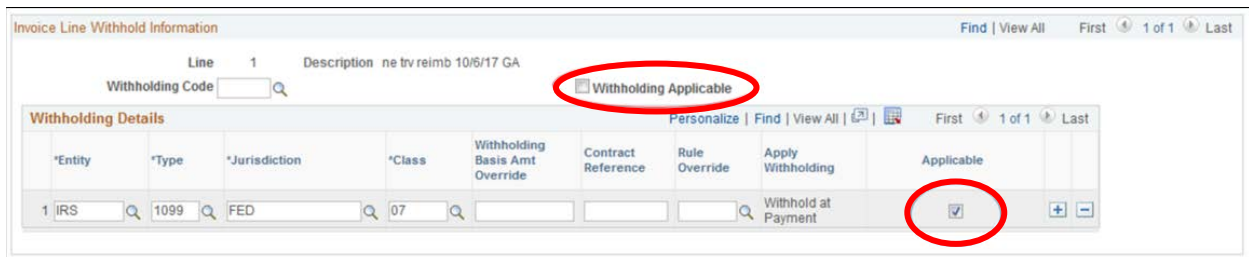


## Known Issue: KI9.2-77\_AP – AP Pay Cycle Runs to No Success for Payment Selection

**POSTED:** December 8, 2017

**STATUS:** Active

Following application of Release 5.30, when users create a voucher to a Withholding Supplier and unselect the **Withholding Applicable** box in the Invoice Line Withhold Information section, the **Applicable** box in the Withholding Details section remains selected. This is causing a data inconsistency and the pay cycle to run to no success.



The screenshot shows the 'Invoice Line Withhold Information' form. At the top, 'Line 1' is selected, and the description is 'ne tiv reimb 10/6/17 GA'. The 'Withholding Code' field is empty. The 'Withholding Applicable' checkbox is checked and circled in red. Below this is the 'Withholding Details' table. The first row has the following values: \*Entity: IRS, \*Type: 1099, \*Jurisdiction: FED, \*Class: 07, Withholding Basis Amt Override: (empty), Contract Reference: (empty), Rule Override: (empty), Apply Withholding: Withhold at Payment, and Applicable: (checked). The 'Applicable' checkbox in the first row is also circled in red.

### Functional Workaround:

- To prevent this issue:
  - For regular Voucher entry:
    - Uncheck both boxes when entering a voucher for a withholding supplier where voucher lines should not be withholding applicable.
  - For PO Voucher entry:
    - When creating a PO Voucher, the withholding applicable flags will be inherited from the PO. Users should ensure that both boxes are unselected for each of the non-withholding voucher lines.
- To resolve this issue once the Pay Cycle runs to No Success:
  - A new query, **ITS\_WH\_ERRORS\_FOR\_AP\_DUE**, has been provided to determine which voucher(s) are causing the Pay Cycle to run to No Success.
  - Once the problem vouchers are identified, users must then Reset the Pay Cycle.

- The problem voucher(s) can then be corrected by unselecting the Withholding Details box for each affected line and the voucher saved.
- You may wish to run the **ITS\_WH\_ERRORS\_FOR\_AP\_DUE** query again to confirm that the vouchers no longer appear.
- The Pay Cycle can then be ran to success.

**Estimated Resolution:**

This is a known Oracle bug. ITS is actively working with Oracle to resolve this issue.

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.