Known Issue: KI9.2-30_AP Voucher Build Process Running for Extended Amount of Time for Banner Disbursements

UPDATED	February 26, 2016
STATUS:	RESOLVED
IMPACT:	In Release 5.12 applied to production on 2/26/2016, an Oracle patch was applied to improve performance for voucher build. Although timing will vary, this patch should significantly reduce the amount of time this process takes to run.
ORIGIANLLY POSTED:	February 1, 2016

A performance issue is causing the AP Voucher Build process to run for an extended amount of time when processing Banner student disbursements. For planning purposes, please be aware that this process may run for approximately one to three hours. We recommend that you run it as early in your work day as possible if you need to issue student disbursements that day.

If this process is showing in the process monitor with a status of processing, please do not attempt to cancel it. Allow it to run to success.

Functional Workaround:

There is currently no functional workaround available for this issue.

Estimated Resolution:

A PeopleSoft documented fix to be included in the next scheduled release (5.12), tentatively planned for February 27, 2016, is currently being tested.

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.