

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

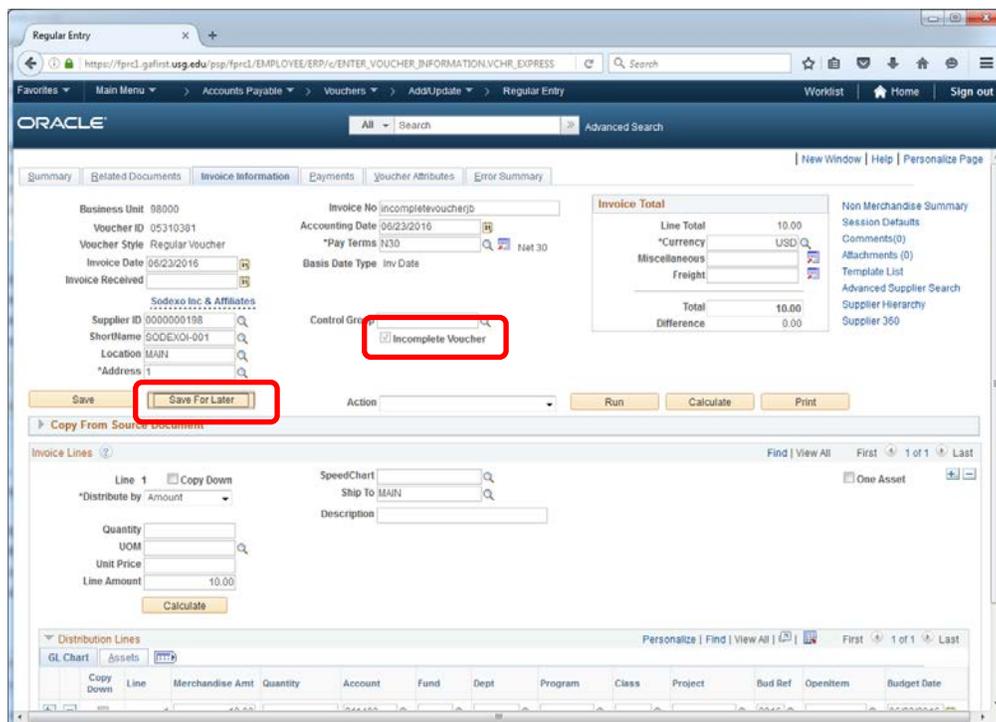
UPDATED October 20, 2017

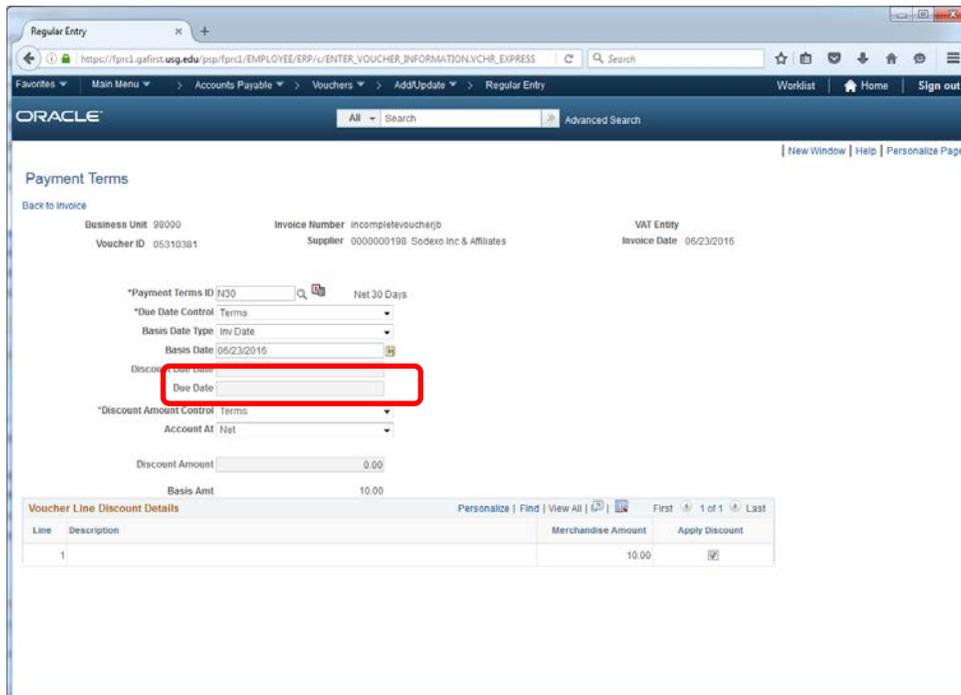
STATUS: RESOLVED

IMPACT: Although this Known Issue is being resolved, the scenario still exists for iStrategy users when this functionality is used in PeopleSoft. Therefore, institutions using iStrategy should not use the Save for Later Button.

ORIGINALLY POSTED: August 5, 2016

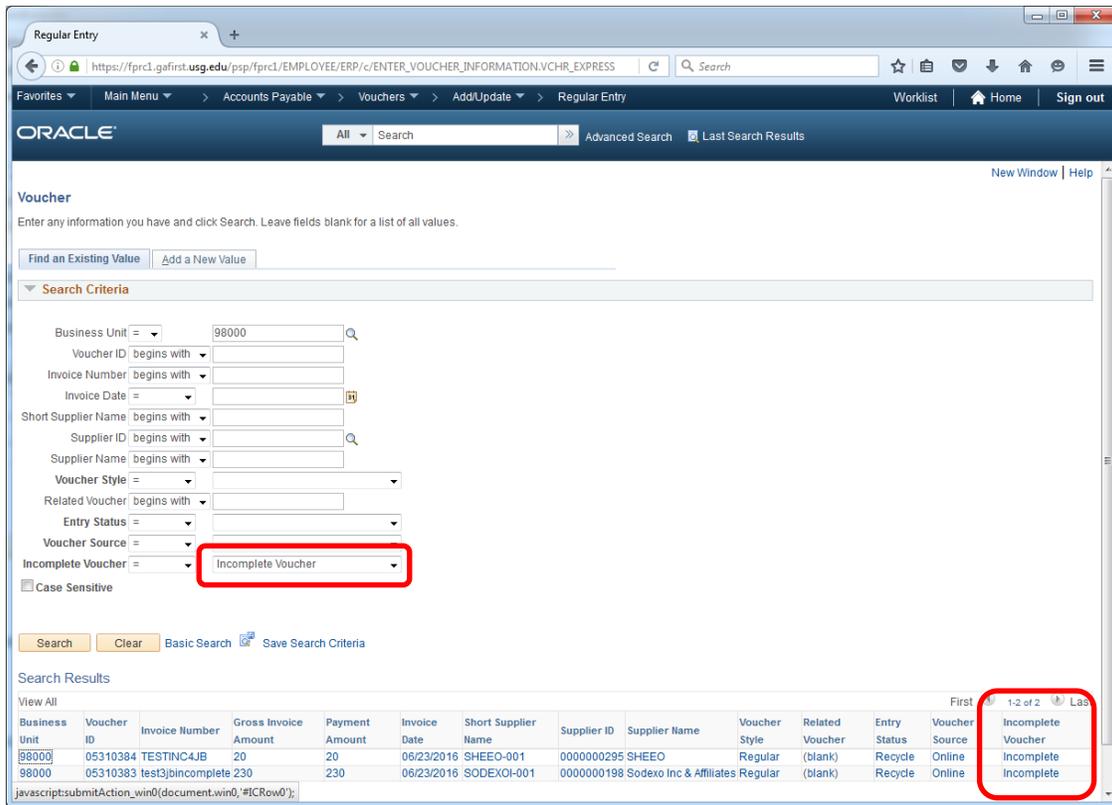
When entering vouchers in PeopleSoft, users have the option of selecting the **Save for Later** button if they do not have all of the information they need to complete the voucher. When the **Save for Later** button is selected, the voucher is flagged as incomplete, and the program does not generate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



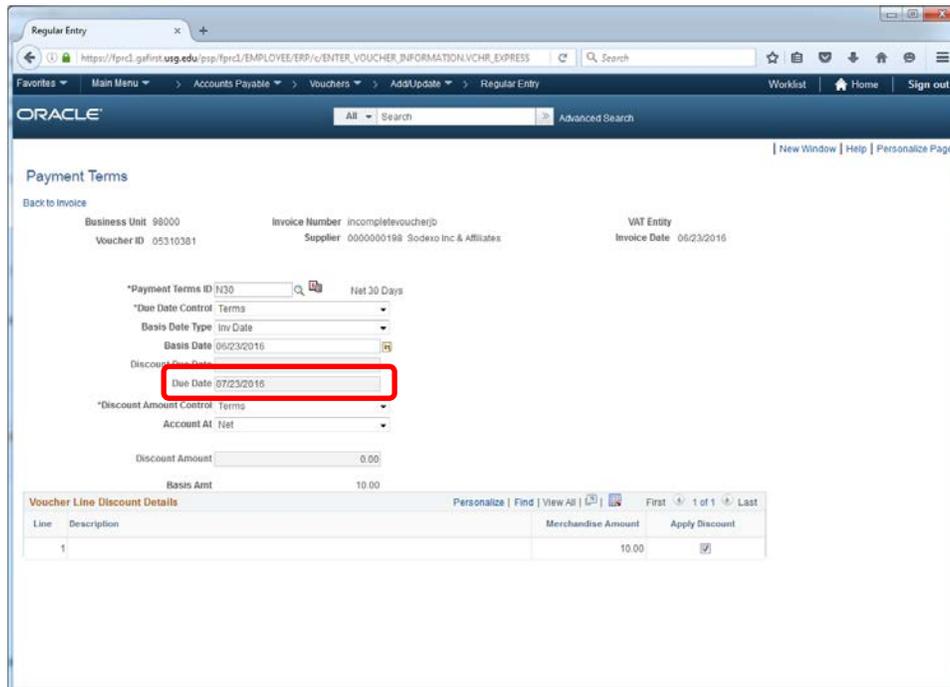


Functional Workaround:

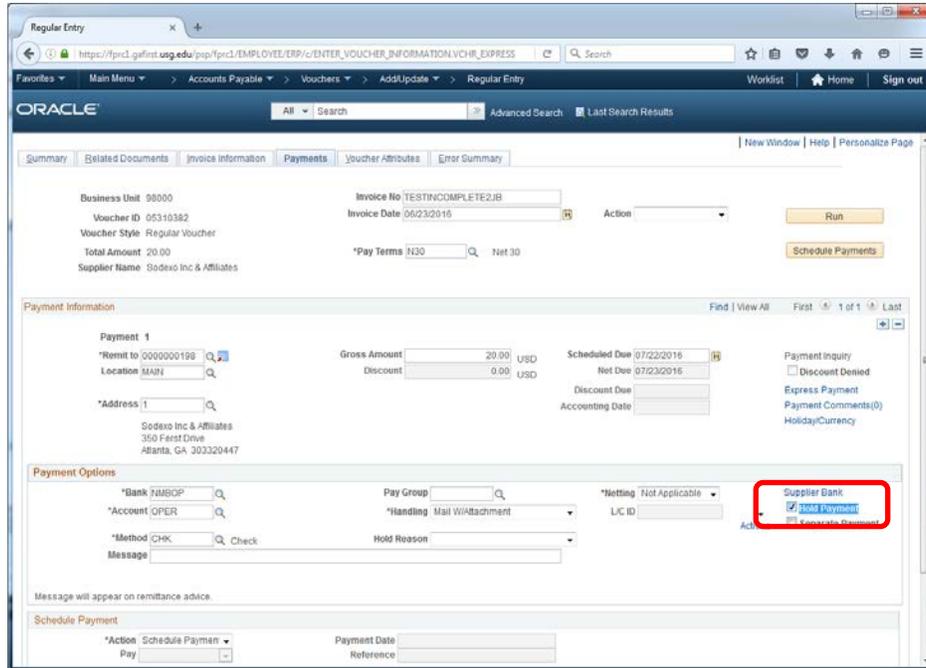
Incomplete vouchers should either be deleted or marked saved by the end of each day. To search for incomplete vouchers, navigate to **Accounts Payable > Vouchers > Add/Update > Regular Entry**. Under Find an Existing Value, your Search Criteria should be Incomplete Vouchers.



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.



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.



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>.