

Known Issue: KI9.2-52_AP Voucher Print Functionality No Longer Displaying Supplier Address

UPDATED December 1, 2017

STATUS: RESOLVED

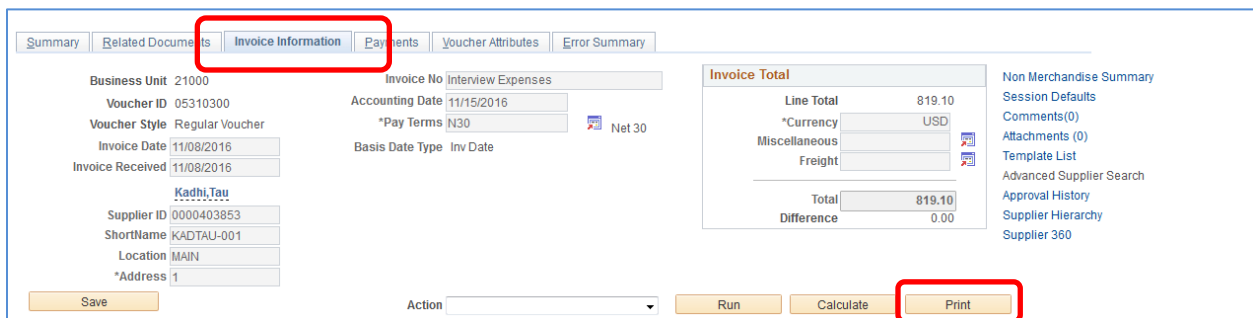
IMPACT: As of Release 5.30, dated December 1, 2017, an Oracle fix has been applied. When using the Voucher Print functionality, the printable version of the voucher will again include the Supplier name and address information using the word Supplier, rather than Vendor.

ORIGINALLY POSTED: December 2, 2016

When using the Voucher Print functionality following Release 5.20, the printable version of the voucher no longer includes the Supplier address information. In addition, the word Supplier has changed back to Vendor in the printout.

Navigation: **Accounts Payable > Vouchers > Add/Update > Regular Entry.**

To print a voucher, users navigate to the Invoice Information tab and click the Print button.



Currently when users print a voucher, they will see that the supplier address is no longer available and the fieldname displays as vendor instead of supplier.

ORACLE Enterprise Payables		Invoice	Page: 1 of 1 Run Date: 2016-11-28 Run Time: 14:52:20
Business Unit:	21000	Invoice Number:	Interview Expenses
Voucher Number:	05310300	Invoice Date:	2016-11-08
Voucher Style:	REG	Miscellaneous:	0
Vendor:	0000403853	Freight:	0
Vendor Location:	MAIN	VAT:	0
Control Group:		Invoice Total:	819.1
Related Voucher Number:		Currency:	USD
Lease Number:		Use Tax:	0
		VAT Not on Invoice:	0

Functional Workaround:

Users can run the Trial Register report before processing payments. The trial register will display the voucher ID and the supplier address on the report. Most Institutions typically run this report as part of their pay cycle validation process.

Estimated Resolution:

This is a known Oracle bug and will be resolved 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>.