

GeorgiaFIRST Financials V8 Known Issue

KI8038: AP Voucher Save Error for 8.9 Banner Vendors

POSTED: January 8, 2009

SUBJECT: Known Issue KI8038 – AP Voucher Save Error for 8.9 Banner Vendors

PURPOSE: To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding an error that is being produced when attempting to save a regular voucher for a Banner Vendor added by the Banner interface in Version 8.9.

FUNCTIONAL IMPACT: Regular Vouchers using on-line entry for Banner Vendors/Banner Locations that were created by the Banner interface in Version 8.9 are producing a **Field is Required: VOUCHER_LINE – WTHD_SW** error message when attempting to save the voucher. Due to this error message, the voucher cannot be saved.

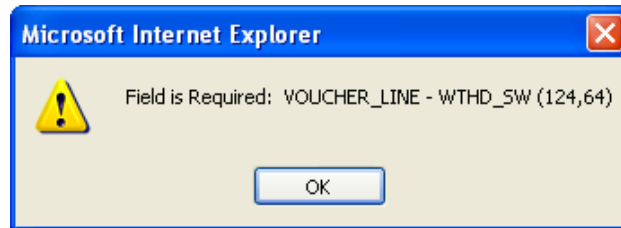
OIIT is researching the cause of this error message in order to determine a permanent solution. For now, a functional workaround can be used to prevent this error message and allow the voucher to be successfully created.

SUPPORTING DOCUMENTATION: The following **AP_Voucher_Save_Error_for_8.9_Banner_Vendors_Instructions** document provides the functional workaround for this voucher error.

ADDITIONAL OIIT RESOURCES and SUPPORT: Contact the **OIIT HELPDESK** at http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. For emergency, business interruptions, or production down situations, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697).

INSTRUCTIONS FOR RESOLVING AP VOUCHER SAVE ERRORS FOR 8.9 BANNER VENDORS in GeorgiaFIRST PeopleSoft Financials Version 8.9

Regular Vouchers using on-line entry for Banner Vendors/Banner Locations that were created by the Banner interface in GeorgiaFIRST PeopleSoft Financials Version 8.9 are producing the following error message when attempting to save the voucher:



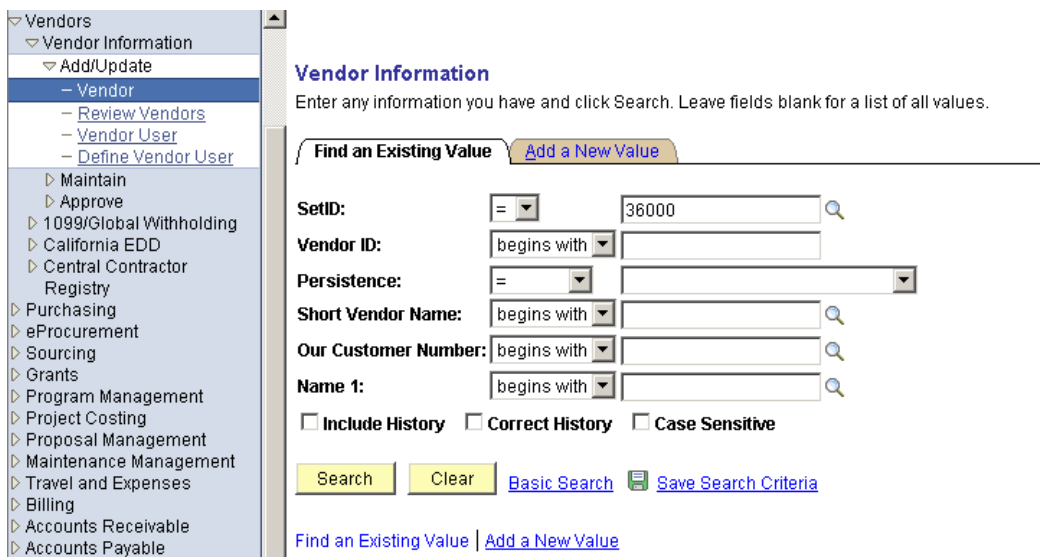
Due to this error message, the voucher cannot be saved.

OIIT is researching the cause of this error message in order to determine a permanent solution. For now, the functional workaround described below can be used to prevent this error message and allow the voucher to be successfully created.

Reviewing AP Voucher Save Errors

In order to determine that this is the error reported in Known Issue KI8038, first you will need to confirm whether the Banner Vendor has been marked as 1099 reportable.

1. Select **Vendors**⇒**Vendor Information**⇒**Add/Update**⇒**Vendor**. This brings you to the **Vendor Information – Find an Existing Value** page.



2. Enter or select the **appropriate Vendor**.

3. Click on **Search**. The **Summary** page displays.

Summary | Identifying Information | Address | Contacts | Location | Custom

SetID: 36000
 Vendor ID: 0000300031
 Vendor Short Name: HOWARDA HOWARDA-003
 Vendor Name:

Order: HOWARDA-003 Remit To: HOWARDA-003

Status: Approved Last Modified By: SUPPORT
 Persistence: Regular Last modified date: 01/06/2009 10:16AM
 Classification: SSN Created By: SDEMMON
 HCM Class: Created Date/time: 09/09/2008 7:54AM
 Open for Ordering: Yes Last Activity Date: 01/06/2009
Withholding: No

Save | Return to Search | Notify | Refresh | Add | Update/Display | Include History | Correct History

Summary | Identifying Information | Address | Contacts | Location | Custom

4. Verify the **Withholding** status of this vendor is **No**.

- **Note:** If the Withholding status is **Yes**, the error is not related to this Known Issue and is probably caused by the Vendor 1099 information not being correctly populated.

5. Click on the **Location** tab. The **Location** page displays.

Summary | Identifying Information | Address | Contacts | Location | Custom

SetID: 36000
 Vendor: 0000300031 Short Vendor Name: HOWARDA-003 Name: Howard,Andrew M

A vendor location is a default set of rules which define how you conduct business with a vendor.

Location Find | View All First 1 of 1 Last

'Location: BANNER Default

Description: Banner Location RTV Fees

Details Find | View All First 1 of 1 Last

'Effective Date: 09/09/2008

Status: Active

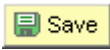
Options: Payables Procurement Sales/Use Tax **1099** Expand All Collapse All

▶ Additional ID Numbers
 ▶ Comments
 ▶ Internet Address
 ▶ VAT

Expand All Collapse All

Save | Return to Search | Notify | Refresh | Add | Update/Display | Include History | Correct History


6. Click on the **1099** link. The **Withholding Vendor Information** page displays.

- Click the **Withholding** check box ON.
- Click on . The following **Warning** displays:

Warning -- Vendor has been set to withholding but withholding information not provided.

The vendor has been marked as withholdable but withholding information has not been provided.




- Click on . The following **Warning** displays:

Warning -- No default jurisdiction provided for the location. BANNER (7400,133)

No default jurisdiction provided for the location.



- Click on . This brings you back to the **Identifying Information** page.

Now verify the Vendor is reflected as a Withholding vendor.

- Click on the **Summary** tab. The **Summary** page displays.



The screenshot shows the 'Summary' tab selected in a navigation bar. The main content area displays vendor and order details:

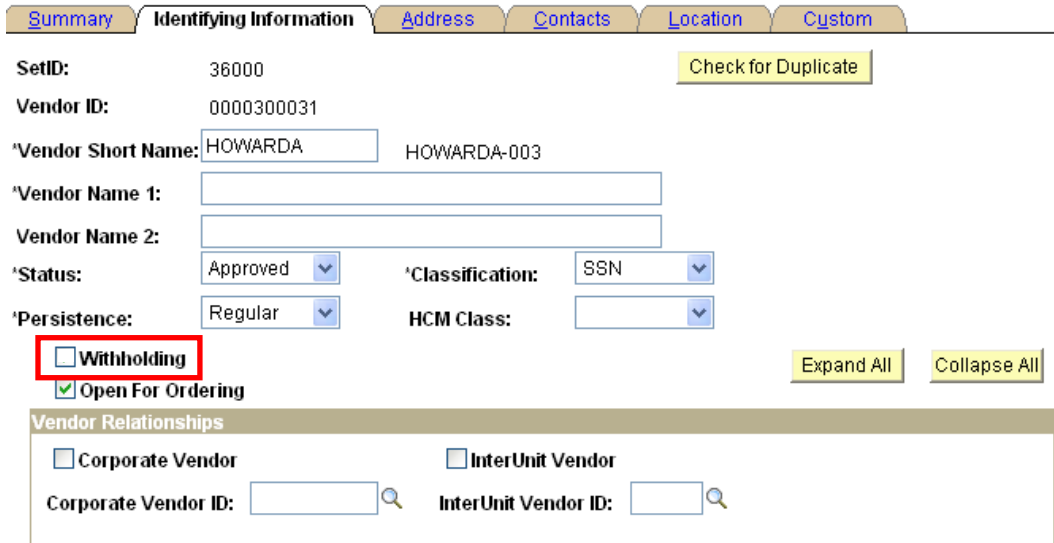
- SetID:** 36000
- Vendor ID:** 0000300031
- Vendor Short Name:** HOWARDA HOWARDA-003
- Vendor Name:**
- Order:** HOWARDA-003
- Remit To:** HOWARDA-003
- Status:** Approved
- Persistence:** Regular
- Classification:** SSN
- HCM Class:**
- Open for Ordering:** Yes
- Withholding:** Yes (highlighted with a red box)
- Last Modified By:** SUPPORT
- Last modified date:** 01/06/2009 4:06PM
- Created By:** SDEMMON
- Created Date/time:** 09/09/2008 7:54AM
- Last Activity Date:** 01/06/2009

At the bottom, there are several action buttons: Save, Return to Search, Notify, Refresh, Add, Update/Display, Include History, and Correct History. A breadcrumb trail at the very bottom reads: Summary | Identifying Information | Address | Contacts | Location | Custom.

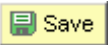
- Verify that the **Withholding** status us now **Yes**.

Now you will set the Vendor back to the correct non-withholding status.

- Click on the **Identifying Information** tab. The **Identifying Information** page displays.

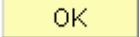


- Click the **Withholding** check box OFF.

- Click on . The following **Warning** displays:

Warning -- Withholding applicable voucher lines exist. Press OK to change vendor to non-withholding. (7025,1)

You have changed this vendor not to be withholding applicable, but withholding applicable voucher lines exist. Press OK to keep changes or press Cancel.

- Click on . You should now be able to enter a Voucher for the Banner vendor and the error message should no longer be produced.

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