

GeorgiaFIRST Financials V8 Known Issue

KI8079: AP Match Workbench Page Action Field Missing

UPDATE: August 29, 2009

RESOLVED: This issue was resolved as part of Pre-Release #3, which was applied to the consolidated environment on August 29, 2009. Each institution's Security Administrator will need to add two (2) Source Transactions for the applicable users in order for those users to view the **Action** field and **Run** button.

SUPPORTING DOCUMENTATION: The **Release Notes for Consolidated Financials System Pre-Release #3** is available to assist you with this process, and is located on the **Announcements** page on the GeorgiaFIRST Financials web site at: <http://www.usg.edu/gafirst-fin/announcements/>.

POSTED: August 14, 2009

SUBJECT: Known Issue KI8079 – AP Match Workbench Page Action Field Missing

PURPOSE: To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 in the consolidated environment of a Known Issue with the **Action** field missing on the **Match Workbench** page.

FUNCTIONAL IMPACT: When trying to un-match a voucher on the **Match Workbench** page (**Accounts Payable⇒Review Accounts Payable⇒Vouchers⇒Match Workbench**), the **Action** field and **Run** button do not appear so users are unable to complete the un-matching process.

Action:

A screenshot showing a web interface element. On the left, the text "Action:" is followed by a rectangular input field with a blue border. To the right of the input field is a small blue downward-pointing arrow icon. Further to the right is a yellow rectangular button with the word "Run" written in black text.

This issue was caused by the application of maintenance packs to the consolidated environment. OIIT has identified a fix for this issue, which is currently being tested. Once the fix has been finalized, it will be applied to the consolidated environment as soon as possible. You will be notified if a fix has been applied and the issue has been resolved.

In the meantime, as a workaround, users can close the voucher that has been incorrectly matched, which will restore the encumbrance to the PO and un-match the PO. However, a replacement voucher would need to be entered for the closed voucher.

SUPPORTING DOCUMENTATION: PSFIN Business Process **AP.020.110 – Closing**

a **Voucher** is available to assist you with this process, and is located in the **Business Processes** section of the **Documentation** page on the Georgia*FIRST* Financials web site at: <http://www.usg.edu/gafirst-fin/documentation/>.

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).