

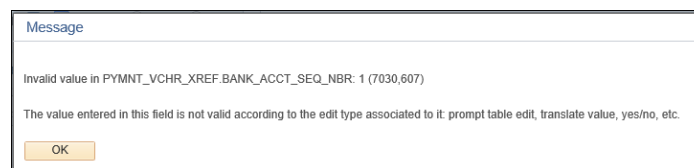
Known Issue: KI9.2-109_AP – Issue with Updating Recycle Vouchers Created via Voucher Build

POSTED: January 29, 2019

STATUS: Active

Following the 5.40 release applied December 1, 2018, an issue has been found that may affect vouchers built with a Recycle status via the Voucher Build process.

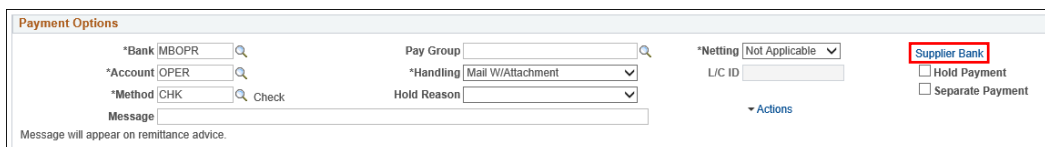
When updating a voucher to correct errors causing the Recycle status (Ex: Accounting Date), users may see this message when attempting to save.



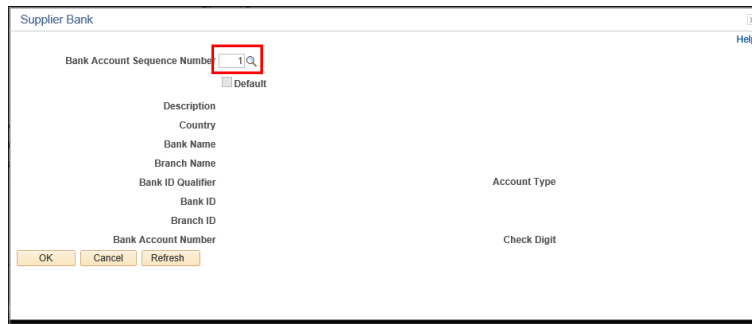
The error occurs only for Suppliers without a bank account number in PeopleSoft.

Functional Workaround:

- Users seeing this message will need to select the Supplier Bank link on the Payments tab.



- Clear the Bank Account Sequence Number field.



- Click OK. Clearing this sequence number will allow users to save the voucher as Postable after making any other necessary corrections.

Estimated Resolution:

This issue is a known Oracle bug and will be resolved in a future release. We will update this Known Issue once it has been resolved.

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>.