

Known Issue: KI9.2-53_AP Vouchers Saved for Later Not Displaying Invoice Information Tab

UPDATED: December 1, 2017

STATUS: RESOLVED

IMPACT: As of Release 5.30, dated December 1, 2017, an Oracle fix has been applied. Users may now use the Save for Later button without getting a blank screen when they return to the saved voucher.

ORIGINALLY POSTED: December 2, 2016

Following application of Release 5.20, when users create a voucher and click the Save for Later button, the voucher is updated to an incomplete status and assigned a voucher ID as expected. However, when returning to the voucher to complete entry and processing, the Invoice Information tab displays a blank page.

Accounts Payable > Vouchers > Add/Update > Regular Voucher

The screenshot shows the 'Accounts Payable > Vouchers > Add/Update > Regular Voucher' screen. The 'Invoice Information' tab is selected. The 'Save For Later' button is highlighted with a red box. The 'Invoice Lines' section shows a single line with a line amount of 20.00. The 'Distribution Lines' table below shows a single entry with a merchandise amount of 20.00 and account 211400.

Line	Merchandise Amt	Quantity	Account	Fund	Dept	Program	Class	Project	Bud Ref	OpenItem	Budget Date
1	20.00		211400	10000					2017		11/28/2016

Voucher

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search Criteria

Business Unit = 98000

Voucher ID begins with 05314109

Invoice Number begins with

Invoice Date =

Short Supplier Name begins with

Supplier ID begins with

Supplier Name begins with

Voucher Style =

Related Voucher begins with

Entry Status =

Voucher Source =

Incomplete Voucher =

Case Sensitive

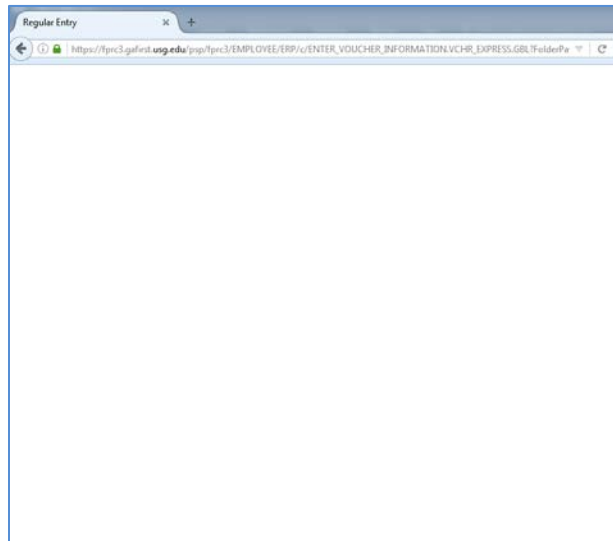
Search Results

Only the first 300 results can be displayed.

View All First 1-100 of 300 Last

Business Unit	Voucher ID	Invoice Number	Gross Invoice Amount	Payment Amount	Invoice Date	Short Supplier Name	Supplier ID	Supplier Name	Voucher Style	Related Voucher	Entry Status	Voucher Source	Incomplete
98000	05314109	testsaveforlater	20	20	11/28/2016	MATHEWBE-001	0000000180	Matthew Bender & Co Inc	Regular	(blank)	Recycle	Online	Incomplete

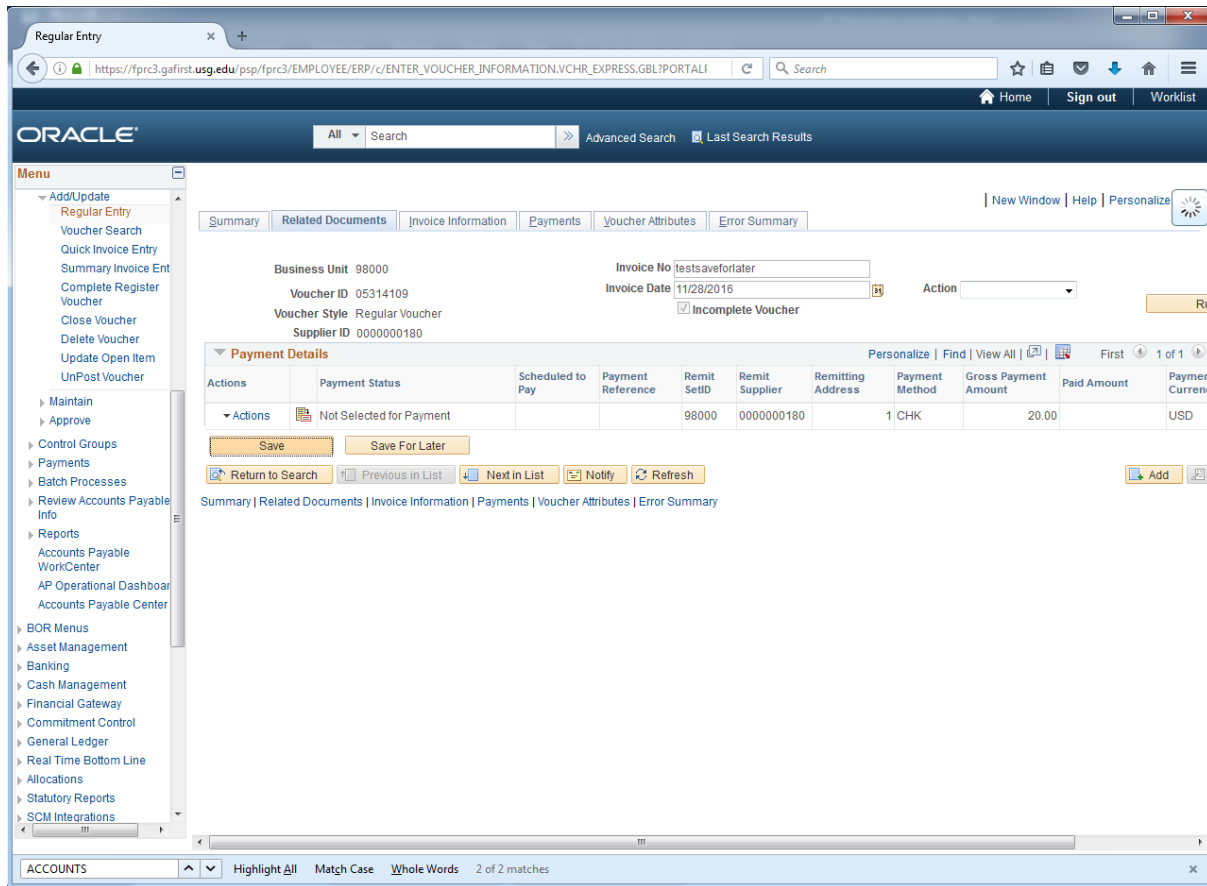
Invoice Information tab is displaying a blank screen.



Functional Workaround:

If using the Save for Later option on a voucher and you encounter a blank screen when attempting to access the Invoice Information tab:

- Click on any of the other voucher tabs (Related Documents, Payments, or Voucher Attributes).
- Save and exit the Voucher.
- Once you return to the Voucher, you will then be able to navigate to the Invoice Information page successfully.



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>.