

Known Issue: KI9.2-77_AP – AP Pay Cycle Runs to No Success for Payment Selection

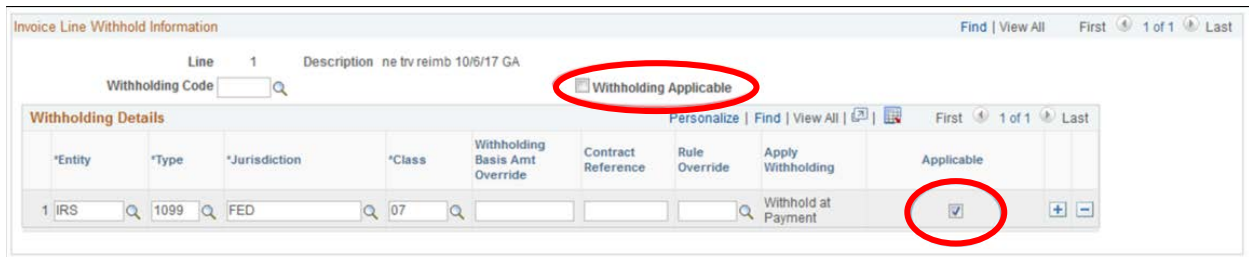
UPDATED January 12, 2018

STATUS: RESOLVED

IMPACT: As of Release 5.31, dated January 12, 2018, a fix has been applied. Users may now unselect the Withholding Applicable box in the Invoice Line Withhold Information section of a voucher without causing the AP cycle to run to no success.

ORIGINALLY POSTED: December 8, 2017

Following application of Release 5.30, when users create a voucher to a Withholding Supplier and unselect the **Withholding Applicable** box in the Invoice Line Withhold Information section, the **Applicable** box in the Withholding Details section remains selected. This is causing a data inconsistency and the pay cycle to run to no success.



Invoice Line Withhold Information

Line 1 Description ne tv reimb 10/6/17 GA

Withholding Code

Withholding Applicable

Withholding Details

| *Entity | *Type | *Jurisdiction | *Class | Withholding Basis Amt Override | Contract Reference | Rule Override | Apply Withholding | Applicable |
|---------|-------|---------------|--------|--------------------------------|--------------------|---------------|---------------------|-------------------------------------|
| 1 IRS | 1099 | FED | 07 | | | | Withhold at Payment | <input checked="" type="checkbox"/> |

Functional Workaround:

- To prevent this issue:
 - For regular Voucher entry:
 - Uncheck both boxes when entering a voucher for a withholding supplier where voucher lines should not be withholding applicable.
 - For PO Voucher entry:
 - When creating a PO Voucher, the withholding applicable flags will be inherited from the PO. Users should ensure that both boxes are unselected for each of the non-withholding voucher lines.

- To resolve this issue once the Pay Cycle runs to No Success:
 - A new query, **ITS_WH_ERRORS_FOR_AP_DUE**, has been provided to determine which voucher(s) are causing the Pay Cycle to run to No Success.
 - Once the problem vouchers are identified, users must then Reset the Pay Cycle.
 - The problem voucher(s) can then be corrected by unselecting the Withholding Details box for each affected line and the voucher saved.
 - You may wish to run the **ITS_WH_ERRORS_FOR_AP_DUE** query again to confirm that the vouchers no longer appear.
 - The Pay Cycle can then be ran to success.

Estimated Resolution:

This is a known Oracle bug. ITS is actively working with Oracle to resolve this issue.

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>.