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.

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](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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit [http://status.usg.edu](http://status.usg.edu).