

Known Issue: KI9.2-9_AP - Payment History Report Not Calculating Totals Correctly

UPDATED October 20, 2017

STATUS: RESOLVED

IMPACT: The Payment History by Payment Method report (APX2050) is working as designed by Oracle. All payments appear listed by Reference Number and reissued payments will appear with both their original and replacement Reference Numbers.

Users should continue to run the Trial Register report (APX2030) as an alternative. ITS plans to solicit user input on this report during the next AP Module Enhancement Review.

ORIGINALLY POSTED: April 23, 2015

The Payment History by Payment Method report (APX2050) is incorrectly including replaced checks in the Bank Payment and Report Payment Totals.

Functional Workaround: Run the AP Trial Payment Register report (APX2030) instead. Navigation to this report is Accounts Payable > Reports > Payments > Trial Register.

Estimated Resolution: A fix for this issue has not yet been provided by Oracle and an update will be provided as soon as the expected resolution date is determined.

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>.