

Resolved: Known Issue: KI9.2-178_AP – Vouchers Building to Recycle Status

UPDATED: August 21, 2025

STATUS: Resolved

RESOLUTION: Jaggaer has deployed a fix that successfully addresses the issue which caused vouchers to be created with a gross amount of \$0. However, any vouchers built that remain in a Recycle status, as well as invoices still in the voucher staging tables showing a \$0 gross amount, will need to be corrected using the established Functional Workaround steps to ensure accurate processing.

Invoices dated August 16, 2025 or later should not experience this issue and should build as expected.

Original Known Issue

Posted: August 14, 2025

NAVIGATION: Accounts Payable > Vouchers > Add/Update > Regular Entry

ISSUE: When running the Voucher Build process for Catalog vouchers, some vouchers are building to a “Recycle” Entry Status with a Header error of “Voucher Merchandise Amount 0 not equal to the sum of invoice line amounts”. This issue originates from invoice data sent from Jaggaer, where the Gross Amount is incorrectly populated as \$0.00, with the line item amounts being correct.


FUNCTIONAL WORKAROUND: Prior to running the voucher build process, run the BOR_AP_STAGED_INVOICES query for the “CAT” Voucher Source. Notice all invoices with a \$0 Gross Amount. These invoices will build to a “Recycle” Entry Status.

After running voucher build, these vouchers can be corrected by adjusting the Invoice Total on the voucher header to match the total amount of the invoice. In the example below, replace the \$0.00 with the total invoice amount of \$33.82.

Before:

Regular Entry

Summary Related Documents **Invoice Information** Payments Voucher Attributes Error Summary

Business Unit  Invoice No 16DP-PL61-7F7J

Voucher ID 05442838 Accounting Date 08/12/2025

Voucher Style Regular Voucher *Pay Terms N30 Net 30

Invoice Date 08/08/2025 Basis Date Type Inv Date

Invoice Received

Supplier ID CAT0000201 Amazon Business

ShortName AMAZON-CAT-001

Location REMITACH

Invoice Total

Line Total 33.82

*Currency USD

Miscellaneous

Freight

Total 0.00


Difference 33.82

Non Merchandise Summary
Session Defaults
Comments(0)
Attachments(0)
Template List
View Audit Logs
Advanced Supplier Search
Supplier Hierarchy
Supplier 360

After:

Regular Entry

Summary Related Documents **Invoice Information** Payments Voucher Attributes Error Summary

Business Unit  Invoice No 16DP-PL61-7F7J

Voucher ID 05442838 Accounting Date 08/12/2025

Voucher Style Regular Voucher *Pay Terms N30 Net 30

Invoice Date 08/08/2025 Basis Date Type Inv Date

Invoice Received

Supplier ID CAT0000201 Amazon Business

ShortName AMAZON-CAT-001

Location REMITACH

Invoice Total

Line Total 33.82

*Currency USD

Miscellaneous

Freight

Total 33.82

Difference 0.00

Non Merchandise Summary
Session Defaults
Comments(0)
Attachments(0)
Template List
View Audit Logs
Advanced Supplier Search
Supplier Hierarchy
Supplier 360

MORE INFORMATION AND SUPPORT: For business impact issues, contact the GeorgiaFIRST Financials Support Team at support@usg.edu.

