Known Issue: KI9.2-162_AP – Unable to add attachment to voucher once associated PO has closed

POSTED: November 10, 2022

STATUS: Active

NAVIGATION: Navigator > Accounts Payable > Vouchers > Regular Entry

ISSUE: Following Rel 5.80, issues have been identified when making certain updates to a voucher once the associated Purchase Order has been closed:

1. Adding attachments to a voucher
2. Attempting to change the Payment Method on the voucher
3. Creating an Adjustment Style Voucher for a regular voucher once the associated purchase order lines have been closed

The following message is received upon saving the voucher:

FUNCTIONAL WORKAROUND:

1. Adding attachments to a voucher: Until this issue is resolved, users should add all attachments to a voucher when the voucher is initially created.

2. Attempting to change the Payment Method on the voucher: If the payment method needs to be changed on a voucher where the associated PO has been closed, users should submit a ticket to the ITS Helpdesk for assistance.

3. Creating an Adjustment Style Voucher for a regular voucher once the associated purchase order lines have been closed: Create a Regular Style Voucher to record the adjustment. If assistance is needed, please submit a ticket to the ITS Helpdesk.
ESTIMATED RESOLUTION: This is a known Oracle bug. ITS is working to implement a solution as quickly as possible and will update this known issue when additional information is available.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.