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

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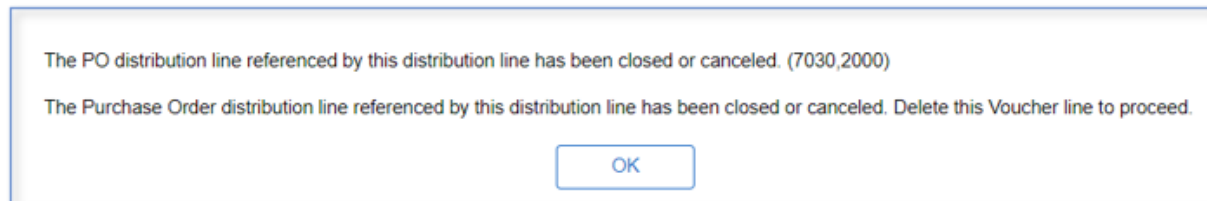
STATUS: Active

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:

The PO distribution line referenced by this distribution line has been closed or canceled. (7030,2000)

The Purchase Order distribution line referenced by this distribution line has been closed or canceled. Delete this Voucher line to proceed.

OK

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.