

# Procure-To-Pay Birds of a Feather

Teresa Page & Liz Walker – ePro & Purchasing  
Dave Register – Accounts Payable  
Kate Smith – Travel & Expenses

1:40 pm 9/27/17



# Purchasing No Success!

“The definition of insanity is doing the same thing over and over again, but expecting different results.” – Albert Einstein



User has run PO Dispatch (POXMLP) multiple times, even though the process keeps running to No Success.

User ID

Type

Date Range

From

To

Refresh

Server

Name

POXMLP

Instance From

Instance To

Run Status

No Success

Distribution Status

Save On Refresh

Process List

Personalize

Find

View All

First

1-25 of 25

Last

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	10267076		PSJob	POXMLP	Liz	07/26/2017 10:04:51AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266372		PSJob	POXMLP	Liz	07/26/2017 8:51:07AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266318		PSJob	POXMLP	Liz	07/26/2017 8:41:57AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266316		PSJob	POXMLP	Liz	07/26/2017 8:41:44AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266272		PSJob	POXMLP	Liz	07/26/2017 8:35:34AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266216		PSJob	POXMLP	Liz	07/26/2017 8:29:09AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266212		PSJob	POXMLP	Liz	07/26/2017 8:28:23AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266188		PSJob	POXMLP	Liz	07/26/2017 8:24:50AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10266154		PSJob	POXMLP	Liz	07/26/2017 8:19:50AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10264916		PSJob	POXMLP	Liz	07/25/2017 4:32:25PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10264893		PSJob	POXMLP	Liz	07/25/2017 4:30:42PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10264798		PSJob	POXMLP	Liz	07/25/2017 4:23:09PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10264785		PSJob	POXMLP	Liz	07/25/2017 4:22:07PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10264067		PSJob	POXMLP	Liz	07/25/2017 3:25:53PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10263973		PSJob	POXMLP	Liz	07/25/2017 3:17:16PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10263935		PSJob	POXMLP	Liz	07/25/2017 3:14:54PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10263886		PSJob	POXMLP	Liz	07/25/2017 3:09:45PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10263807		PSJob	POXMLP	Liz	07/25/2017 3:02:15PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10263788		PSJob	POXMLP	Liz	07/25/2017 3:00:25PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10263686		PSJob	POXMLP	Liz	07/25/2017 2:55:17PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10262670		PSJob	POXMLP	Liz	07/25/2017 1:28:58PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10262656		PSJob	POXMLP	Liz	07/25/2017 1:28:05PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10262057		PSJob	POXMLP	Liz	07/25/2017 12:11:36PM EDT	No Success	Posted	Details
<input type="checkbox"/>	10259654		PSJob	POXMLP	Liz	07/25/2017 8:11:01AM EDT	No Success	Posted	Details
<input type="checkbox"/>	10259648		PSJob	POXMLP	Liz	07/25/2017 8:10:23AM EDT	No Success	Posted	Details



First, click on the  
PO\_DISPATCH No  
Success link.



4PM EDT No Success Posted Details

8PM

4PM

8PM

03AM

7PM

4PM

52PM

8AM

8AM

5AM

09AM EDT No Success Posted Details

14AM EDT No Success Posted Details

### Process Detail

Process Name POXMLP

Main Job Instance 10469907

Left | Right

10469907 - POXMLP No Success

10469908 - PO\_DISPATCH No Success

Return

Help

Refresh

09/21/2017 4:05:05PM EDT No Success Posted Details

### Process Detail

#### Process

Instance 10469908 Type BI Publisher

Name PO\_DISPATCH Description PO BI Publisher Dispatch

Run Status No Success Distribution Status Posted

#### Run

Run Control ID ByNumber

Location Server

Server PSUNX

Recurrence

#### Update Process

☐ Hold Request

☐ Queue Request

☐ Cancel Request

☐ Delete Request

☐ Re-send Content

☒ Restart Request

#### Date/Time

Request Created On 09/18/2017 8:53:08AM EDT

Run Anytime After 09/18/2017 8:53:05AM EDT

Began Process At 09/18/2017 8:53:31AM EDT

Ended Process At 09/18/2017 8:53:46AM EDT

#### Actions

Parameters

Message Log

Batch Timings

View Log/Trace

Transfer

View Locks

OK Cancel

08/2017 4:09:51PM EDT No Success Posted Details

Then, click on the  
Message Log link



Message Log

Help

**Process**

Instance: 10472586 Type: BI Publisher  
Name: PO\_DISPATCH Description: PO BI Publisher Dispatch

Personalize | Find | View All | First 1-2 of 2 Last

Severity	Log Time	Message Text	Explain
	1:28:42PM	All Processing Suspended: Restart OPRID=Liz, RUNID=ByNumber, PI=10469908	Explain
	1:28:57PM	Successfully posted generated files to the report repository	Explain

Review Message Text in Message Log



Process List Server List

View Process Request For

User ID [ ] Type [ ] Date Range [ ] From 01/24/2017 To [ ] Refresh

Server [ ] Name POXMLP Instance From 10469908 Instance To 10469908

Run Status No Success Distribution Status [ ] Save On Refresh

Process List Personalize | Find | View All | First 1 of 1 Last

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	10469908	1	BI Publisher	PO_DISPATCH	Liz	09/18/2017 8:53:05AM EDT	No Success	Posted	Details

Enter Process Instance Number for the original process that ran to No Success



Severity	Log Time	Message Text	Explain
	8:53:34AM	<p>File: /vob/peopletools/src/psappeng/aedebug.hSQL  error. Stmt #: 1723 Error Position: 0 Return: 805 -  ORA-00001: unique constraint  (SYSADM.PS_POHDREXT_BOR26) violated Failed  SQL stmt: INSERT INTO PS_POHDREXT_BOR26  (PROCESS_INSTANCE, BUSINESS_UNIT, PO_ID,  PHONE_BU, FAX_BU, EMAIL_SUPPLIER,  PHONE_SUPPLIER, FAX_SUPPLIER,  NAME2_SUPPLIER, PHONE_SHIP_TO,  PHONE_BILL_TO) SE LECT 10469908,  A.BUSINESS_UNIT, A.PO_ID, CASE WHEN  LENGTH(B.country_code) = 3 AND LENGTH(B.phone)  = 8 THEN NVL(B.country_code, '')    '/'    NVL(B.phone  , '') ELSE NVL(B.phone, '') END, CASE WHEN LEN  GTH(B.country_code) = 3 AND LENGTH(B.fax) = 8  THEN NVL(B.country_code, '')    '/'    NVL(B.fax, ''  ) ELSE NVL(B.fax, '') END, E.EMAILID, NVL(phph, ''),  NVL(faxph, ''), C.NAME2, CASE WHEN LENGTH(BBB.c  ountry_code) = 3 AND LENGTH(BBB.phone) = 8 THEN  NVL(BBB.country_code, '')    '/'    NVL(BBB.phone ,</p>	<div>Explain</div>

Summary

Identifying Information

Address

Contacts

Location

Custom

SetID 98000

Supplier Address Search

Supplier ID 0000400795

Short Supplier Name DIAMOROOFI-001

Supplier Diamond Roofing Company Inc

Supplier Address

Find | View All

First1 of 3Last

Address ID 1

DescriptionMAIN

SAM Address Type

Details

Find | View All

First1 of 1Last

Effective Date05/12/2014

Effective StatusActive

CountryUSAUnited States

Address 11361 Southland Circle

Address 2

Address 3

CityAtlanta

County

Postal30318

StateGAGeorgia

Email ID

Payment/Withholding Alt Names

Phone Information

Personalize | Find | View 1

First1-2 of 2Last

*Type	Location	Prefix	Telephone	Extension
Business Phone		404	355-4996	
Business Phone		404	355-3832	

Save

Return to Search

Previous in List

Next in List

Notify

Add

Update/Display

Include His

The logo for Georgia Summit University System of Georgia. It features a stylized blue gear-like shape at the top and bottom, with a central orange and blue mountain-like graphic. The text "georgia summit" is in orange, and "University System of Georgia" is in blue below it.

## Process Detail

### Process

Instance 10469908

Type BI Publisher

Name PO\_DISPATCH

Description PO BI Publisher Dispatch

Run Status No Success

Distribution Status Posted

### Run

Run Control ID ByNumber

Location Server

Server PSUNX

Recurrence

### Update Process

☐ Hold Request

☐ Queue Request

☐ Cancel Request

☐ Delete Request

☐ Re-send Content

☐ Restart Request

### Date/Time

Request Created On 09/18/2017 8:53:08AM EDT

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Began Process At 09/18/2017 8:53:31AM EDT

Ended Process At 09/18/2017 8:53:46AM EDT

### Actions

[Parameters](#)

[Message Log](#)

[Batch Timings](#)

[View Log/Trace](#)

[Transfer](#)

[View Locks](#)

OK

Cancel





# Travel & Expenses

## Trial Register Report

- Instances where employees are not included on Trial Register due to address issues/other issues
  - Report these issues to ITS
- BOR\_AP\_PAYMENT\_REGISTER query
- What supporting documentation do you use for your pay cycles?



# How to void an Expense EFT payment and reissue to a different account or as a check

- Accounts Payable > Payments > Cancel/Void Payments > Payment Cancellation
  - Void/Reissue the payment
- Travel and Expenses > Manage Employee Information > Update Profile
  - Ensure new bank account is present on the Bank Accounts tab and that Prenote Status is either Confirmed/Required, or Not Required
  - If switching to a System Check, ensure Payment Method is System Check

Organizational Data	
GL Unit 24000	ARMSTRONG STATE UNIVERSITY
Department 1043010	Financial Services
*Payment Method	System Check <input type="button" value="v"/>



- Once Institution is live on oneUSG HCM, prenoting is no longer required.

Prenote Status	Required
New	<input type="checkbox"/>

Prenote Status	Required
Confirmed	<input checked="" type="checkbox"/>

# Travel and Expenses > Process Expenses > Expense Processing

## – Run Cancel Payments process

- This creates cancel accounting entries and returns the Expense payment to Staged status

**Expense Processes** | Select Business Units

Run Control ID Test | [Report Manager](#) | [Process Monitor](#) | [Run](#)

[Select All](#) | [Deselect All](#) | [Refresh](#)

If the run control id is new, hit 'Save' first and then 'Refresh' to update the transaction counts. [Transfer To Pay Cycle Process](#)

	Expense Reports	Cash Advances	Payments		Time Reports
<input type="checkbox"/> Stage Payments	0	0	0	<input type="checkbox"/> Stage Time to Project Costing or <input type="checkbox"/> Publish Elapsed Time	0
<input type="checkbox"/> Publish to Payroll			0		
<input type="checkbox"/> Post Liabilities	0	0		<input type="checkbox"/> Advance Reconciliation	Reconciliations 0
<input type="checkbox"/> Post Payments	0	0		<input type="checkbox"/> Airline Ticket Reconciliation	0
<input type="checkbox"/> Unpost Expense Report	0				Payments 0
<input type="checkbox"/> Cancel Payments			0	<input type="checkbox"/> Unstage Payments	0
<input type="checkbox"/> Close Liability	0	0		<input type="checkbox"/> Update Paid Statuses	0

## – Run Unstage Payments

**Expense Processes** | **Selected Business Units**

Run Control ID Test | [Report Manager](#) | [Process Monitor](#) | [Run](#)

[Select All](#) | [Deselect All](#) | [Refresh](#)

If the run control id is new, hit 'Save' first and then 'Refresh' to update the transaction counts. [Transfer To Pay Cycle Process](#)

	Expense Reports	Cash Advances	Payments		Time Reports
<input type="checkbox"/> Stage Payments	0	0	0	<input type="checkbox"/> Stage Time to Project Costing or <input type="checkbox"/> Publish Elapsed Time	0
<input type="checkbox"/> Publish to Payroll			0		
<input type="checkbox"/> Post Liabilities	0	0		<input type="checkbox"/> Advance Reconciliation	Reconciliations 0
<input type="checkbox"/> Post Payments	0	0		<input type="checkbox"/> Airline Ticket Reconciliation	0
<input type="checkbox"/> Unpost Expense Report	0			<input type="checkbox"/> Unstage Payments	Payments 0
<input type="checkbox"/> Cancel Payments			0	<input type="checkbox"/> Update Paid Statuses	0
<input type="checkbox"/> Close Liability	0	0			

## – Run Stage Payments

- Stage Payments creates NEW payment information so your Expense payment will generate to the new bank account or as a System Check

Expense Processes

Selected Business Units

Run Control ID Test

Report Manager

Process Monitor

Run

Select All

Deselect All

Refresh

If the run control id is new, hit 'Save' first and then 'Refresh' to update the transaction counts.

Transfer To Pay Cycle Process

Process Request Parameters

	Expense Reports	Cash Advances	Payments		Time Reports
<input checked="" type="checkbox"/> Stage Payments	0	0	0	<input type="checkbox"/> Stage Time to Project Costing or	0
<input type="checkbox"/> Publish to Payroll			0	<input type="checkbox"/> Publish Elapsed Time	
<input type="checkbox"/> Post Liabilities	0	0		<input type="checkbox"/> Advance Reconciliation	Reconciliations 0
<input type="checkbox"/> Post Payments	0	0		<input type="checkbox"/> Airline Ticket Reconciliation	0
<input type="checkbox"/> Unpost Expense Report	0				Payments 0
<input type="checkbox"/> Cancel Payments			0	<input type="checkbox"/> Unstage Payments	0
<input type="checkbox"/> Close Liability	0	0		<input type="checkbox"/> Update Paid Statuses	0

## – Complete your pay cycle



# Accounts Payable

## How did my PO line get Fully Matched when there is still money on it?

- PO line was previously vouchered for only part of the full **Quantity**. Line remains encumbered for the remainder.
- PO line was previously vouchered for a partial **Amount** but the PO line was not set up as Amount Only. Line remains encumbered for the difference.



# Accounts Payable

## What can I do to prevent this from happening?

- If copying from a receipt, reduce the number on the Copy Worksheet before pulling it into the voucher. Reducing after copying the line will match the full quantity or amount when Matching is run.
- If a PO line is to be vouchered multiple times, it should be entered with multiple quantities or set up as Amount Only. PO lines set up for Qty 1 at a particular amount will be fully matched for Qty 1 even if the amount is less than what is on the PO line.





# Accounts Payable

## Copy Worksheet

Business Unit 98000 [Return to Invoice Information](#)

Voucher NEXT

### PO Lookup Criteria

PO Business Unit   BOARD OF REGENTS

☐ View Matched /Cancelled Only

PO Number From

PO Number To

PO Line Number From

PO Line Number To

\*PO Date Option

PO Date

### Additional Search Criteria

Max Rows

## Select PO Lines

[Find](#) | [View All](#) First  1 of 1  Last

PO Unit 98000

PO Number 0000512878

Supplier ID CAT0000010 Staples

PO Date 09/26/2017

☒ Select All

☐ Deselect All

### Select PO Lines

[Personalize](#) | [Find](#) | [View 1](#) |   First  1-2 of 2  Last

#### Main Information

#### Contract Information

Select	Unit Price	Line Number▲	Schedule Number	Item ID	Description	Quantity Vouchered▼	UOM	Merchandise Amount▼	Currency	PO Qty
<input type="checkbox"/>	10.00000	1	1		VCHR BY QUANTITY	<input type="text" value="4.0000"/>	EA	40.00 USD		4.0000
<input type="checkbox"/>	40.00000	2	1		VCHR BY AMOUNT	<input type="text" value="1.0000"/>	EA	40.00 USD		1.0000

☒ Select All

☐ Deselect All

PO Line Count 2

PO Total \$80.00

