

Known Issue: KI9.2-77_AP – AP Pay Cycle Runs to No Success for Payment Selection

UPDATED January 12, 2018

STATUS: RESOLVED

IMPACT: As of Release 5.31, dated January 12, 2018, a fix has been applied. Users

- To resolve this issue once the Pay Cycle runs to No Success:
 - A new query, **ITS_WH_ERRORS_FOR_AP_DUE**, has been provided to determine which voucher(s) are causing the Pay Cycle to run to No Success.
 - Once the problem vouchers are identified, users must then Reset the Pay Cycle.
 - The problem voucher(s) can then be corrected by unselecting the Withholding Details box for each affected line and the voucher saved.
 - You may wish to run the **ITS_WH_ERRORS_FOR_AP_DUE** query again to confirm that the vouchers no longer appear.
 - The Pay Cycle can then be ran to success.

Estimated Resolution:

This is a known Oracle bug. ITS is actively working with Oracle to resolve this issue.

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>.