



Known Issue: KI9.2-64_Other - Use of Return to Search Button Error

UPDATED





Functional Workaround:

To work around this issue:

1. Try clearing browser history/cache or try another browser (see Troubleshooting Browser Issues: http://www.usg.edu/gafirst-

fin/documentation/category/general_job_aids_and_reference_documents).

2. Another option is to use the Menu Navigation links to return to the search page instead of using the Return to Search button.

Menu	1	
- Accounts Payable - Vouchers - Add/Update	Summary Related Documents Invoice Infor	
Regular Entry Voucher Search	Business and a state	Invoice Date 05/03/2017
Quick Invoice Entry Summary Invoice Ent	Vouch Vouch	Invoice No 4437372289
Complete Registre	Supplier Name . , , , ale Camputer Inc.	
Close Voucher	P. O. Box 281877 Atlanta, GA 30384-1877	
Delete Voucher Update Open Item UnPost Voucher	Entry Status Postable	Pay Terms Due Now Preview Approval Veryley Approval
Maintain	And the state of t	Xi Xi ang Zon
Approve Control Groups	Post Status Posted	Created On 05/10/2017 4 44PM Created By JBARBOZA
Payments	Doc Tol Status Valid	Last Update 05/10/2017 4:50PM
Batch Processes Review Accounts Payable	Budge (A)	Modified By BORBATCH
Info	Budget Misc Status Valid	Close Status Open
 Reports Accounts Payable WorkCenter 	View Related Payment Inquiry	Go
		Payments Voucher Ann Wouder ton UF sun Grammen

Estimated Resolution:

Oracle has documented this issue and has provided a fix that is included in PeopleTools patch 8.55.11. This patch will be included in the Georgia*FIRST* Financials Annual Oracle Maintenance Release that is tentatively scheduled for November 2017.

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 http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail http://www.usg.edu/customer_services.

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit <u>http://www.usg.edu/customer_services/service_level_guidelines</u>. For USG services status, please visit <u>http://status.usg.edu</u>.