GEORGIA*FIRST*
FINANCIAL INFORMATION & REPORTING SYSTEMS FOR TOMORROW
University System of Georgia • Information Technology Services

People**Soft**
9.2

Update: Known Issue: KI9.2-167_GL – General Ledger Accounts Payable Journal Generation Issue

UPDATE: November 15, 2023

POSTED: November 10, 2023

STATUS: Active

UPDATE 11/15/2023: ITS has applied a fix that corrects the issue introduced with Release 5.90. At this time, all Accounts Payable data has been journal generated and is posted in General Ledger. The payment post and journal generation processes will be added back to the batch process tonight. Users can resume these running these processes as needed.

PLEASE NOTE: There is some residual cleanup that needs to occur in voucher accounting line. ITS is planning to apply a DBI on the evening of Tuesday, November 21, 2023, to complete the cleanup needed as a result of this issue.

NAVIGATION: General Ledger > Subsystem Journals > Generate Jrnl from Subsystem

UPDATE 11/14/2023: ITS has confirmed this issue is caused by incorrect code in the AP Payment Post process. To avoid further errant AP data, ITS has removed the Payment Post process from the nightly batch process.

Please do not run the AP Payment Post process in addition to the journal generation process for AP, or delete any Accounts Payable journals in error, until further notice from ITS.

UPDATE 11/10/2023: Affected Accounts Payables Journals in error have been deleted and a DBI was applied to allow a subset of the impacted AP data to be journal generated. However, AP data remains that has not been successfully journal generated at this time.

Please do not run the journal generation process for Accounts Payable or delete any Accounts Payable journals in error while ITS continues to analyze and address this issue.

Users can continue to journal generate other submodule data at this time.

ISSUE: Some of the journals created in the nightly batch process on November 6, 2023, are currently in an error status due to data originating from other business units. This is currently only affecting Accounts Payable journals.

Please do not run the journal generation process or delete any Accounts Payable journals until further notice from ITS.

The journal generation process has been removed from the nightly batch process until this issue is resolved.

FUNCTIONAL WORKAROUND: There is no functional workaround at this time.

ESTIMATED RESOLUTION: ITS is testing a fix for this issue and will have the resolution in production as soon as possible.

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