

# 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  Distribution Status   Save On Refresh

Process List									
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

3AM

7PM

4PM

52PM

8AM

8AM

5AM

19AM EDT No Success Posted Details

4AM 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

Refresh

Return

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 Update Process

Run Control ID ByNumber

Location Server

Server PSUNX

Recurrence

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

Parameters Transfer

Message Log View Locks

Batch Timings

View Log/Trace

OK Cancel

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

Then, click on the Message Log link



Message Log

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) SELECT 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 style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: auto;">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    First 1 of 3 Last

Address ID 1 + -  
 Description MAIN      SAM Address Type

**Details** Find | View All    First 1 of 1 Last

Effective Date 05/12/2014  Effective Status Active  + -

Country USA  United States  
 Address 1 1361 Southland Circle  
 Address 2   
 Address 3   
 City Atlanta  
 County       Postal 30318  
 State GA  Georgia  
 Email ID

▶ **Payment/Withholding Alt Names**

**Phone Information** Personalize | Find | View 1 |   First 1-2 of 2 Last

*Type	Location	Prefix	Telephone	Extension	
Business Phone <input type="text"/>	<input type="text"/>	404	355-4996	<input type="text"/>	+ -
Business Phone <input type="text"/>	<input type="text"/>	404	355-3832	<input type="text"/>	+ -

[Save](#) | [Return to Search](#) | [Previous in List](#) | [Next in List](#) | [Notify](#)

[Add](#) | [Update/Display](#) | [Include His](#)



## 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





# 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="text"/>



- 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 | 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 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

Process Request Parameters		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	0	0	<input type="checkbox"/> Advance Reconciliation	Reconciliations 0
<input type="checkbox"/> Post Liabilities	0	0	0	<input type="checkbox"/> Airline Ticket Reconciliation	0
<input type="checkbox"/> Post Payments	0	0	0	<input type="checkbox"/> Unstage Payments	Payments 0
<input type="checkbox"/> Unpost Expense Report	0	0	0	<input type="checkbox"/> Update Paid Statuses	0
<input type="checkbox"/> Cancel Payments	0	0	0		
<input type="checkbox"/> Close Liability	0	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  
Supplier ID CAT0000010 Staples

PO Number 0000512878  
PO Date 09/26/2017

Select All  Deselect All

### Select PO Lines

[Personalize](#) | [Find](#) | [View 1](#) |   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

