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# System Information, Tips, and Troubleshooting Guide

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**OVERVIEW**

Thank you for taking the time to review the PeopleSoft Financials System Information, Tips and Troubleshooting Guide! While the new PeopleSoft Financials 8.8 application offers many improvements over the 7.02 system, we realize that it is not perfect and will take some getting used to. This guide contains information pertaining to known system bugs and issues, as well as tips we hope you will find useful as you get acclimated to using the new system. We will update and publish this as needed. As issues are resolved and workarounds are no longer needed, they will be removed from the guide to keep the document readable and relevant. If you are unable to resolve your issue after reviewing this document, please call the Help Desk at 404-657-3956 or 888-896-7771 and a system support analyst will be happy to assist you. As always, we welcome your feedback. If you have comments or suggestions, please send them to [upgradefeedback@sao.ga.gov](mailto:upgradefeedback@sao.ga.gov).

**CHANGE LOG**

Date	Items Added	Items Changed	Items Deleted
7/17/06	1.11, 6.10, 8.10		
7/19/06	2.11, 2.12		
7/20/06	2.13, 2.14, 2.15		
7/24/06	2.16, 2.17		
7/25/06	2.18		
7/28/06		2.19, updated 2.17 Interunit Accounts	
8/28/06	2.20		
10/05/06	8.15		

1. ALL FINANCIALS

#	Type	Description	Solution
1.1.	Troubleshooting	<b><u>Unable to access CITRIX to log onto PeopleSoft Financials</u></b>	<p>PeopleSoft is no longer accessed through CITRIX. Only an internet connection is needed. Enter the following URL in your internet browser address field:</p> <p><a href="https://saofn.state.ga.us/psp/sao/?cmd=login">https://saofn.state.ga.us/psp/sao/?cmd=login</a></p>
1.2.	Troubleshooting	<p><b><u>Problems Logging into PeopleSoft</u></b></p> <p>Unable to login to the new PeopleSoft 8.8 Financials application.</p>	<ul style="list-style-type: none"> <li>Ensure that you are logging on with your current PeopleSoft 7.02 Operator ID           <p style="text-align: center;"><b>USERID = 7.02 OPRID</b></p> <p>and your 8 digit HCM Employee ID followed by a dollar sign as your initial password. Example: 12345678\$</p> <p style="text-align: center;"><b>PASSWORD = EIDXXXXX\$</b></p> </li> <li>The first time that you sign on, you will be required to change your password. Enter your Employee ID number (followed by the \$) in the “Current Password” field and key in your newly created password in the “New Password” and “Confirm Password” fields.           <p><b>Note:</b> New passwords must contain a minimum of 8 characters, including one special character, !, @, #, \$, %, ^, &amp;, *, (, ), and must exclude a dash -, a backslash \, and an underscore _ . The new password must also contain at least one number. Please be aware the password field is case sensitive, so take note of your caps lock button.</p> </li> </ul>

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#	Type	Description	Solution
1.3.	Troubleshooting	<p><b><u>Problems Viewing PeopleSoft Pages or UPK</u></b></p> <p>Unable to View PeopleSoft Pages or UPK after clicking link.</p>	Ensure Pop-up Blocker is disabled. To disable Pop-up Blocker in Internet Explorer, navigate to Tools, Pop-up Blocker and choose disable.
1.4.	Troubleshooting	<p><b><u>Create New Run Control IDs in 8.8</u></b></p> <p>Although your run controls from 7.02 were converted to the 8.8 system, they likely will not work.</p>	Create new run control IDs in 8.8.
1.5.	Troubleshooting	<p><b><u>Process Scheduler Settings</u></b></p> <p>Process/Report does not appear to have run after kicking it off.</p>	<p>On the Process Scheduler Request page, ensure the following parameters are set based on the type of process your are running:</p> <ul style="list-style-type: none"> <li>• <b>SQR Report:</b> Type = File or Web; Format = LP or PDF. These will go to Document Direct or your desk top</li> <li>• <b>Crystal:</b> Type = Web; Format = PDF. These will go to report manager</li> </ul>
1.6.	Tip	<p><b><u>Closing windows vs. Logging Off in PeopleSoft Financials</u></b></p> <p>How do I close a window vs. log off of my PeopleSoft Financials session?</p>	<ul style="list-style-type: none"> <li>• To close a window, click the X in upper right corner.</li> <li>• To end your PeopleSoft session, click Log Off</li> </ul>
1.7.	Tip	<p><b><u>Viewing all rows of data</u></b></p> <p>How do I view all rows of data (i.e. distribution lines, etc.)?</p>	Click the "View All" link on the grid to see all rows of data.

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#	Type	Description	Solution
1.8.	Tip	<p><b><u>Clearing Temporary Files</u></b></p> <p>In 7.02 I sometimes needed to clear my cache. How do I do this in 8.8 if needed?</p>	<p>In the internet window, navigate to Tools, Internet Options, at the general tab click delete cookies, and click OK. Also click delete files, click OK.</p>
1.9.	Tip	<p><b><u>My Favorites</u></b></p> <p>What are "My Favorites in 8.8"? How do I set this up?</p>	<p>Similar to "Favorites" in Internet Explorer, "My Favorites" is PeopleSoft allows quick navigation to pages you use often. When on a page you want to add to "My Favorites" click the "Add To Favorites" link, enter a description and click OK.</p>
1.10.	Tip	<p><b><u>Accounting Date and Budget Date</u></b></p> <p>Check the Accounting Date and Budget Date are correct on all new transactions to ensure activity is booked to the proper Accounting and Budget Period.</p>	<p>Change the accounting date and/or budget date to the correct period if needed. The accounting date will initially default to today's date and the budget date will initially default to whatever the accounting date is.</p> <ul style="list-style-type: none"> <li>• FY / BY06 (7/1/05 - 6/30/06)</li> <li>• FY / BY07 (7/1/06 - 6/30/07)</li> </ul>
1.11.	Tip	<p><b><u>Using the "Like" search functionality in a query prompt</u></b></p> <p>How do I use "Like" in a query prompt?</p>	<p>Using a "%" will return all values. Using a "%" in conjunction with other values will narrow your search. Example - when searching for commitment control ledgers "ORG%" will return ORG_EX, ORG_EN, ORG_PR, and ORG_BD.</p>

**2. ACCOUNTS PAYABLE**

#	Type	Description	Solution
2.1.	Troubleshooting	<p><b><u>Unable to Void/Close a 7.02 Payment</u></b></p> <p>7.02 vouchers can not be closed in 8.8. Additional steps are required to close converted vouchers.</p>	To void/close an upgraded payment, do a "Void Put on Hold" and enter an adjustment voucher.
2.2.	Tip	<p><b><u>Receivable Required for InterUnit Vouchers</u></b></p> <p>Vouchers to another State agency on PeopleSoft must have a receivable in PeopleSoft. Any interunit voucher besides vouchers for payroll, health insurance, payroll withholdings, sales tax, and conferences must tie to an open receivable, by invoice id, amount and date.</p>	If you have a discrepancy with an invoice received contact the billing agency.
2.3.	Troubleshooting	<p><b><u>Employee/Vendor ID Required for Travel and Per Diem Vouchers</u></b></p> <p>A system edit is in place to require an Employee ID or Vendor ID in the open item key field on Travel and per diem vouchers.</p>	When keying a voucher to a 64XXXX, 651XXX, 125003, or 125004 account, an Emplid or Vendor ID is required on the voucher distribution line.
2.4.	Troubleshooting	<p><b><u>7.02 Template Vouchers Not Converted</u></b></p> <p>Your 7.02 template vouchers will not be available to copy.</p>	Enter new template vouchers if needed. Template vouchers in 8.8 are not budget checked, posted or paid.

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#	Type	Description	Solution
2.5.	Tip	<p><b><u>POs Must be Received Before They Can Be Vouchered</u></b></p> <p>All converted and new POs must be received before a voucher can be entered for them.</p>	<ul style="list-style-type: none"> <li>• Enter a receipt for any PO that needs to be vouchered.</li> <li>• Create the PO Voucher from the Receiver Worksheet.</li> </ul>
2.6.	Tip	<p><b><u>Paycycle Setup</u></b></p> <p>Paycycle must be selected for first batch process on 7/18.</p>	<p>In order for your paycycle to process you will need to select the bank and account in the Paycycle Selection Criteria page. Once you have selected this information, there no need to do this step again unless changes are needed. Subsequent Paycycles will always use the information on the Paycycle Selection Criteria page.</p>
2.7.	Tip	<p><b><u>Verify the Budget Date</u></b></p> <p>Always review the budget date on the voucher distribution to ensure it is against the correct budget period.</p>	<p>Change the budget date to the correct budget period if needed.</p> <ul style="list-style-type: none"> <li>• Budget period 2006 (7/1/05 - 6/30/06)</li> <li>• Budget period 2007 (7/1/06 - 6/30/07)</li> </ul>
2.8.	Informational	<p><b><u>The PO Category Code Not Viewable on PO Vouchers at Go-Live</u></b></p> <p>The category code will not be on the voucher line at this time, it will be added at a future date.</p>	<p>For the time being, go to the PO for Category Code information.</p>
2.9.	Informational	<p><b><u>7.02 Bank Reconciliation Files Available in 8.8</u></b></p>	<p>All bank recon file previously loaded or received since 6/30/06 are available in 8.8.</p>
2.10.	Informational	<p><b><u>Zero Dollar Vouchers Included in Normal Paycycles</u></b></p>	<p>There are no longer separate Paycycles for zero dollar vouchers</p>

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#	Type	Description	Solution
2.11.	Troubleshooting	<p><b><u>Third Party Vouchers</u></b></p> <p>When I select voucher style of Third Party Payment, I receive an error message.</p>	<p>There are only five voucher styles in use in 8.8. They are: Regular Voucher, Single Pay Voucher, Template Voucher, Adjustment Voucher and Reversal Voucher.</p>
2.12.	Troubleshooting	<p><b><u>Vendors</u></b></p> <p>I can't find an employee vendor in the statewide vendor file</p>	<p>From the main menu, select Vendors&gt;Review Vendors. Go to the ID Type field, change it to EID and enter the Employee ID number. Press the Search button.</p> <p>Query 0VN001 may be used to enter the Employee ID number in order to locate the Vendor ID number.</p>
2.13.	Troubleshooting	<p><b><u>Voucher Look up Buttons</u></b></p> <p>When I access the Voucher page, the Look Up buttons are grayed out. This prevents the changing of data.</p>	<p>This is a security issue wherein a check box wasn't selected on your security form.</p> <p>Select the checkbox next to "Manually Schedule Payments". By selecting this checkbox, the Lookup buttons will be associated with the role which will allow the changing of data.</p>
2.14.	Tip	<p><b><u>Voucher Error Summary Page</u></b></p> <p>The Voucher Error Summary Page contains 'recycled' errors only. This page does not contain budget errors.</p>	<p>Errors located on the Error Summary page relate to duplicate invoices being entered.</p> <p>In order to see voucher budget errors, use the Commitment Control budget exceptions pages.</p>
2.15.	Tip	<p><b><u>Interunit Voucher</u></b></p> <p>How can you see if an AR item has been entered on the billing agency business unit?</p>	<p>There is no way to readily tell if an AR item has been set up by another agency. When an interunit voucher is entered, and the billing agency has entered the AR item, the fund affiliate field will be populated on the voucher. If the AR item has not been entered by the billing agency, an error will be given stating that there is no match for the invoice entered. Users may contact the billing agency directly.</p>

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#	Type	Description	Solution
2.16.	Tip	<p><b><u>Adding PO Voucher</u></b></p> <p>Which fields are necessary on the “Add” voucher page for a PO Voucher?</p>	<p>When adding a PO Voucher, only the Invoice # and Invoice Date fields should be entered on the initial Add page. Other data will be copied from the purchase order.</p>
2.17.	Informational	<p><b><u>Accounts excluded from InterUnit Transactions</u></b></p> <p>Which accounts are excluded from InterUnit transactions?</p>	<p>The following accounts and account ranges are excluded from the InterUnit requirements:</p> <p>200012 - State Sales Tax            21500 - 215XX - Retirement            441270 - DNR - Regular Park Receipts            441093 - Sales Tax - Vendor Compensation            441359 - DOAS - Surplus Sales - Pass Through            51500 - 515XX - Retirement            627003 - OOE - Registration            707010 - Grants - Colleges &amp; Universities            707013 - Grants - others</p>
2.18.	Tip	<p><b><u>Increment Paycycle Dates</u></b></p> <p>Users must increment dates every Monday</p>	<p>It was originally stated that the system would automatically increment pay cycle dates. This process does not work if no Batch job is run on the weekend. Each agency will have to increment the pay cycle dates every Monday. The check run process will run every day until the weekend unless a special batch process is run on the weekend.</p>
2.19.	Tip	<p><b><u>Mouse Wheel changing field values</u></b></p> <p>Why does my payment terms sometimes change to values that were not originally selected?</p>	<p>After you enter data in a field which has a drop down arrow, you should click out of the field before using the wheel on your mouse to scroll the page. If you do not click outside the field before using the mouse wheel, the wheel will cause the value selected within the field to change. This is especially important as it relates to the Payment Terms field.</p>

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#	Type	Description	Solution
2.20.	Troubleshooting	<p><b><u>Vouchers - No check printed</u></b></p> <p>You have a voucher which doesn't produce a check</p>	<p>Check the following items if a voucher doesn't produce a check:</p> <ul style="list-style-type: none"> <li>➤ Check vendor address to ensure that it is active</li> <li>➤ Check voucher withholding code (1099). Click link on voucher to see 1099 code charged on the voucher. Make sure this code has been set up in the vendor record. If not, either change the code on the voucher or have the additional code added to the vendor record.</li> <li>➤ Check scheduled due date to ensure that it falls within the check run dates.</li> <li>➤ Ensure that check run was set using the bank and bank account on the voucher.</li> <li>➤ Check Pay Cycle Selection Criteria page to ensure that the Pay from date includes the scheduled due date on the voucher.</li> <li>➤ Check the "Match Status" on the summary page of the voucher. If Match Status is "ready", go to the Attributes page of the voucher and change the value in the Match Actions box to "No Match" and save the voucher. (Warning message may be received related to Matching).</li> </ul>

**3. ACCOUNTS RECEIVABLE**

#	Type	Description	Solution
3.1.	Troubleshooting	<p><b><u>SQL error message when attempting to save an Unpost Group transaction</u></b></p> <p>The following error message appears intermittently when attempting to save an Unpost Group: "A fatal PeopleCode SQL error occurred. Please consult your system log for details". You must click 'OK' to close the error message and the Unpost Group transaction is not saved.</p>	<p>Click the Unpost pushbutton again after clicking 'OK' on the error message and the transaction will save successfully.</p> <p>A case to resolve this issue has been logged with PeopleSoft.</p>
3.2.	Troubleshooting	<p><b><u>Balances on Item List, Account Overview, and Customer History Pages May not Reflect the True Balance</u></b></p> <p>The balance amount reflected on these inquiry pages may not accurately reflect the true balance. Due to archiving issues, customer balances on some inquiry pages are skewed.</p>	<p>The AR013 Item Activity by Customer query may be run to view a true customer balance as well as running a customer statement for a specified customer.</p>
3.3.	Troubleshooting	<p><b><u>Receivable Required for InterUnit Vouchers</u></b></p> <p>For interunit vouchers to be created by an agency, a receivable must exist. The receivable must exist on the receiving agencies books before payment may be made from the paying agencies books, except in Grant or Contract related transactions.</p>	<p>Grant/Contract transactions – if tracking the full grant or contract amount, transaction should be entered on a GL journal. When billing or requesting incremental amounts, then create a receivable item in AR equal to only the portion requested. Reverse the portion set up in AR, on a GL journal entry to keep books in balance.</p>

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#	Type	Description	Solution
3.4.	Troubleshooting	<p><b><u>Deposit Auto-Numbering</u></b></p> <p>If using defined deposit IDs, the system will <u>not</u> auto-number transactions outside of the defined sequence. The user will not be able to use both a defined and auto-numbering scheme for deposits.</p>	<ul style="list-style-type: none"> <li>• If defined Deposit IDs are used, the user should maintain a log of the deposit IDs.</li> <li>• If a deposit ID is left at next for a user who defines the deposit ID, the system will auto-number from the last defined deposit ID.</li> </ul>
3.5.	Informational	<p><b><u>Pending Items Will Post in AR Even if Budget Checking Error</u></b></p> <p>In 8.8, pending items with budget checking errors will still post in AR only. The pending item will have a 'Posted' status and begin to age as of the posted date. The transaction will not be reflected in the REVEST or General ledgers.</p> <p>The system will allow payments to be posted to the item in AR which would not be reflected in the REVEST or General ledgers.</p> <p>When this occurs, monthly reconciling differences will occur between AR subsystem and GL.</p>	<p>Users should review the budget status on each pending item transaction daily and resolve any budget errors:</p> <ul style="list-style-type: none"> <li>• If the error is due to incorrect data being entered on the AR transaction, the group should be unposted and re-entered with the correct information (if noted in the same period).</li> <li>• If error is due to incorrect data being entered on the AR transaction and it is not noted in the same period, a group should be entered to reverse the transactions entered in the original group.</li> <li>• If the error is due to budget issues, the budget should be updated to accommodate the transaction.</li> <li>• Payments should <u>not</u> be posted to items with a budget error.</li> </ul>
3.6.	Informational	<p><b><u>Payment Predictor</u></b></p> <p>New functionality – Payment Predictor will not be used at Go-Live.</p>	<p>This functionality is scheduled for deployment in September.</p>

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#	Type	Description	Solution
3.7.	Informational	<p><b><u>Expense Accounts may not be used as the Entry Reason (Reason Code) when entering a pending item (Receivable)</u></b></p> <p>New receivable items may not be created using an expense account as the Entry Reason (Reason Code). Any receivables credited to expense credit a transaction may not be entered.</p>	Receivable may be created via a GL journal and when payment is received, the GL journal should be reversed and a Direct Journal entered in AR to record deposit and posting of the actual funds.
3.8.	Tip	<p><b><u>Navigation to Customers in 8.8</u></b></p> <p>What is the navigation to maintain/inquire on Customers in 8.8?</p>	Customers are no longer a part of the Accounts Receivable Module. To access the Customer component in 8.8, navigate to the Customer link on the main menu.
3.9.	Tip	<p><b><u>Empl/Vendor ID Required on Direct Journals - Open Item Accounts</u></b></p>	If entering a direct journal transaction using an account designated as an Open Item Account (125003, 125004, 64XXXX, 651XXX, 652XXX, 851XXX or 852XXX) an Employee ID or Vendor ID must be entered in the Open Item Key field on the Journal Reference Information tab.
3.10.	Tip	<p><b><u>Run Aging Report on 1<sup>st</sup> Day in 8.8 Production</u></b></p>	<ul style="list-style-type: none"> <li>Aging Report - for agencies that run an Aging Report on a regular basis, run the report when the system comes up to verify balances.</li> </ul>
3.11.	Tip	<p><b><u>Customer Statement Reports not available at Go-Live</u></b></p>	<ul style="list-style-type: none"> <li>These reports will be available within 30 days.</li> </ul>

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#	Type	Description	Solution
3.12.	Informational	<p><b><u>Prior Year Distribution Codes (Created in 7.02)</u></b></p> <p>Distribution codes which were not created with the budget year as the 2-digit suffix have been updated to reflect the 2-digits.</p> <p>Previous codes entered in 7.02 which did not end in 2-digits reflecting the budget year have been updated. All items have been updated to reflect the distribution code update.</p>	<p>When entering new pending item transactions in 8.8, the new updated distribution code should be used whether creating a new IN or performing DR or CR transactions against an existing item.</p>
3.13.	Tip	<p><b><u>FY07 Distribution Codes</u></b></p> <p>Codes not submitted and loaded based on previously prescribed deadline will not be available Day One of 8.8. In these cases, users will <u>not</u> be able to create new pending items using FY07 distribution codes.</p>	<p>FY07 distribution codes will be loaded by SAO staff as time permits.</p>
3.14.	Tip	<p><b><u>Taxpayer ID Required</u></b></p> <p>Creation of new customers and updating of existing customers in 8.8 will require a valid taxpayer identification number.</p>	<p>Taxpayer identification number must be defined for each new customer created before it can be saved. If changes are made to an existing customer for any reason, the system will require the user to populate the taxpayer identification field for the customer.</p>
3.15.	Tip	<p><b><u>Adding new InterUnit Customers</u></b></p> <p>If adding a state reporting entity on PeopleSoft as a customer, user must mark the customer as an interunit customer.</p>	<p>State reporting entities on PeopleSoft which are entered as a customer on an agencies customer list must be identified as an InterUnit customer and the GL Business Unit and Primary Fund defined.</p>

#	Type	Description	Solution
3.16.	Tip	<p><b><u>Direct Journal Cash Line Creation</u></b></p> <p>The cash line creation on a Direct Journal takes between 28 and 33 seconds to create after the 'lightning bolt' icon is clicked.</p>	SAO will continue to look into ways to improve system performance relating to cash line creation in direct journals.

#### 4. ASSET MANAGEMENT

#	Type	Description	Solution
4.1.	Tip	<p><b><u>Assign Tag Number to Assets After Unitization</u></b></p> <p>Do not put a tag number on an asset in the pre-interface if the asset will be unitized - otherwise all unitized assets will have the same tag number.</p>	Assign the asset tag number for unitized assets after the asset has been unitized.
4.2.	Tip	<p><b><u>Running the Pre-Interface Program</u></b></p> <p>How often should the pre-interface program be run?</p>	Run the pre-interface job at least weekly to ensure efficient running of the program and posting transactions to the correct accounting period.

**5. GENERAL LEDGER**

#	Type	Description	Solution
5.1.	Informational	<p><b><u>Journal ID defaults to "NEXT"</u></b></p> <p>When adding a journal the Journal ID field defaults to "NEXT". Your journal will be assigned the next system generated number. This will cause your journal ids not to be in sequence and less meaningful to you.</p>	Delete the "NEXT" default and enter your agency assigned Journal ID.
5.2.	Tip	<p><b><u>Verify the Budget Date on Journal Entries</u></b></p> <p>Always review the budget date to ensure it is against the correct budget period.</p>	<p>Change the budget date to the correct budget period if needed.</p> <ul style="list-style-type: none"> <li>• Budget period 2006 (7/1/05 - 6/30/06)</li> <li>• Budget period 2007 (7/1/06 - 6/30/07)</li> </ul>
5.3.	Troubleshooting	<p><b><u>Employee/Vendor ID Required for Travel and Per Diem Journal Entries</u></b></p> <p>A system edit is in place to require an Employee ID or Vendor ID in the open item key field on Travel and per diem journals.</p>	When entering a journal using a 640XXX, 651XXX, 652XXX, 851XXX, 852XXX, 125003, or 125004 account, an Emplid or vendor id is required on the journal line.

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#	Type	Description	Solution
5.4.	Tip	<p><b><u>Adjusting/Accrual entries in Period 998</u></b></p> <p>Journals entered in the Adjustment period 998 (which will be open on August 3<sup>rd</sup>) must be marked as adjusting entries on the Journal Header page.</p> <p>If not marked as an adjusting entry, the journal will default to the accounting period defined by the journal date. We will have both June (period 12) and July (period 1) open.</p>	<p>On the journal Header page, check the adjusting Entry box to insure that the journal is posted to period 998. Also, date your journal 06/30/2006. This will also ensure that the correct budget is affect because the budget date will default from the journal date.</p>
5.5.	Informational	<p><b><u>Drilldown Functionality Not Available on Converted 7.02 Data</u></b></p> <p>When reviewing financial information, drilldown capability is not available on converted 7.02 data.</p>	<p>Continue to use existing queries and reports for details on data entered in PeopleSoft 7.02.</p>

**6. COMMITMENT CONTROL**

#	Type	Description	Solution
6.1.	Troubleshooting	<b><u>Use Reports for Budget Data by Period</u></b>	Run reports to obtain budget data prior to FY07. Do not use the online pages in PeopleSoft for this information.
6.2.	Tip	<b><u>Run AOB Report on 1<sup>st</sup> Day in 8.8 Production</u></b>	<ul style="list-style-type: none"> <li>• AOB Report - run the report when the system comes up to verify balances.</li> </ul>
6.3.	Troubleshooting	<b><u>Excel Spreadsheet Import Problems</u></b>  I am encountering problems importing files.	<ul style="list-style-type: none"> <li>• Ensure you are using the 8.8 import file, not 7.02</li> </ul>
6.4.	Troubleshooting	<b><u>AOB and Amendment Budget Entry Types</u></b>  You are required to mark the Budget Journal as Original or Adjusting. If not marked correctly, reports will not show correct annual Operating Budget amounts.	<ul style="list-style-type: none"> <li>• AOB Budget Journal Entries should be checked as original.</li> <li>• Amendments and Internal Revisions should be marked as adjustments.</li> </ul>
6.5.	Troubleshooting	<b><u>Zero-dollar Budgets</u></b>  Zero-dollar Budget lines are entered to clear up Budget errors of "No Budget Exists". If corresponding zero revenue rows are not entered, the BUDJRNLX process will error.	When loading zero dollar budgets, you must enter a corresponding revenue budget row.

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#	Type	Description	Solution
6.6.	Troubleshooting	<p><b><u>Loading Budgets</u></b></p> <p>Corresponding revenue rows are needed for expense rows. If not entered correctly, the BUDJRNLX process will error.</p>	When entering budget rows, a revenue row is required for any value change on an expense row to Fund, Department, Project or Program.
6.7.	Troubleshooting	<p><b><u>Budget Post Process Verification</u></b></p> <p>Agencies must verify that all of budget journal lines posted properly after the post process is run. If all journal lines did not post, budget ledgers will be out of balance.</p>	<p>After running the Post process, navigate to Commitment Control &gt; Custom Budget Journals &gt; Enter Budget Journals. Enter the Amendment ID and Budget header Status of “not = to” Posted</p> <p>If some but not all of the Budget Journals did not post, contact SAO <u>immediately</u>.</p>
6.8.	Tip	<p><b><u>Budget Reports</u></b></p> <p>Unable to successfully run budget reports using the KK_PROGRAM tree to sort.</p>	Whenever sorting by the KK_PROGRAM tree, change the SetID related to the Tree Name to ‘STATE’.
6.9.	Troubleshooting	<p><b><u>Mass Deleting Commitment Control Budget Journals</u></b></p> <p>After clicking the “Include Stage Ledgers in delete” The stage ledger is not successfully deleted. If the stage ledger was not successfully deleted, an agency will not be successful at importing a corrected file.</p>	Always click on the “Include Stage Ledgers in delete” checkbox before clicking the search button. Also, after clicking the delete button, always click on the Search button again to verify that all was deleted.
6.10.	Tip	<p><b><u>2006 Budget Journals</u></b></p> <p>Use June 30<sup>th</sup> 2006 as the journal date</p>	For a 2006 budget journal to post to BY2006 you must enter June 30 <sup>th</sup> 2006 as the journal date.

**7. LABOR DISTRIBUTION**

#	Type	Description	Solution
7.1.	Informational	<p><b><u>Release Labor Requests</u></b></p> <p>When should agencies submit their release labor requests in 8.8?</p>	<p>Timely requests will ensure labor expenses hit the correct accounting period:</p> <ul style="list-style-type: none"> <li>• For FY2006 payrolls – request before June close (8/2/06).</li> <li>• For FY2007 payrolls – request <u>after</u> June close has been completed (after 8/2/06).</li> </ul>
7.2.	Informational	<p><b><u>Amount Field Displays 3 Decimal Places</u></b></p>	<p>Will be changed to 2 places in the near future.</p>

**8. PURCHASING**

#	Type	Description	Solution
8.1.	Informational	<p><b><u>Accounting Date and Budget Date</u></b></p> <p>Accounting Date and Budget Dates on PO's and Requisitions control Accounting Period and budget year affected by the transaction. Encumbrances and Pre-Encumbrances can be posted to wrong fiscal period or use funds from the wrong year's budget.</p>	<p>Two periods will be open from go live thru 8/2/06. During this time, and whenever two fiscal periods are open, always verify that the accounting date (on PO &amp; Req Header) and budget date (on PO &amp; Req Distributions) are correct. At year end, must backdate to a June Accounting Date and Budget Date for 2006 transactions and keep the system defaulted July Accounting Date and Budget Date for 2007 transactions. Do not mix fiscal/budget years on any PO's or Requisitions.</p>
8.2.	Informational	<p><b><u>PO Reconciliation Workbench &amp; PO Cancel Performance</u></b></p> <p>Canceling and Closing Purchase Orders now takes 2-4 minutes.</p>	<p>SAO will continue to look into ways to improve system performance relating to canceling and closing Purchase Orders.</p>

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#	Type	Description	Solution
8.3.	Informational	<p><b><u>Contract Schedule Quantity Warning Message</u></b></p> <p>Users may receive warning when referencing Contract Lines on PO Lines. The system may overlay quantity entered on PO line with a quantity associated with the Contract Line.</p>	<p>Always answer NO when receiving Warning related to Contract quantities. After selecting Contract and Contract Line on Agency Contract Release, verify the quantity entered has not been overlaid with another value. If it has, change back to desired quantity.</p>
8.4.	Informational	<p><b><u>Requisition Accounting Entries Inquiry</u></b></p> <p>Requisition Accounting Entries Inquiry is not always accurate (incomplete data related to Requisition Accounting Entries may be displayed). Why?</p>	<p>Use the 0PO016 query in lieu of the delivered PeopleSoft Inquiry. The delivered inquiry is wrong if Requisition is awarded to multiple Purchase Orders.</p>
8.5.	Informational	<p><b><u>Canceling Purchase Orders</u></b></p> <p>There are 2 methods of canceling PO's and the system behaves differently when canceling a converted 7.02 PO vs. a new PO created in 8.8.</p> <p>You also have the ability to print canceled PO from dispatch button on PO Header.</p>	<ul style="list-style-type: none"> <li>• Purchase Orders can only be <u>cancel</u>ed if there is no Receipt or Voucher Activity against them. Otherwise they can be <u>close</u>d using the Reconciliation Workbench.</li> <li>• Eligible PO's can be canceled, also using this Workbench, or can be directly canceled using the Red "X" on the primary PO page.</li> <li>• Purchase Orders that were created in PeopleSoft 8.8 and have previously been dispatched will initially be set to a "Pending Canceled" status after being canceled by the user. This allows it to be retrieved in "Update /Display" mode so that the "Dispatch" button can be used to print the canceled order. Converted PO's will go directly to a "Canceled" status.</li> </ul>

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#	Type	Description	Solution
8.6.	Troubleshooting	<p><b><u>PO Location Error</u></b></p> <p>Cannot save Purchase Order until location is entered. This is not the Ship to location but rather the location field at the PO distribution level. If the location field is not entered, the system will return the following error upon attempting to save the PO:</p> <p>“Field is required. PO_LINE_DISTRIB - LOCATION”</p>	<p>Go to PO defaults page and enter a valid location on the PO Distribution (if blank) or change to any other location (if field not blank). Then click OK and select field to retrofit to all PO Distributions. This field is not actually used by the State so any valid value entered is OK. If field was blank, contact system Security personnel to have a default value entered for the Buyer used on the Purchase Order. This will prevent the error from reoccurring on future PO’s using the same buyer.</p>
8.7.	Informational	<p><b>Receiving Required and Amount Only</b></p> <p>This pertains to the “Amount Only” flag and receipt requirements for new and converted Purchase Orders.</p>	<ul style="list-style-type: none"> <li>• Receiving is now required before Purchase Orders can be vouchered.</li> <li>• Amount only flag does not function correctly on Purchase Orders converted from the old 7.02 system. The “Amount Only” checkbox should be used on Purchase Orders created in the new system for PO lines having a quantity of one for which multiple partial payments will be needed. i.e., (1 lot Consulting Services at \$10,000). However, the “Amount Only” checkbox should not be checked on converted Purchase Orders. In these cases where the PO line would have been flagged an “Amount Only” if created in the new system, a receipt for the quantity of one will have to be created which will represent the full dollar amount. This receipt will then be available for copying to multiple vouchers with each voucher to then be reduced to the amount of the partial payment.</li> </ul>

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#	Type	Description	Solution
8.8.	Informational	<p><b><u>Requisition Approval</u></b></p> <p>Requisition Amount Approval turned on for all Business Units. Requisitions will remain in a "Pending" status after agency level approvals. State Purchasing will do the "Amount Approval" which will update the Requisition status to "Approved".</p>	<p>Requisitions can be budget checked while in a "Pending" Status. State Purchasing will do final approval when they are satisfied that they have all the information needed necessary to begin the solicitation process.</p>
8.9.	Troubleshooting	<p><b><u>Contract Items (10+ Digit NIGP's)</u></b></p> <p>Item numbers required for PO Types 'CON' (Statewide Contract Release) &amp; 'MAN' (Mandatory Source). The system will return an error message if the item number (10+ digit NIGP's) is not entered.</p>	<p>If an appropriate Item Number (10 digit NIGP code) cannot be located, please contact State Purchasing for assistance. Selection of an item number should also populate the PO line "Contract Number" fields which are also required and can be viewed using the "Contract" tab on the PO line. State Purchasing should also be contacted if the system error requiring a Contract Number is displayed and the appropriate contract is not available for manual selection from the prompt. An item number of 9999999999 can be used for non-contract lines on a SWC release as long as the total value of PO line is less than \$500.</p>
8.10.	Troubleshooting	<p><b><u>Error at Distribution level when trying to save - distributions do not add up to total amount</u></b></p> <p>If distribution lines do not exactly add up to the total amount of the purchase order this error is returned.</p>	<p>When entering percentages that are not whole values, enter the full 4 decimal places - example 66.6666 and 33.3334.</p> <p>When using split distributions you may still get an error when saving. Drill down to the distribution amounts and adjust each one, starting from the last distribution up. Enter all amounts as 2 decimal places.</p>

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#	Type	Description	Solution
8.11.	Tip	<p><b><u>PO Printing</u></b></p> <p>Using Run Control vs. using Dispatch Button on PO Header</p>	<p>When requesting PO printing from the Run Control, instead of using the dispatch button on the PO header, ensure that the Report Request field is left blank and use the custom (POS4003XA) SQR instead of the POP005 SQR (delivered PO Report). The delivered version is only available because a link (View Printable Link) on the PO runs it which just displays a basic preview of how the PO will look.</p>
8.12.	Troubleshooting	<p><b><u>"No Budget Exist" error</u></b></p> <p>Ensure that the Accounting Date and the Budget Date reflect the correct accounting period.</p>	<p>"No Budget Exist" errors are often caused because the wrong budget date is being used on the transaction distribution in relation to the chartfields.</p> <p>BY2006 chartfields, such as Fund A1 must have a June Accounting date (on the header) and June Budget Dates on all distributions. BY2007 chartfields, such as Fund 10100, must have a July Accounting Date (on the header) and July Budget Date on all distributions.</p> <p>The Budget Date is on a different tab from the rest of the chartfields, go to the second tab on the distribution line to see this field. For Purchase Orders, drill down to check all distributions because the values shown at the PO Defaults level are not necessarily what is on all of the distribution lines.</p>
8.13.	Tip	<p><b><u>PO Receipts for Partial Payments</u></b></p> <p>Amount Only flag should be checked if order is for "1 Lot" type of purchase</p>	<p>PO Receipts for "1 Lot" type orders needing partial payments: In version 8, the "Amount Only" flag on the PO Line "Attributes" tab needs to be checked. This will allow receivers to be done by dollar amount rather than quantity as partial payments are needed.</p>

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#	Type	Description	Solution
8.14.	Troubleshooting	<p><b><u>PO Receipt Error: Missing Account on distrib line</u></b></p> <p>Users receive the error message “Missing Account on distrib line”</p>	<p>This happens primarily when the Buyer on the Purchase Order is not a valid Buyer in Version 8.8. This will be obvious because the Buyer code will be mixed case instead of all caps, and there will be no Buyer Name displayed next the Buyer ID.</p> <p>To correct this problem, click the Change Order icon (triangle) on the PO Header and change the buyer to one valid in 8.8. If the PO is older than June, the system will also force the update of the Accounting Date, which should be updated to a June date. The PO will then have to be re-approved, re-budget checked and re-dispatched. Budget checking will create offsetting entries in June that will sum to zero and will not affect the budget. Once the PO is dispatched, it can be received without getting the error.</p>
8.15.	Informational	<p><b><u>New Chartfields added to Po Defaults page</u></b></p> <p>Users should never use the “Apply” or “Apply to All Distributions” buttons</p>	<p>If using the PO Defaults page to enter new chartfields when adding a line or lines to an existing Purchase Order, never check the “Apply” or “Apply to All Distributions” checkbox when the “Retrofit” page is displayed. You only want the new chartfields to apply to the lines to be added, not to any existing lines that were already processed.</p> <p>Checking these boxes will cause the system to overlay the chartfields or budget date on the existing lines, which will cause subsequent budget checking errors. These checkboxes should only be used to change chartfields on existing lines, not when adding new lines.</p>

**9. USER PRODUCTIVITY KIT (UPK)**

#	Type	Description	Solution
9.1.	Troubleshooting	<b><u>Pop Up Blocker</u></b>  Unable to access UPK.	Ensure Pop-up Blocker is disabled. To disable Pop-up Blocker in Internet Explorer, navigate to Tools, Pop-up Blocker and choose disable.
9.2.	Troubleshooting	<b><u>No Content displaying</u></b>  When the UPK is accessed, no content is displayed.	Click the radio button beside ALL
9.3.	Informational	<b><u>“Try It” Mode</u></b>  User wants to be interactive with the player.	Users should access the Try It! Mode
9.4.	Tip	<b><u>Playback Modes</u></b>  When the UPK is accessed, the player modes are unavailable.	Users should be at the topic/exercise level in order for playback modes to be operational
9.5.	Informational	<b><u>Concept Pane</u></b>  What does the Concept pane contain?	The Concept pane contains instructor notes relating to the topic/exercise
9.6.	Informational	<b><u>Introduction Pane</u></b>  What does the Introduction pane contain?	The Introduction pane contains information relating to the topic/exercise

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#	Type	Description	Solution
9.7.	Informational	<p><b><u>Bubble Action Link</u></b></p> <p>What does the Action link do?</p>	The Action link within each bubble will allow the user to perform certain functions within the UPK player