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

PeopleSoft 9.2

Resolved: Known Issue - KI9.2-101_AP: PAYMENT INQUIRY PAYMENT REFERENCE ID LINK RESULTS IN ERROR

UPDATED: March 12, 2020

STATUS: Resolved

RESOLUTION: As of Release 5.54, dated March 13, 2020, a fix was applied on the Payment Inquiry page correcting the Payment Reference ID hyperlink functionality. Payment details are now able to be viewed from the Payment Reference ID link on the Payment Inquiry page**.**

Note there is no spinning gear wheel to visually notify users that the page is processing data. This is an inquiry page and it could take a few seconds to minutes to return the Review Document Status page. Re-clicking the link will stop the process.

NAVIGATION: Accounts Payable > Review Accounts Payable Info > Payments > Payment

ISSUE: An issue prevented users from viewing payment details by selecting the Payment Reference ID link on the Payment Inquiry page. Selecting the link returned a "page not found" or "secure connection failed" error for the user.

ORIGINALLY POSTED: December 5, 2018

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