Frequently Asked Accounts Payable Questions

1. **Did the navigation change for vendor reports?**

   ANSWER: *No, you can still navigate to the vendor reports; however it will now say supplier. All references to Vendor are now replaced with Supplier.*

   For example the "Vendor Payment Report" is now "Supplier Payment Report".

2. **Why is my voucher in document tolerance exception?**

   ANSWER: *Here are the list of reasons below.*

   Other common exceptions:

   - *S300: Prior Document is on hold*
   - *S400: Source Document is not approved*
   - *S500: PO is in Roll-Over State*
   - *E100: Document exceeds predecessor by more than allowable tolerance*
   - *E200: Prior Document distribution line has been closed*
   - *E300: Prior Document distribution line has been canceled*
   - *E400: Prior Document distribution line has been finalized*

   For more information on Document Tolerance please visit: http://www.core-ct.state.ct.us/financials/ap/pdf/Resolve_Doc_Tolerance_Exceptions.pdf and http://www.core-ct.state.ct.us/financials/ap/pdf/Reviewing_Exceptions_thru_AP_WorkCenter.pdf

3. **Where are the reports I run?**

   ANSWER: *As a part of the 9.2 upgrade the way in which you view your reports has changed. You must now navigate to the Report Manager to view the output.*

   Main Menu>Reporting Tools>Report Manager

   Helpful Hint: Add Report Manager to Favorites

4. **Why am I getting a Financial Sanction message when I save the voucher?**

    ANSWER: If you save a voucher when a supplier is marked to be reviewed for sanctions a warning message will appear. The accounts payable division is clearing suppliers daily that are in review status. You can click through the message to save the voucher, if your voucher has still not paid within a few days please contact OSC APD to resolve.

5. **Why are my favorites not working?**

    ANSWER: Favorites and My Links from 9.1 do not work and should be deleted. Recreate your favorites and my links in 9.2.