The following Troubleshooting guide instructs users how to determine why their voucher is not selected for payment by paycycle.

Voucher Information (Navigation: Accounts Payable, Vouchers, Add/Update, Regular Entry)

- Is the remit to vendor different from the voucher header vendor? (Payments tab – "Address" field compared to Invoice Information Tab - "Address" field.). Note: it is the vendor information on the payments tab that determines where the payment is made.

- Is the voucher entry status "postable"? (Summary tab, Entry Status field) See the **Voucher Build Error Detail Job Aid:**
  http://www.da.ks.gov/smart/Training/JobAid_Voucher_BuildError_Detail_20100630.doc

- Is the voucher budget status "valid"? (Summary tab, Budget Status field) Review the **Correcting Budget Checking Errors UPK**

- Is the voucher on hold? (Payments tab, Payment Options section, Hold Payment check box)

- Is the voucher approval status "approved"? (Summary tab, Approval status) Review the **Approving Vouchers UPK**

- Has the voucher been closed? (Voucher Attributes tab, Voucher Processing Section, Close Status) See the **Deleting and Closing Vouchers Job Aid**
  http://www.da.ks.gov/smart/Training/JobAid_DELETING_&_CLOSING_VOUCHERS_20100630.ppt

- Has the voucher been matched, if necessary? (Summary tab, Match Status field) See the **Correcting Match Exceptions Job Aid and the Matching Rules Job Aid**
  http://www.da.ks.gov/smart/Training/JobAid_CorrectingMatchExceptions_20100720.doc
  http://www.da.ks.gov/smart/Training/JobAid_MatchRules_20100720.ppt

Control Group Information
- Is the control group status verified? (Accounts Payable, Control Groups, Group Information) See the **Control Groups Job Aid**
  http://www.da.ks.gov/smart/Training/Jobaid_ControlGroups_20100630.ppt

Vendor Information
- Is the remit to vendor (on the payments tab, "address") on hold? (Vendors, Vendor Setup/Maintenance, Vendor Information, Location tab, Payment Options link, Hold Payment checkbox)

- Does the voucher header vendor or remit to vendor have an active address location? (Vendor, Vendor Location)