

## Resolved: Known Issue - KI9.2-97\_AP: Voucher Spreadsheet Upload Error

**UPDATED:** October 20, 2020

**STATUS:** Resolved

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**RESOLUTION:** A new Voucher Spreadsheet Upload Process was created. Business Process AP.020.140 – Upload Vouchers from Microsoft Excel can be found [here](#).

**ISSUE:** Following Release 5.40 applied December 1, 2018, users working with the BOR Voucher Upload spreadsheet were receiving a “User Password Failed” error message when attempting the upload. This issue was related to the new Single Sign-On functionality that was implemented with the release, which required that previous user login credentials for PeopleSoft Financials be removed. This resulted in a password failure message for spreadsheet uploads.

**ORIGINALLY POSTED:** December 5, 2018

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).

