

Ticket History

| Type | Subject | Contact Name | Related To | Start Date | Deadline | Assigned To | Duration | Status |
|--------|---|---------------------|---|------------------|------------|-----------------------|----------|---------------------------|
| Task | edit Comment from portal for ticket 131752 Morning Martin, Any progress on this one? Was the information that Shon provided useful or do we need to set up another meeting? I'm getting grumbles from our acq team about this one and not being able to pay some invoices at the moment... | Hannah Dunne-Howrie | Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ; | 31-10-2025 07:43 | 31-10-2025 | OpenCRM Administrator | oh om | Done edit |
| Emails | edit New oracle issue (yes, i know...) with P... | | Hannah Dunne-Howrie | 28-10-2025 09:49 | | Janet McGowan | h m | Sent edit |
| | From: "Janet McGowan"[support@openfifth.co.uk] Sent: 28-10-2025 09:49:39 To: hdunne-howrie@westminster.gov.uk Cc: Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added | | | | | | | |

Hi Hannah,

I'm sorry for the delay in replying, Martin has had a few days leave but he is back tomorrow - I'll flag this with him to get back to you with a proper update.

kind regards

Janet

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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https://openfifth.opencrm.co.uk/Portal/index.php?option=com_ocrm_helpdesk&Itemid=4&task>ShowTicket&ticketid=131752

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|---|--|---------------------|--|------------------|------------|-----------------------|-------|------|----------------------|
| Task | edit Comment from portal for ticket 131752 | Hannah Dunne-Howrie | Hannah Dunne-Howrie New oracle issue (yes, i know...) with P1 VAT ; | 15-10-2025 15:44 | 15-10-2025 | OpenCRM Administrator | oh om | Done | edit |
| Hi Martin, I've attached a screenshot from Shon of the settings in Oracle which I think is the missing piece? I hope that helps you with this. | | | | | | | | | |
| I did also ask my SAP contact about logic for SAP but he said he wasn't sure and would get back to me but so far I can't see this problem happening for SAP, only Oracle. Hannah | | | | | | | | | |

| | | | | | | | | | |
|--|--|---------------------|--|------------------|------------|-----------------------|-------|------|----------------------|
| Task | edit Comment from portal for ticket 131752 | Hannah Dunne-Howrie | Hannah Dunne-Howrie New oracle issue (yes, i know...) with P1 VAT ; | 14-10-2025 14:46 | 14-10-2025 | OpenCRM Administrator | oh om | Done | edit |
| While I wait on Shon to get back to me. Just wanted to give you some fresh examples with how they appear in Oracle in case this helps. | | | | | | | | | |

7183674
7187345
7187346

My hope is that from the attached reports you will see what oracle is doing and this will help to solve outstanding queries on rounding and tax, but I may be being too optimistic...

| | | | | | | | |
|--------|--|---------------------|------------------|-----------------|-----|------|----------------------|
| Emails | edit New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie | 13-10-2025 17:56 | Martin Renvoize | h m | Sent | edit |
|--------|--|---------------------|------------------|-----------------|-----|------|----------------------|

From: "Martin Renvoize" <support@openfifth.co.uk>
Sent: 13-10-2025 17:56:45
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

I forgot to mention.. there's a third option for 'Nearest' rounding too.. 'Rounding half even'. if they're using that for 'Nearest' I'll also need to know.

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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| | | | | | | | | | |
|------|-------------------------------|---------------------|---|------------------|------------|-----------------|--------|------|----------------------|
| Note | edit Comment: | Hannah Dunne-Howrie | New oracle issue (yes, i know...) with P1 VAT ; | 13-10-2025 17:55 | 13-10-2025 | Martin Renvoize | oh 05m | Done | edit |
|------|-------------------------------|---------------------|---|------------------|------------|-----------------|--------|------|----------------------|

I forgot to mention.. there's a third option for 'Nearest' rounding too.. 'Rounding half even'. if they're using that for 'Nearest' I'll also need to know.

| | | | | | | | |
|--------|--|---------------------|------------------|-----------------|-----|------|----------------------|
| Emails | edit New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie | 13-10-2025 17:52 | Martin Renvoize | h m | Sent | edit |
|--------|--|---------------------|------------------|-----------------|-----|------|----------------------|

Sent: 13-10-2025 17:52:32

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

Thanks for this information, and my apologies for not getting back to you sooner. I must admit, I'm still a tad confused.

So, I was under the impression we were required to only send amounts in integer pence. Are they now saying we need to send partial pence too up to 2 more decimal places.. so '11.11p' or '£0.1111' effectively?

Also, the link you sent me talks about the different rounding functions that can be chosen at the Oracle end, but I don't think they told me what options are actually selected for your Oracle installation.

Using their own documentation, I believe what we are doing is:

* Rounding Level: Line Level

* Tax Precision: 2 Decimal Places

* Minimum Accountable Unit: 1 Penny

* Rounding Rule: Nearest (The partly depends on my interpretation of what they mean by 'nearest' - We use 'Bankers Rounding', which is rounding half to even. If their 'Nearest' means 'Rounding half up' this could be the discrepancy.

Could you seek clarification as to whether this exact half way rounding is the issue and whether the above assumptions we make hold true as to how your Oracle implementation is specifically configured.

Many thanks,

Martin

For reference the original details of this ticket are as follows:

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| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment:](#)

Hannah Dunne-Howrie [@](#)

New oracle issue (yes, i know...) with P1 VAT :

13-10-2025 14:31

13-10-2025

Martin Renvoize

oh 05m

Done

[edit](#)

Hi Hannah,

Thanks for this information, and my apologies for not getting back to you sooner. I must admit, I'm still a tad confused.

So, I was under the impression we were required to only send amounts in integer pence. Are they now saying we need to send partial pence too up to 2 more decimal places.. so '11.11p' or '£0.1111' effectively?

Also, the link you sent me talks about the different rounding functions that can be chosen at the Oracle end, but I don't think they told me what options are actually selected for your Oracle installation.

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Could you seek clarification as to whether this exact half way rounding is the issue and whether the above assumptions we make hold true as to how your Oracle implementation is specifically configured.

Many thank

Martin

Task [edit](#) Comment from portal for ticket 131752 Hannah Dunne-Howrie Hannah Dunne-Howrie New oracle issue (yes i know) with P1 VAT : 10-10-2025 13:32 10-10-2025 OpenCRM Administrator oh om Done [edit](#)

Shon has pointed to this as a guide:

<https://docs.oracle.com/en/cloud/saas/financials/25d/faix/tax-amount-rounding.html>

Hi Martin
I have an update from Shon in Oracle technical team. Are you free now for an update so I can pass on what I've discovered? I'm free until 1:50pm but I could be free later at about 4pm as well (I just need to pick up my son in between)

My mobile is 07801836542 if it's easier for you to call that a teams call. Happy either way around

I'll open a support call now with Oracle about it.

From: "Martin Renvoize"lsupport@openfifth.co.uk

Sent: 08-10-2025 12:00:42

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

So, I've gone through those two failing invoices with a fine-tooth comb now and I honestly can't see what failing at Oracle.. I did implement another tiny rounding fix, but the output numbers remained the same so I don't think it's that.

Let's run those two again and ask Oracle for more detail on how they're validation calculations are working if they fail.

I must admit, I find it a little strange in the first place that they're asking for distinctly different figures over the two line types.. they're basically forcing us to do calculations we wouldn't often do ourselves.. preferring to let the specialised accounting software handle them.

For reference the original details of this ticket are as follows:

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| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment:](#)

Hannah Dunne-Howrie [@](#)

New oracle issue (yes, i know...) with P1 VAT ;

08-10-2025 11:57

08-10-2025

Martin Renvoize

oh 05m

Done

[edit](#)

Hi Hannah,

So, I've gone through those two failing invoices with a fine-tooth comb now and I honestly can't see what failing at Oracle.. I did implement another tiny rounding fix, but the output numbers remained the same so I don't think it's that.

Let's run those two again and ask Oracle for more detail on how they're validation calculations are working if they fail.

I must admit, I find it a little strange in the first place that they're asking for distinctly different figures over the two line types.. they're basically forcing us to do calculations we wouldn't often do ourselves.. preferring to let the specialised accounting software handle them.

Task [edit](#) [Comment from portal for ticket 131752](#)

Hannah Dunne-Howrie [@](#)

Hannah Dunne-Howrie [@](#); New oracle issue (yes, i know...) with P1 VAT ;

08-10-2025 10:09

08-10-2025

OpenCRM Administrator

oh om

Done

[edit](#)

Ok, thanks Martin. No, I haven't opened a support ticket yet with Oracle. I did repush through 7187346 7199595 so I would have something to report so I will now sit on my hands for the moment.

Emails [edit](#) [New oracle issue \(yes, i know...\) with P...](#)

Hannah Dunne-Howrie [@](#)

08-10-2025 09:13

Martin Renvoize

h m

Sent

[edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 08-10-2025 09:13:09
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

Apologies if you've already opened a ticket with Oracle. I've been reading up on tax calculations overnight and I think I've found a rounding error in my code.

In my haste yesterday, I think I looked at one of the good invoices rather than a bad one.. I intend to recheck that this morning.

Anyway, I'll look into this rounding error and get back to you asap.

Martin

For reference the original details of this ticket are as follows:

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| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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| Note | edit | Comment: | Hannah Dunne-Howrie @ | New oracle issue (yes, i know...) with P1 VAT ; | 08-10-2025 09:11 | 08-10-2025 | Martin Renvoize | oh 05m | Done | edit |
|------|----------------------|--------------------------|---------------------------------------|---|------------------|------------|-----------------|--------|------|----------------------|
|------|----------------------|--------------------------|---------------------------------------|---|------------------|------------|-----------------|--------|------|----------------------|

Hi Hannah,

Apologies if you've already opened a ticket with Oracle. I've been reading up on tax calculations overnight and I think I've found a rounding error in my code.

In my haste yesterday, I think I looked at one of the good invoices rather than a bad one.. I intend to recheck that this morning.

Anyway, I'll look into this rounding error and get back to you asap.

Martin

| Task | edit | Comment from portal for ticket 131752 | Hannah Dunne-Howrie @ | Hannah Dunne-Howrie @ ; New oracle issue (yes, i know...) with P1 VAT ; | 07-10-2025 17:32 | 07-10-2025 | OpenCRM Administrator | oh om | Done | edit |
|------|----------------------|---|---------------------------------------|---|------------------|------------|-----------------------|-------|------|----------------------|
|------|----------------------|---|---------------------------------------|---|------------------|------------|-----------------------|-------|------|----------------------|

Thanks for the update on this. I will open a fresh ticket with Oracle and pose this to them. I'll resubmit the two invoices that failed so they have real data in oracle otherwise this will just confuse them...

| Emails | edit | New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie @ | 07-10-2025 15:47 | Martin Renvoize | h m | Sent | edit |
|--------|----------------------|---|---------------------------------------|------------------|-----------------|-----|------|----------------------|
|--------|----------------------|---|---------------------------------------|------------------|-----------------|-----|------|----------------------|

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

I'm afraid I really don't understand how Oracle are doing their maths at this point then. We need some solid clarification from them.

Taking Invoice 7206500

The relevant lines in the Oracle report are:

```
AP,21003150,7206500,20251006,-762,,7206500,,,,,GBP,,MAIN
GL,4539,7206500,578,,P1,,,analysis,,E26315,7206500,,,
GL,4539,7206500,57,,P1,,,analysis,,E26315,7206500,,
```

In my maths that's $(578 \times 1.2) + (57 \times 1.2) = 762$. and that's what the above agrees with.

In the EDI Message, the corresponding service fields are:

- ALC+C++2+BG::28
- MOA*8:0.57
- TAX*7:VAT++::20+S
- MOA*124:0.11

So, £0.57 pre tax + £0.11 tax = £0.68

The corresponding Item fields are:

- MOA*124:1.16
- TAX*7:VAT++::20+S
- MOA*125:5.78

So, £5.78 pre tax + £1.16 tax = £6.94

So, the final total should be: £6.94 + £0.68 = £7.62

This again, matches the Oracle report.. so what and how exactly are they calculating their figures to fail us.. we're literally giving them the figures matching the EDI messages at this stage.

Many thanks,

Martin

For reference the original details of this ticket are as follows:

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| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#)  Comment: Hannah Dunne-Howrie  New oracle issue (yes, i know...) with P1 VAT ; 07-10-2025 15:36 07-10-2025 Martin Renvoize oh 05m Done [edit](#)

I'm afraid I really don't understand how Oracle are doing their maths at this point then. We need some solid clarification from them.

Taking Invoice 7206500

The relevant lines in the Oracle report are

AP, 21003150, 7206500, 20251006, -762,, 7206500, , , , GBP, , , , , , MA
GL, 4539, 7206500, 578,, P1, , , analysis,, E26315, 7206500, , , , ,
GL, 4539, 7206500, 57,, P1, , , analysis,, E26315, 7206500, , , , ,

In my maths that's $(578 \times 1.2) + (57 \times 1.2) = 762$.. and that's what the above agrees with.

In the EDI Message, the corresponding service fields are

- ALC+C+++2+BG::28
 - MOA+8:0.57
 - TAX+7+VAT+++::20+S
 - MOA+124:0.11

So, £0.57 pre tax + £0.11 tax = £0.68

The corresponding Item fields are

- MOA+124:1.16
 - TAX+7+VAT+++::20+S
 - MOA+125:5.78

So, £5.78 pre tax + £1.16 tax = £6.94

So, the final total should be: £6.94 + £0.68 = £7.62

This again, matches the Oracle report.. so what and how exactly are they calculating their figures to fail us.. we're literally giving them the figures matching the EDI messages at this stage.

Many thanks,

Martin

Results are in

There are passed
7206500
7207720
|703378

but these failed on the same error message of 'AP/GL not balanced'.

but these
7187346
7199595

Emails [edit](#) New oracle issue (yes, i know...) with P... Hannah Dunne-Howrie 06-10-2025 13:14 Martin Renvoize h m Sent [edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 06-10-2025 13:14:41
To: hdunne-howrie@westminster.gov.uk
Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

I'm around now until 2pm, sorry I missed your reply earlier.

<https://meet.google.com/pbi-qehs-zpa>

Martin

For reference the original details of this ticket are as follows:

| | |
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| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Website: www.openfifth.co.uk

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| Note | edit Comment : | Hannah Dunne-Howrie @ | New oracle issue (yes, i know...) with P1 VAT : | 06-10-2025 13:14 | 06-10-2025 | Martin Renvoize | 0h 05m | Done | edit |
|------|--|---------------------------------------|---|------------------|------------|-----------------|--------|------|----------------------|
|------|--|---------------------------------------|---|------------------|------------|-----------------|--------|------|----------------------|

Hi Hannah,

I'm around now until 2pm, sorry I missed your reply earlier.

<https://meet.google.com/pbi-qehs-zpa>

Martin

| Task | edit Comment from portal for ticket 131752 | Hannah Dunne-Howrie @ | Hannah Dunne-Howrie @ ; New oracle issue (yes, i know...) with P1 VAT : | 06-10-2025 12:17 | 06-10-2025 | OpenCRM Administrator | 0h 0m | Done | edit |
|------|--|---------------------------------------|---|------------------|------------|-----------------------|-------|------|----------------------|
|------|--|---------------------------------------|---|------------------|------------|-----------------------|-------|------|----------------------|

I've managed to reschedule my 1pm meeting, so I'm free now until 2.30pm

| Task | edit Comment from portal for ticket 131752 | Hannah Dunne-Howrie @ | Hannah Dunne-Howrie @ ; New oracle issue (yes, i know...) with P1 VAT : | 06-10-2025 11:53 | 06-10-2025 | OpenCRM Administrator | 0h 0m | Done | edit |
|------|--|---------------------------------------|---|------------------|------------|-----------------------|-------|------|----------------------|
|------|--|---------------------------------------|---|------------------|------------|-----------------------|-------|------|----------------------|

Sorry Martin, yes. I was in a meeting but I'm free now until 1pm and then free again at 4.30pm after that.

Feel free to send me a invite for a call

| Emails | edit Comment New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie @ | | 06-10-2025 11:05 | Martin Renvoize | h m | Sent | edit |
|--------|--|---------------------------------------|--|------------------|-----------------|-----|------|----------------------|
|--------|--|---------------------------------------|--|------------------|-----------------|-----|------|----------------------|

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 06-10-2025 11:05:12

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

Can we have a quick call to go over the calculations together? I think we're correct at this point, but I'm happy to be proven wrong.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

If you have portal access, to view your ticket in the portal click here

https://openfifth.opencrm.co.uk/Portal/index.php?option=com_ocrm_helpdesk&Itemid=4&task>ShowTicket&ticketid=131752

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| | | | | | | | | | | |
|------|----------------------|--------------------------|---|---|------------------|------------|-----------------|--------|------|----------------------|
| Note | edit | Comment: | Hannah Dunne-Howrie (2) | New oracle issue (yes, i know...) with P1 VAT ; | 06-10-2025 11:04 | 06-10-2025 | Martin Renvoize | oh 05m | Done | edit |
|------|----------------------|--------------------------|---|---|------------------|------------|-----------------|--------|------|----------------------|

Hi Hannah,

Can we have a quick call to go over the calculations together? I think we're correct at this point, but I'm happy to be proven wrong.

Martin

| | | | | | | | | | | |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|
| Task | edit | Comment from portal for ticket 131752 | Hannah Dunne-Howrie (2) | Hannah Dunne-Howrie (2) ; New oracle issue (yes, i know...) with P1 VAT ; | 06-10-2025 10:40 | 06-10-2025 | OpenCRM Administrator | oh om | Done | edit |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|

I just reran for 7187346 and found it to be £0.80 over I'm afraid.

| | | | | | | | | | | |
|--------|----------------------|---|---|--|------------------|--|-----------------|-----|------|----------------------|
| Emails | edit | New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie (2) | | 06-10-2025 10:33 | | Martin Renvoize | h m | Sent | edit |
|--------|----------------------|---|---|--|------------------|--|-----------------|-----|------|----------------------|

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 06-10-2025 10:33:13

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

I think I've narrowed down another bug. It looks to me like we're displaying the base price (service charges removed), but the tax value is not getting properly updated (it's still including the tax for the service charge).

I think the Oracle and SAP reports are now correctly outputting the right values, but the invoice display page needs a fix. I'm working on the fix now.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment](#): Hannah Dunne-Howrie [@](#) New oracle issue (yes, i know...) with P1 VAT : 06-10-2025 10:31 06-10-2025 Martin Renvoize 0h 05m Done [edit](#)

Hi Hannah,

I think I've narrowed down another bug. It looks to me like we're displaying the base price (service charges removed), but the tax value is not getting properly updated (it's still including the tax for the service charge).

I think the Oracle and SAP reports are now correctly outputting the right values, but the invoice display page needs a fix. I'm working on the fix now.

Martin

Emails [edit](#) [Comment](#): New oracle issue (yes, i know...) with P... Hannah Dunne-Howrie [@](#) 06-10-2025 09:49 Martin Renvoize h m Sent [edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 06-10-2025 09:49:38

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

I've fixed the rounding error I noticed now, but will take a quick look at your feedback in the last message.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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| | | | | | | | | | | |
|------|----------------------|--------------------------|---|---|------------------|------------|-----------------|--------|------|----------------------|
| Note | edit | Comment: | Hannah Dunne-Howrie (2) | New oracle issue (yes, i know...) with P1 VAT ; | 06-10-2025 09:48 | 06-10-2025 | Martin Renvoize | oh 05m | Done | edit |
|------|----------------------|--------------------------|---|---|------------------|------------|-----------------|--------|------|----------------------|

Hi Hannah,

I've fixed the rounding error I noticed now, but will take a quick look at your feedback in the last message.

Martin

| | | | | | | | | | | |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|
| Task | edit | Comment from portal for ticket 131752 | Hannah Dunne-Howrie (2) | Hannah Dunne-Howrie (2) ; New oracle issue (yes, i know...) with P1 VAT ; | 06-10-2025 09:28 | 06-10-2025 | OpenCRM Administrator | oh om | Done | edit |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|

Sorry, Martin, I've just seen your update. I'll sit on my hands!

| | | | | | | | | | | |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|
| Task | edit | Comment from portal for ticket 131752 | Hannah Dunne-Howrie (2) | Hannah Dunne-Howrie (2) ; New oracle issue (yes, i know...) with P1 VAT ; | 06-10-2025 09:28 | 06-10-2025 | OpenCRM Administrator | oh om | Done | edit |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|

I've just tested now on 7187346 and it looks like on the GL line the service charge is P3 but I think the AP total is calculating it as if P1? So, not balancing I'm afraid.

| | | | | | | | | | | |
|--------|----------------------|---|---|--|------------------|--|-----------------|-----|------|----------------------|
| Emails | edit | New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie (2) | | 06-10-2025 09:22 | | Martin Renvoize | h m | Sent | edit |
|--------|----------------------|---|---|--|------------------|--|-----------------|-----|------|----------------------|

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 06-10-2025 09:22:20

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

I've been running through some tests myself and it looks like we have some rounding issues now.. give me another hour and I'll have those bashed out

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment:](#) Hannah Dunne-Howrie [\(2\)](#) New oracle issue (yes, i know...) with P1 VAT ; 06-10-2025 09:21 06-10-2025 Martin Renvoize oh 05m Done [edit](#)

Hi Hannah,

I've been running through some tests myself and it looks like we have some rounding issues now.. give me another hour and I'll have those bashed out

Martin

Task [edit](#) [Comment from portal for ticket 131752](#) Hannah Dunne-Howrie [\(2\)](#) Hannah Dunne-Howrie [\(2\)](#); New oracle issue (yes, i know...) with P1 VAT ; 06-10-2025 09:15 06-10-2025 OpenCRM Administrator oh om Done [edit](#)

Thanks Martin. I'll run now and let you know.

Emails [edit](#) [New oracle issue \(yes, i know...\) with P...](#) Hannah Dunne-Howrie [\(2\)](#) 06-10-2025 08:16 Martin Renvoize h m Sent [edit](#)

From: "Martin Renvoize" support@openfifth.co.uk
Sent: 06-10-2025 08:16:20
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Good morning Hannah,

I've now run the updates for both plugins and Koha itself, and re-run the process service charges script over all edi messages again.

Please take a look at the new output for me and confirm it matches expectations now

Hope you had a good weekend,

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment](#):

Hannah Dunne-Howrie [@](#)

New oracle issue (yes, i know...) with P1 VAT ;

06-10-2025 08:10

06-10-2025

Martin Renvoize

oh 05m

Done [edit](#)

Good morning Hannah,

I've now run the updates for both plugins and Koha itself, and re-run the process service charges script over all edi messages again.

Please take a look at the new output for me and confirm it matches expectations now

Hope you had a good weekend,

Martin

Emails [edit](#) [Comment](#): New oracle issue (yes, i know...) with P...

Hannah Dunne-Howrie [@](#)

03-10-2025 16:37

Martin Renvoize

h m

Sent [edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 03-10-2025 16:37:44

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

Please enjoy your weekend and don't worry about testing. My builds got stuck in a bit of a queue in our infrastructure as it seems all the devs have been hard at work on fixing things for customers today, so we didn't manage to get everything built for the upgrades anyway. I'll get back to it first thing on Monday to get the fixes rolled out before opening time.

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment](#): Hannah Dunne-Howrie [@](#) New oracle issue (yes, i know...) with P1 VAT ; 03-10-2025 16:36 03-10-2025 Martin Renvoize oh 05m Done [edit](#)

Hi Hannah,

Please enjoy your weekend and don't worry about testing. My builds got stuck in a bit of a queue in our infrastructure as it seems all the devs have been hard at work on fixing things for customers today, so we didn't manage to get everything built for the upgrades anyway.. I'll get back to it first thing on Monday to get the fixes rolled out before opening time.

Task [edit](#) [Comment](#): Comment from portal for ticket 131752 Hannah Dunne-Howrie [@](#) Hannah Dunne-Howrie [@](#); New oracle issue (yes, i know...) with P1 VAT ; 03-10-2025 12:53 03-10-2025 OpenCRM Administrator oh om Done [edit](#)

Thanks Martin. I'll wait on your nod for retesting. I'll test (once you give me the green light) with

RBKC invoice including SR and VAT liable items

WCC invoice including SR and VAT liable items

RBKC invoice including SR and VAT zero rated

WCC invoice including SR and VAT zero rated

In the hope that that covers all possibilities.

In another issue, not sure if related, we are seeing an odd error when we try to open invoices which is in #134892

I finish at 2pm today, so I'll leave you in peace but I'll check emails early tomorrow just in case there is an update after 2pm today and push through some tests so I have results for you by Monday

Emails [edit](#) [Comment](#): New oracle issue (yes, i know...) with P... Hannah Dunne-Howrie [@](#) 03-10-2025 12:45 Martin Renvoize h m Sent [edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 03-10-2025 12:45:26

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

So, I think Askews may have been OK as I think SAP at least wasn't worried about the tax calculations and just took the final totals sent which I believe have been correct.. the service charge parts are the bit that were incorrect and those will have had the knock on effect of not adjusting your budgets correctly.

I've got the changes all written now and I'm building packages for all three parts.. the Koha core code update, the SAP plugin and the Oracle plugin. I'll try to get the whole set installed later today, assuming the unit tests all pass and the packages build, then I'll run the 'reset to EDI message data' script we have to have it recalculate everything using the updated EDI parsing script and drop you a line to say we're all go for processing again.

Martin

For reference the original details of this ticket are as follows:

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| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment:](#)

Hannah Dunne-Howrie [\(2\)](#)

New oracle issue (yes, i know...) with P1 VAT ;

03-10-2025 12:42

03-10-2025

Martin Renvoize

oh 05m

Done

[edit](#)

Hi Hannah,

So, I think Askews may have been OK as I think SAP at least wasn't worried about the tax calculations and just took the final totals sent which I believe have been correct.. the service charge parts are the bit that were incorrect and those will have had the knock on effect of not adjusting your budgets correctly.

I've got the changes all written now and I'm building packages for all three parts.. the Koha core code update, the SAP plugin and the Oracle plugin. I'll try to get the whole set installed later today, assuming the unit tests all pass and the packages build, then I'll run the 'reset to EDI message data' script we have to have it recalculate everything using the updated EDI parsing script and drop you a line to say we're all go for processing again.

Martin

Task [edit](#) [Comment from portal for ticket 131752](#)

Hannah Dunne-Howrie [\(2\)](#)

Hannah Dunne-Howrie [\(2\)](#); New oracle issue (yes, i know...) with P1 VAT ;

03-10-2025 12:23

03-10-2025

OpenCRM Administrator

oh om

Done

[edit](#)

Oh, strange on service charges being short. I would have thought askews would have flagged this with us as so far they have flagged every time is has been wrong.

Emails [edit](#) [Comment](#) New oracle issue (yes, i know...) with P...

Hannah Dunne-Howrie [\(2\)](#)

03-10-2025 12:18

Martin Renvoize

h m

Sent

[edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 03-10-2025 07:46:20
To: hdunne-howrie@westminster.gov.uk
Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

In Fact.. I'm still digging.

You suggested some time ago that the service charges were always zero rated and as such I've hard coded it to a P3. However, it looks to me from the EDI message that that assumption may be untrue:

LN+1++0769233006325 : EN

- QTY+47:1
- GIR+001+NKN:LLO+30116021950876:LAC
- MOA+128:12.82
- MOA+203:10.69
- MOA+52:1.79
- PRI+AAB:11.91
- RFF+LI:8357
- RFF+LBO:00000000187
- TAX+7:VAT+++::20+S
- MOA+124:2.02
- TAX+7:VAT+++::20+S
- MOA+125:10.12
- ALC+A+++1+LD::28
- RTE+1:1.79
- ALC+C+++2+BG::28
- MOA+8:0.57
- TAX+7:VAT+++::20+S
- MOA+124:0.11
- TAX+7:VAT+++::20+S
- MOA+125:0.57

For reference the original details of this ticket are as follows:

| | |
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| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment:](#)

Hannah Dunne-Howrie [edit](#)

New oracle issue (yes, i know...) with P1 VAT ;

03-10-2025 07:44

03-10-2025

Martin Renvoize

oh 05m

Done

[edit](#)

In Fact.. I'm still digging.

You suggested some time ago that the service charges were always zero rated and as such I've hard coded it to a P3. However, it looks to me from the EDI message that that assumption may be untrue:

LN+1++0769233006325 : EN

- QTY+47:1
- GIR+001+NKN:LLO+30116021950876:LAC

MOA+128:12.82
MOA+203:10.69
MOA+52:179
PRI+AAB:11.91
RFF+LI:8357
RFF+LBO:00000000187
TAX+7+VAT+++:::20+S
MOA+124:2.02
TAX+7+VAT+++:::20+S
MOA+125:10.12
ALC+A+++1LD:::28
RTE+1:1.79
ALC+C++2+BG:::28
MOA+8:0.57
TAX+7+VAT+++:::20+S
MOA+124:0.11
TAX+7+VAT+++:::20+S
MOA+125:0.57

Emails [edit](#) [Comment:](#) New oracle issue (yes, i know...) with P... Hannah Dunne-Howrie [@](#) 03-10-2025 07:37 Martin Renvoize h m Sent [edit](#)

From: "Martin Renvoize" [mailto:support@openfifth.co.uk]
Sent: 03-10-2025 07:37:55
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

That sent me on a bit of a goose chase overnight. I've narrowed down the issue now to the EDI post-processing we're doing that extracts your service charges into adjustment lines. The tax inclusive/exclusive fields in Koha weren't being properly handled for that subtraction.

I'll work on a fix for it this morning and get back to you once I've managed to resolve it.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment:](#)

Hannah Dunne-Howrie [@](#)

New oracle issue (yes, i know...) with P1 VAT ;

03-10-2025 07:36

03-10-2025

Martin Renvoize

oh 05m

Done

[edit](#)

Hi Hannah,

That sent me on a bit of a goose chase overnight. I've narrowed down the issue now to the EDI post-processing we're doing that extracts your service charges into adjustment lines. The tax inclusive/exclusive fields in Koha weren't being properly handled for that subtraction.

From: "Martin Renvoize" support@openfifth.co.uk
Sent: 02-10-2025 07:50:02
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Touch wood this is all working now, I'm going to close the ticket, but feel free to re-open if new issues arrise.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there. Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

If you have portal access, to view your ticket in the portal click here

https://openfifth.opencrm.co.uk/Portal/index.php?option=com_ocrm_helpdesk&Itemid=4&task>ShowTicket&ticketid=131752

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From: "Martin Renvoize" <support@openfifth.co.uk>
Sent: 02-10-2025 07:50:01
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: Ticket 131752 closed: New oracle issue (yes, i know...) with P1 VAT (131752): Closed

Hello,

According to our records, your request has been resolved or we have not heard back from you. If you have any further questions or concerns, please respond to this message.

Thank you.

The Open Fifth Team

Martin

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

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Note [edit](#) [Comment:](#)

Hannah Dunne-Howrie [@](#)

New oracle issue (yes, i know...) with P1 VAT :

02-10-2025 07:49

02-10-2025

Martin Renvoize

oh 05m

Done

[edit](#)

Touch wood this is all working now, I'm going to close the ticket, but feel free to re-open if new issues arrise.

Martin

Emails [edit](#) [Comment:](#) New oracle issue (yes, i know...) with P...

Hannah Dunne-Howrie [@](#)

01-10-2025 13:30

Martin Renvoize

h m

Sent

[edit](#)

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 01-10-2025 13:30:41

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

No worries Hannah,

You've prompted a fun quiz here as I must admit it took me a moment to spot the mistake. We've discovered you're in good company as quite a few of us here fell into the same maths trap ;P

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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https://openfifth.opencrm.co.uk/Portal/index.php?option=com_ocrm_helpdesk&Itemid=4&task>ShowTicket&ticketid=131752

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| | | | | | | | | | | |
|------|----------------------|--------------------------|---|---|------------------|------------|-----------------|--------|------|----------------------|
| Note | edit | Comment: | Hannah Dunne-Howrie (2) | New oracle issue (yes, i know...) with P1 VAT ; | 01-10-2025 13:29 | 01-10-2025 | Martin Renvoize | oh 05m | Done | edit |
|------|----------------------|--------------------------|---|---|------------------|------------|-----------------|--------|------|----------------------|

No worries Hannah,

You've prompted a fun quiz here as I must admit it took me a moment to spot the mistake. We've discovered you're in good company as quite a few of us here fell into the same maths trap ;P

Martin

| | | | | | | | | | | |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|
| Task | edit | Comment from portal for ticket 131752 | Hannah Dunne-Howrie (2) | Hannah Dunne-Howrie (2) ; New oracle issue (yes, i know...) with P1 VAT ; | 01-10-2025 13:09 | 01-10-2025 | OpenCRM Administrator | oh om | Done | edit |
|------|----------------------|---|---|---|------------------|------------|-----------------------|-------|------|----------------------|

You are entirely correct. Sorry, my mistake! I'll close that invoice once again and let it travel through to Oracle and then check tomorrow to make sure it's clear. Thanks Martin.

| | | | | | | | | |
|--------|----------------------|---|---|------------------|-----------------|-----|------|----------------------|
| Emails | edit | New oracle issue (yes, i know...) with P... | Hannah Dunne-Howrie (2) | 01-10-2025 13:01 | Martin Renvoize | h m | Sent | edit |
|--------|----------------------|---|---|------------------|-----------------|-----|------|----------------------|

From: "Martin Renvoize" support@openfifth.co.uk

Sent: 01-10-2025 13:01:37

To: hdunne-howrie@westminster.gov.uk

Cc:

Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

I think there's a small slip in your maths here.

When you start with the VAT-exclusive price (£44.45) and add 20% VAT, the correct calculation is:

£44.45 × 1.2 = £53.34 (VAT inclusive).

That part is spot on.

But when you go the other way — from a VAT-inclusive price back to the VAT-exclusive price — you can't just multiply by 0.8. Multiplying by 0.8 would mean "take off 20% of the total," but VAT doesn't work like that. The VAT portion is 20% of the net price, not 20% of the gross price.

To reverse the calculation correctly, you need to divide by 1.2 (or, equivalently, multiply by 100/120):

£53.34 ÷ 1.2 = £44.45

So the correct way round is:

- To add VAT: multiply by 1.2
- To remove VAT: divide by 1.2

That way, you always get back to the right figure.

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

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Note [edit](#) [Comment](#): Hannah Dunne-Howrie [edit](#) New oracle issue (yes, i know...) with P1 VAT ; 01-10-2025 13:01 01-10-2025 Martin Renvoize oh 05m Done [edit](#)

I think there's a small slip in your maths here.

When you start with the VAT-exclusive price (£44.45) and add 20% VAT, the correct calculation is:

£44.45 × 1.2 = £53.34 (VAT inclusive).

That part is spot on.

But when you go the other way — from a VAT-inclusive price back to the VAT-exclusive price — you can't just multiply by 0.8. Multiplying by 0.8 would mean "take off 20% of the total," but VAT doesn't work like that. The VAT portion is 20% of the net price, not 20% of the gross price.

To reverse the calculation correctly, you need to divide by 1.2 (or, equivalently, multiply by 100/120):

£53.34 ÷ 1.2 = £44.45

So the correct way round is:

- To add VAT: multiply by 1.2
- To remove VAT: divide by 1.2

That way, you always get back to the right figure.

Emails edit  New oracle issue (yes, i know...) with P1 VAT (131752)

From: "Martin Renvoize" [support@openfifth.co.uk]
Sent: 01-10-2025 11:57:43
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752)

Hi Hannah,

My apologies... Clearly got my wires crossed there. I've updated again. Please let me know if it looks sane to you now.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|--|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</p> <p>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</p> <p>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</p> |

If you have portal access, to view your ticket in the portal click [here](#)

https://openfifth.opencrm.co.uk/Portal/index.php?option=com_ocrm_helpdesk&Itemid=4&task>ShowTicket&ticketid=131

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| | | | | | | | | | | | |
|------|----------------------|--|---|---------------------|---|------------------|------------|-----------------------|--------|------|----------------------|
| Note | edit | | Comment: | Hannah Dunne-Howrie | New oracle issue (yes, i know...) with P1 VAT ; | 01-10-2025 11:56 | 01-10-2025 | Martin Renvoize | oh 05m | Done | edit |
| | | | Hi Hannah, | | | | | | | | |
| | | | My apologies... Clearly got my wires crossed there. I've updated again. Please let me know if it looks sane to you now. | | | | | | | | |
| | | | Martin | | | | | | | | |
| Task | edit | | Comment from portal for ticket 131752 | Hannah Dunne-Howrie | Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ; | 30-09-2025 17:21 | 30-09-2025 | OpenCRM Administrator | oh om | Done | edit |
| | | | Hi Martin, | | | | | | | | |
| | | | I've just tested now by paying I703378 but I think the calculation is the wrong way around. The AP line total needs to be the total including VAT. The GL lines need to exclude VAT. So the sum of GL lines + VAT (as determined by P1 or P3) = AP total. | | | | | | | | |
| | | | For I703378, the AP line is showing the total excluding VAT whereas GL lines are including VAT, so the wrong way around. Could you correct? | | | | | | | | |
| Task | edit | | Comment from portal for ticket 131752 | Hannah Dunne-Howrie | Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ; | 30-09-2025 16:00 | 30-09-2025 | OpenCRM Administrator | oh om | Done | edit |
| | | | Thank you thank you thank you!!! | | | | | | | | |

From: "Martin Renvoize"lsupport@openfifth.co.uk
 Sent: 30-09-2025 15:58:50
 To: hdunne-howrie@westminster.gov.uk
 Cc:
 Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

As promised, you should be all set to go again on Oracle and SAP now, I've updated both plugins.

Martin

For reference the original details of this ticket are as follows:

| | |
|--------------|---|
| Subject: | New oracle issue (yes, i know...) with P1 VAT |
| Description: | <p>Hi there, <i>Sorry, another Oracle issue flagged by the accounts payable team. For https://wcc-rbkc-staff.koha-ptfs.co.uk/cgi-bin/koha/acqui/invoice.pl?invoiceid=380 (0000019109) as P1 and not P3 there needs to be a gap for the VAT 20% amount between the total and sum of the lines. So, the opposite issue as before with the P3 lines in which the sum and the total had to match.</i></p> <p><i>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</i></p> <p><i>I've asked technical team for more info but I'm hoping the above is sufficient? Let me know if you need anything else from me.</i></p> |

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Note [edit](#) Comment:

Hannah Dunne-Howrie

New oracle issue (yes, i know...) with P1 VAT ;

30-09-2025 15:58

30-09-2025

Martin Renvoize

oh 05m

Done

[edit](#)

Hi Hannah,

As promised, you should be all set to go again on Oracle and SAP now, I've updated both plugins.

Martin

Task [edit](#) Comment from portal for ticket 131752

Hannah Dunne-Howrie

Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;

24-09-2025 17:09

24-09-2025

OpenCRM Administrator

oh om

Done

[edit](#)

So, i just spoke to technical team and AP for both councils and I can confirm for all scenarios:

Header (AP) needs to be total including VAT
 Invoiceline (GL) needs to be excluding VAT

So, if tax is set as P1 then the finance system will check to see if the difference between AP total and sum of GLs and pass if 20% (as this is the VAT)

If P3 then the total and then sum need to match 1:1

There is also P2 at 5% but we never use this...

Task [edit](#) Comment from portal for ticket 131752

Hannah Dunne-Howrie

Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;

24-09-2025 17:09

24-09-2025

OpenCRM Administrator

oh om

Done

[edit](#)

So, everything P3 is currently passing but everything P1 is failing and I will need to reload once you have been able to make this change.

Hopefully the last one!!!!