






Ticket: History

Type	Subject	Contact Name	Related To	Start Date	Deadline	Assigned To	Duration	Status
Task	edit  Comment from portal for ticket 131752	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	0h 0m	Done edit

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...

Thanks
Hannah

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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Janet McGowan

Open Fifth Limited

 M: | T: +44 1483 378728 ext. 1006



 janet.mcgowan@openfifth.co.uk

 www.openfifth.co.uk

Sign up for our [Newsletter](#)







Note	edit  Comment:	Hannah Dunne-Howrie 	New oracle issue (yes, i know...) with P1 VAT ;	28-10-2025 09:48	28-10-2025	Janet McGowan	0h 05m	Done edit
------	---	---	---	------------------	------------	---------------	--------	---------------------------

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

Task	edit  Comment from portal for ticket 131752	Hannah Dunne-Howrie 	Hannah Dunne-Howrie  ; New oracle issue (yes, i know...) with P1 VAT ;	21-10-2025 09:08	21-10-2025	OpenCRM Administrator	0h 0m	Done edit
------	--	---	---	------------------	------------	-----------------------	-------	---------------------------

Morning Martin,
Did the additions from Oracle help? We're keen to start paying oracle invoices again as they are building up. Any progress on this? Do you want me to see if I can get us another call with Shon?

Hannah

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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our [Newsletter](#)

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
--------	----------------------	---	---------------------	--	------------------	--	-----------------	-----	------	----------------------

From: "Martin Renvoize"[support@openfifth.co.uk]
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 implimentation is specifically configured.

Many thanks,

Martin

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

Subject:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

Open Fifth

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	0h 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.

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

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 13:34	10-10-2025	OpenCRM Administrator	oh om	Done	edit
------	----------------------	---------------------------------------	---------------------	---	------------------	------------	-----------------------	-------	------	----------------------

Oh, as well before I forget, Shon said that there is two ways that Oracle can calculate VAT. Either it can be a separate line added by Koha or it can be the calculation we are familiar with. He said that a lot of other systems do it the first way as easier and doesn't reply on potentially a difference in calculation logic between system. However, I think it's probably a bit late now for them to tell us this and wasn't the specifications when we sat down with them in November but I'm passing this on in case it helps you with your West Sussex work with Oracle.

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/faitx/tax-amount-rounding.html>

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 13:30	10-10-2025	OpenCRM Administrator	oh om	Done	edit
------	----------------------	---------------------------------------	---------------------	---	------------------	------------	-----------------------	-------	------	----------------------

I'm about to head off now but just to explain quickly, Oracle rounds off to 2 digits which caused a difference of 0.01 on the calculation for 7187346 and why it didn't balance.

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 12:46	10-10-2025	OpenCRM Administrator	oh om	Done	edit
------	----------------------	---------------------------------------	---------------------	---	------------------	------------	-----------------------	-------	------	----------------------

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.

Hannah

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 12:05	08-10-2025	OpenCRM Administrator	oh om	Done	edit
------	----------------------	---------------------------------------	---------------------	---	------------------	------------	-----------------------	-------	------	----------------------

Agreed, it is weird. I think I'm understand now why SirsiDynix never added in SR to the files as makes it so complicated...

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

Emails	edit	New oracle issue (yes, i know...) with P...	Hannah Dunne-Howrie		08-10-2025 12:00		Martin Renvoize	h m	Sent	edit
--------	----------------------	---	---------------------	--	------------------	--	-----------------	-----	------	----------------------

From: "Martin Renvoize"[support@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:

Subject:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

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	0h 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	0h 0m	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:

Subject:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

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	0h 05m	Done	edit
<p>Hi Hannah,</p> <p>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.</p> <p>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.</p> <p>Anyway, I'll look into this rounding error and get back to you asap.</p> <p>Martin</p>										
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	0h 0m	Done	edit
<p>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...</p>										
Emails	edit	New oracle issue (yes, i know...) with P...	Hannah Dunne-Howrie		07-10-2025 15:47		Martin Renvoize	h m	Sent	edit

From: "Martin Renvoize"[support@openfifth.co.uk]
Sent: 07-10-2025 15:47:40
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*1.2)+(57*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:

Subject:	New oracle issue (yes, i know...) with P1 VAT
Description:	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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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.

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

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

✉ martin.renvoize@openfifth.co.uk

🔗 www.openfifth.co.uk

Sign up for our [Newsletter](#)



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*1.2)+(57*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

Hi Martin, update on the test on Oracle:

I tested with -

7187346

7199595

7206500

7207720

l703378

Results are in!

There are passed:

7206500

7207720

l703378

but these failed on the same error message of 'AP/GL not balancing':

7187346

7199595

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:

Subject:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

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		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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

Note	edit	Comment:	Hannah Dunne-Howrie	New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 11:04	06-10-2025	Martin Renvoize	0h 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	Hannah Dunne-Howrie; New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 10:40	06-10-2025	OpenCRM Administrator	0h 0m	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;		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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011
✉ martin.renvoize@openfifth.co.uk
🔗 www.openfifth.co.uk

Sign up for our [Newsletter](#)



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	👁 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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

Note	edit	Comment:	Hannah Dunne-Howrie	New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 09:48	06-10-2025	Martin Renvoize	0h 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	Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 09:28	06-10-2025	OpenCRM Administrator	0h 0m	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	Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 09:28	06-10-2025	OpenCRM Administrator	0h 0m	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		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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

▶

Open Fifth

Note	edit	👁 Comment:	Hannah Dunne-Howrie 	New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 09:21	06-10-2025	Martin Renvoize	0h 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 	Hannah Dunne-Howrie  ; New oracle issue (yes, i know...) with P1 VAT ;	06-10-2025 09:15	06-10-2025	OpenCRM Administrator	0h 0m	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  ;		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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

 martin.renvoize@openfifth.co.uk

 www.openfifth.co.uk

Sign up for our **Newsletter**

   **Open Fifth**

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
------	----------------------	--	---	---	------------------	------------	-----------------	--------	------

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	New oracle issue (yes, i know...) with P...	Hannah Dunne-Howrie	03-10-2025 16:37	Martin Renvoize	h m	Sent
--------	----------------------	---	---	------------------	-----------------	-----	------

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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011
✉ martin.renvoize@openfifth.co.uk
🌐 www.openfifth.co.uk


Sign up for our [Newsletter](#)



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	0h 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 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	0h 0m	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, be 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	👤 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:

Subject:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

Note	edit		Comment:	Hannah Dunne-Howrie	New oracle issue (yes, i know...) with P1 VAT ;	03-10-2025 12:42	03-10-2025	Martin Renvoize	0h 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	Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;	03-10-2025 12:23	03-10-2025	OpenCRM Administrator	0h 0m	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		New oracle issue (yes, i know...) with P...	Hannah Dunne-Howrie		03-10-2025 12:18		Martin Renvoize	h m	Sent	edit
--------	----------------------	--	---	---------------------	--	------------------	--	-----------------	-----	------	----------------------

From: "Martin Renvoize"[support@openfifth.co.uk]
Sent: 03-10-2025 12:18:44
To: hdunne-howrie@westminster.gov.uk
Cc:
Subject: New oracle issue (yes, i know...) with P1 VAT (131752): Comment Added

Hi Hannah,

So I'm still doing battle here. I'm updating the EDI processing script to add tax rate into the notes field of adjustments, and also updating the amounts to follow your Koha preferences regarding tax inclusive/exclusive in budgeting.

Then I'll update the Oracle and SAP scripts to account for the specic tax rates. I think the bad news is we've been 11p short on most service charges going through as we've been putting tax-exclusive amounts into the adjustments.

Martin

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

Subject:	New oracle issue (yes, i know...) with P1 VAT
Description:	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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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.

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

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter



Note	edit	Comment:	Hannah Dunne-Howrie	New oracle issue (yes, i know...) with P1 VAT ;	03-10-2025 12:16	03-10-2025	Martin Renvoize	0h 05m	Done	edit
------	----------------------	----------	---------------------	---	------------------	------------	-----------------	--------	------	----------------------

Hi Hannah,

So I'm still doing battle here. I'm updating the EDI processing script to add tax rate into the notes field of adjustments, and also updating the amounts to follow your Koha preferences regarding tax inclusive/exclusive in budgeting.

Then I'll update the Oracle and SAP scripts to account for the specic tax rates. I think the bad news is we've been 11p short on most service charges going through as we've been putting tax-exclusive amounts into the adjustments.

Martin

Task	edit	Comment from portal for ticket 131752	Hannah Dunne-Howrie	Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;	03-10-2025 07:57	03-10-2025	OpenCRM Administrator	0h 0m	Done	edit
------	----------------------	---------------------------------------	---------------------	---	------------------	------------	-----------------------	-------	------	----------------------

Yes, Acq team said they were P1 (service charges) but if you remember, we found putting them through 'correctly' didn't seem to work when it hit SAP/Oracle. However, we'd rather do correctly so whatever works and ensures the maths balance is what is needed.

Thanks for your work on this.

Emails	edit	New oracle issue (yes, i know...) with P...	Hannah Dunne-Howrie		03-10-2025 07:46		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:

LIN+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.1.91
•	RFF+LI.8.357
•	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:

Subject:	New oracle issue (yes, i know...) with P1 VAT
Description:	<p>Hi there,</p> <p>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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

Open Fifth

Note	edit	Comment:	Hannah Dunne-Howrie	New oracle issue (yes, i know...) with P1 VAT ;	03-10-2025 07:44	03-10-2025	Martin Renvoize	0h 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:

LIN+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+11.79
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

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"[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,</p> <p>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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

✉

martin.renvoize@openfifth.co.uk

🌐

www.openfifth.co.uk

Sign up for our Newsletter

in

▶

Open Fifth

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

0h 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.

Martin

Task	edit	Comment from portal for ticket 131752	Hannah Dunne-Howrie	Hannah Dunne-Howrie ; New oracle issue (yes, i know...) with P1 VAT ;	02-10-2025 12:50	02-10-2025	OpenCRM Administrator	0h 0m	Done	edit
------	----------------------	---	---	---	------------------	------------	-----------------------	-------	------	----------------------

7207720

7187346

720650C

Hit Oracle 02/10/25 but on hold as lines do not balance. Line 2 has VAT on it-this has been cancelled

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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our [Newsletter](#)

in

Open Fifth

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

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011
martin.renvoize@openfifth.co.uk
www.openfifth.co.uk

Sign up for our [Newsletter](#)



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	0h 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	 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:	<i>New oracle issue (yes, i know...) with P1 VAT</i>
Description:	<i>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. They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha. 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>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our Newsletter

in

▶

Open Fifth

Note	edit	👁 Comment:	Hannah Dunne-Howrie 	New oracle issue (yes, i know...) with P1 VAT ;	01-10-2025 13:29	01-10-2025	Martin Renvoize	0h 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 	Hannah Dunne-Howrie  ; New oracle issue (yes, i know...) with P1 VAT ;	01-10-2025 13:09	01-10-2025	OpenCRM Administrator	0h 0m	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 clear. Thanks Martin.										
Emails	edit	👁 New oracle issue (yes, i know...) with P...	Hannah Dunne-Howrie 			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,</p> <p>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

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011
✉ martin.renvoize@openfifth.co.uk
🌐 www.openfifth.co.uk

Sign up for our [Newsletter](#)



Note	edit	🗨 Comment:	Hannah Dunne-Howrie	New oracle issue (yes, i know...) with P1 VAT ;	01-10-2025 13:01	01-10-2025	Martin Renvoize	0h 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.

Task

edit

Comment from portal for ticket 131752

Hannah Dunne-Howrie

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

01-10-2025 12:08

01-10-2025

OpenCRM Administrator

0h 0m

Done

edit

Hi Martin,
Thanks for jumping on this. So, I've tested now and while better, it's still not quite balance:

CT,15334.....
AP,21004296,I703378,20251001,-5334,,I703378,,,,,GBP,,,,,,,,,MAIN
GL,4539,I703378,4445,,P1,,,analysis,,E26315,I703378,,,,,,,,

5534 x 0.8 = 4427.2 not 4445

Emails

edit

New oracle issue (yes, i know...) with P...

Hannah Dunne-Howrie

01-10-2025 11:57

Martin Renvoize

h m

Sent

edit

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): Comment Added

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=131752

Martin Renvoize
Head of Development and Community Engagement
Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

✉ martin.renvoize@openfifth.co.uk

🌐 www.openfifth.co.uk

Sign up for our Newsletter



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

0h 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

0h 0m

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

0h 0m

Done

edit

Thank you thank you thank you!!!

From: "Martin Renvoize"[support@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:	<div>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.</div> <div>They have told me they can't pay the invoices out until corrected and I will need to push through again via Koha.</div> <div>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.</div>

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

Martin Renvoize

Head of Development and Community Engagement

Open Fifth Limited

M: +44 7725 985636 | T: +44 1483 378728 ext. 1011

martin.renvoize@openfifth.co.uk

www.openfifth.co.uk

Sign up for our [Newsletter](#)

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	0h 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	0h 0m	Done	edit
------	------	---------------------------------------	---------------------	---	------------------	------------	-----------------------	-------	------	------

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

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	0h 0m	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!!!!