Known Issue: KI9.2-3 - KK Amount Type Incorrect on ONL and EXT Journals

POSTED: May 8, 2015

STATUS: Active

Some users are reporting that their collected revenue (REVEST_CO ledger) and recognized revenue (REVEST_RC ledger) totals are not matching on certain reports and queries, e.g. Budget Status report, BOR_KK_AVAIL_BALANCE. This appears to be because some journal entries are being created with a KK Amount Type of "Actuals and Recognized" instead of "Actuals, Recognized, and Collected."

Functional Workaround: ITS has confirmed the Recognized Revenue (REVEST_RC) amounts match the DETAIL ledger and are the amounts to reference when running reports and queries.

Note: This issue will not affect year-end revenue reports. Those year-end reports are based on the ACTUALS ledger.

Estimated Resolution: ITS is currently working on a solution to this known issue. An update will be provided as soon as possible.

MORE INFORMATION AND SUPPORT: For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit http://status.usg.edu.