Known Issue: KI9.2-22_AP&GL Bank Statement Reconciliation Issue

POSTED: December 1, 2015
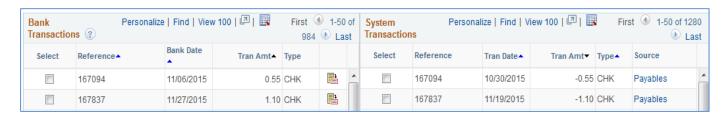
STATUS: RESOLVED

As of release 5.00 (November 14), institutions may have received reconciliation exceptions of "Amounts Not Equal" when attempting to load bank statement files and run Auto Reconciliation. PeopleSoft made a code mapping change to support signed statements for some Oracle customers. This change now causes system checks to be represented as a negative amount. Since Georgia*FIRST* does not utilize signed statements, this was causing the amounts between the system transaction and bank statement transactions to no longer be equal.

Refer to the print screen examples below that represent how these transactions are now reflected in the system as a result of this Oracle change:

Auto Reconciliation Exception Page

Auto Reconciliation Exceptions   Find | View 100   First ◀ 166-175 of 983 ▶ Last

	Reference	Exception	Bank / Tran Amt	Bank / Tran Date	Bank Tran Type / Tran Status
	167094	Amounts Not Equal	0.55	11/06/2015	CHK Check
	167094	Payables	0.55	10/30/2015	CHK Paid

	Reference	Exception	Bank / Tran Amt	Bank / Tran Date	Bank Tran Type / Tran Status
	167837	Amounts Not Equal	1.10	11/27/2015	CHK Check
	167837	Payables	1.10	11/19/2015	CHK Paid

Semi-Manual Reconciliation Page

Bank Transactions — Personalize | Find | View 100 | First 1-50 of 984 Last

System Transactions — Personalize | Find | View 100 | First 1-50 of 1280 Last

Select	Reference▲	Bank Date▲	Tran Amt▲	Type		Select	Reference	Tran Date▲	Tran Amt▼	Type▲	Source
☐	167094	11/06/2015	0.55	CHK		☐	167094	10/30/2015	-0.55	CHK	Payables
☐	167837	11/27/2015	1.10	CHK		☐	167837	11/19/2015	-1.10	CHK	Payables

Functional Workaround: If your institution has loaded a bank file since November 14th and encountered "Amounts Not Equal" exceptions, please submit an ITS Helpdesk ticket so that we can assist you with clearing these exceptions.

Estimated Resolution: ITS applied a configuration change to production on Monday, December 1st which should prevent any further occurrences of this issue as new bank statement files are loaded. This issue is now resolved.

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.