

# Known Issue: KI9.2-8 AM Interfaced Assets with Zero Cost

---

**KI9.2-8: KI Asset cost showing as zero for some assets interfaced from the Accounts Payable and Purchasing modules.**

**UPDATED** November 6, 2015

**STATUS:** RESOLVED (As of Release 5.00 November 14<sup>th</sup>)

**IMPACT:** An Oracle fix will be applied as part of Release 5.00 that resolves Known Issue K19.2-8, Interfaced Assets with Zero Cost.

**Please note:** Institutions are encouraged to continue monitoring your cost values in the Review Financials Interface pages for a period of time to verify this issue has been fully resolved.

Previously the asset cost was not transferred from the Pre-AM pages to the Interface pages during the Payables/Purchasing Interface process for some assets. If the asset cost was not corrected prior to running the Transloader process, the assets were created in the Asset Management module with a zero cost.

**ORIGINALLY** Jun 23, 2015

**POSTED:**

---

An Oracle issue has been identified where Asset cost is showing as zero for some assets interfaced from the Accounts Payable and Purchasing modules.

**Functional Workaround:** There are three options institutions can use to monitor and workaround this issue when it occurs:

Option 1 – Use the Review Financial Information Page to Identify Assets with Zero Cost

Users can closely monitor the Review Financial Information page and the Review Phy-A page to identify any zero cost items and populate the cost on that page prior to running the Transloader process to load them into Asset Management correctly.

Navigation:

Asset Management > Send/Receive Information > Approve Financial Information > Review

Asset Management > Send/Receive Information > Approve Financial Information > Review-A

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.