

## GeorgiaFIRST Financials V8 Known Issue

### KI8102: GL Bank Automatic Reconciliation Exceptions Page

**UPDATE:** April 1, 2010

**RESOLVED:** A fix was provided by PeopleSoft and applied to Production on April 1, 2010. Exceptions requiring Force Reconciliation can now be viewed and cleared.

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**POSTED:** March 8, 2010

**SUBJECT:** Known Issue KI8102 – GL Bank Automatic Reconciliation Exceptions Page

**PURPOSE:** To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding the GL Bank **Automatic Reconciliation Exceptions** page.

**FUNCTIONAL IMPACT:** The exceptions created as part of the **Automatic Reconciliation** process currently cannot be viewed on the **Automatic Reconciliation Exceptions** page (**Banking⇒Analyze Exceptions⇒Auto Reconciliation Exceptions** or **Banking⇒Reconcile Statements⇒Automatic Reconciliation**, and click on the **Exceptions** link for the applicable Statement ID). Because the exceptions cannot be viewed on this page, they also cannot be force reconciled.

OIIT has identified and tested a fix for this issue, which will be included in Release 2.09A, currently scheduled for March 13, 2010.

**FUNCTIONAL WORKAROUND:** Users can run the **Automatic Reconciliation Exceptions** report (**Banking⇒Reconcile Statements⇒Automatic Reconciliation**) to view the exceptions. Enter the applicable Search Criteria and click on **Run Report**. Exceptions requiring Manual Reconciliation or adjustment via the **Enter Bank Statements** page (**Banking⇒Bank Statements⇒ Enter Bank Statements**) can be handled as usual. However, exceptions requiring Force Reconciliation will not be able to be cleared until after the fix is released.

**SUPPORTING DOCUMENTATION:** PSFIN Business Process **GL.030.004 – Performing Automatic Bank Reconciliation** is available to assist you with this issue. This PSFIN Business Process can be accessed via the **General Ledger** link in the **Business Processes** section on the **Documentation** page on the GeorgiaFIRST Financials web site at: <http://www.usg.edu/gafirst-fin/documentation/>.

**ADDITIONAL OIIT RESOURCES and SUPPORT:** To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the **OIIT HELPDESK** at [http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services) (support request self-service) or e-mail [helpdesk@usg.edu](mailto:helpdesk@usg.edu). (Note: Self-service requires login using a user ID and password. Contact the **OIIT HELPDESK** at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.)