

**KI8150:** Error with Update to Expenses Bank Load Process

**UPDATED:** October 11, 2012

**STATUS:** Resolved. The Employee Data Load was modified and released to production on October 6, 2012.

**IMPACT:** The PeopleSoft Fix will allow expense employees' bank account information to be prenoted and confirmed correctly. The Bank Load File batch process has been added back to production.

**ORIGINALLY POSTED:** September 27, 2012

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**ORIGINAL KI8150: ERROR WITH UPDATE TO EXPENSES BANK LOAD PROCESS**

**FUNCTIONAL IMPACT**

The PeopleSoft update to the Bank Load EX\_EE\_BNK\_LD process included in Release 2.50 is incorrectly changing EFT users from an account type of checking account to time deposit and causing EFTs to bounce back from the bank.

ITS is removing the Bank Load File from the batch process until this issue is resolved. In the meantime, ITS will be running a script to change the EFTs back to checking account until a permanent solution is implemented.

ITS is working diligently to resolve this issue in a timely manner and will provide an update as soon as a resolution is determined.

**FUNCTIONAL WORKAROUND**

N/A

**SUPPORTING DOCUMENTATION**

N/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>.