

Known Issue: KI9.2-24_AP Review Bank Statements Total Transaction Amount Showing Zero

POSTED: December 17, 2015

STATUS: Active

In the past, the total transaction amount in the "Review Bank Statements" process was the sum of all the checks to be reconciled. However, the "Review Bank Statements" process now shows a total transaction amount of \$0.00 instead of the actual transactions total.

Review Bank Statements

Search Criteria

*SetID Bank ID Account #
 Statement ID Trans Code
 From Date Thru Date

Search **Run Report** Report Manager Process Monitor

Total Transaction Amount 0.00

Transactions Personalize | Find | View 100 | First 632-681 of 681 Last

Reference	Bank Date	Value Date	Transaction Amount	Currency	Status	Trans Code	Process Instance
187447	11/20/2015	11/20/2015	-177.54	USD	Unreconciled	Check	

Functional Workaround: You can either download the transaction grid into Excel or run the report. Either method will produce a total.

Estimated Resolution: ITS is working with Oracle to solve this problem.

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>.