

Known Issue: KI9.2-170_Other – Download to Excel from Grid Pages is Displaying Incorrect Amount

TO: GeorgiaFIRST PeopleSoft and Augusta University Financials Users

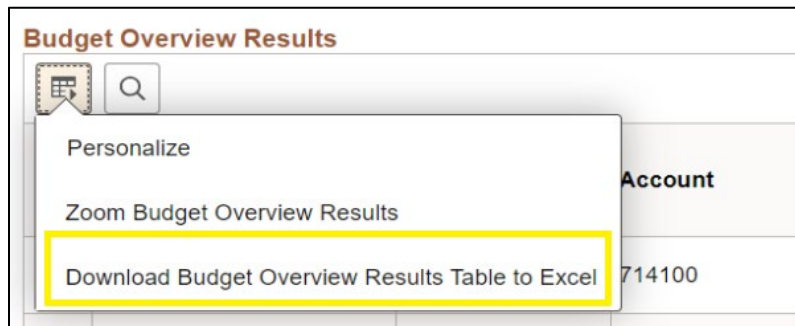
POSTED: March 11, 2024

STATUS: Active

UPDATE 3/8/2024: Oracle has provided a solution for this issue. ITS is currently testing the fix and will release it into production the weekend of March 22nd. Please continue to submit tickets to the ITS HelpDesk for alternative options to retrieve module data if needed.

Posted February 13, 2024

ISSUE: The downloaded Excel file on any grid page is showing incorrect values for monetary amounts greater than 999.99. The first comma (digit separator) is displayed as a decimal point in Excel and the values after the first comma are displayed as three zeros. In the example below, the amount of 850,724.30 is downloaded as 850.000.



Amount
850,724.30
-850,724.30

Amount
850.000
-850.000

FUNCTIONAL WORKAROUND: There is no functional workaround for the grid functionality at this time. In some cases, there may be a BOR query that retrieves the

same information. Please submit a ticket to the ITS HelpDesk for alternative options to retrieve module data if needed.

ESTIMATED RESOLUTION: Oracle is aware of the issue and is currently working on a fix. ITS will have the resolution in production as soon as possible.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).

