Known Issue: KI9.2-24_AP Review Bank Statements Total Transaction Amount Showing Zero
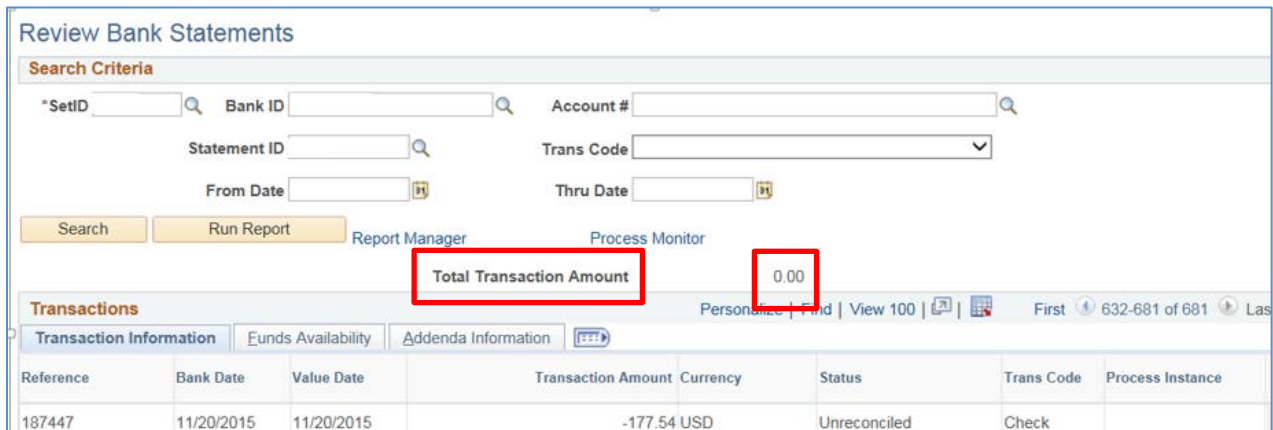
UPDATED	November 19, 2016
STATUS:	RESOLVED
IMPACT:	As of Release 5.20, dated November 19, 2016, the total transaction amount in the "Review Bank Statements" process will be the sum of all the checks to be reconciled. Users will no longer have to run the report or download the transaction grid into Excel to produce a total.
ORIGINALLY POSTED:	December 17, 2015

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.

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.