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

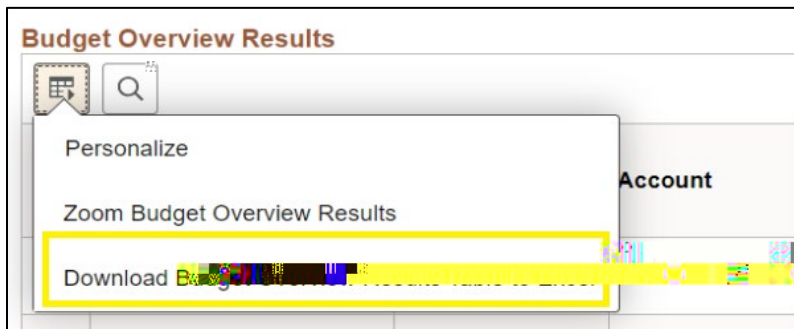**UPDATED:** March 26, 2024

STATUS: Resolved

RESOLUTION: Following Releases 5.93 and 1.63, the issue with the downloads from Excel grid pages displaying incorrect amounts has been resolved.

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.

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.