

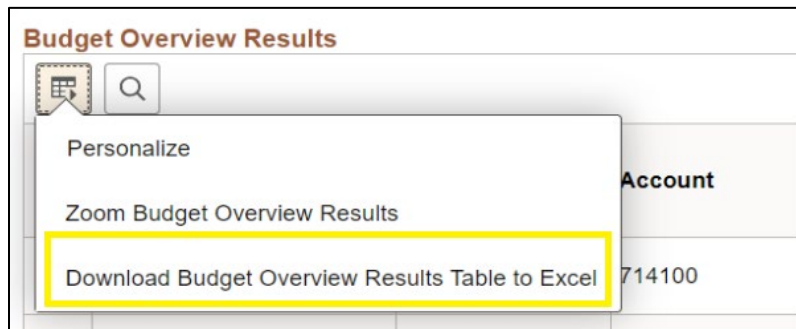
## Resolved: Known Issue: KI9.2-170\_Other – Download to Excel from Grid Pages is Displaying Incorrect Amount

**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.



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.

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

