

Procedure for Errors on Banner Interdepartmental Upload Templates

Reason for policy: Once upload errors have been sent to departments for corrections, many times General Accounting does not hear back by the deadline and many times doesn't hear back on the second attempt of contact either. Because of this inefficiency and the amount of upload templates received monthly, we find it necessary to set up some guidelines on contacting departments and how to proceed if not receiving answers.

General Accounting contacting departments for corrections to errors:

- The upload submitter will be emailed the upload errors in either an Excel attachment or in the email itself.
- The email will include the deadline that the upload submitter needs to reply with corrections. (*Note: we usually try to get corrections sent back no later than 2 days before our month-end closing. The exceptions would be:*
 - *if we specify an earlier date due to processing earlier in the month*
 - *if we send the email with errors back closer to closing—we will still notify the department of the deadline in the email in that case)*
- It is the responsibility of the departments to keep track of their errors and for which ones they have provided answers to us.

Two ideas on handling this:

1. They can have their contacts notify them directly with the answer, not directly to General Accounting. That way they can track which answers they've received and which are still outstanding.
2. They can have their contacts notify General Accounting via email and also copy them on the email. If this is the way it's done, General Accounting will not be responsible if the original submitter is not copied.

No corrections received in General Accounting for departments:

- If corrections for errors are not received by the date requested, the error lines of the upload will be deleted. No additional contact to the submitter will be made.
- Notification of the deletion (*noting that a correction was not received by the deadline*) will be sent to the submitter by the next month so they know they'll need to resubmit in the next period (on their next upload template) with the correction applied.
- Finally, General Accounting will keep a printout of the deleted lines email in the upload file for proof of sending.