

e-ISuite CRITICAL Finance Issues

Updated 07/5/2016

Known Issue	Solution or Work Around	Status
Costs - Daily		
Parent/subordinate costs are displaying incorrect cost amounts when the parent record has no time postings and there are time postings to multiple accounting codes for the subordinate records.	<p>The costs displayed are SIGNIFICANTLY higher and will extremely inflate costs for the incident. This only occurs if the Generate Cost button has been checked for the parent record.</p> <ul style="list-style-type: none"> Do not check that box if the parent has not time postings. By design, the system will not check this box when there are subordinate records with time postings. It is critical for users NOT to go in and check that box. For Aircraft with subordinates, it may be necessary to manage the Aircraft and the Crew separately. 	This will be addressed in Release 1.2.1
Strike Team cost records may calculate incorrectly resulting in extremely over inflated costs. This is caused by the Generate Cost function not working properly once subordinates have time postings. It is combining the parent record costs along with the subordinate even when the Generate Cost function is turned off.	After Subordinates have time postings, using the "Resources Selected in Grid" option, expand the Strike Team and run Cost on each component. This will correctly remove the cost data from subordinates that have Generate Cos turned off.	This will be addressed in Release 1.2.1
Release date is not propagating from a contract parent record down to the subordinate record. Costs for the subordinates will continue to generate but will not roll up to the parent therefore it will not affect the overall incident cost.	This issue occurs when a release date is saved at the time the invoice is being printed for a contract parent instead of being entered by demob. Coordinate with Demob Unit to ensure a release date is entered for subordinate resources.	This will be addressed in a future release.
Daily costs do not stop running after a release date has been entered unless the status is changed to demobed or reassigned.	Coordinate with the Plans Section to ensure that the status is updated on all resources that are demobed or reassigned.	This will be addressed in a future release.
If you have a parent record that has Use Actuals Only checked and has no time postings, you will receive a Critical Error when running costs. This issue applies only to e-ISuite Enterprise.	Use Actuals Only should only be necessary on a parent record if it is going to have time postings. If that is not the case, do not check this box. If Use Actuals Only is necessary, coordinate with the Time Unit to explain the importance of posting time for the parent at or near the same time the subordinate time is being posted.	This will be addressed in Release 1.2.1
When Use Actuals Only is checked for Overhead and subordinate resources you receive a critical error when trying to run costs. The error occurs when there are no time postings for the resource or when the check-in and assign date do not match the first time posting. This issue applies only to e-ISuite Enterprise.	Coordinate with the Time Unit to ensure time is posted for the resource and that the first posting matches the check-in/assign date.	This will be addressed in Release 1.2.1
The daily cost form does not display the correct options when entering aircraft resources on the Resource Other Costs Tab.	Enter aircraft resources on the Resource Costs tab instead of the Resource Other Costs Tab.	This will be addressed in a future release.

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Cost Groups		
Cost Groups are randomly removed after running costs.	Uncheck the Use Actuals Only checkbox and re-run costs. This should display the Cost Groups appropriately. Suggest not using Use Actuals Only when assigning a Cost Group to a resource, as the issue will continue.	This will be addressed in a future release.
Cost Projections		
Other Costs are not included in the Cost Projections.	Manually increase the appropriate category to include the Other Cost items.	This will be addressed in a future release.
Support costs in Cost Projections are displaying the total cost for the incident rather than the total support cost for the day.	User can manually adjust the Support Costs in the Projection Worksheet.	This will be addressed in a future release.
The Update Worksheet button is currently not updating the worksheet with edits made to the fields on the left side of the screen.	Manually edit the appropriate categories to reflect the updated information.	This will be addressed in a future release.
Cost Reports		
Totals on cost reports for incidents in an Incident Group reflect costs based on the resource's assignment, rather than on the accounting code for the costs.	Run cost reports with Manage as Group selected.	This is a priority to resolve.
Cost Report Graphs are not fully implemented.	Only the Total Cost Pie graph will be available in the first release.	The other Graph options will be evaluated and implemented in a future release.
Time		
The system randomly removes Contractor information from a resource record, making the Financial Export process fail.	Filter the Resource Grid by Agreement Number to determine the missing Contractor information. If a resource has an Agreement Number but no Contractor data, re-enter the Contractor data and Save the information.	This will be addressed in a future release.
When an overhead resource is a parent record, you cannot delete the last invoice.	Filter the grid for All Personnel and select the resource. Now the invoice can be deleted.	This will be addressed in a future release.
Time Reports		
If time has been posted to a resource with an employment type of FED and then it is changed to AD, you will receive a critical error when trying to preview the OF-288.	Edit the time postings to add an AD classification and the error will no longer occur.	This will be addressed in a future release.
The ability to FAX the Personnel Time Fax Report is not available at this time.	Print the report and manually Fax.	This will be addressed in a future release.

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Resources		
Overhead team members are incorrectly rostered under the Parent team record during the ROSS import process	<p>To correct this, coordinate with Check in to un roster the resources.</p> <ul style="list-style-type: none"> • Select the Parent record and click edit. • Select the Roster button • Select the Resource in the left grid • Click the un roster button • Repeat for each rostered resource <p>To eliminate this issue, the Data Steward can Exclude the Team Parent record during the ROSS process.</p>	This will be addressed in a future release.
Helpful Tips		
USE ACTUALS ONLY - There has been confusion on the purpose of this function in Cost. Additionally, there have been some defects associated with this functionality as noted above in the Cost issues. This should be used when you want only costs to display that come from an actual time posting. It comes in handy when you have resources that are working the incident some days and other days are not working. If that button is checked, costs will only display on days where time was posted. All other days will show a zero cost.	Do not check the Use Actuals Only box unless you only want costs to display when there is an actual time posting. This should never be used on an aircraft parent record as it will wipe out any daily aircraft costs that you have entered. If a resource is not going to have time posted, then you never should check this box. If you do choose to use it, please be mindful of the defects mentioned above related to this function.	This needs to be included in Training sessions.
The Incident Jurisdiction on the Incidents Screen should always be set to the specific agency that has jurisdiction. Example - a US Forest Service incident should show USFS jurisdiction, a National Park Service incident should show NPS, a state incident should show the two letter state abbreviation. This should never be set to FED as it affects the accruals. Items that should appear on the accrual report will not show up if FED is selected as an incident jurisdiction. This will force the user to manually update the accrual code and lock it in order for it to show up on the report.	Never use FED as an incident jurisdiction. Since Finance often does not set up the incident specific information, it will need to be reviewed to make sure it is correct. If it is incorrect, please coordinate with your incident management team on who should make the correction.	This needs to be included in Training sessions.
The Daily Cost Grid requires the user to move multiple scroll bars to display data.	Using the F11 key to display the full screen will help somewhat. When using a scroll mouse, if you hold down the control key and scroll up or down with the mouse it will make the screen larger or smaller. When using Google Chrome, open the "Customize and Control Google Chrome" window (next to yellow star in top right corner of screen). There you will find an option to zoom in or out.	This needs to be included in Training sessions.
OF-288 time postings using special of COP/Guarantee/Day Off may not calculate correctly on the Work/Rest Ratio Report.	Resources with time postings to these Special codes should be manually calculated to validate Work/Rest Ratio.	This needs to be included in Training sessions.
Editing Cost Daily records is not updating Cost Accrual Extract until the Cost process is run.	Always Run Cost prior to creating/updating an Accrual Extract.	This needs to be included in Training sessions.