

## My Funds/AFBR Troubleshooting Tips: Common Issues and Help Requests

1. No Funds!?
  - a. Using correct report version
    - i. two versions, trailhead for fund managers, PI, et. and Cognos direct for all others
    - ii. same report, but trailhead uses SSO info to directly enter name, Cognos direct uses pull down of all names
  - b. Fund manager of record in Banner FTMFUND, or Role 001, 002 in FRAGRNT
    - i. Banner only allows one fund manager. Changes need to go through Controller's
    - ii. PI/Co-PI changes additions need to go through ORA processes
    - iii. Affiliates of any project that don't have appropriate status or role can use pull down version
  - c. Fund type included in report
    - i. External and University Sponsored Research
    - ii. Cost Share
    - iii. Professional and Research Development
    - iv. Foundation and University Gifts
    - v. Auxiliary
    - vi. Other Departmental Cash
    - vii. currently, no general funds, no plant funds
  - d. Newly established fund
    - i. Report filters out funds with no YTD activity
  - e. New fund type
    - i. Queries for correctly sorting funds into categories based on Fund type level 2 and fund level 2
    - ii. report writer needs to know of new fund types and levels
  - f. Termination date in FTMFUND (see 2a below)
  - g. Correct entity in Banner (CWID)
    - i. Rarely, two entities with same name but different CWID in Banner
2. Too Many Funds!
  - a. See 1b above; Interim and new department heads are affiliated with many funds, and may be surprised by funds appearing in their reports for which they have become Fund Manager
3. 'Closed' Fund in Report?
  - a. Termination date in FTMFUND
    - i. Report filters out any fund with termination date in FTMFUND; null value pulls fund into report
    - ii. Many reasons for missing termination date
    - iii. FTMFUND termination date field <> FRAGRANT termination date field
4. Dollar Amounts Wrong?
  - a. Dates
    - i. Report uses default Banner FRAGRNT project start date and system date for activity parameters in detail level; activity occurring before or after. Parameters can be changed in report in level 4
    - ii. Activity occurred today and/or Banner data has not been processed to ODS; all data in all Cognos reports are from last, previous refresh to ODS
  - b. Encumbrance
    - i. Report calculates encumbrances into available balance
    - ii. Compare with Banner FGITBSR current balance *less any encumbrances*
    - iii. Report does not have detail on encumbrance
  - c. Data
    - i. Notice of database delay, outage or other issue placed at header of both versions of AFBR
5. Add a Fund/Add a Person to My Funds?
  - a. See 1B and 1C above