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| INCIDENT | INVOICE TOTAL AMOUNT ISSUE |
| Start | 21.Dec.2022 |
| Duration | 4 months |
| Cause and affected Invoices | **Causes:** Currency issue in SAP - NOZA system causing invoices in a special Rwanda Francs currency to be sent with the last 3 digits as decimals.  **Affected invoices:** see attached excel |
| Action taken to restore the service | **Solution**: Refund and bill the invoices with the correct amount but the client will not declare those invoices because they were already declared |
| Measures taken | **Measures Taken**: No more use this currency at the customer creation stage, talk to the SAP/NOZA vendor to fix the bug. |

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