**TRIRIGA System Incident Notification Details**

All system bulletin information is located below

Insert system notification template

**Date: 9/17/2018**

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| **SYSTEM NOTIFICATION – TRIRIGA** | | |
| **ISSUE** | **STATUS/NEXT STEPS** | **IMPACT** |
| 1. Index adjustments appear to be reversing | **Resolved** | Functionality restored |
| 1. Missing Index Calculators | **Resolved** | Functionality restored |
| 1. RE Creator Access to Index Calculators & Adjust payments | **Resolved** | Functionality restored |
| 1. When a contract has multiple payment schedules in the Fixed Rent clause, the index adjustment will extend only through one schedule.   Functionality is under review to have the adjustment extend through all schedules | **Resolved** | Functionality restored |
| 1. Contracts with minimum index adjustments – system does not process as expected.   Currently less than 1% of all lease & license contracts have been identified as containing minimums | We will provide instructions on how to process minimum adjustments **New issue(SEP 2)** | Minimum index adjustments not working |
| 1. Revise calculators – inconsistent future behavior | Temporarily removed due and under review  **New issue(SEP 11)** | Cannot revise or correct index adjustments |
|          Requests for support, including general questions, system access, and new report requests should be submitted to [Service Café.](https://servicecafe.service-now.com/servicecafe)           You can also call the IT Service Desk (x5000), live chat with someone, or download the FREE mobile app from [Google Play](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplay.google.com%2Fstore%2Fsearch%3Fq%3Dservice%2520cafe%26c%3Dapps%26hl%3Den&data=02%7C01%7C%7Cebd5167e38e64a5315d208d61a6f2218%7Cc05b8d5ab8834afbae93db5db239911c%7C0%7C0%7C636725461941014570&sdata=fHMe%2Fe6%2BribZCg67k8d2ZMYxlznkUT8SJnjGuBxExl4%3D&reserved=0) or [App Store](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fitunes.apple.com%2Fus%2Fapp%2Fmcdonalds-service-caf%25C3%25A9%2Fid1087145559%3Fmt%3D8&data=02%7C01%7C%7Cebd5167e38e64a5315d208d61a6f2218%7Cc05b8d5ab8834afbae93db5db239911c%7C0%7C0%7C636725461941014570&sdata=93ynl5DIuQOBDHsyMDBqH3xRMEqENwT6mH9OfSI0NMc%3D&reserved=0) to your smartphone.  To submit a ticket for TRIRIGA, click the “Request Assistance” tile and select a Business Service of “MBS – TRIRIGA”.   For report requests, please also enter “Reporting” in the Subcategory field. | | |