

URGENT

BULLETIN



Bulletin ID: 873974

Topic Type: Issue

Ticket: N/A

Solutions: BASE2000

Review Client Action

What you need to know

FIS® has successfully restored access to applications affected by a hardware failure and coincident to a local power outage at the Little Rock Technology Center (LRTC). As a result of this incident, *VSS-115* reports may not have been included in your *e-Report* bundles for settlement activity on **Jan. 18**.

Steps FIS is taking

We apologize for any inconvenience this may have caused. Here's what our technical teams have done to resolve the issue:

- Provided all missing *OSAB* and *OSAB DE* reports to date.
- Included the *VSS-115* report within the *e-Report* bundles for the activity on **Jan. 29**.

You should expect to see two *VSS-115* (for *Visa*® issuers) reports in your bundle: one for the activity on **Jan. 29** and the other for the activity on **Jan. 18**.

Steps for you to take

Please notify your internal teams about the following:

- The settlement details in the VSS-115 report for **Jan. 18**, will identify the schedule one variance experienced on **Jan. 19, 2025**. Visa Issuers may be required to do a reclass between their processing suspense and cash account.
- If you experience an error indicating "*Entry is out of balance*" preventing you from creating a summary entry, please open a support ticket with the work producing the error attached.
- If there are many variances, it is a reconciliation issue, not an out of balance.

Questions? We can help!

If you have any questions regarding the content of this *Bulletin*, please enter a support ticket in the FIS Client Portal, contact us at **844.6 FIS NOW (844.634.7669)**, or use your normal support process. If calling, please use your **Entity ID** and **IVR ID** for security validation. To view your EID# and IVR ID#, click on your username in the upper right corner of the FIS Client Portal landing page.

We'd love to hear from you! Please share your insights in our quick 3-question [survey](#).

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347 Riverside Ave., Jacksonville, FL 32202

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