

**From:** Conner, Dede - KDE Division Director

**Sent:** Wednesday, July 31, 2024 2:48 PM

**To:** All State KSIS Contacts

**Subject:** KSIS Notification: Infinite Campus Processing FRAM Meal Benefit applications

Please see information provided below from Infinite Campus; share as appropriate with your schools.

**ISSUE ALERT:**

Infinite Campus has identified behaviors causing issues with processing FRAM applications. Index> FRAM> Application Processing

- When clicking the Process button rapidly more than once on an application, it is creating multiple instances of the application within the database.
- If it is beyond the lockout time and one FRAM Processor is still in the application, if another FRAM Processor goes in, they both are allowed to process the application.
- Processing function is sometimes failing causing some applications to remain in the Pending Applications tab. However, the application has been processed and the eligibility attached to that application has been added to the student's Eligibility tab.

**FIX:**

These issues are being tracked with Infinite Campus Development as SIS-180976. We are working to resolve these issues as quickly as possible and will be working with KDE to deploy the fix as it becomes available.

It is suggested at this time, if you are experiencing these issues, to put a hold on processing Online FRAM applications until the fix version is applied. This will prevent any incorrect data from being created and less to potentially clean up.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Support at 1-888-461-2004.

The Infinite Campus Support Team  
~Committed to Doing the Right Thing

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Campus Support 1-888-461-2004 (for Authorized Support Contacts)