

KI8124: ADP/PS Financials Reconciliation – Processes running to “no success”

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STATUS: Active

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ADP/PS Financials Reconciliation (Carrier Enrollment Accounting)– processes running to “No Success”

FUNCTIONAL IMPACT

An issue has been identified where some attempts to run Reconciliation processes result in “no Success”.

FUNCTIONAL WORKAROUND

If you get a “No Success”, wait ten minutes and rerun the process. Subsequent processes should yield success, if not, please submit a ticket with the ITS Helpdesk. We are sorry for the inconvenience and are actively working to resolve the issue.

SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit <http://www.usg.edu/oit/policies>.