

## Known Issue: KI9.2-6 Supplemental PDR Data File for May 2015 Contains Inaccurate Data

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**KI9.2-6: The Supplemental PDR data file for May 2015 contains data from April 2015.**

**UPDATED** June 8, 2015

**STATUS:** RESOLVED

**IMPACT:** The Supplemental PDR Data file for May 2015 has been reloaded successfully into PeopleSoft Financials and can now be utilized to run the Supplemental PDR Accounting process for creating retiree receivable relief and cash accounting entries.

**ORIGIANLLY POSTED:** Jun 5, 2015

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The Supplemental PDR data file for May 2015 contains data from April 2015. Users should not process the Supplemental PDR Accounting processes until further notice.

**Functional Workaround:** A functional workaround has not been identified at this time.

**Estimated Resolution:** SSC is currently investigating this issue. An update will be provided as soon as possible.

**Required Action:** Users who have begun or completed the Supplemental PDR Accounting processes will need to take the following steps:

1. If the journal has been generated but not posted – delete the journal without posting
2. If the journal has been generated and posted and the accounting period is still open – unpost the journal
3. If the journal has been generated and posted and the accounting period is closed – submit a ticket to ITS Helpdesk for additional assistance
4. Run the Supplemental PDR Purge process

ITS will notify users once the Supplemental PDR data file has been corrected and processing may continue.

**MORE INFORMATION AND SUPPORT:** For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at [http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.)

**ADDITIONAL RESOURCES:** For information about ITS maintenance schedules or Service Level Guidelines, please visit [http://www.usg.edu/customer\\_services/service\\_level\\_guidelines](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.