Known Issue: KI9.2-67_PR – Benefit Reconciliation Tobacco Surcharge Issue for ADP Institutions Only

POSTED: August 4, 2017

STATUS: Active

An issue has been identified for ADP schools related to the tobacco surcharge expense fix in the Benefit Reconciliation Create Benefit Accounting Entry process. Employer costs in the first July 2017 biweekly payroll for ADP schools did not contain the Alight **employer cost reduced by the employee's tobacco surcharge amount**, as expected. Employer costs in the second July 2017 biweekly payroll for ADP schools did contain Alight **employer costs reduced by the employee's tobacco surcharge amount**. The result for the month of July 2017 is that expenses are reduced by one-half of the employee's tobacco surcharge amount.

The Benefit Reconciliation Create Benefit Accounting Entry process has been modified to expense the employee's total monthly tobacco surcharge amount in order for budgets and expenses to be stated correctly. For the month of July 2017, expenses will be over-stated by one-half of the employee's tobacco surcharge amount.

Functional Workaround:

Institutions will need to correct this issue by using the Benefit Reconciliation Online Payroll Adjustment process.

Estimated Resolution:

Once ITS communicates that the Benefit Reconciliation processes for July 2017 are available and institutions have completed the Create Benefit Accounting Entry process, we are asking ADP institutions to submit a ticket to the ITS HelpDesk at helpdesk@usg.edu regarding this issue. ITS will provide each institution with an Excel spreadsheet of the online correcting entries needed to enter and process the online payroll adjustment.

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. (This service requires a user ID and password. E-mail 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. For USG services status, please visit http://status.usg.edu.