Known Issue: KI9.2-012-HR: Job Data - Employee Service Dates Resetting

**POSTED:** March 10, 2020

**STATUS:** Active

**Audience:** All Practitioners

**Known Issue:** When Include History, Correct History or Excel to CI is used to update job, this may reset several of the date fields on the Employment Data page in Job Data to the First Start Date. This includes the USG Service Date, Benefits Service Date and Institution Seniority Date.

**Functional Workaround:** Per Oracle, Practitioners should check the Override boxes next to each date on the Employment Data page in Job Data. Be sure to populate the boxes with the appropriate date when checking Override.

**Tentative Resolution Information:** The OneUSG Connect Support team is working very hard to fix this issue. Updates will be made as soon as possible.

**More Information and Support:** Contact OneUSG Connect Support at oneusgsupport@usg.edu.

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.