Known Issue: KI9.2-015-PY: Year to Date ORP and Voluntary Retirement Contributions Incorrect on ESS Pay Statement

POSTED: July 9, 2019

STATUS: Active

Audience: Payroll Practitioners

Known Issue: With the transition to Retirement@Work for ORP and voluntary retirement plans, employee level detail for Savings Plan providers are no longer maintained in OneUSG Connect. Instead, the generic provider "Retirement" became effective 6/16/2019 for biweekly paid employees and 7/1/2019 for monthly paid employees. Beginning with the 7/5/2019 pay date the "Retirement" provider is now displayed on the Employee Self Service (ESS) paycheck instead of the employees' specific provider. ESS pay statement Year to Date (YTD) ORP and voluntary retirement contribution balances only reflect contributions with the new "Retirement" provider and previous YTD contributions were not included in the YTD column. We are working to address this issue so the correct YTD balances appear on the ESS pay statement. Please be assured that these balances are correct on the Retirement@Work website and in the employee's personal retirement accounts.

Functional Workaround: Refer to the last June ESS pay statement for YTD retirement contributions balances through 6/30/2019 and the first July ESS pay statement for YTD retirement contribution balances beginning 7/1/2019.

Tentative Resolution Information: OneUSG Connect has flagged this issue as a high priority issue and a fix is coming within the next month.

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

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