Active Known Issue: KI9.2-023-BN: Archived FY17 PERS_SERV_BOR Causing Reconciliation Errors on Some Accounts

**POSTED:** April 15, 2020

**STATUS:** Active

**Audience:** Benefit Receivable Reconciliation Practitioners

**Known Issue:** The archived FY17 PERS_SERV_BOR data is impacting the reconciliation of accounts 129210, 129220 and 129230 in benefit receivable accounts.

**Functional Workaround:** A workaround is not available.

**Tentative Resolution Information:** The OneUSG Connect support team is working on identifying PERS_SERV_BOR transactions that were archived in error and inserting them back into PERS_SERV_BOR for account reconciliation. Institutions who have identifiedEMPLIDs impacted should submit a ticket to oneusgsupport@usg.edu.

**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.