



## Known Issue: KI9.2-003-BN: Multiple Primary Jobs causing missing Savings Plan deductions

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**POSTED:** October 1, 2018

**STATUS:** Active

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**Audience:** Benefits/Payroll/HR Practitioners

**Known Issue:** If an employee has multiple active jobs, there is an issue where the primary job flag is not being set correctly for some employees. This issue is causing some users to not be able to open their Savings Plan page and some deductions not being taken on the employee paycheck.

**Functional Workaround:** If you are unable to open the Savings Plan page for an active employee at your Institution or if you are alerted that paycheck deductions are incorrect then please put in a helpdesk ticket. We are working to identify all users impacted and will work with you to ensure that this is corrected manually before payroll processing so deductions will be taken as expected.

**Tentative Resolution Information:** ITS resources are working with Oracle to solve this problem. We are testing a workaround solution now and do expect this to be resolved soon.

**More Information and Support:** Contact OneUSG Connect Support at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) or 877-251-2644 (toll free).

Information on all active and resolved known issues are available at [www.usg.edu/oneusg\\_connect](http://www.usg.edu/oneusg_connect) under Practitioner Services.