



Known Issue: KI9.2-004-BN: Change in Pay Frequency impacting General Deductions

POSTED: October 1, 2018

STATUS: Active

Audience: Benefits/Payroll/HR Practitioners

Known Issue: When an employee changes pay frequency (bi-weekly to monthly), Alight receives a file letting them know of the change. Alight then sends back a file to ITS to stop the bi-weekly general deductions and start the monthly general deductions. In some instances, Alight is sending the stop deductions (bi-weekly) and the start deductions (monthly) in the same file. The start deductions are being overwritten by the stop deductions and this is causing deductions for all base benefits not to be taken on the employee's paycheck.

Functional Workaround: Query BOR_BN_PIF will provide all deductions for your Institution sent from Alight in the weekly pif file as of the date entered in the query prompt. All stop deductions have a Flat Amount of \$0. As a workaround, general deductions will need to be corrected manually by removing the stop deductions if needed.

Tentative Resolution Information: Alight has this issue flagged 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 or 877-251-2644 (toll free).

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