



Known Issue: KI9.2-009-ESS: Transfer/Rehired Employees Unable to Update Tax Withholding in Employee Self Service (ESS)

POSTED: March 15, 2019

STATUS: Active

Audience: Human Resources Practitioners

Known Issue: OneUSG Connect Support has received multiple reports of employees who are unable to update their W4 and G4 tax withholding using the ESS Taxes Tile. At this time this issue only affects some employees who recently transferred from one institution to another and recently rehired retirees.

Functional Workaround: Employees should first attempt to update their tax details through Employee Self Service > Taxes Tile. Employees who are unable to update their tax details in ESS should contact their HR representatives to request withholding updates until this issue is resolved. HR representatives should review employee job data to ensure the primary job indicator appears correctly for all employees who report this error.

Tentative Resolution Information: This issue is being actively investigated and we will provide an update 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.