



## Resolved Issue: KI9.2-011-PY: Updates to Job Data are not Triggering Retro Pay Actions

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**POSTED:** September 10, 2018

**STATUS:** Resolved

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**IMPACT:** All HR and Payroll Practitioners

**Resolution Information:** The messaging functionality between job data and retro triggers is not working as expected so please pay close attention to retro pay triggers and retro pay calc results to ensure proper pay to employees.

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**Audience:** All HR and Payroll Practitioners

**Known Issue:** We are aware that updates to job data are not triggering retro pay actions. Practitioners will need to manually calculate the retro pay and send to OneUSG Connect Support for processing.

**Functional Workaround:** No workaround is currently available.

**Tentative Resolution Information:** OneUSG Connect Support is working to identify and resolve the issue with Retro Pay. We will provide additional information as it becomes available.

**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 is available at [www.usg.edu/oneusg\\_connect](http://www.usg.edu/oneusg_connect) under Practitioner Services.