Announcement

TO: Georgia*FIRST* PeopleSoft Financials Users

POSTED: June 21, 2018

SUBJECT: Benefit Reconciliation Online Adjustments

When a user makes online adjustments for employees who are not in OneUSG Connect, the employees' names may not appear in the PS_PERS_SERV_BOR table. The absence of these names in the PS_PERS_SERV_BOR table may affect subsequent benefit reconciliation processes.

When printed online adjustments show names missing from the name field, institutions should submit a ticket to ITS with both the printed online adjustment and the employees' names so that ITS can have the PS_PERS_SERV_BOR table updated with the missing names. This adjustment will prevent delays to subsequent benefit reconciliation processes.

MORE INFORMATION AND SUPPORT: For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit http://status.usg.edu.