Known Issue: KI9.2-81_PR – Benefit Reconciliation/Benefit Carrier Accounting File and Employee Status Codes

POSTED: January 26, 2018

STATUS: Active

A known issue has been identified with the employee status codes in the Alight Benefit Carrier Accounting File (BCAF). Alight assigns employees on unpaid Leave of Absence (employee status = L) when Alight receives the job data update in the Alight daily HR Indicative Data (HRID) file. However, Alight does not begin direct billing until the first day of the month, following leave effective date. By setting the employee status to L in the Benefit Carrier Accounting File (BCAF) prior to initiating direct billing for the employee, the Leave of Absence receivable account balance is created one billing cycle early and is out of balance with the Alight Third Party Receivable Aging data. Account 129220 will have an outstanding balance that will not be cleared by direct billing payments since direct billing begins the first of the month following leave effective date in OneUSG Connect job data or ADP/Ev5 Job Data.

Example: The December 2017 BCAF contains data rows for an employee who went out on unpaid Leave of Absence effective 12-10-2017. When the Create Retiree Benefit Accounting Entry process is run, it will establish a receivable balance in 129220 for this employee. However, Alight will not begin direct billing the employee for benefit premiums until 01-01-2018. This will leave the 129220 receivable account out of balance and this employee's outstanding balance on the Alight Third Party Receivable Balance report will be zero for December 2018. This variance will not be cleared by Alight.

Functional Workaround:

Institutions with employees on unpaid Leave of Absence in the BCAF file for the month of leave effective date should move the 129220 receivable balance to the payroll liability accounts for each benefit/deduction code represented in the 129220 balance by using the Financials Benefit Reconciliation module's Enter Online Payroll Adjustment process.

Using the example above, institutions should key an online payroll adjustment and credit 129220 for each data row's benefit plan and deduction code to zero out the 129220 balance. The offsetting debit should be the employee deduction code and payroll liability account. Institutions may also wish to contact the SSC Payroll Team to establish arrears balances for the employee deduction codes so that when the employee returns to active status and receives a paycheck, these deductions will be automatically collected.

Estimated Resolution:

OneUSG Connect is working with Alight to modify the BCAF so that the employee status for those on unpaid Leave of Absence is not updated until the month direct billing begins.

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.