

Known Issue: KI9.2-79_PR – Online Adjustments: Employer Deduction Codes Do Not Populate Accounts

UPDATED August 29, 2018

STATUS: RESOLVED

IMPACT: A fix was applied in the Spring 2018 release. Both the payroll liability account and the account description now auto-populates when users enter an adjustment using a OneUSG employer liability account deduction code.

ORIGINALLY POSTED: January 23, 2018

An issue has been identified with the Online Adjustments in the GeorgiaFIRST Benefits Reconciliation Module. When entering an adjustment using a OneUSG employer liability account deduction code, neither the payroll liability account nor the account description auto-populates.

Functional Workaround:

Practitioners should manually enter the appropriate payroll liability account and description associated with the employer deduction code before saving the online adjustment page.

Estimated Resolution:

A permanent fix for this issue is currently being developed and is scheduled to be included in a Spring 2018 release.

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>.