

# Known Issue: KI9.2-95\_GL – PERS\_SERV\_BOR Journal IDS Not Matching Between OneUSG Connect and Financials

---

**UPDATED** August 31, 2018

**STATUS:** RESOLVED

**IMPACT:** The global DBI to sync up the Journal IDs has been applied to production. Journal IDs now match between PERS\_SERV\_BOR in OneUSG Connect and PERS\_SERV\_BOR in Financials.

**ORIGINALLY  
POSTED:** May 30, 2018

---

We have received reports of Journal IDs not matching between PERS\_SERV\_BOR in OneUSG Connect and PERS\_SERV\_BOR in Financials. This is due to a step in the Journal Generation app engine that is updating rows in PERS\_SERV\_BOR with an erroneous Journal ID. Previously when ADP was the source of the data in PERS\_SERV\_BOR, an expense process and an encumbrance process did not have the same seqnum. However, in HCM an encumbrance journal can have the same run date and seqnum as the corresponding expense journal. Since the criteria used to update the rows in PERS\_SERV\_BOR are not distinguishing between the expense journal and encumbrance journal, it can result in the Journal IDs incorrectly updating. This is only occurring with PAYROLL\_EX and PAYROLL\_RD entries.

### **Functional Workaround:**

There is no functional workaround at this time.

### **Estimated Resolution:**

An updated version of the Journal Generation (FS\_JGEN\_BOR) app engine was migrated to production this morning (8/24/2018). This should prevent any further occurrences of this issue.

In addition, a global DBI will be needed to get the incorrect Journal IDs synced up between OneUSG and Financials. Once this cleanup has been completed, the known issue will be updated and marked resolved.

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.