Known Issue: KI9.2-102_BN – Benefits Recon Create Retiree Accounting Entries running to "No Success"

UPDATED	December 13, 2018
STATUS:	RESOLVED
IMPACT:	HCM is back up and users are able to run their Create Retiree Accounting Entries process to SUCCESS.
ORIGINALLY POSTED:	December 10, 2018

A known issue has been identified with the Create Retiree Accounting Entries process running to NO SUCCESS in PeopleSoft Financials. For employees on Leave Of Absence, the program is trying to pull in employee chartfield information from the department budget earnings table in HCM. With HCM being in a blackout, the program cannot connect to HCM to get the required information. This is the cause of the program running to NO SUCCESS.

Functional Workaround:

Institutions can run the other benefits reconciliation processes but will be unable to run the Create Retiree Accounting Entries until Thursday, 12/13.

Estimated Resolution:

All accounts will be unlocked in HCM as of Thursday morning, 12/13, and users will then be able to run the Create Retiree Accounting Entries program to SUCCESS in PeopleSoft Financials.
Prior to re-running the Create Retiree Accounting Entries process for November, all users should purge their Retiree data for November 2018.

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.