



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 billi.1 ((r)0.7 (ec15.8oR4bho0W)5.1 (i)-1.1 e f(m)3.4oet TJ -9.41



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>.