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## Announcement

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** May 23, 2018

**SUBJECT:** 2018 Benefits Reconciliation User's Guide Now Available

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The Benefits Reconciliation User's Guide, as well as the Benefits Reconciliation Task List, have been updated for 2018.

Both of these documents can be found on the GeorgiaFIRST website:

[https://www.usg.edu/gafirst-fin/documentation/category/general\\_job\\_aids\\_and\\_reference\\_documents](https://www.usg.edu/gafirst-fin/documentation/category/general_job_aids_and_reference_documents).

**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>.

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