





If your Benefit Reconciliation processes run to No Success/Error it may be that two or more processes were initiated simultaneously. Please try initiating your process again. If it runs to No Success/Error a second time submit a ticket to [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) for assistance.

**RELATED DOCUMENTATION:** An updated Benefits Reconciliation User Guide is available [here](#). The **NEW** Benefits Reconciliation Task List is available [here](#).

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).