



User Group Meeting Friday, June 24, 2011





Top Ticket Overview SCEIS Team



Top Tickets

Team	Issue	Resolution
Materials Management	User was seeing “no value found” in SRM. And in a related ticket someone was having trouble keying in a shopping cart for internal goods/services; an error screen of "no value for this selection" was appearing when an item number was entered.	These were related to an SAP issue which the SCEIS Team resolved by working with SAP. Users can now enter the material number when searching for items.

Top Tickets

Team	Issue	Resolution
Materials Management	The user received "You have either failed to select an item, or you cannot create a follow-on document due to an error that has occurred" error when trying to create PO from SC #2-242435 in Sourcing.	This was the result of a PCA split where the second line item was for \$19 split 25 ways and one of the accounting splits was \$0.00. Since a PO cannot be created with a zero priced accounting line, the system did not create a PO. SCEIS pushed the shopping cart back to sourcing and asked the buyer to update accounting splits so that each accounting split at least has a penny (\$0.01). The buyer made these updates and then created a PO.

Team	Issue	Resolution
HR – Time Management	A separated employee is showing up on a missing time report after separation.	The separation action was fully executed before the employee’s time was entered or approved, or before the program for Time Evaluation completed. When processing a separation action, enter and approve all time for the employee, and ensure Time Evaluation runs before executing the action. Log a ticket with the SCEIS Service Desk to ensure Time Evaluation is run on the employee if you have concerns about timing.

Team	Issue	Resolution
HR – Time Management	User changes an accrual date on IT0041 to accurately reflect years of service, but the accrual in PT50 doesn't change.	IT0041 is one of the few Infotypes on which changes will not cause an automatic retro of Time Evaluation, so accruals don't change. Copy the current line of data on IT0041 and use the current date (i.e. 6/24/11) or a "start" date for the beginning of the next month (7/01/11) for this record; the accrual rate will be corrected from this date forward. Determine the appropriate amount of leave the employee is due and create a Quota Correction using PA30 or PA61; Please refer to the QRC for Quota Correction available on the SCEIS website for additional instructions.

Team	Problem	Resolution
HR – Payroll	An agency has an employee whose pay is not consistent across pay periods.	<p>Before putting in a ticket, it is important that advance research is performed, including: Running the transaction PC_PAYRESULT, reviewing the employee's time entry, and checking the employee's absences.</p> <p>These are important steps to take to identify the reasons for the pay discrepancies .</p>

Top Tickets

Team	Problem	Resolution
HR- Travel	A user was unable to delete Travel Requests that have transferred to FI.	Agencies are not authorized to delete travel requests and expense reports that have transferred to FI because of potential conflicts that can occur depending on the payment status. Submit a SCEIS Service Desk ticket with the trip numbers and approval for deletion and the SCEIS Team will cancel the travel requests. If an advance was paid, additional coordination will be needed to balance the employee's vendor account.

Team	Problem	Resolution
HR – Travel	A user wants to know what to do when travel is sent for approval and I receive a message that it has not been approved within 7 days.	<p>When a travel item is not approved by a supervisor within 7 days, the approval workflow is cancelled.</p> <p>In MySCEmployee Travel use “change” to bring up the trip and then “save and send for approval”. Inform you supervisor that it is ready for their approval.</p>
HR – Travel	A travel assistant enters travel in MySCEmployee for everyone in the agency. He cannot see the approval workflow and payment status of their trips.	The ECC role ‘AP Travel Lead’ is necessary to run the travel report in ECC, transaction code ZTRAVEL_REPORT. Work with your agency’s AP Travel Lead to review the report.

Top Tickets

Team	Problem	Resolution
HR – ESS and MSS	Error message is appearing when recording working time in MySCEmployee: Cannot save data.	The system cannot identify the approver of the working time based on the organizational structure. Check the organizational structure and make sure there's a chief in the organizational unit where the employee belongs.
HR – ESS and MSS	User sees and error message when entering a leave request in MySCEmployee: Personal earliest retroactive accounting not reached.	The employee has a pending/outstanding leave request from 2010. Check to see if leave was entered by a Time or Leave Administrator as well. Log a ticket with the SCEIS Service Desk to have the leave request resolved.

Team	Problem	Resolution
Finance	A user would like access to a transaction that allow mass reversal of cancelled checks.	Prior to providing access to transactions that post documents, security must be given consideration. The ability to cancel checks in mass has no Business Area security and until security is developed on that transaction it will not be provided to the end user.
Finance	User received an error message when attempting to process a carryforward.	This is the 10% carryforward, which will be in Funded Program 8900.000000X000 and Commitment Item 561000. When processing the CREDIT side of the transfer, refer to FMAVCR01 and use the exact cost assignment of the line to which the budget is loaded.

Team	Problem	Resolution
Finance	User is trying to reverse an unpaid IDT from FY10 but gets an error that "the IDT does not exist in FY11 or has been archived".	When processing the reversal, trans code FB08, be sure to select the correct fiscal year for the document, Reversal Reason "02," and use the current date.



South Carolina Enterprise Information System

Reporting User Group Update and Training Survey Update

John Taylor, User Group Leads Committee

STATE INFORMATION
TECHNOLOGY



SC BUDGET AND CONTROL BOARD

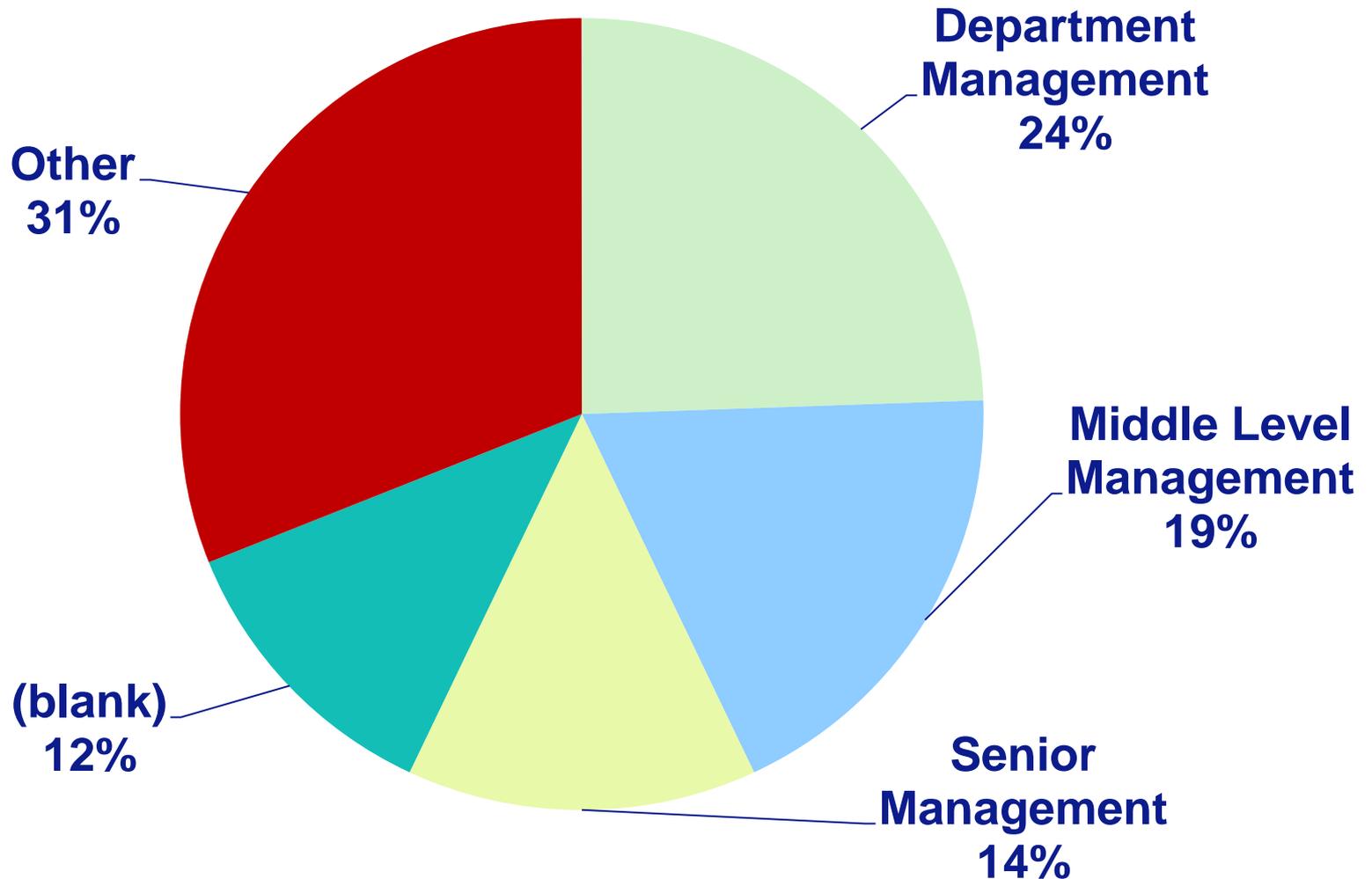
- 🔄 135 total responses
- 🔄 30 Agencies listed (30 blanks)
- 🔄 Roles:
 - 52 Finance
 - 31 HR
 - 9 Payroll
 - 8 Purchasing
 - 35 other or Blank
- 🔄 Management
 - 19 Senior
 - 25 Middle
 - 33 Departmental
 - 58 Other or Blank

Agency Responses

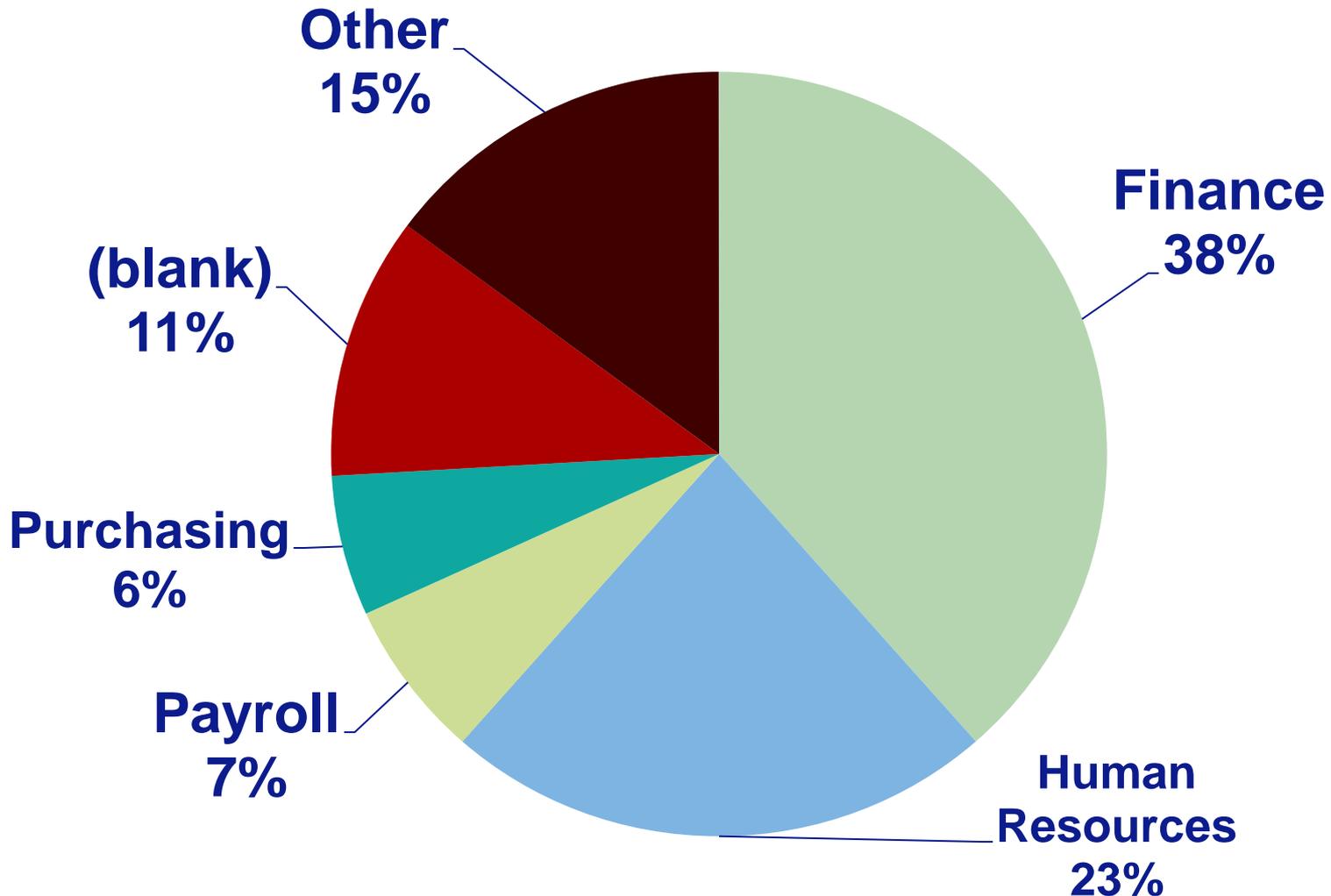
(blank)	30
Adjutant General's Ofc	2
Attorney General's Office	2
Budget & Control Bd	10
Corrections	5
Criminal Justice Academy	1
Dept of Transportation	1
Disabilities & Specl Needs	3
Education Dept	2
Employment Security Comm	1
Forestry Commission	4
Governor's Ofc - SLED	1
Health & Environm. Control	11
Housing Authority	3
Indigent Defense Comm	1

Judicial Dept	3
Juvenile Justice	12
Labor, Licensing & Regul	1
Lt. Governor's Office	2
Mental Health Dept	4
Ofc of Regulatory Staff	2
Parks, Rec & Tourism	2
Probation Pardon Parole Svcs	2
Public Safety	10
Revenue Dept	2
SC-ETV Commission	2
School for Deaf & Blind	1
Sea Grant Consortium	1
Second Injury Fund	1
Social Services	4
Voc Rehabilitation Dept	9

Responses from Management Level



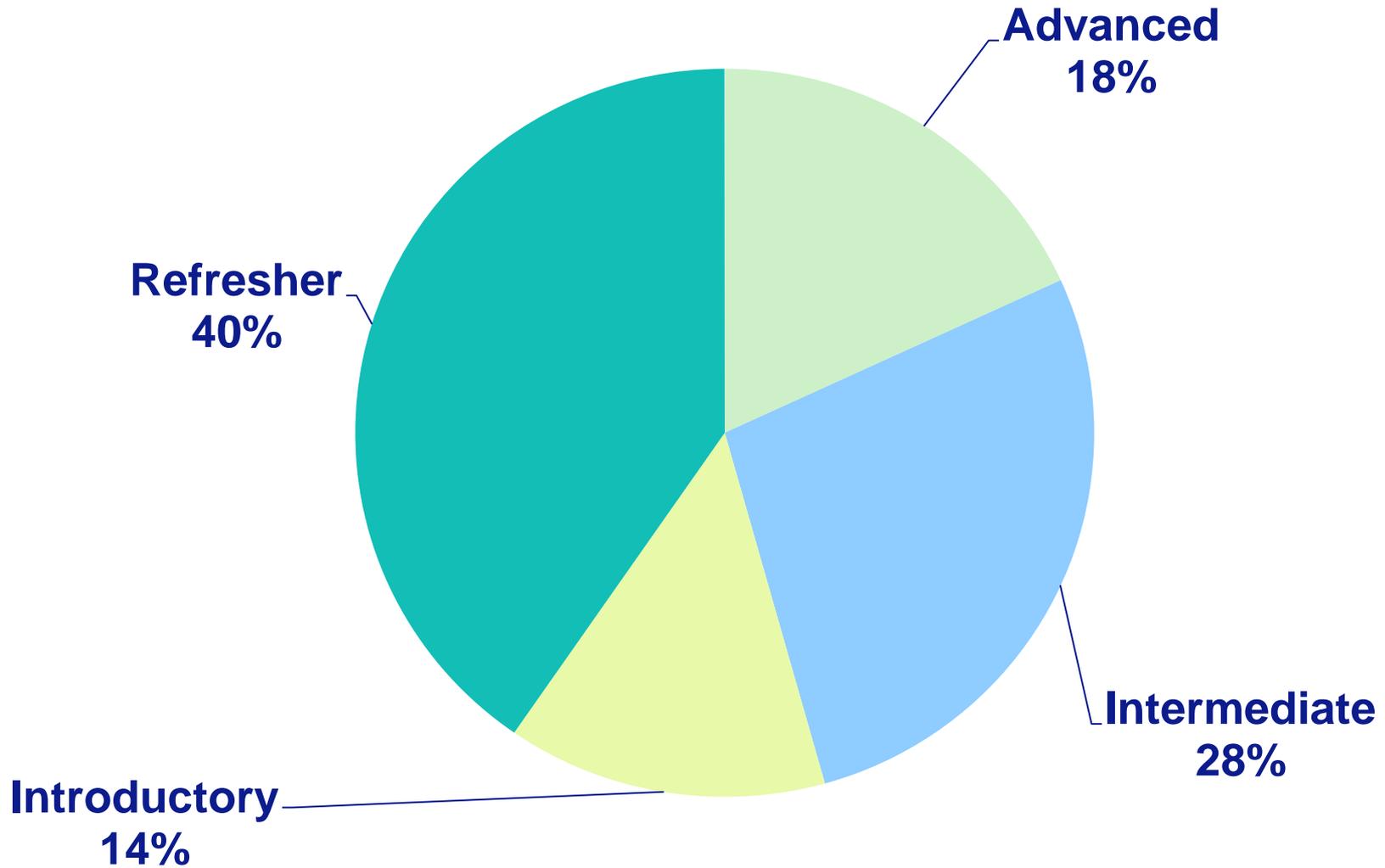
Responses by Type of Role within Agencies



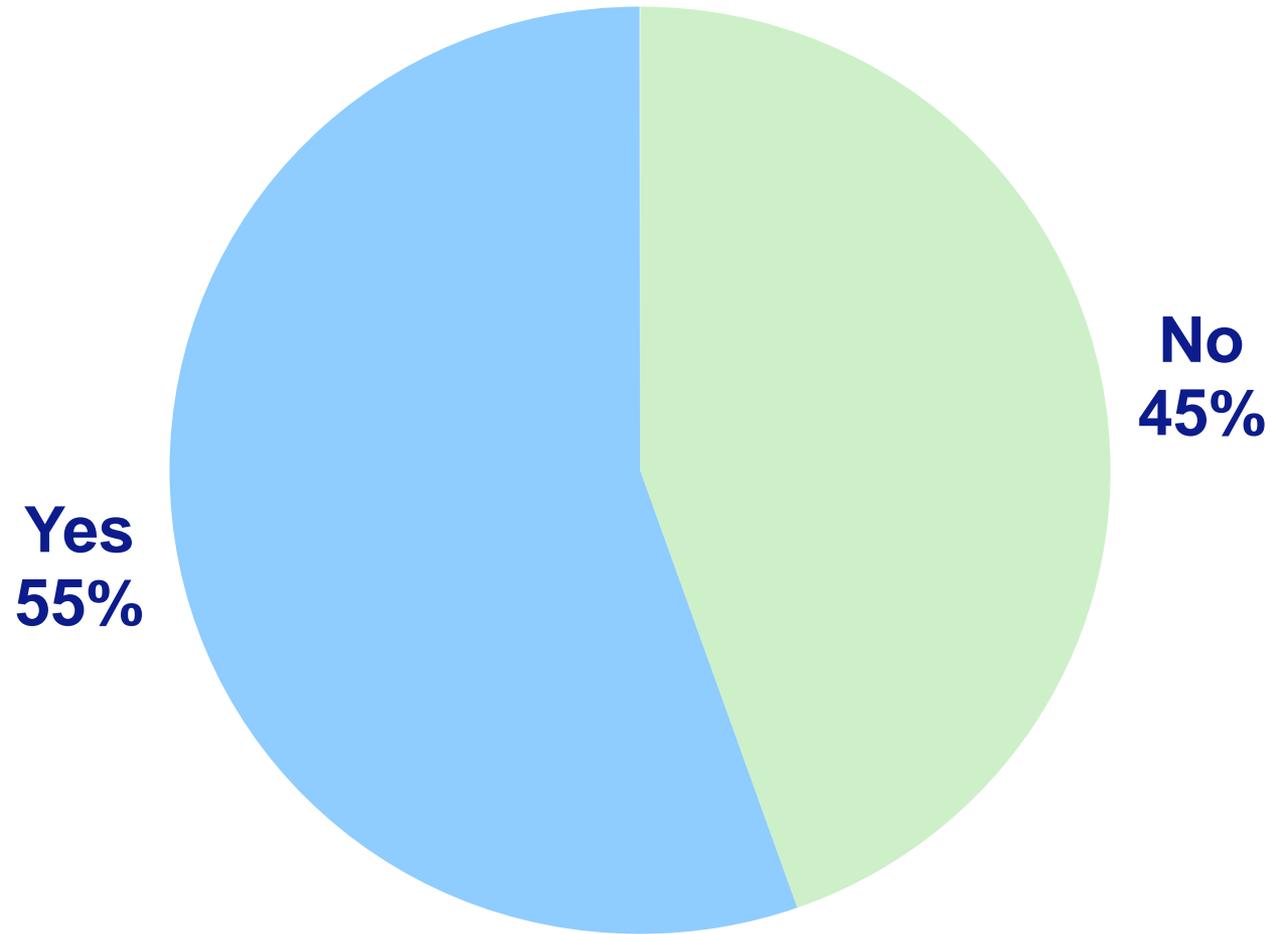
Finance Ranking (73 to 82 responses)

1. Funds Management
2. Accounts Payable
3. General Ledger
4. Grants Management
5. Accounts Receivables
6. Asset Management
7. Controlling
8. Project Systems

Type of Training

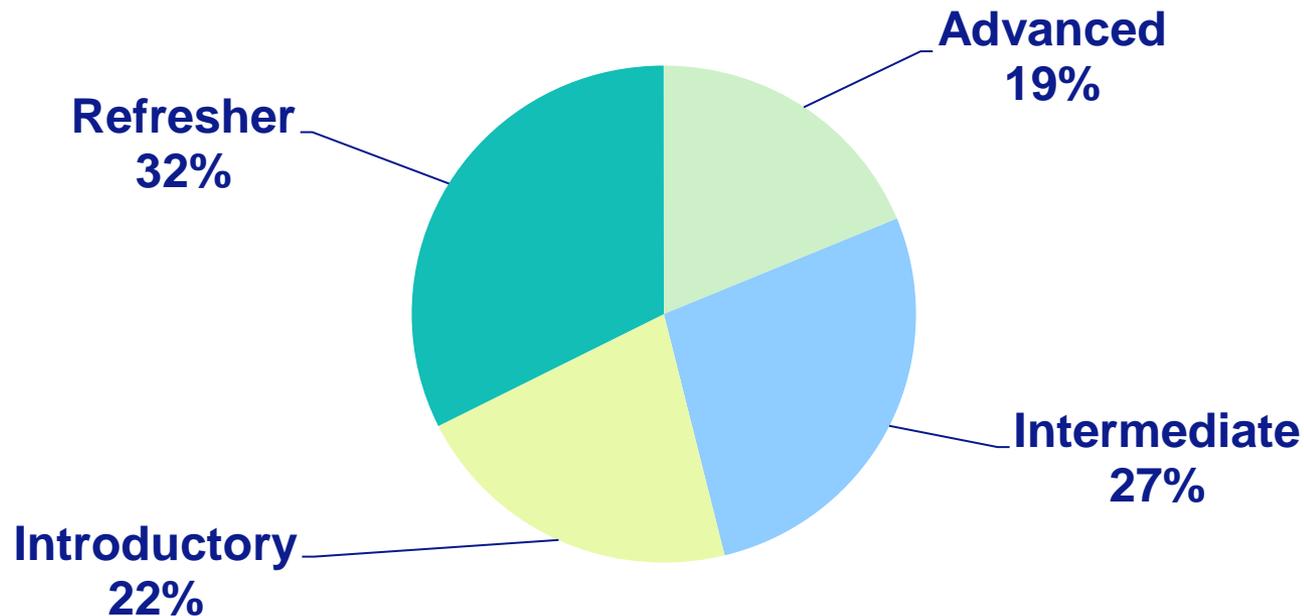


Need Accounting Training?



Materials Management Ranking (78 to 87 responses)

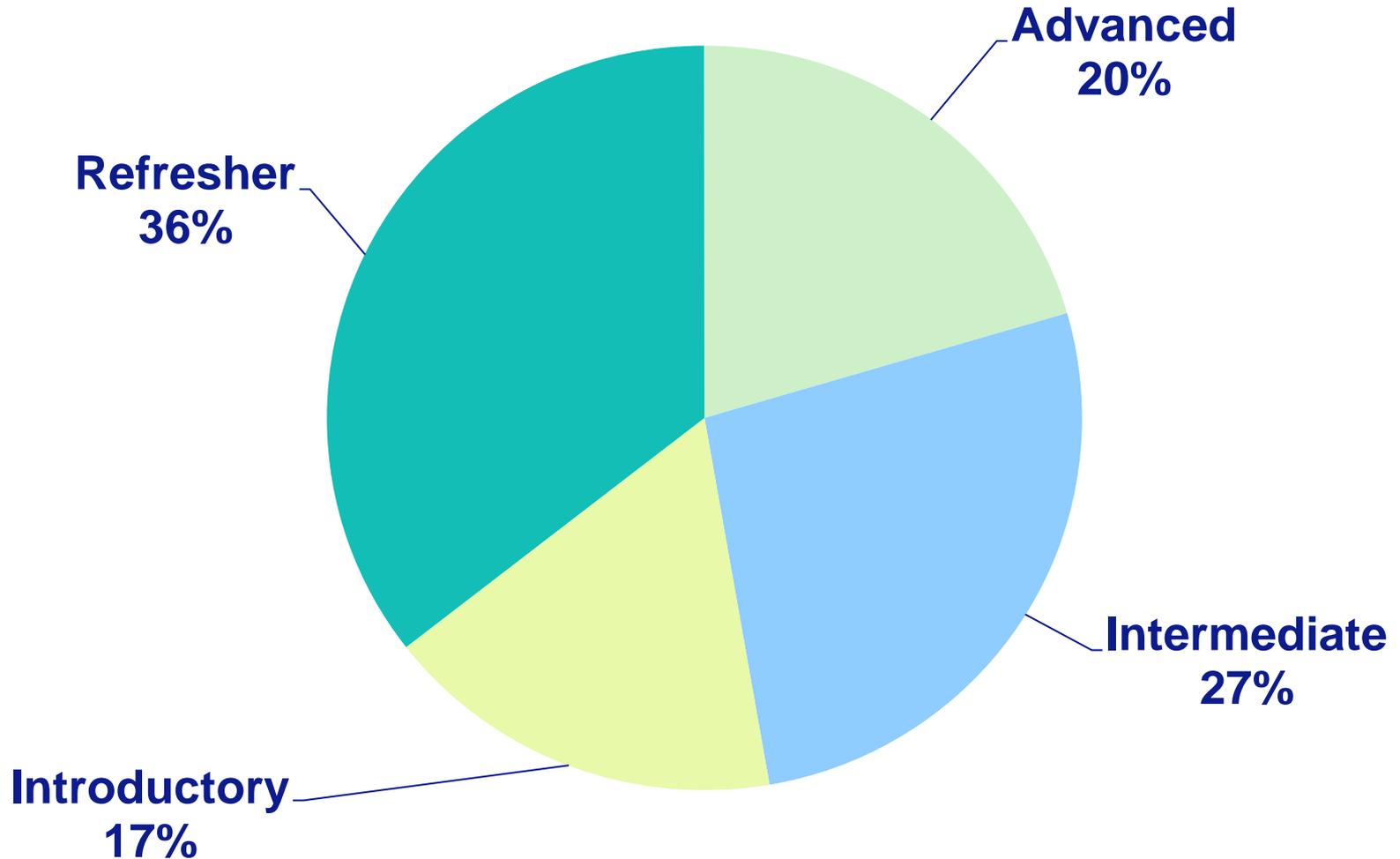
1. Procurement
2. Inventory Management
3. Sales & Distribution



HR/Payroll Ranking (90 to 103 responses)

1. Payroll Administration
2. Time & Leave Mgmt
3. Personnel Administration
4. Organizational Management
5. Employee Self Serve
6. Manager Self Serve
7. Travel Mgmt

Type of Training





South Carolina Enterprise Information System

Leave Statement Updates and Leave Without Pay CG's Office and SCEIS Team

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SC BUDGET AND CONTROL BOARD

Leave Statement Communications

🌀 Leave Statement Rollout Date: July 11

- Leave Statements will be available to employees in MySCEmployee

🌀 Leave Statement Communications:

- Availability and features e-mail sent to AST Leads, HR and Finance Directors June 17
- Future communications include:
 - OHR Podcast
 - Agency Tools for ECC Users, including Leave Statement image and legend, glossary, instructional page, newsletter article, agency intranet article, and flyers
 - Agency Tools for ESS/MSS Users, including a Mini Guide with instructions, a uPerform link, and all documents provided to ECC Users

Leave Statement Communications

🔄 Leave Statement Communications continued:

- Additional future communications:
 - Article in Live Notes, the SCEIS online newsletter
 - Article in DSIT Customer Service Newsletter

Leave Statement Communications and Training

🌀 Leave Statement Communications continued:

– Additional future communications:

- Article in Live Notes, the SCEIS online newsletter
- Article in DSIT Customer Service Newsletter

🌀 Leave Statement Training

– Training will be provided via Live Meeting

- July 18, 9 a.m. – 10:30 a.m. and 1:30 p.m. – 3 p.m.
- July 20, 9 a.m. – 10:30 a.m. and 1:30 p.m. – 3 p.m.
- July 22, 9 a.m. – 10:30 a.m.
- July 26, 9 a.m. – 10:30 a.m. and 1:30 p.m. – 3 p.m.

Leave Without Pay Training

- ④ Training for the updated Leave Without Pay functionality will be conducted at the end of July
- ④ This training will be instructor-led and will take approximately two hours
- ④ Training will be offered at the following places and times:
 - July 22, 9 a.m. – 11 a.m.; DEW Auditorium
 - July 27, 9 a.m. – 11 a.m.; DHEC Peeples Auditorium
 - July 28, 1:30 p.m. – 3:30 p.m.; DHEC Peeples Auditorium



IdM (Identity Management Project) SCEIS Team



Current Pilot Agencies

-
- SECRETARY OF STATE
 - OFFICE OF THE STATE TREASURER
 - RETIREMENT SYS INVESTMENT COMM
 - ATTORNEY GENERAL'S OFFICE
 - PROSECUTION COORDINATION COMMISSION
 - ADJUTANT GENERAL'S OFFICE
 - EDUCATIONAL TELEVISION COMM
 - DEPT OF ARCHIVES AND HISTORY
 - STATE LIBRARY
 - COMMISSION FOR THE BLIND
 - DEPARTMENT OF AGRICULTURE
 - DEPARTMENT OF COMMERCE
 - WORKERS COMPENSATION
 - PATIENT COMPENSATION
 - DEPARTMENT OF INSURANCE
 - HOUSING AUTHORITY
 - TECHNICAL AND COMPREHENSIVE EDUCATION BOARD
 - CG'S OFFICE

🔄 To set up you access:

<https://myscquestions.sc.gov/>

🔄 To reset your password

<https://myscreset.sc.gov/>

🔄 To change your password

<https://myscchange.sc.gov/>

Process Overview

Welcome

User ID *

Password *

Log on

For immediate assistance, contact the Service Desk at (803) 896-0001 or click here to submit an online request.

STATE INFORMATION
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SC BUDGET AND CONTROL BOARD



SOEIS South Carolina
Enterprise Information System

SCEIS Authentication Questions

Unique ID TRAIN0002 Display Name TRAIN0002, TRAIN0002

Please answer the 5 authentication questions that appear below. When you need to reset your password, you will need to answer two of these questions which will be asked randomly by MySCIDM.

When you are done, please click the "finished" button to complete the process. After you have clicked on the "finished " button, you will need to manually close this page. Thank you.

Display Name: *

Unique ID: *

Please take a moment to update this Information:

Work Email:

Work Phone:

Additional Email address:

What is your favorite pet's name?:

What is your mother's maiden name?:

What is your father's middle name?:

What city were you born in?:

What is your favorite vacation spot?:

From: sceisidm@sceis.sc.gov [mailto:sceisidm@sceis.sc.gov]
Sent: Thursday, June 16, 2011 10:35 AM
To: Morgan, Dean
Cc: Morgan, Dean
Subject: MySCPassword.sc.gov - Password Reset Questions Answered

Dear Dean Morgan,

This is an automatically generated notification from MySCEmployee. Please do not reply to this message.

The MySCEmployee website generated this message to thank you for setting your Authorization Questions using MySCQuestions.sc.gov.

If you should forget your password, you can now simply go to [MySCPassword reset](#) (You may find it helpful to bookmark this link), where you will be required to answer two of your Authorization Questions. After you have answered two questions successfully, you will be able to set a new password for MySCEmployee.

Please remember that passwords must be at least eight characters long and contain at least one numeric character and at least one alphabetic character. The MySCEmployee password policy requires users to change their passwords every 90 days.

If you have any questions about this message, please contact the SCEIS Service Desk immediately at (803) 896-0001 (select option 1 for SCEIS help), or [click here to submit an online request](#).

Thank you,
The SCEIS Project Team



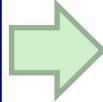
SCEIS is a project of the SC Budget and Control Board, Division of State Information Technology.

Process Overview

Previous Next

1 Identify 2 Verify Identity 3 Set Password

Enter User Identification
Unique ID:

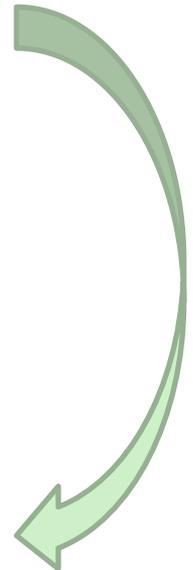


MySCPPassword Reset

Previous Next

1 Identify **2 Verify Identity** 3 Set Password

Answer the Following Question(s)
What is your father's middle name?:
What is your mother's maiden name?:



MySCPPassword Reset

! New password invalid: Include at least 1 each of uppercase and lowercase characters

Previous **Finish**

1 Identify 2 Verify Identity **3 Set Password**

Choose 'Finish' to set the password
Password: *
Confirm Password: *

Future Login Screen

MySCEmployee

powered by **SOEIS**

Welcome South Ca

User ID *

Password *

[Sign up for self-service password reset](#)

[Locked or forgotten password? Click here](#)

[Change Password](#)

[Self Service Password Reset FAQ](#)

[Log on](#)

For immediate assistance, contact the Service Desk at (803) 896-0001 or click here to submit an online request.

[Logon Problems?](#) [Get Support](#)



Year End Reminders CG's Office and SCEIS Team





Office of Human Resources Update

Sam Wilkins

