HR/Payroll Training Update
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Training Update

- We have sent out messages for some upcoming HR/PY Introductory Training

HR/PY Introductory Training Schedule			
Course	**Section**	**Date**	**Time**
TM200	001	October 13 – October 14	9 a.m. – 5 p.m.
TM300	001	October 6	9 a.m. – 5 p.m.
TM300	002	October 21	9 a.m. – 5 p.m.
OM200	001	October 4 – October 5	9 a.m. – 5 p.m.
PA200	001	September 30	9 a.m. – 5 p.m.
PA300	001	October 6 – October 7	9 a.m. – 5 p.m.

Training Update

- ATC meeting invite to be sent within the next week
  - We have reserved the training room at PPP for Friday, October 15, 2010.
  - We will have two sessions - one in the morning and afternoon to accommodate all agencies.
- Training Survey – A training survey will be provided for agencies to communicate on-going training needs.

HR/Payroll Production Support Update and Tips to Navigate Common Errors

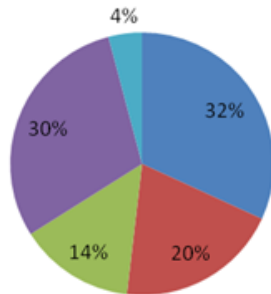# HR/Payroll Production Support Statistics

HR/PY Production Support Activity
12/02/2009 - 09/21/2010

Module	Closed	Open	Total	% of Total HR/PY Tickets
ESS/MSS	1,558	23	1,581	32%
Time	1,428	52	1,480	30%
PA/OM	978	16	994	20%
Payroll	656	49	705	14%
Travel	201	4	205	4%
Total	**4,821**	**144**	**4,965**	**100%**

% of Total HR/PY Tickets

ESS/MSS ■ PA/OM ■ Payroll ■ Time ■ Travel

4%, 32%, 30%, 14%, 20%

HR/PY Production Support as a Percentage of Total SCEIS Tickets
12/02/2009 - 09/21/2010

	Total	% of Total
SCEIS as a whole	54,704	
HR/Payroll	4,965	**9.1%**

Common User Errors - HR

🌀 Ticket: Employee has separated and has not received Annual Leave payout

🌀 Reasons:

– User does not enter last active date of employment on IT0416

– User does not update leave balances and validate leave before processing final payment

🌀 Corrective Actions:

– Enter last active date of employment on IT0416 when processing separation

– Perform PT50 and review employee's balances when processing separation to ensure proper payment

Common User Errors - HR

- Ticket: Incorrect processing of extended leave absences
- Reasons:
  - User does not complete IT2001 for LWOP
  - User completes IT2001 but then time is entered for a holiday
- Corrective Actions:
  - Complete IT2001 during an extended LWOP action since this is the only distinct IT that prevents overpayment
  - Communicate standardized process for completing IT2001 and not entering holiday time on those records to agency Time Administrators

Common User Errors - TM

- Ticket: Employee is separated before all leave is approved
- Reasons:
  - User does not search for pending leave before processing separation
- Corrective Actions:
  - Perform transaction ZHRUAL for any pending leave before processing the separation. Once identified, all pending leave can be approved using ZHR_MASS_APPR or you may contact the employee's manager to approve the requests.

Common User Errors - TM

- Ticket: User terminates employee before deleting future-dated requests
- Corrective Actions:
  - Perform CATS_DA before processing separation to identify future-dated requests.
  - Check IT2001 for future-dated requests as well and perform deletions before processing separation

Common User Errors - PY

- Ticket: Employee doesn't understand what prompts direct deposit amounts in first vs. second bank accounts

- Reasons:
  - If an employee has two designated bank accounts, the system pays the fixed amount designated for the second account first, then pays the balance to the first account
  - For example, if the employee's total pay in a period is $300 and he has designated $200 to his secondary bank, he will get the remaining $100 in his main bank. If his total pay next period is $200, he will get that amount in his second bank and nothing in his main bank

Common User Errors - PY

- Ticket: Employee made direct deposit updates but the payroll went to their old bank account
- Reasons:
  – Employee made changes inside of 10-day pre-note period
- Corrective actions
  – The pre-note process to a new bank account takes 10 business days. If an employee makes a change four days before payroll runs, his/her new account will not pre-note in time for the next payroll. Make sure your agency has communicated the 10-day pre-note timeline so employees know those changes made within that window will not take effect until the following payroll

Common User Errors - ESS

- Ticket: Leave requests are duplicated between MySCEmployee and CAT2
- Reasons:
  - Employee enters leave in the portal and the Time Administrator enters the same request in CAT2
- Corrective actions
  - Before entering leave in CAT2 on behalf of the employee, the Time Administrator should check the pending leave request report (ZHRUAL) to determine if the leave has already been requested

Common User Errors - ESS

- Ticket: A manager wants to only approve time for one employee at a time when he/she actually has multiple employees to approve

- Corrective actions
    - Use the approval column drop down menu and set it to resubmit time for all those employees whose time the manager does not yet want to approve

Common User Errors - ESS

- Ticket: A manager wishes only to reject working time for one day instead of for all days submitted
- Corrective actions
  - Use the individual approval view in the Time Approval section to reject time on a day-to-day basis