

## FREQUENTLY ASKED QUESTIONS

### Questions regarding Benefits:

**1. How do I stop accruals from posting when employee is on a temporary separation?**

When a PAR/PPT is processed for a temporary separation, the system will automatically update the P64 – Non Accrual Maintenance screen. If for some reason accruals are posted after the PAR/PPT has processed, access the P64 - Non Accrual Maintenance screen and manually update the Temporary Separation Begin Leave Period. The Begin Leave Period is the Leave Period following the temporary separation leave period.

**2. How do I restart accruals after employee returns from a temporary separation?**

When a PAR/PPT is processed to return an employee from a temporary separation, the system will automatically update the P64-Non Accrual Maintenance screen. If employee does not start accruing automatically after the PAR/PPT has been processed, access the P64 – Non Accrual Maintenance screen and update the Temporary Separation End Leave Period. The Temporary Separation End Leave Period is the leave period in which the Temporary Separation ended.

**3. How do I reset a benefit that is Out of Service?**

A benefit will be placed out of service when it goes into the negative due to retroactivity. Void the transaction that caused the out of service condition and post a new transaction with an amount equal to the Begin Balance of the Out-of-Service Leave Period. Establish an Account Receivable for the benefit difference, or charge difference to another benefit.

**4. How do I transfer Holiday Credit?**

Key a Debit Adjust transaction (HC15) for the last leave period employee worked at the other department. Next, key a Begin Balance (HC24) for the leave period of the new appointment.

**5. My accrued type benefit is not appearing on the B10 screen, how do I fix it?**

The B10 – LB Inquiry screen will only reflect "active" benefits (i.e. benefits with 99/99 for the establishment end leave period). Access the B68 – LB Establishment Period Maintenance screen and update the End Leave Period to reflect 99/99.

**6. Unable to post accrual due to message #989010 – Cannot Accrue based on State Service Information. What does this mean?**

The system will not allow an accrual to be posted until a State Service Credit has been posted for the leave period. Post a State Service Credit using the S50- SS Transaction Entry screen. After posting the State Service transaction, post the leave benefit accrual.

**7. What happened to the benefit balance? It does not include the previous months balance?**

Check the B16 - LB Transaction History Inquiry screen for the leave period in question. Is there a Balance Forward or Begin Balance posted with a zero amount? If so, an erroneous transaction was keyed while entering attendance. Balance Forward and Begin Balance transactions reset the balances. Check to see if a usage transaction of 16 or 24 hours should have been posted for the leave period. If so, void the Balance Forward or Begin Balance using the B52 - LB Void screen and enter the usage correctly using the B50 - LB Transaction Entry screen.