

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.