Identify Current Hot Issues

(January 13, 2005 meeting)

Issue (forwarded to ERP Team)	Action
Accounts Payable issues – a) When a charge appears on the expense statements, there sometimes is no reference to a purchase order or requisition number as a tie to a payment. (The payment is not related to a check request.) It would be very helpful to have a selection on the AP menu screen for users so that they could look up the payment and have a reference to a PO or req number. I understand that AP personnel have a screen, “document status” that they can look up such information but it is not available to users.	a) See Reporting issue below
E-procurement issues – a) It would be very helpful to have a “departmental copy” of a purchase order. These copies could be marked as “unauthorized” and/or are for “reference purposes only” so that it does not permit end users to process purchase orders. Would it be possible to provide a tool of this type?	a) Request noted - no status update
General Ledger issues – a) When journals are submitted they don’t always get routed correctly. For example, when submitting an XBL journal, I’ve been told to always check the approval page to be sure it is OK for posting. This information should be disseminated to administrators. I had a journal that just “disappeared” because it didn’t route correctly.	a) Overall workflow issues have been addressed. Individual issues should be reported to the ERP Team immediately for resolution.
Reports issues – a) When a charge appears on the expense statements, there sometimes is no reference to a purchase order or requisition number as a tie to a payment. (The payment is not related to a check request.) It would be very helpful to have a selection on the AP menu screen for users so that they could look up the payment and have a reference to a PO or req number. I understand that AP personnel have a screen, “document status” that they can look up such information but it is not available to users.	a) Charges that appear on an expense statement will reference a purchase order or requisition if one exists. If the charge is an Accounts Payble charge, the voucher ID is listed in the AP Vchr column. If there are no such references on the report, the charge is likely from a system that feeds directly into the G/L, such as Cost per copy or Demurrage. In these cases, you should look at the journal source to determine where the transaction originated and contact the department for backup.
General issues – a) Where can we find a list of known problems/bugs and temporary workarounds on the ERP web site?	a) We will begin working on a ‘helpful tips’ document that will be published on the web. At this point most known issues should have been addressed.
HCM (payroll processing) issues –	
HCM (time & attendance tracking) issues – a) When will direct supervisors—e.g., project managers, be able to approve time for their employees? The Administrator has no way of knowing whether the time reported is correct without asking the manager. b) Who has to submit their time? I’ve heard some classifications of students and/or staff don’t have to submit time reports. c) Are time reports for “staff-executive” and “staff-exempt” handled differently? I’ve heard that “staff-executive” only need to report exception time and “staff-exempt” must submit a time sheet each month regardless of whether there is exception time or not. In the campus information sessions we were told that “Exempt staff	a) The HCM Team will work with departments over the next 2 to 3 months to get the correct groups and reporting relationships set up within HCM. b) Faculty, post-docs, research scholars and grad students DO NOT have to report their exception time. c) They are handled exactly the same. Employees in the Staff-Exempt and Staff-Executive classifications both need report their exception time.

only reported exception time". Please clarify.	
d) How is non-exempt overtime to be reported on the time sheets? For example, an individuals work week is 37.5 hours (7.5 hrs/day M-F). He works overtime -- 2 hours on Monday, 2 hours on Wednesday and 3 hours on Thursday. How is the time to be shown? We received conflicting information – some telling us that you should report time as it is actually worked (recording it by the day); others telling us to record 7.5 hours each day Monday – Friday and adding two lines with Friday's date showing 2.5 hours with the TRC code for straight time and the 4.5 hours with the TRC code for premium time. Please explain the correct way the information is to be shown.	d) See attached file. ***Please note***, however, that while Overtime is paid / calculated by the week, FLSA requires that Non-Exempt employees track their hours on a daily basis. The employee and / or supervisor need to have a mechanism to validate the actual hours worked by day.
e) If there are incorrect vacation and sick leave balances, how do people get corrections made? Where is this information to be forwarded (HR, Payroll, etc.?)	e) For now, please have your supervisor submit corrections to HVA balances to ERPHCM@case.edu. Payroll will be making the corrections going forward.
f) We have multiple people who are paid from more than one account (some are non-exempt others are exempt staff). According to the trainer, splitting salary among multiple accounts is done via the salary distribution system that will be available soon. Is there any difference in the process for distributing salary for non-exempt versus exempt staff? Who is responsible for doing the distribution?	f) For Non-Exempt employees, Salary Distribution is handled through the Time Entry/Approval screens. Therefore, each line must have the correct SpeedType associated with it. The approver and / or department administrator is responsible for ensuring that the correct SpeedTypes are charged. For Exempt employees, Salary Distribution is handled on separate Salary Distribution screens (forthcoming). The Department Administrator is responsible for distributing the Exempt salaries (no change from pre-PeopleSoft).
g) If a student works in more than one department, what is the information that each of the supervisors sees and approves. Are they seeing and approving just what applies to their particular department or do they see and approve the full amount of hours worked for the student?	g) Depending on the approval group, the supervisor should only see the student job that reports directly to the supervisor or department. Since each job is set up with a department "attached" to it, if the supervisors are in different departments, they will not see the job in the other department (unless, of course, the supervisor has access to multiple approver groups spanning multiple departments). This is tied to the first question (a) above, regarding finalizing approver groups over the next few months.
h) We have staff members that do not work a normal Mon-Friday work week. They tried to change the dates to accommodate their schedules, which include Saturdays and Sundays and HCM gives them an error message. How do we have these staff record time if their workdays cannot be entered?	h) This functionality does work in PeopleSoft HCM. Please provide examples and / or screen shots of what the staff members were trying to enter and the associated error messages. The ERP Team will look at the problem and provide a response. It could be an issue where users are not entering the Date, TRC, Hours, SpeedType combination correctly, but without additional information we can't verify this.
i) If a supervisor does not approve staff time (for ex: supervisor is on vacation), do the staff members still get paid?	i) For exempt and non-exempt staff, the staff member will get paid either 1/12 or 1/24 of their annual salary even if the time has not been approved. However, exception time has been entered for the period (overtime, for example), it will not be paid on that pay period if it has not been approved. For students and temporary employees, all time must be approved in order to generate pay.
j) For nonexempt staff (who are paid semi-monthly), do they enter time in HCM for the time periods 1-15 and 16-end of month or do they only enter time through	j) See attached file.

the payroll cutoff date (For ex: next cutoff is Jan 21 – do staff only enter time through the 21st even though on the 31st paycheck they should be paid for the 16-31?) k) I got the EMPLID for the faculty member I wanted to pay. When I entered it on the payment request, I got an error that said this employee is not in my group. How can we pay(voucher) a faculty member not in our department?	k) This is just a warning, and will not prevent you from completing the transaction. Click OK when the warning message appears and tab out of the EmplID field. The EmplID field will remain red until the other fields are entered, but the transaction will save successfully once you click on the Save button. Of course, you need a valid EmplID for the transaction to save, so please make sure that the EmplID you enter is valid and the correct name appears after you tab out of the field.