Payroll with Time Troubleshooting
Quick Reference Guide

Basic Questions to Ask Employees with Pay Issues

☐ How do you enter time? Use ESS or time entered by Time Administrator?
☐ What is your work week? Has your work week or start day changed?
☐ Have you recorded all of your time worked and leave taken?
☐ Was your timesheet approved in ESS by payroll deadline?
☐ Has your position or salary changed (promotion, etc.)?
☐ Did you enter enough hours (work and leave) for the pay period?

Start with PA20 to confirm employee information and begin research.

Tips & Tricks - See Payroll Troubleshooting Procedures for more detail.

Calculating Base Pay Amounts

- PA20
- IT0008 to check on correct Basic Pay
- Calculate hourly rate if DOT
  – or –
- Run PC_PAYRESULT to look up hourly rate
- CATS_DA to look at working times

Calculating Hourly Rates for DOT

2088 hours per year
Use PA20 to look at IT0008
Annual Amount
2088
= Hourly Rate

Checking for Shift Premium Eligibility

- PA20
- IT0001 to copy position number
- PO13D to confirm that Premium Eligibility box is checked appropriately:
  - IT9007 Night
  - IT9008 Evening
  - IT9009 Weekend
  - IT9010 Holiday

Online References - Agency deadline is the day BEFORE each PY Finalization date.

- **Payroll Calendars** - http://osc.nc.gov/state-agency-resources/customer-service-hrpayroll/support-materials
- **Reading the Pay Statement** - http://osc.nc.gov/reading-your-pay-statement
- **Work Schedule Rules** - http://osc.nc.gov/work-schedules
- **2017 Biweekly Pay Periods** - http://ncosc.s3.amazonaws.com/s3fs-public/documents/BEST/Calendars/2017/payperiods2017.pdf

Research Transactions and Tools

Payroll		Time		OM		PA		Benefits	
IT0000 Actions	IT0001 Org Assignment	CATS_DA Display Time Entered	PT66 Display Time	P013D Premium Settings	IT9005 Overtime	IT0000 Review Actions	IT2003 Substitutions	IT0167 Health Plans	IT0168 Insurance Plans
IT0002 Personnel Data	IT0007 Planned Working Time - Positive / Negative	CATS_APP_LITE Approve ESS if no MSS	ATT/ABS Type 9400	IT9006 Holiday payout	IT9007 Night shift premium	IT2001 Capture leave to be paid		IT0169 Savings plans	IT0170 Flex spending accounts
IT0008 Basic Pay	IT0613 Absence Donations	Work Schedule Rules	Work Weeks	IT9008 Evening Shift premium	IT9009 Weekend shift premium			IT0377 Misc plans	IT0378 Adjustment reasons - comments
IT0698 Absence pools	IT2001 Manual leave entered			IT9010 H Holiday premium rate	IT9011 On-call			IT0021 Family members	Display agency-specific benefit plans
IT2012 Time transfers	PUOC_10 Remuneration statement			IT9016 Extended duty					
PC_PAYRESULT Payroll, splits	Payroll Calendar								

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