



FREQUENTLY ASKED QUESTIONS PERSONNEL ADMINISTRATION

PER

JOB AID PER-35

The purpose of this job aid is to answer Frequently Asked questions about Personnel Administration.

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Actions

Where can I find a list of PA Actions/Reasons?

<https://www.osc.nc.gov/documents/30-pa-actions-reasons-definitions>

Who processes PA actions?

The Agency HR Data Maintainer processes PA Actions ([See step-by-step instructions at Training HELP. View the BPP for each Action.](#))

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Address

When an employee enters a change of address via ESS, is the system updated automatically?

Yes, IT0006 Address is updated real-time whenever a change is made via ESS.

Does the permanent residence address subtype default to mailing address subtype when it is the same?

No. You should enter the mailing address only if it is different from the permanent residence address.

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Who can change emergency contact information?

Employees can create and maintain their emergency contact information via ESS. If the employee doesn't have ESS, they can submit a paper Employee Change Information Form to BEST via fax, mail service center, or postal mail. The form is located on the BEST website or from your Agency HR Office.

If I don't have access to ESS, who do I need to contact to verify my address/emergency contact information?

Contact BEST Shared Services for assistance - 919-707-0707 | 866-NCBEST-4U (866-622-3784)

In ESS my "Communication Data" is not correct. Who corrects this information?

Contact your Agency HR Office to get your work telephone number corrected.

Your work email address is interfaced from your NCID profile. Follow your Agency procedure to correct the email.

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Corrections

How do I revise a Personnel Action already completed?

Contact BEST Shared Services for instructions - 919-707-0707 | 866-NCBEST-4U (866-622-3784)

How do I correct/change an employee's social security number or name?

Fax employee's social security card, driver's license or birth certificate to BEST. The fax number is 919-855-6861.

When I send a request to BEST Shared Services, what's the best way to get a status?

Call Best Shared Services (919-707-0707), and a representative will be glad to provide the current status.

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Dual Employment

What is the dual employment process?

The OSC HR/Payroll Dual Employment Agreement Form must be completed and signed by the Borrowing and Parent Agency. The form can be found under BEST Personnel Administration Forms. The borrowing agency submits a paper timesheet to the Parent agency for review and signature. The Parent agency submits the approved timesheet to BEST via fax or email. BEST HR will accept timesheets submitted by the parent agency only.

<https://www.osc.nc.gov/state-agency-resources/dual-employment>

How do I end a dual employment situation?

There should be an end date on the original Dual Employment Agreement form that will end the dual employment. The Parent agency must notify BEST to delimit the dual employment relationship if the date is

different from the original end date on the form.

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Employee Group/Subgroups

Where can I get a list of employee groups and subgroups?

<https://www.osc.nc.gov/documents/om-03per-09-employee-groups-and-subgroups>

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Employee Historical Records

Regarding employee data prior to the Integrated HR/PY System, where can I find the employee history information?

The PMIS employee history is available via BI Reports.

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Employment Verification

Who should I contact to verify employment information of an employee with a State agency?

Call BEST Shared Services and a representative will assist you - 919-707-0707 | 866-NCBEST-4U (866-622-3784)

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Education infotype (0022) & Certifications/Licenses infotype (0795)

If an employee has more than one degree, which one do I enter?

Enter the degree that was used to qualify the employee.

I've just completed my Master's Degree and would like my education updated to reflect. Who do I contact?

Contact your Agency HR Office.

If I need a license or certification added to the current drop-down list, who do I contact?

Contact your Agency OSHR Partner. OSHR will review and pass to BEST if entry is required.

I've renewed my license/certification. Who do I contact to update my information?

Contact your Agency HR Office.

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Grievances infotype (0102)

When a Manager/Supervisor leaves his or her position, who should monitor the active records until the position is filled?

The Grievance/Warning Maintainer will monitor until the position is filled.

On what infotype is the reminder created/maintained?

Infotype 0019 Monitoring of Task - HR Data Maintainers creates/maintains the infotype and the Manager/Supervisor has access to view via MSS

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Infotypes

What is the Org key field on infotype 0001 Organizational Assignment?

This field is for security purposes. The data for this field comes from the Personnel Area and the cost center.

What is the percentage field on infotype 0001 Organizational Assignment?

This field will always be 100%. The percentage is related to time rather than to dollars. Placing 100% in this mandatory field indicates that the employee will spend all of his/her agreed-upon time working in the position. If the employee was hired to work a 20-hour work week, the 100% indicates that all 20 hours is associated with that position. Likewise, if the employee was hired to work a 40-hour work week, the 100% indicates all 40 hours is associated with that position.

Who maintains infotype 0002 Personal Data?

This infotype is maintained by BEST Shared Services HR.

How is the address entered on infotype 0006 Address?

Best practice is to use standard postal abbreviations as outlined by the postal service.

<https://www.osc.nc.gov/documents/01-address-field-helps-and-hints>

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Investigatory w/Pay

Who can place employees on Investigatory with Pay?

Agency HR Data Maintainers creates the Action. See BPP for detailed process instructions.

<https://www.osc.nc.gov/documents/66-investigatory-pay-action>

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Leave of Absence (LOA)

Who enters leave when an employee is on LOA?

The leave is entered by the HR Data Maintainer or the Time Administrator depending on your agency process.

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MSS

Are Managers/Supervisors able to enter or change objects on loan or the monitoring of tasks?

No. Managers can view the information created by the HR Data Maintainer only.

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Personnel Subarea

Where is the listing of Personnel Subareas?

<https://www.osc.nc.gov/documents/personnel-area-subarea>

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Prior Service

If there are multiple prior service infotypes 0552 – Time Specification, where can I see the total of all months of service?

The transaction PT_BAL00 can be used to run a report for total months of service.

<https://www.osc.nc.gov/documents/58-create-time-specification-employ-period>

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Reports

Where can I find a listing and description of all reports?

https://www.osc.nc.gov/state-agency-resources/training/training_help_documents?field_job_aids_type_tid=437&combine=prior&=Apply

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Training Help Site

How do I get to the Training HELP site?

Click on the Help icon in the upper right-hand corner of the [OSC Homepage](#) and select the following selections in the order provided below:



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Workflow

I received a Personnel Action that required OSHR Approval, but instead of “sending to OSHR”, I “approved” it. What should I do?

If you aren't the last approval, you can contact the next approver and ask them to reject the Action back to the initiator. Then the Action can be corrected and resubmitted or cancelled depending on the issue.

If you are the last approval and the initiator hasn't processed the Action, you can request the PCR to be cancelled by the initiator.

If the Action has been completed, you can send an email to OSHR to get approval and document in the maintain text. If OSHR disapproves, you will need to contact your BEST HR Specialist.

How do I locate a PCR?

<https://www.osc.nc.gov/documents/15-how-locate-pa-pcr>

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