ADVANCED TIME AND PAYROLL TROUBLESHOOTING PROCEDURES GUIDE

Contents

Using this Guide

This guide is designed to help you research questions and issues surrounding payroll. Since payroll is integrated with time management, many of the questions are answered by looking at time entered or time settings. The guide is set up in a way to make it useful to new users and to seasoned users.

The guide contains *processes* (what to do), *procedures* (how to do it), and tools (A/A codes and whatever else needs to be handy). Think of it as *driving directions* (process - getting from point A to point B) and *driving instructions* (procedure - press the pedal on the right to go faster, the pedal on the left to go slower).

Note that this guide has the tools that allow you to *research*. You will have to use your judgment and experience to answer employees' questions and to explain how the system works. In many cases, employees have questions because things are different now with the new system.

Using this guide:

- Use the Payroll/Time SAP Data Checklist on page 4 to begin your data gathering. You will not need to fill in every blank on the list, but it gives you a structured way to ensure that you note the important information. Also, if someone else needs to work on the same issue, it will save them from re-doing the work.
- Look at the Frequently Asked Questions (FAQs) on page 5. If your question is similar to one of them, you can use the process outlined in the first part of this guide. Once you become more familiar with the processes, you will be able to go directly to the information you need.
- Look for links within a process for detailed instructions on how to get to infotypes, to run reports, or to perform other tasks needed to complete your work. As you become more familiar with the tools, you probably will no longer need those instructions.
- Take your time. As you research and resolve issues, your skills will grow. It will get easier to use the tools and to find answers.

Payroll/Time SAP Data Checklist

HEAT Ticket #		Ticket Date		Person who Called	

Personnel Number			
Full Name (F M L)			
Agency		Org Unit	
Position #			
Employee Group		Employee Subgroup	
Personnel Area		Personnel Subarea	
Full Time or Part Time?		Hourly or Salary?	
Biweekly or Monthly?		Yes or No Subject to FLSA?	
Actions, plus date (list other than conversion or hire) (0000):			
Work Schedule (0007)		Date of last Work Schedule change	
Work Week			
Leave Quota (PT50)			
Overtime Comp?		Holiday Payout?	
Night Shift Premium?		Evening Shift Premium?	
Weekend Shift Premium?		Holiday Premium Rate?	
On-Call?		Extended Duty?	
Any Substitutions? (2003)			
Any Absence Donation/Pools? (0613/0696)			
Any changes on BAL table?			

Use the section below to make notes when checking each payroll period. This will prevent double work. Note any Monthly (M) or Bi-Weekly (B) period with issues and which are OK.

M1	M2	M3	M4
M5	M6	M7	M8
M9	M10	M11	M12
B1	B2	B3	B4
B5	B6	B7	B8
B9	B10	B11	B12
B13	B14	B15	B16
B17	B18	B19	B29

Frequently Asked Questions (FAQs)

1. **Why is my overtime not correct? Is my pay correct?**
    - See Researching Overtime Pay Questions on page 12 for the complete process
    - See Checking for Overtime Eligibility on page 22 for information on how to check eligibility. The position must be eligible for overtime pay.
    - See Checking for Correct Overtime/Comp Time Amounts on page 25 for more information on time offsetting. The employee must work and record enough approved hours in the period to have overtime hours after all offsetting calculations are done. Hours and pay may not appear on the same paycheck as the period worked because of payroll calendar and period cutoff dates.

2. **What are these negative leave balances and why did you take money from me?**
    - If a retroactive time evaluation is done, any time that was recorded will be evaluated again. If system fixes were made, the time will now be evaluated correctly. This may cause a negative amount to show on a statement, however, in most cases hours are just being moved from one balance to another.
    - See Researching Overtime Pay Questions on page 12 for the complete process. Hours are being returned to your "bank" from overpayment.

3. **I used to get 20% total for a shift premium. Why am I only getting 10% now?**
    - In the past, the hours may have been added together. BEACON payroll has the capability to pay the correct premium for the correct number of hour. If you break down the hours you worked for night and evening shifts, calculate the rate for each, and add them together, you will see that this is the correct amount.
    - See Researching Shift Premium Questions on page 7 for the complete process.

4. **Why didn't I get my shift premium on this paycheck?**
    - Could be a position, schedule, or timesheet problem.
    - See Researching Shift Premium Questions on page 7 for the complete process.

5. **Why didn't I get paid for the correct number of hours (hourly employee)?**
    - See Researching Hours Questions on page 9 for the complete process
    - This could be a result of
        - Incorrect time entry
        - Time not released, approved, or processed by payroll cutoff
        - Payroll cutoff dates being different from pay period dates

6. **I work for DOT. Why is my base pay not what I think it should be?**
    - See Researching Hours Questions on page 9 for the complete process.
    - See Calculating Hourly Rates (DOT) on page 18 for information on hourly rates.

7. **Can you check my quota balances? They are not correct.**
    - See Researching Quota Balance Questions on page 11 for the complete process.
    - See Quota Accrual Rates for information on correct rates of accrual.

8. **When does a separating employee receive his or her leave payout? Will it be a check or direct deposit?**
    - Once the agency processes the separation action, the employee should be paid out any payable balances on the next scheduled payroll run for that employee. If the agency does not process the separation action before the payroll deadline, the employee will receive payment on the next normal payroll.
    - The final payment will be in the same format as other payments have been. This means if the employee's normal payroll has been a direct deposit, the final payment will also be a direct deposit.

9. **Why didn't I receive overtime pay on a Holiday week?**
    - See Researching Overtime Pay Questions on page 12 for the complete process and to see how the system offsets leave.

10. **Why is my comp time being put in a comp time bucket and not being paid to me?**
    - See Researching Comp Time Questions on page 10 for the complete process.
    - See Checking for Correct Overtime/Comp Time Amounts on page 25 for more information.
    - This could be a result of
        - The position not being eligible. See Checking for Overtime Eligibility on page 22 for more information.
        - The work week or schedule different than what the employee thinks
        - An IT2012 or an IT9005 setting that blocks comp time payout

Researching Shift Premium Questions

Employees can earn shift premiums only if these conditions are met:

- Their positions (not the employees) are eligible for premium pay.
- They are scheduled (or substituted) for a premium-eligible shift.
  - In some cases, premium or *push* codes are used to designate eligible hours worked. Check Agency policy for correct application of premium codes.
- They record work hours for that shift.
- Nothing is set up to deny shift premium pay (stop pay push code or IT2012)

Follow this process to research Shift Premium questions. Use the links for more detailed instructions:

1. Use PA20 to gather employee information, including agency, group, subgroup, work week, work schedule rule, and position number. See Using PA20 to Gather Employee Information on page 15 for more information.
2. Make sure the position is eligible for shift premium pay. See Checking for Shift Premium Eligibility on page 21 for more information.
3. Check the employee's work schedule to make sure he or she is scheduled for an eligible shift (evening, night, or weekend). See Checking Work Schedules on page 17.
4. Use CATS_DA to check to see if the employee worked hours (A/A type 9500) during this pay period. Hours need to be entered, released (ESS), approved (MSS), and processed by Time Evaluation before the Payroll Cutoff date to be processed for a paycheck. See Checking CATS_DA for Hours on page 26 for help on checking hours.
5. Use CATS_DA to check for any premium or stop codes associated with hours in this pay period. Stop codes would signal the system to suspend premium pay for the hours associated with the code. You will need to add the Premium Code column to the CATS_DA report to see these codes. See Adding the Premium Code Column to CATS_DA on page 27 for instructions.
6. Use PA20 to check IT2012 to see if there are any reasons entered that would stop premium pay.

Scenarios:

- "I am supposed to get 15% shift premium, but I got 10% and 5% instead."
  - If you break down the hours you worked for night and evening shifts, calculate the rate for each, and add them together, you will see that this is the correct amount.
- "I did not receive shift premium for the hours I worked."
  - Check to see if the position is eligible for premium pay. See Checking for Shift Premium Eligibility on page 21 for information on using PO13D to do this.
  - Make sure the time was entered, released, and approved before the payroll deadline. See Checking CATS_DA for Hours on page 26 for more information.
  - Check the work schedule.

Use these links to go back to

- Frequently Asked Questions (FAQs) on page 5

Researching Hours Questions

Employees may not be paid for the same number of hours they work in a pay period for several reasons, including:

- Payroll periods as noted on the Remuneration Statement do not match up to payroll cutoff dates. For any given paycheck, an employee will gain some hours from the previous month (days that were entered and approved after Payroll finalization *last* month) and will lose some hours for the current month (days entered, released, and approved after Payroll finalization *this* month).
- Time entered but not released, or not approved before Payroll finalization is not included in the current paycheck. Remember, time must be entered, released, and approved one day before Payroll finalization or it will not make it through Time Evaluation and will not be counted in the current month.
- Problems with Time Evaluation may suspend processing for time associated with a specific personnel number. This is usually due to incorrect use of A/A codes or improper or missing schedule substitutions.

Number of hours:

- All biweekly pay periods are 80 regular hours, unless there is a holiday.
- If there is a holiday during a pay period, or an employee takes leave, regular work hours are offset.
    - Example: Labor Day was September 1. A bi-weekly, exception-pay employee works all other workdays of that pay period. The employee will be paid for 72 regular hours and 8 holiday hours for a total of 80 hours.

Follow this process to research Hours questions. Use the links for more detailed instructions:

1. Use PA20 to gather employee information, including agency, group, subgroup, work week, work schedule rule, and position number. See Using PA20 to Gather Employee Information on page 15 for more information.
2. Use CATS_DA to check to see if the employee worked hours (A/A type 9500) during this pay period. Hours need to be entered, released (ESS), approved (MSS), and checked by Time Evaluation before the Payroll Cutoff date to be processed for a paycheck. See Checking CATS_DA for Hours on page 26 for help on checking hours.
3. Check Checking Time Evaluation Errors on page 35 to see if any exist for this employee that would suspend processing.

Use these links to go back to

- Frequently Asked Questions (FAQs) on page 5

Researching Comp Time Questions

Many questions about comp time are related to the number of hours the employee thinks he or she should have versus the number of hours shown in OSC Integrated HR-Payroll system. The difference is often a result of how the system processes leave offsets with those extra hours worked.

These items are helpful to remember:

- Leave is set up to make up the difference between time worked and expected hours.
- You cannot use leave to put you into overtime/comp time status. Time off is offset by extra hours worked. For example, if you take sick time (9200) and work extra hours on other days, the system will put sick time hours back in your bucket instead of adding to your total time. This happens automatically regardless of how many hours you code as sick time.
- These types of hours can add to your comp time totals:
    - Time Worked (9500)
    - Holiday Leave (9300)
    - Civil Leave – Jury Duty (9550)
    - Other Management Approved Leave (9540)
- Payroll periods as noted on the Remuneration Statement do not match up to payroll cutoff dates. For any given paycheck, an employee will gain some hours from the previous month (days that were entered and approved after Payroll finalization *last* month) and will lose some hours for the current month (days entered and approved after Payroll finalization *this* month).

Follow this process to research Comp Time questions. Use the links for more detailed instructions:

1. Use PA20 to gather employee information, including agency, group, subgroup, work week, work schedule rule, and position number. See Using PA20 to Gather Employee Information on page 15 for more information.
2. If employee is on a 28-day work week, determine what period the payroll covers.
3. Use CATS_DA to check to see if the employee worked hours (A/A type 9500) during this pay period. Hours need to be entered, released (ESS), approved (MSS), and checked by Time Evaluation before the Payroll Cutoff date to be processed for a paycheck. See Checking CATS_DA for Hours on page 26 for help on checking hours.
4. Use CATS_DA to check the number of hours charged to approved leave (9000), sick time (9200), and community service leave (9560 or 9565). See Sorting and Subtotaling Columns in CATS_DA on page 28 for an easy way to sort and subtotal the hours. This is where you should be able to answer most of the questions.
5. Repeat Steps 2, 3, and 4 as needed for other periods to determine how many hours and what types are included on the payroll run in question.

Use these links to go back to

- Frequently Asked Questions (FAQs) on page 5

Researching Quota Balance Questions

When researching quota balance questions remember that

- Quota amounts shown on the Remuneration Statement are current as of the day you print or view the Remuneration Statement.
- Quota hours are accrued after
  - An employee is in *pay status* for 50% of the work days in a month. Pay status includes time worked, holiday leave, approved leave, or any other hours for which the employee is paid.
  - Time is entered, released, and approved.
- This is typically around the 15th of the month. If an employee has leave without pay, it may affect when the quota hours are accrued.

Follow this process to research Quota Balance questions. Use the links for more detailed instructions:

1. Use PT50 to verify the beginning balances for this employee. See Using PT50 to Check Quota Amounts on page 34 for more information.
2. Open a new session and use CATS_DA to see when leave was taken. See Checking CATS_DA for Hours on page 26 for more information.
3. Compare amounts shown to determine if changes need to be made.

Use these links to go back to

- Frequently Asked Questions (FAQs) on page 5

Researching Overtime Pay Questions

Many questions about overtime are related to the number of hours the employee thinks he or she should have versus the number of hours calculated when the HR/Payroll system offsets hours for leave. The difference is often a result of how the system processes leave offsets with those extra hours worked.

Offsetting is a system function that takes extra hours worked and adds them to your leave quotas. In some cases, they replenish time that you have taken off within a pay period. In other cases, they are added to your “buckets” of time off (comp time) and in some cases you are paid for them (overtime). Keep in mind that you must be eligible to receive comp time or overtime. See the *Leave Offsetting Example* and *Quota Questions* in the Payroll Troubleshooting Reference Guide for more information on offsetting and how it replenishes hours.

For more information about the offsetting policy consult the OSHR Leave policies: http://oshr.nc.gov/policy-forms.

These items are helpful to remember:

- The position must be eligible for overtime pay. Overtime eligibility is based on the *position*, not the *person*.
- Leave is recorded to make up the difference between time worked and expected hours.
- You cannot use leave to put you into overtime status. Time off is offset by extra hours worked. For example, if you take sick time (9200) and work extra hours on other days, the system will put sick time hours back in your bucket instead of adding to your total time. This happens automatically regardless of how many hours you code as sick time.
- The employee must work and record enough approved hours in the period to have overtime hours after all hour offsetting calculations are done.
- These types of hours can add to your overtime totals:
  - Time Worked (9500)
  - Holiday Leave (9300)
  - Civil Leave – Jury Duty (9550)
  - Other Management Approved Leave (9540)
- Payroll periods as noted on the Remuneration Statement do not match up to payroll cutoff dates. For any given paycheck, an employee will gain some hours from the previous month (days that were entered and approved after Payroll finalization *last* month) and will lose some hours for the current month (days entered and approved after Payroll finalization *this* month).
- Payroll overtime periods may not align with payroll periods.

Follow this process to research overtime pay questions. Use the links for more detailed instructions:

1. Use PA20 to gather employee information, including agency, group, subgroup, work week, work schedule rule, and position number. See Using PA20 to Gather Employee Information on page 15 for more information.
2. Make sure the position is overtime eligible. See Checking for Overtime Eligibility on page 22 for more information.
3. Check the employee's work schedule. See Checking Work Schedules on page 17 for more information. If a work week begins on a Wednesday, the 7 day cycle, or 40 hours, begins Wednesday through Tuesday, instead of Sunday through Saturday, regardless of how we enter the time into the system.
4. If employee is on a 28-day work week, determine what period the payroll covers.
5. Use CATS_DA to check to see if the employee worked hours (A/A type 9500) during this pay period. Hours need to be entered, released (ESS), approved (MSS), and checked by Time Evaluation before the Payroll Cutoff date to be processed for a paycheck. See Checking CATS_DA for Hours on page 26 for help on checking hours.
6. Use CATS_DA to check the number of hours charged to approved leave (9000), sick time (9200), and community service leave (9560 or 9565). See Sorting and Subtotaling Columns in CATS_DA on page 28 for an easy way to sort and subtotal the hours. This is where you should be able to answer most of the questions.
7. Repeat Steps 4, 5, and 6 as needed for other periods to determine how many hours and what types are included on the payroll run in question.

Scenario:

- "I entered my hours for overtime, but I did not receive OT pay."
    - Is this employee's position eligible for overtime? (See Checking for Overtime Eligibility on page 22 for more information.)
    - Was all the time in the system before the cutoff? Any entry and changes to existing entries to time will be picked up if entered, released, approved, and evaluated before the payroll cutoff date. Anything entered, changed, released or approved after the cutoff date will be picked up in the next payroll run. (See Checking CATS_DA for Hours on page 26 for information on when time was entered and approved.)
    - Was any time offset? The system offsets time off with extra hours worked in the same OT evaluation period. All time except Holiday, Civil Leave, Other Manager's Approved Leave, and Injury Leave is offset by extra hours.
    - On what cycle do we figure overtime for this employee? For 7-day cycles, overtime calculations begin after 40 hours of work (not including leave) have been entered. For 28-day cycles, overtime calculations begin after 160 hours of work (not including leave) have been entered.
    - On what day does the work week begin? If it begins on a Wednesday, the 7 day cycle, or 40 hours, begins Wednesday through Tuesday, instead of Sunday through Saturday, regardless of how we enter the time into the system.

Use these links to go back to

- Frequently Asked Questions (FAQs) on page 5

Using PA20 to Gather Employee Information

You can use PA20 to display most of the infotypes we use in the HR/Payroll system. If you need more details on what fields are on a certain infotype and what they mean, see the OM Infotypes or PA Infotypes job aids.

To use PA20:

1. Starting from the Easy Access menu, type *PA20* in the Command field and click **Enter**.
2. Search for the Personnel number by employee name or type the personnel number into the **Personnel Number** field.
3. Click **Enter** to refresh the screen.
4. Click the **All** radio button in the **Period** area to get the most information.
5. Type the infotype number in the **Infotype** field.
6. Click **Overview** (a list of all information) or **Details** (detailed information) to see the information.

Infotypes and what they contain:

- IT0000 Actions – Overview of all personnel actions, including effective dates and actions were completed.
- IT0001 Org. Assignment – Overview of
    - Company code
    - Personnel area
    - Personnel subarea
    - Cost center
    - Business area
    - Fund
    - EE group
    - EE subgroup
    - Payroll area
    - Position
    - Job key
    - Org unit
    - Org key
- IT0002 Personnel Data – Includes SSN, DOB, gender, etc.
- IT0006 Address – Includes employee address information, including home and emergency contact information.
- IT0007 Planned Working Time – Includes
    - Work schedule rule
    - Time status management indicator (positive or negative time)
    - Work week
    - Working time

- IT0008 Basic Pay – Includes
    - Annual salary
    - Monthly salary
    - Hourly rate (for temps)
    - Pay scale type (banded, graded, flat rate)
    - Work hours per period
    - Pay scale
    - Type/Area/Group
- IT2001 Absences – Overview of approved and keyed absences
- IT2002 Attendances – Overview of attendances
- IT2003 Substitutions – Includes substitute daily work schedules, work schedule rule, and holiday calendar
- IT2006 Absence Quotas
- IT2012 Time Transfer Specifications – Includes employee-specific settings for time, for example, first 10 hours comp time.
- IT2013 Quota Corrections – Includes conversion balances and corrections

Use these links to go back to

- Researching Shift Premium Questions on page 7
- Researching Hours Questions on page 9
- Researching Comp Time Questions on page 10
- Researching Quota Balance Questions on page 11
- Researching Overtime Pay Questions on page 12

Checking Work Schedules

Use IT0007 Planned Working Time to check

- Work schedule rule
- Time status management indicator (positive or negative time)
- Work week
- Working time

To check work schedules:

1. Starting from the Easy Access menu, type *PA20* in the Command field and click **Enter**.
2. Search for the Personnel number by employee name or type the name into the **Personnel Number** field.
3. Click **Enter** to refresh the screen.
4. Type *0007* in the **Infotype** field.
5. Click **Details** (detailed information) to see the schedule information.
6. Click the matchcode next to the **Work schedule rule** field to see explanations for the work schedule rules.
7. Click **Work schedule** to see the current month's schedule. This is the general calendar for the month. An employee's schedule may change within the month. If this is the case, you will need to view more than one schedule and apply the correct schedule to the appropriate days.
8. Use the < and > buttons to move from month to month.

Use these links to go back to

- Researching Shift Premium Questions on page 7

Calculating Hourly Rates (DOT)

DOT uses an hourly rate based on 2,088 hours per year. All paid time, whether for time worked or time off (sick, vacation, holiday), is paid at this rate.

Note: Verify the DOT hourly rate basis each year.

To calculate the hourly rate

1. Use PA20 to look at IT0008.
2. Divide the annual amount by 2,088. This number will not be the same as the number in SAP, which is calculated using 2,080 hours.

Use these links to go back to

- Frequently Asked Questions (FAQs) on page 5
- Calculating Correct Base Pay Amounts on page 19

Calculating Correct Base Pay Amounts

The **Total Base Pay Amount** line should be the same figure from pay period to pay period. It is the sum of regular salary plus the pay an employee receives for any leave he or she may have taken over any prior pay period. Note that pay for leave taken does not always get paid in the same pay period of when leave is taken. To calculate correct base pay amounts:

1. Open the Remuneration Statement being questioned. See Using PUOC_10 to View Remuneration Statements on page 29 for information on how to view or print a Remuneration Statement. Use the Remuneration Statement job aid to help understand the components.
2. Open a new session and use PA20 to look at IT0008 to see Basic Pay. The information on this infotype is what they *should* get. See Using PA20 to Gather Employee Information on page 15 for information on how to look at infotypes.
    a. If this employee is NOT a DOT employee, use the hourly rate on the RT Table, as shown in the next step.
    b. If the employee is a DOT employee, use the procedure in Calculating Hourly Rates (DOT) on page 18 to calculate his or her rate.
3. Run PC_PAYRESULT.
    a. Open the RT table for the period in question.
        i. Check the hourly rate.
        ii. Check the number of hours.
        iii. Ensure that the amounts shown in the 9XX1 and 9XX2 wage types add up correctly.
4. Use CATS_DA and look at working times.
    a. If someone worked a partial month, use this calculation to figure the amount: Days worked/Total days available to work * Base pay = Pay amount
    b. Employees on a 28-day work cycle are expected to have at least 160 hours worked. If the total amount is less than that, hours are charged to OT comp or vacation, as appropriate.
5. Run PC_BAL00 to check how time evaluation handled hours and offsets. See Using PT_BAL00 to Check Time Balances on page 33 for more information.
    a. Check daily and cumulative balances.

Example: Calculating regular base pay for a non-DOT monthly employee:

Note: This procedure assumes the employee has not taken leave. If the employee has taken leave, use the steps above.

1. Use PA20 and IT0008 Basic Pay to find the annual rate. See Using PA20 to Gather Employee Information on page 15 for more information on finding the salary.
2. Divide the annual salary by 12 to get the monthly rate.
3. If an employee's pay changed in the middle of a pay period, and the action is done before payroll cutoff, follow the example below:
    a. On July 14 John got an increase from $50,000 to $55,000. His work schedule rule (WSR) is Monday to Friday, 8 hours per day.
    b. From 7-1 to 7-13 monthly salary is $4,166.67, which includes holidays.

c. Divide the monthly salary by the number of workdays based on his work schedule rule in a month, $4,1667/23 = 181.16 (the daily rate).
d. Multiply the daily rate time the number of days at that rate to get the regular pay amount, $181.16 * 8 (work days at this rate) = $1,449.28. The 8 holiday hours are paid at 181.16.
e. From 7-14 to 7-31 John's salary was $55,000. Divide this figure by 12 to get the new monthly rate. 55,000/12 = $4,583.33.
f. Divide the monthly salary by the number of workdays based on his work schedule rule in a month, $4,585.33/23 = 199.28 (the daily rate).
g. Multiply the daily rate times the number of days worked at this salary, $199.28 * 14 = $2,789.92
h. Total monthly pay for July will be $1449.28 (first part of the month) +$2,789.82 (second part of the month) = $4,239.74 Regular pay. Add the holiday pay of $181.16 to get the gross pay.

Checking for Shift Premium Eligibility

To check for shift premium eligibility:

1. Use PA20 to find the employee.
2. Look at IT0001 Organizational Assignment and copy the position number.
3. Open a new session.
4. Use PO13D to ensure the Prem Elig box is checked on these infotypes:
    a. IT9007 Night Shift Premium
    b. IT9008 Evening Shift Premium
    c. IT9009 Weekend Shift Premium
    d. IT9010 Holiday Shift Premium

To check for other items that will affect premium pay:

1. Use PA20 to look at IT2012. Make sure nothing is set up that is blocking premium pay.
2. Use PA20 and look for any schedule substitutions that rescheduled the employee to a non-eligible shift.
3. Use CATS_DA to make sure the hours were entered, released, approved, and processed in Time Evaluation. Also, make sure the hours are coded as A/A type 9500. Time off is not eligible for premium pay.

Use these links to go back to

- Researching Shift Premium Questions on page 7

Checking for Overtime Eligibility

Employees can earn overtime pay only if these conditions are met:

- Their positions (not the employees) are eligible for overtime pay.
- They work over the hours threshold in their work week (overtime period).
- Extra hours are not offset by sick leave (9200), approved leave (9000), or other leave, not including holiday (9300), civil leave (9550), other management approved leave (9540), or injury leave (9685).

To check for overtime eligibility:

1. Use PA20 to find the employee.
2. Look at the **EE Subgroup** field and use the table below to determine eligibility.

EE Subgroup	Eligible for OT compensation? (**Y**es or **N**o)
A1	N
A2	N
A3	N
A4	N
B1	Y
B2	Y
B3	Y
B4	Y
B8	Y
B9	Y
WA	N
WB	N
WC	N
WD	N
Y1	Y
Y2	Y
Y3	Y
Y4	Y
Y8	Y
Y9	Y

Note: This is only a partial table.

A complete table is found on the OSC website at:

https://osc.nc.gov/employee-groups-and-subgroups-0

Examples:

- EE subgroup A1 - FT N-FLSAOT Perm = Full time, not subject to FLSA overtime rules, permanent employee
- EE subgroup B1 – FT S-FLSAOT Perm = Full time, subject to FLSA overtime rules, permanent employee

Use these links to go back to

- Researching Shift Premium Questions on page 7
- Researching Overtime Pay Questions on page 12

Editing Quota Amounts

The Leave Administrator must contact BEST Shared Services if there is a need to process a quota adjustment using an IT2013 for the following reasons:

- To remove a negative quota balance
- To correct a quota balance
- To correct Adverse Weather
- To realign quota deduction
- To enhance vacation payout

The Leave Administrator may process quota adjustments using an IT2013 for the following reasons based on agency or OSHR policy:

- To manage Holidays(s) during LOAs
- To Advance Leave
- To convert Community Service Leave to Community Service Leave – Tutoring or Community Services Leave – Literacy Volunteer Leave
- To administer Voluntary Shared Leave (VSL) or to return VSL

For more details on how to process quota adjustments, refer to the PA61 Quota Adjustments business process procedure document.

Checking for Correct Overtime/Comp Time Amounts

Because of differences in work weeks (overtime calculation periods), pay periods, leave offsetting, and payroll cutoff dates, employees may need guidance when determining comp time amounts and overtime hour amounts.

Other reasons for differences may arise when

- Leave Offsetting
- Adverse Weather Liability Recovery
- Time is not entered, released, and approved in the system by the payroll cutoff date for a given month
- An employee works extra hours in the days following a given month's payroll cutoff date.
- Agency-specific or work-week variables, including
    - DPS's 28-day overtime/comp time calculation rules
    - Other agencies' work week rules

Follow this process to determine an employee's number of hours for a given period. Use the links for more detailed instructions:

1. Gather employee information, including agency, group, subgroup, work week, overtime eligibility, and comp time rules.
2. Check Remuneration Statements for current balances
3. Check CATS_DA for time worked and for leave.
    - Use the Payroll Calendar to determine which days are included in this payroll run.
    - If researching for an employee with a 28-day eligibility period, check for which period the hours are accruing.
        - Note that these do not correspond exactly with pay periods. Also note that pay period cutoff dates do not correspond exactly with pay periods.
4. Use PT_BAL00 to see how time was offset and other changes within this period. See Using PT_BAL00 to Check Time Balances on page 33 for more information.
5. Check PT50 to see what accruals were added, when they were added, and for how many hours.

Tools needed:

- Attendance Absence Types Defined found on the OSC website (**Note:** This link takes you to: https://osc.nc.gov/attendance-absence-types-defined

Use these links to go back to

- Researching Shift Premium Questions on page 7

Checking CATS_DA for Hours

You can use CATS_DA to check to see

- What types of hours an employee worked during a pay period.
- When the hours were entered and approved
- How the hours were coded

Hours need to be entered, released (ESS), approved (MSS), and checked by Time Evaluation before the Payroll Cutoff date to be processed for a paycheck. You will need to compare the dates the hours were entered with the employees work week and the relevant payroll cutoff dates to determine which hours were counted for a certain pay period.

Follow this process to check an employee's hours for a given period. Use the links for more detailed instructions:

1. Gather employee information, including agency, group, subgroup, work week, overtime eligibility, and comp time rules.
2. On the Easy Access menu, enter CATS_DA in the Command field and press **Enter**.
3. Enter a Payroll Period using the drop-down menu. If you are working with a 28-day work week employee, you might want to choose ***Other period*** and enter the 28-day period in question.
4. Enter a Personnel number, and click **Execute**.
5. Sort and subtotal the report by A/A type. See Sorting and Subtotaling Columns in CATS_DA on page 28 for more information.
6. Check the Status field. Use the icon to determine if the time was released, approved, and processed. Use the date in the Approval column to see if the time was approved before payroll cutoff. If it was, it will be included in that pay period.
7. Compare dates and amounts with work weeks and payroll deadlines to determine overtime/comp time amounts.

Use these links to go back to

- Researching Shift Premium Questions on page 7
- Researching Hours Questions on page 9
- Researching Comp Time Questions on page 10
- Researching Quota Balance Questions on page 11
- Researching Overtime Pay Questions on page 12

Adding the Premium Code Column to CATS_DA

When researching shift premium questions where premium codes are involved, it is helpful to have all the items on one report. The default version of CATS_DA does include the Premium Code column. However, if the Premium Code column is not included follow the steps below to add it and make the new layout your default:

1. Execute CATS_DA for one personnel number.
2. Use the **Additional Functions** button to expand the toolbar, if needed.
3. Click the right-hand side of the **Select Layout** button.
4. Choose *Change Layout* from the menu.
5. Highlight *Premium Number* from the Column Set and use the arrow to move it to the left.
6. Use the **Up Arrow** key to move it just below Attendance/Absence type.
7. Click the **Save Layout** button at the bottom.
8. Add a name and description for the layout.
9. Click the **User Specific** and the **Default Setting** checkboxes to save this as your personal default.
10. Click the green check to close the Column Set. The *Prem. Code* column will be on your display.

Use these links to go back to

- Researching Shift Premium Questions on page 7

Sorting and Subtotaling Columns in CATS_DA

Once you have CATS_DA results, you can sort them by A/A type and subtotal. This makes it easier to see the hours an employee worked and took leave.

Use these steps to sort and subtotal:

1. Run CATS_DA
2. Highlight the **A/A type** column.
3. Click **Sort**.
4. Highlight the **Number of Hours** column
5. Click **Subtotals**. (This button has two Sigmas (Σ) on it.) This will subtotal the hours by A/A type.

Use these links to go back to

- Researching Comp Time Questions on page 10
- Researching Overtime Pay Questions on page 12
- Checking CATS_DA for Hours on page 26

Using PUOC_10 to View Remuneration Statements

You can use PUOC_10 Off Cycle Workbench to view or print a Remuneration Statement for a specific period.

To view a Remuneration Statement:

1. Enter *PUOC_10* in the **Command** field of the Easy Access menu.
2. Enter the Personnel number or use the matchcode to search by name.
3. Highlight the row with the dates of the Remuneration Statement you want to see.
4. Click **Rem. Statement**.
5. Click **View Local** or print, as needed.

See the Pay Statement Explanation job aid for more information on the Remuneration Statement.

Using Wage Type Reporter to Check A Payroll Run

Use this process to check a payroll run by wage type against a previous period. This should be done each pay period (monthly and biweekly) to see if the current payroll is "reasonable" for your organization. This type of checking is done by BEST, but items that may stand out as incorrect on the agency level may not be evident on the state-wide level.

For example, some items that you would typically check For Wage Types /101 and 1000 include

- Are the highest paid and lowest paid employees the people you expect to be there?
- Are there any spikes in the highest, lowest, or middle salaries when you compare periods?
- Are there spikes in base pay from period to period?

Examples of available variants: You can use these or any others.

Use this variant…	To get this information…
ZPROD-BW /101	Biweekly Gross Earnings
ZPROD-BW /110	Biweekly Total Deductions
ZPROD-BW /559	Biweekly Net Pay
ZPROD-MO /101	Monthly Gross Earnings
ZPROD-MO /110	Monthly Total Deductions
ZPROD-MO /559	Monthly Net Pay
ZPROD-MO 10/12	Monthly 10/12 and 11/12 Pay
ZPROD-MO 1601	Monthly COLA

Note: These are global variants. You can use any available variant and add information to narrow your search, but you should not change any variant currently on the HR/Payroll system. If you need a variant for your agency or office, you can copy an existing one and modify your copy. Be sure to add your agency or office name somewhere in the name so you can find it later.

To run Wage Type Reporter:

1. Type PC00_M99_CWTR in the Command field on the Easy Access menu and click **Enter**. The Wage Type Reporter screen is displayed.
2. Click **Get Variant** to get the list of variants.
3. Clear any previous data in the Created by field.
4. Click Enter to obtain the list of available variants.
5. Select a variant for the payroll run and wage type you want to check. Variant names start with *ZPROD* and *MO* (monthly) or *BW* (biweekly) and a wage type. The table above contains a list of some of the available variants. If you change a variant, be sure to rename it with a name indicating that it is from your agency.

6. Complete the following fields as needed:
    a. Personnel Number
    b. Personnel Area
    c. Payroll Period/Payroll Year
    d. Employee Group
    e. Employee Subgroup
7. Click Execute to run the report.

Using PC_PAYRESULT to Research Payroll Questions

Use this report to look for retroactive calculations, basic pay details (when something changed in a month), tax details, and other detailed information about a certain payroll (RT table, BAL table, etc.). You can find more information about PC_PAYRESULT and the tables in the Payroll Reference Guide.

To run PC_PAYRESULT:

1. Enter the personnel number or use the matchcode to search.
2. Highlight the payment date you want to see.
3. Check For Period and In Period column dates to see if a retroactive calculation was done.
4. Double click on a line to display the list of tables containing information about that payroll.
5. Use one of the following tables to gather more information:
    a. WPBP – Work place basic pay: Contains a summary of infotypes 0000, 0001, 0002, 0007, and 0008
    b. RT or RT_Condensed - Results table: Different views of the same table, which contains all technical and secondary wages types used when the system processes gross and net pay
    c. CRT – Totals: Lists cumulative totals for the quarter, month, year, and pay period by wage type
    d. BT – Banking details: Details of bank information for this employee
    e. C0 – Cost Distribution:
    f. AB – Absences: Lists absences for the employee
    g. TCRT – Cumulated tax results:
    h. BAL – Balances: Compares actual to expected pay
    i. DDNTK – Deductions not taken: List of deductions not taken from a paycheck.
    j. ARRES – Arrears: Deductions in arrears

Using PT_BAL00 to Check Time Balances

Use PT_BAL00 to check cumulative time balances. It produces a report of day by day time balances by time type.

To use PT_BAL00:

1. Enter *PT_BAL00* in the **Command** field of the Easy Access menu.
2. Select a period for the report.
3. Enter the Personnel number or use the matchcode to search by name.
4. Click **Execute**.
5. Sort by Period, Time period, or Time type as needed.

Use these links to go back to

- Calculating Correct Base Pay Amounts on page 19
- Checking for Correct Overtime/Comp Time Amounts on page 25

Using PT50 to Check Quota Amounts

A few things to remember when you check quota amounts:

- Quota balances shown on the Remuneration Statement are current as of the day you *view* the statement, not the date of the payroll on the statement
- Quota amounts are accrued after 50% of the pay period is worked. Time must be entered, released, and approved
- The **Attendance quota** tab is always blank.

To use PT50

1. Enter PT50 in the Command field on the Easy Access menu.
2. Click **Enter**.
3. Enter Personnel number or search for the employee by name using the matchcode button.
4. Click the **Absence quotas** tab to see each quota balance. Items included are
    - Entitled amounts
    - Requested amounts
    - Remaining amounts
5. Click the **Accrual information** tab to see amounts accrued and when they were accrued. You can use the **Accrual information** tab to change accrual amounts, if you have the proper security.

Use these links to go back to

- Researching Quota Balance Questions on page 11

Checking Time Evaluation Errors

PT_ERL00

One of the primary responsibilities of a Time Administrator is to review the error log generated during time evaluation. Time evaluation errors stop time processing for an employee. To run the PT_ERL00 report see the PTERL00 Time Evaluation Messages Display document.

Use these links to go back to

- Researching Hours Questions on page 9