



Frequently
Asked
Questions
&
Error and
Warning
Messages

Leave
Entry

January 10, 2017

Contents

Frequently Asked Questions	
Q: I cannot find an employee in my department.	3
Q: I'm approving leave and I cannot see the leave that the timekeeper has keyed.	3
Q: I have submitted leave to the approver and it's incorrect. How do I correct it?.....	3
Q: I have entered and saved leave for the wrong employee. How do I correct this?	4
Q: How do I make a change to a record that has already been approved?	4
Q: How do I change an employee's record from sick without a note to sick with a note after it has been approved?	4
Q: How do I change sick without a note to sick with a note after it has been sent to the approver and has a pending status?	4
Q: Can I key leave for an employee who has leave approved for the same leave period?.....	4
Q: Can I key leave for an employee who has a status of "In Progress"?	5
Q: Can I key leave for a prior schedule that I missed?.....	5
Q: I have extracted a user for leave entry. When I go to select this employee to start entering time, I notice that they have two records available. How do I know which record to select?.....	5
Q: Why did only a partial pay period display on Self-Service or PHATIME?.....	5
Q: Why can't I rollback when I am on an empty time entry line on PHATIME?	5
Q: When I sign on to Banner and navigate to a Human Resources form, why do I get the message, "You have Electronic Approvals Transactions. Do you wish to view them now?.....	5
Q: What is the difference between "You have Electronic Approvals Transactions. Do you wish to view them now?" and "Do you wish to be notified of new transactions during the current session"?.....	6
Q: I cannot approve leave for a previous leave period.....	6
Q: As an approver, I reviewed employee's records that I needed to approve. Why did nothing happen when I selected Save?.....	6
Error and Warning Messages for Leave Entry	6
Error message: "User not defined as a proxy on NTRPROX"	6
Error message: "Approvers position has MULTIPLE incumbents"	6
Error Message: "Warning Pay period is not open for time entry"	7
Error Message: "You do not have permission to see this org"	7
Error Message: "Possible insufficient leave balance"	7

Error Message: "Field protected against update" 7
Error Message: "Approvers Job not active as of ..." 7

Frequently Asked Questions (FAQs)

Q: I cannot find an employee in my department.

A: Check the *Transaction Status*; you may have already extracted the employee. Change the transaction status to “In Progress” to see if the employee is there.

You can also go to PHIETIM – here you can select the transaction status All (except not started) – this will show all employees that have been started and their status. If you still cannot find the employee, change the transaction status to “Not Started”.

Still cannot find the employee? Please call 864-2434 or email myhr@mun.ca.

Q: I’m approving leave and I cannot see the leave that the timekeeper has keyed.

A: Make sure you have selected the correct leave period, the *Approval by* Field is “**Leave Report**”, the Payroll ID is B1 and your *Transaction Status* is “**Pending**”. If this is not the problem, go to PHIETIM, enter the required fields and in the *Transaction Status* field, select “**In Progress**”, click next block. If you can see an “In Progress” status with time in the *hours* field, the leave has been entered and saved but not submitted. The timekeeper has to go back and submit the leave for approval.

Q: I have submitted leave to the approver and it’s incorrect. How do I correct it?

A: Once leave has been submitted to the approver and it hasn’t been approved, you can ask the approver to “**return for correction**”. Once the approver has returned for correction:

- Go to PHATIME and change the transaction status to “**Returned for Correction**”
- Click next block
 1. If the leave code is correct and hours are incorrect - make the changes to the hour field.
 2. If the leave code is incorrect or there is no leave for that particular employee - delete the record.
 - To delete the leave code and its hours, click on the leave code and, from the file menu, select Record, then click Remove and then save the record.

Q: I have entered and saved leave for the wrong employee. How do I correct this?

A: Delete the employee and the record

- Click on the Employee’s ID in the Jobs Block
- From the File Menu; select Record, then click Remove and Save. Once an employee is removed from the leave extract, their status will go back to “Not Started”.

Q: How do I make a change to a record that has already been approved?

A: Once leave has been approved it cannot be changed at the departmental level. You will have to fill out an adjustment form and send it to the Department of Human Resources (HR).

Adjustment forms are in the forms listing of the my.mun.ca portal under leave management.

Q: How do I change an employee’s record from sick without a note to sick with a note after it has been approved?

A: Once leave has been approved it cannot be changed at the departmental level. You will have to fill out an adjustment form and send it to HR.

Adjustment forms are in the forms listing of the my.mun.ca portal under leave management.

Q: How do I change sick without a note to sick with a note after it has been sent to the approver and has a pending status?

A: Once the approver returns the record back to you for correction. You will have to change your transaction status to “Return for Correction”, click on SKW leave code, from the menu click on Record, then select remove and save. The SKW record should be gone. Then add the SKN leave, save and submit for approval.

Q: Can I key leave for an employee who has leave approved for the same leave period?

A: No, once leave has been approved for an employee that leave period is no longer available to enter leave for that particular employee. You will have to complete an adjustment form and sent it to HR.

Adjustment forms are in the forms listing of the my.mun.ca portal under leave management.

***If you have submitted the leave to be approved and it’s still in pending status, ask the approver to return for correction back to you, change your transaction status to “Return for Correction” and follow the below steps.**

- In PHATIME change the transaction status to “Returned for Correction” for the schedule in question
- In the Time Entry Earn field, enter the leave codes and hours that were missed

- Save your additions and click Options, select submit for approval
- The leave is then gone to the approver for approval

Q: Can I key leave for an employee who has a status of “In Progress”?

A: Yes, as long as the status is not “Completed”, leave can be keyed and you, the timekeeper did the initial extract or you are the proxy of the person who did the initial extract.

Q: Can I key leave for a prior schedule that I missed?

A: Yes, once a leave schedule opens it will remain open until March 31. If you miss the keying week, you can key your leave the following week. Please make sure that employees in your department are aware that their leave will be behind.

Q: I have extracted a user for leave entry. When I go to select this employee to start entering time, I notice that they have two records available. How do I know which record to select?

A: This is most likely because the employee is set up with multiple job suffixes in Banner. If you see the employee listed more than once, ensure that you are selecting the record with the correct position number. Further, ensure that the record you select is the job with Suffix 00.

Q: Why did only a partial pay period display on Self-Service or PHATIME?

A: The days displayed for entry on Employee Self-Service or on the Electronic Approvals of Time Entry Form (PHATIME) are based on the effective dates on the Employee Jobs Form (NBAJOBS). If the job has a status of terminated, any dates beyond the effective date of the terminated job record will not display. Also, if the job begins halfway through the pay period, time may not be submitted prior to the start date. Additionally, the employee may have had a Timesheet Organization change within the payroll period and may be split into two time sheets. If a payroll ID change took place in the middle of a pay period, two separate time sheets for each pay period also display only partial dates of a pay period.

Q: Why can't I rollback when I am on an empty time entry line on PHATIME?

A: The system reserves a blank record when you access a new record in this block. This blank record must be deleted before you can continue. Use the Remove Record function to delete the record.

Q: When I sign on to Banner and navigate to a Human Resources form, why do I get the message, “You have Electronic Approvals Transactions. Do you wish to view them now?”

A: You have been added to the Time Entry with Approvals routing queue as an approver and an action has been submitted to your queue that requires your approval or review. The system takes you directly to the Department Approval Summary Form (PHADSUM) when you select Yes.

Q: What is the difference between “You have Electronic Approvals Transactions. Do you wish to view them now?” and “Do you wish to be notified of new transactions during the current session”?

A: The first message notifies you that some action has been submitted for your approval or review and allows you to navigate directly to PHADSUM for approvals. The second message gives you the option to have a notification message appear if any new transactions are submitted to your approver/acknowledger queue during the current Banner session. This message appears when you move in and out of Human Resource forms.

Q: I cannot approve leave for a previous leave period.

A: In PHADSUM make sure that the “Entry By” field is **Leave Report**. If it is Time sheet, you will get the error “ Pay period not opened for Time Entry”.

A: If you are not the main approver of the org but you are a proxy approver, you will have to enter the main approver’s User ID in the “Proxy For” field.

Q: As an approver, I reviewed employee’s records that I needed to approve. Why did nothing happen when I selected save?

A: Employees are only approved when the Approve/Acknowledge check box is checked for approval and the Apply All action is selected from the navigation frame.

Error and Warning Messages for Leave Entry

Error message: “User not defined as a proxy on NTRPROX”

The main approver/timekeeper does not have the proxy set up on NTRPROX.

The approver/timekeeper will have to do the following:

- Go to NTRPROX to set up the user as their proxy

Error message: “Approvers position has MULTIPLE incumbents”

- Please call Kim Slaney, Department of Human Resources at 864-2072

Error Message: “Warning Pay period is not open for time entry”

- Check the payroll number, if that is correct check, the “**Entry By**” field (Leave Report should be selected) then check the Payroll ID field (this should be B1)
- If all the above is correct, please call Kim Slaney, Department of Human Resources at 864-2072

Error Message: “You do not have permission to see this org”

- Please call Kim Slaney, Department of Human Resources at 864-2072

Error Message: “Possible insufficient leave balance”

- The insufficient leave indicator will automatically highlight for sick/family leave. This is because there is no starting balance set up for these leaves. Before entering leave for an employee, the timekeeper will have to make sure that the employee has enough family leave to take. To check the family leave balance, click on **Options** and select **List Leave Balances**. *Please note*.... because there is no drawn down balance, the leaves will be displayed as a negative amount. The negative amount represents the hours that have been taken.

Error Message: “Field protected against update”.

A: This may be because you are trying to enter leave for an employee that you did not extract. If you did not originally extract an employee in a specific leave period, you can only enter leave for that employee if you are designated as a proxy for the originator that extracted the employee in this period.

Error Message: “Approvers Job not active as of ...”

- Please call Kim Slaney, Department of Human Resources at 864-2072