Frequently Asked Questions Leave Entry (FAQs)

Q: I am trying to extract an employee for leave entry but I cannot find them. What should I do?

A: Several things can happen that can make it difficult to find a user. Verify that:
- You have completed the form correctly
    - **The Time Entry Method** is set to **Department**
    - **Entry By** should be **Leave Report**
    - **Organization** is an organization that you can access
    - **COA** should always be M
    - **Payroll ID** should be B1 for leave
    - **Payroll Number** is correct
- Verify you have not already extracted the employee in this leave period. Change the Transaction Status to **In Progress** to confirm this.
- The organization you are entering for the employee is correct. Employees are organized on PHATIME based on the timesheet organization found on their Employee Jobs (NBAJOBS) form in Banner. If you do not have access to this form, you can contact HR to verify their correct timesheet organization.

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: When I try to enter leave for an employee, I get a message that says "Field protected against update". How can I finish the leave entry?

A: Field protected against update error usually means that you are not the originator of the leave for that particular schedule. Another time keeper must have extracted the time. The only way for you to enter leave for the employee is to be the originator's proxy. If you know the originator's user ID, you will need to Start Over again and in the Proxy For field enter the originator's User ID. Then click the "Go" button

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 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 Time Sheet 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: If I am the originator of the transaction, why am I unable to enter time for employees now when I could enter it earlier in the day and yesterday?

A: Verify that the leave entry period is not closed for time entry according to the limits specified on the Payroll Calendar Rule Form (PTRCALN). Once the time deadline has passed, only a Super user can take action on a time sheet on PHATIME. If the leave entry period is open but you are still encountering issues, try logging off of Banner and then on again before contacting HR.

Q: Why can't I start over 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. To delete, click on the employee ID and on the right hand corner of the record, click the Delete key.

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.

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 or acknowledger 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: As a timekeeper, how do I correct records the approver has returned to me?

A: In order for you to view the records, you will have to change your status to "**Return for Correction**".

If you keyed the **incorrect hours** for leave, you can click on the hours field and change the hours or delete the hours and key it to another date in that leave period.

If you have entered the **incorrect earn code**, you will have to click on the earn code and on the upper right hand corner of the record, click the Delete key. This will delete the earn code. You can now add the correct earn code. Once entered, click save, then from the Tools menu, submit for approval

If the employee in question wasn't supposed to have leave, you will have to delete the earn code first, this will remove the record and then remove the employee from the extract by clicking on the employee ID and click on the Delete button. A message will be displayed, "Do you want to delete this employee from the leave record?" Click Yes. By clicking yes, you have removed the employee from the "In Progress" status and setting them back to the "Not Started" status.

Q: I accidentally submitted an employee's leave for approval before keying all leave for the schedule. How do I finish keying their leave?

A: As long as the approver hasn't approved the leave, they can send the record back to the timekeeper with a status of "Return for Correction". The timekeeper will change the status to Return for Correction and they can continue keying the employee's leave.

If the approver has already approved the leave, the timekeeper will have to complete an adjustment form and send it Human Resources for keying.