Frequently Asked Questions:			
Issue	***Follow-Up Question(s)***	***Answer***	***Responsibility to correct***
I can't change the GL account on an employee - nothing happens and I can't do anything else.	In the Time and Attendance Detail screen, do you see a section in the lower right-hand part of the screen titled "Time Entry Information" and does it contain a message Error 0001 followed by the employee number? Is the person an exempt employee or classified employee?	If so, this means the user is trying to enter a GL Object that is currently blocked by Time Entry Rules. All users are restricted to entering accounts with payroll objects that were defined by finance. If classified, please contact your HR Officer to change the GL account to 511000; If exempt, please contact your HR Officer to change the GL account to 511010.	Agency HR Officer
I can't get into Time & Attendance Entry.	Do you see a message on your screen stating "You do not have access to this program?"	This error appears because user is missing HR/Payroll permissions.	MIS
I can't get into Time & Attendance Entry.	Do you see a message on your screen stating "No 'Proof' location code defined in ID Code file, Payroll permissions section?"	This error appears because user is missing a default proof location in HR/Payroll Permissions	MIS
A user is unable to see other batches within the range lof locations he/she should have access to.		On HR/Management / Payroll User ID Permission and Parameters, must check box "Access other locations' batches"	MIS
Totals on proof report have doubled although on the daily grid looks correct	How were groups entered? Can an employee be entered on two different Groups?	This was a system error and corrected	Munis Support
Time and attendence grid automatically loads at week 2	Could this be a group set-up issue?	This was a system error and corrected	Munis Support

Hours for second week are not loading properly - loading into Sick or other pay type		This was a system error and corrected	Munis Support
I can't get into Time & Attendance Entry.	Do you see a message on your screen stating "Payroll run number not established?"	This error appears because user has not been added to the payroll (Payroll staff member needs to switch this user to the active payroll).	Payroll
I can't get into Time & Attendance Entry.	Do you see an error message stating "There is no active payroll attached to this user"	The payroll department needs to switch this user to the active current payroll in the Payroll Start/Status/Change program	Payroll
I can't enter vacation or sick time for an employee.	In the lower left hand corner of the daily grid screen, do you see the message "Employee does not have an accrual record for this pay type?"	If yes, Ms. Fahie or Ms. Blyden or staff will need to add an accrual record for vacation and/or sick time for the employee. Until you go live on MUNIS 4/1, there may be instances where an accrual record was previously added into ERP for employees but is no longer in the system. This may be the result of a timing issue with accrual data conversion. Accrual records were last loaded into ERP (as of 2/3/9) Dec. 15th from FMS data pulled Oct. 22nd. This means any accrual records added into ERP between Oct. 22nd and 12/15 were overwritten. A final conversion of accrual data will take place at the very end of March.	Payroll

My batch is missing an employee.		Payroll staff: Verify the status of the employee the person is expecting to see . If the employee is active, verify the location of the employee. See whether it matches the location code in the Time Entry group (Time Entry Group F/M) for the group the time entry clerk is working in. If the Time Entry group uses employee number vs. location, verify whether the user is among the listed employees.	Payroll
If Groups are not showing up properly, there may be a set-up error	Do you prefer to have your Groups established by location(s) or island(s)	Department will have to determine how Groups are established	Payroll
Explain the "inclusive" box on Group set-up; when should it be checked and what happens when it is checked	It is unlikely the USVI will use the inclusive check-box in Time Entry Groups set-up. This should be checked if ALL criteria listed needs to apply for an employee to be loaded into a group. For example, if the group is set up by location AND bargaining unit, check location or job class (the additional criteria options available), an employee would need to meet both criteria in order to load into the group. Since it doesn't make sense that someone would set up a group so that location code and individual employee criteria would need to be met, this box does not need to be checked for purposes of Time Entry Group set-up in the USVI. NOTE: explanation of this functionality is provided in the T&A Procedures Manual.		Payroll

Can you please define and explain when to use the Delete buttons (red X) on the Time Entry and Group Screens	Per Gini - right click to delete		Payroll
During Group Set-up by Location, position control number must be changed to reflect correct location by HR staff	Kiersten - how can we word this better? I'm not sure exactly what the issue is here. This isn't worded as a Q&A and reads more like a step you want to ensure happens within Position Control F/M. Position control location has nothing to do with Time Entry Group F/M, therefore the wording in column A doesn't make sense to me.	GVI needs to check to make sure position control number is tied to proper location (proper location number is part of position control number)	Payroll and DOP
When I go to add a batch in Time & Attendance Entry, the program takes me directly to the daily grid without any employee data.	After verifying your department and location information and possibly entering a comment, did an "Auto-Load" screen then appear? Expand to include Preferences set-up (this was already included in the cell to the right)	-If yes, make sure the user selects a group from the "Group" field pull-down list, then click "Accept." -If No, direct the user to the "Preference" side-menu function on the batch header screen and have him/re select "enable auto-load" from the check boxes near the bottom of the screen.	User
I can not load employees into my Time & Attendance batch.	After clicking the "Add Batch" button and verifying your information/entering a comment, you should see an "Auto-Load" screen. If you mouse-click the down-arrow on the far right of the "Group" field, do you see at least one group to choose from?	- If yes, make sure the user selects a group. - If no, instruct user to contact the individual in their dept/agenency responsible for setting up and maintaining Time Entry Groups.	User
I am an approver and can only see one report showing me batch details. I should have a choice and be able to look at other report options.	N/A	Direct the user to the "Preference" side-menu function on the batch header screen and have him/her select "Always choose" in the report options section "Report" field.	User

I have a retired employee in my batch. What do I do?		The employee can be deleted from the batch (click the icon with the red X that is in the middle of the toolbar). Payroll staff: touch base with Ms. Fahie for next steps.	User
When Groups load into Time Entry and a specific location (for example 3910), the total population of employees load (all employees under 39XX)	Issue is in Auto Load Records screen	Groups were not properly created to include all employees	User
Warning at bottom of Time Entry Screen - "Warning this pay type not defined to this employee"	This message indicates the employee does not have an Employee Job/Salary record defined for the pay type entered. This is simply a warning to let the user know. If the employee regularly works time for this pay type, contact HR staff to correct.		User
In navigating screen, especially in Time Entry Group, tab key is required to activate fields (versus mousing to area)	Are there other areas like this and how do you know when to tab versus mouse to area. This is not necessarily true…you can mouse into other fields. The key is that when updating a record, you first need to tab from the last active field among the group of fields above a grid to move the cursor into the grid below. You can mouse-click from one active field to another and once you have tabbed into the grid, can mouse-click into any area of the grid. I believe this funcionality is consistent with other screens in MUNIS.		