

HANDOUT FOR ACTIVITY

Look at 2 main issues from HEAT tickets.

Q: Why did the benefits not deduct during this month's payroll processing?

What is the cause of the issue?

- Issue: No Primary Job
- Issue: Multiple Primary Jobs
- Issue: EE did not get paid in Primary job
- Issue: EE had no earnings
- Issue: EE no check due to pay calc error
- Issue: EE on short work break
- Issue: EE not enrolled in Benefits
- Issue: Deduction Begin Date is Future Dated
- Issue: Override with zero on Payline
- Issue: Refund on Payline washing
- Issue: SDCOE Custom Deduction Checked
- ANY MORE?

Q: Why are the benefits preparing incorrectly in On-Demand?

What is the cause of the issue?

- Issue: No Primary Job
- Issue: Multiple Primary Jobs
- Issue: Job Data not updated yet
- Issue: Empl Class conflict
- Issue: Standard Hrs/FTE
- Issue: Incorrect Union Code on position
- Issue: Miss-spelling of Elig Config 3, 5 or 7
- Issue: Was the EE's age input correctly
- Issue: EE forced eligibility to another program
- Issue: Processing wrong event in On-Demand
- Issue: Processing right event, but wrong date
- ANY MORE?