



State of North Carolina Office of the State Controller

Michael F. Easley, Governor

Robert L. Powell, State Controller

August 14, 2008

Dear State Employees:

I am writing in response to a series of television and newspaper stories addressing the new BEACON HR/Payroll system. Those stories give the impression that we are not concerned about issues identified in the early stages of this new business system for the State. Nothing could be further from the truth, and if I have wrongly conveyed that impression, then I offer a sincere apology.

We on the BEACON team are working, and have been working, with your agency HR/Payroll personnel to address pay issues as rapidly as they are discovered so that any state employee who has been shorted on pay can be made whole. We are committed to working through every issue that arises to create a stable, accurate and efficient business system for North Carolina.

The system, complex as it is, is running with a high degree of accuracy. But it is not and never will be acceptable to us that employees are suffering through this transition period. We too are state employees, and we do not like it that any state employee is having pay difficulty.

As requested by the Governor, we are redoubling our efforts to identify through our ticket system any employees who have pay issues with a goal of resolving these issues as quickly as possible, hopefully by the end of August. Our primary focus is to hold any employee harmless in a payroll situation. We are working with all diligence to stabilize the system and to bring comfort and confidence to you that your pay and time is accurate. Our goal is to have a stabilized system by the end of September and all of our resources are dedicated to that effort.

We know that changes as sweeping as those in the BEACON system can be frustrating to deal with. We will do whatever it takes to get your individual pay, time and leave issues resolved, and we appreciate your patience as we work through this transition period.

Sincerely,

A handwritten signature in black ink that reads "Robert L. Powell".

Robert L. Powell
State Controller

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