



# BEST Shared Services HR and Payroll Reference Guide Managers, Administrators and Supervisors

<b>HOURS of OPERATION:</b>	7:00 a.m. - 7:00 p.m., Monday - Friday
<b>PHONE, RALEIGH AREA:</b>	919-707-0707
<b>PHONE, STATEWIDE:</b>	866-NCBEST4U (866-622-3784)
<b>FAX:</b>	919-855-6861
<b>E-MAIL:</b>	BEST@ncosc.net
<b>POSTAL MAIL:</b>	1425 Mail Service Center Raleigh, NC 27699-1425
<b>WEBSITE:</b>	<a href="http://www.ncosc.net/BEST">http://www.ncosc.net/BEST</a>

# Table of Contents

## [My Organization](#)

- [Job](#)
- [SAP Navigation](#)
- [Position](#)
- [Vacancy Posting](#)

## [My Employees](#)

- [Corrections](#)
- [Dual Employment](#)
- [Employee Movement](#)
- [Legislative Increase](#)
- [Salary Verification](#)

## [My Employee Payroll](#)

- [Finance Integration](#)
- [Overpayment/Claim](#)

## [My Employee Time](#)

- [Substitution](#)

## [My Recruitment](#)

- [Job Posting](#)

## [My SAP](#)

- [SAP and Security](#)

The Reference Guide is a resource for Managers, HR Administrators, and Supervisors in the State of North Carolina. The Reference Guide exists to help Managers, Administrators, and Supervisors easily find information related to common HR and Payroll needs. The Reference Guide seeks to equip Managers, Administrators, and Supervisors with the answer to the question, *Where do I go to...* for common HR and Payroll questions.

## My Organization

### Job

Locate job descriptions	Job descriptions are part of the position history file which is maintained within an agency Human Resources Office. Managers, Administrators and Supervisors can contact their agency Human Resources Office and request copies of job descriptions in their work unit.
Abolish job/classification	The Office of State Personnel must approve the abolishment of a job/classification. Managers, Administrators and Supervisors can contact their agency's assigned HR Partner at OSP for assistance with abolishing a job/classification.
Change job/classification characteristic	The Office of State Personnel must review and approve all changes to the characteristics of a job/classification. Managers, Administrators and Supervisors can contact their agency's assigned HR Partner at OSP for assistance in changing the job/classification characteristics.
View new approved jobs/classifications	The Office of State Personnel website lists all job/classification actions approved by the State Personnel Commission. This information can be accessed at <a href="http://www.osp.state.nc.us/rtablecomm/minsacts.htm">http://www.osp.state.nc.us/rtablecomm/minsacts.htm</a>
Establish new job title	The Office of State Personnel is responsible for establishing new jobs/classifications. Managers, Administrators and Supervisors can contact their agency's assigned HR Partner at OSP for assistance in establishing a new job/classification.

### SAP Navigation

View object manager in PPOSE	<ol style="list-style-type: none"> <li>1. To hide or show the Object Manager, select the Settings menu.</li> <li>2. To select the columns to be displayed click the Column Configuration button.</li> </ol> <p>Refer to OM200 – Organizational Management Reference Guide PPOSE Navigation Tips.</p>
View supervisory relationships	<p>The best way to view supervisory relationship is using the PPOSE transaction. The PPOSE transaction can be viewed by org structure, position or job. In the near future, organization charts will be able to be viewed with an easy html link. This functionality will be available in early 2008.</p> <p>BPP – Display Organizational Unit Infotypes (PPOSE).</p>

### Position

Process mass budget changes	Mass budget changes are processed by BEST. An authorized agency contact should submit a Budget Change Form along with a spreadsheet of changes to BEST via email.
-----------------------------	---

### Vacancy Posting

Maintain vacancy announcement	Agency HR Administrators are responsible for maintaining a vacancy posting and should refer to the BPP documentation – Maintain A Vacancy Posting PQ13.
-------------------------------	---

## My Employees

### Corrections

Correct/change employee master data	All master data corrections (birth dates, SSNs, work addresses, etc.) can be changed by agency authorized HR Administrators by following the BPP documentation - Maintain Master Data PA30.
-------------------------------------	---

### Dual Employment

End dual employment	The agency submits a Dual Employment Form to BEST requesting termination of services. The Dual Employment Form may be accessed from the BEST website.
Process dual employment	The owners of both the primary and secondary position must complete the Dual Employment Form and fax or mail the completed form to BEST for processing. The dual employment form can be accessed from the BEST website.

### Employee Movement

Process investigatory with pay	Agency HR Administrators are responsible for processing Investigatory with Pay transactions and should follow the BPP documentation: Investigatory with Pay – PA40.
Process leave of absence (LOA)	Agency HR Administrators are responsible for processing Leave of Absence actions and should follow the BPP documentation: Leave of Absence PA40.
Process new hire	Agency HR Administrators are responsible for processing New Hire Actions and should follow the BPP documentation: Initiate New Hire Workflow ZPAA076 and New Hire ZHR_HIRING.
Locate Non-BEACON to BEACON Transfer Form	The Non-BEACON to BEACON Transfer Form may be accessed from the BEST website.
Process an employee transfer	The receiving agency HR Administrator should complete the Special Transfer Form and mail or fax the form to BEST for processing.
Process a rehire from a Non-Beacon Agency	Agency HR Administrators are responsible for processing rehire from Non-BEACON agencies. Since the employee is not in SAP, the rehire process works similar to the new hire process in SAP. Refer to the BPP Documentations – Initiate New Hire Workflow ZPAA076 and New Hire ZHR_HIRING.
Process pay supplement for out of state employees	Managers, Administrators and Supervisors should submit a written request to your assigned OSP HR Partner including the name, classification, position number and work location of the employees. The OSP Compensation Section will forward a letter back to the requestor with the pay supplement percentage to be added to the base salary.
Process law enforcement officer retirement supplement	Agency HR Administrators are responsible for processing LEO Retirement Supplement and should follow the BPP documentation for Separation Pay Continuation PA40.

Process employee suspension	Agency HR Administrators are responsible for processing suspensions and should follow the BPP documentation: Suspension – PA40.
Process employee transfer	Agency HR Administrators are responsible for processing employee transfers between BEACON agencies and should follow the BPP documentation for Transfer PA40.

**Legislative Increase**

Process legislative increase	First reinstate the employee and then work a separate action to award the LI using the Salary Adjustment-LI code.
------------------------------	---

**Salary Verifications**

Verify salary	All requests for salary history verification from vendors (banks, mortgage companies) should be forwarded in writing to BEST for response.
---------------	--

**Work Against**

Request an unofficial trainee progression	All unofficial trainee progressions must be reviewed and approved by the Office of State Personnel. Contact the assigned OSP HR Partner to discuss the needs of the specific situation.
---	---

**My Employee Payroll**

**Overpayment/Claim**

Process an over payment from an inactive employee	Contact the former employee via last known address and/or phone number to attempt to collect overpayment.
---	---

**My Employee Time**

**Substitution**

Substitute for an absent shift employee	Once a qualified substitute is located, the supervisor must create a new substitution record via MSS (access My Team/Manage Substitutions tab, Substitutions link). For more information on how to manage substitutions, refer to BPP documentation- Employee and Shift Substitutions PA61.
---	---

## My Recruitment

### Job Posting

Confirm a job posting	Contact the Office of State Personnel at 919-807-4800 for assistance.
-----------------------	---

## My SAP

### SAP and Security

Verify SAP GUI version	<ol style="list-style-type: none"><li>1. Open SAP logon path Start&gt;Programs&gt;SAP Front End&gt;SAP Logon.</li><li>2. Click on top left hand corner of SAP Logon window and choose 'About SAP Logon'.</li></ol>
Change security access	Submit a completed Position Security Request Form to BEST via email. The form may be obtained on the BEST website.

T:\T Drive\Shared Services\Organization and Change\Communications\Draft Communications\HR and Payroll Action Guide\_MgrAdminSup.doc