OSC Training | PA322

Developing Guardians of North Carolina's Data

NORTH CAROLINA OFFICE OF THE STATE CONTROLLER

Updated 7/8/22

North Carolina Office of the State Controller

Nels Roseland, *State Controller*

For assistance with any TRAINING needs, please contact:

BEST SHARED SERVICES

Phone -(Raleigh area): (919) 707-0707

Phone - (Toll Free): (866) 622-3784

Email: BEST @osc.nc.gov

Web: https://www.osc.nc.gov/training

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INTRODUCTION

Overview

Welcome to the *Create and Maintain Disciplinary Actions* - PA322 Virtual Class.

The security role associated with this course is called the Warnings Maintainer. The focus of the class is on the transactions that pertain to specific infotypes on the employee's records. If a correlating Workflow action (like a Suspension) needs to be entered as well, you must ensure that you communicate appropriately with the HR Master Data Maintainer to have those records entered.

The course introduction is an opportunity to get to know others who are attending class as well as to agree on training courtesy. There will be at least one break during this session.

Integrated HR-Payroll System Training Curriculum

The Integrated HR-Payroll System training program comprises several courses and different modules. Based on your HR role, you will attend courses in the Personnel Administration module.
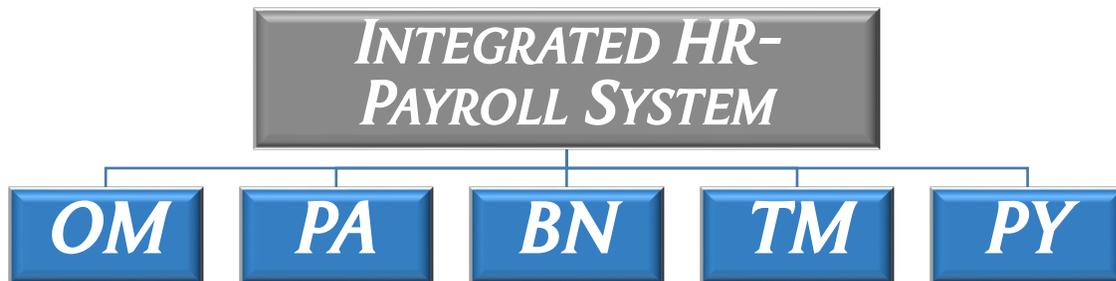
Personnel Administration Curriculum
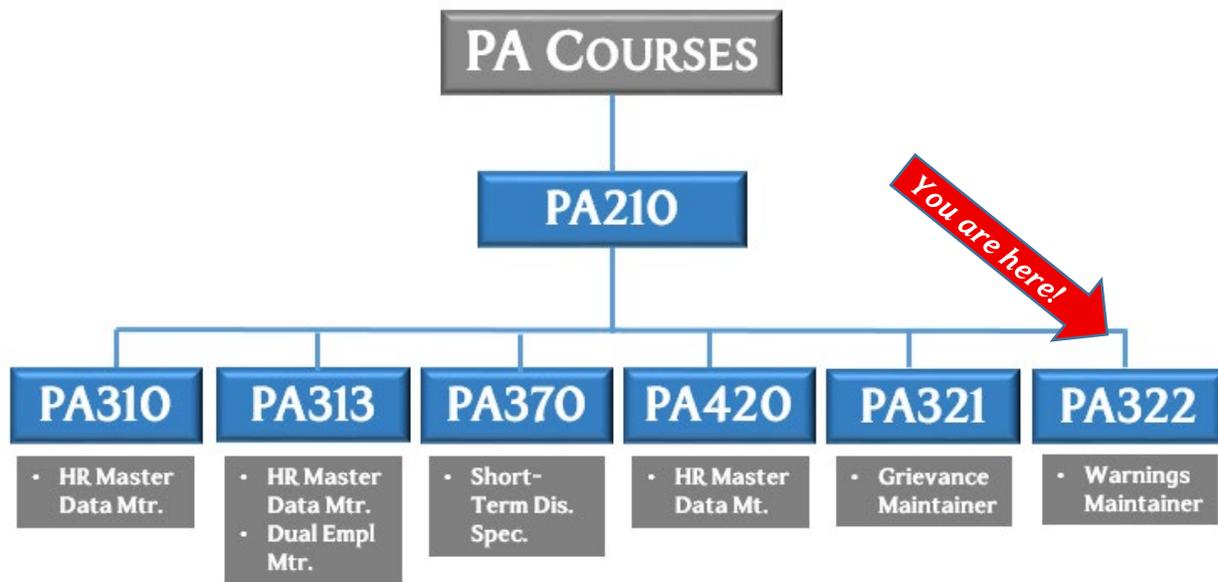
Within the Personnel Administration module, there are several courses. Your position determines which courses you will be required to attend.

Strategy for Training

TELL ME (Concepts)

Instructor will discuss the process, responsibilities, and describe the transactions – LISTEN

SHOW ME (Demonstrations)

Instructor will demonstrate job-related tasks performed in the OSC HR-Payroll system – HANDS OFF.

LET ME (Exercises)

Student will complete the exercises which allows for hands-on practice in class – HANDS ON

SUPPORT ME (Availability)

Instructor will be available to answer questions while the students complete the exercises

Course Map

You can see the Course Map of the class at the beginning of each lesson. The lessons covered in this class include:

- Lesson 1: Terms, Concepts, and Infotypes Overview

- Lesson 2: Create and Maintain a Disciplinary Action Record

- Lesson 3: Course Review

The *Maintain Disciplinary Actions* Student Guide can be used as a reference when you return to the workplace. For example, you can use the exercises for practicing in the Integrated HR-Payroll System training environment.

Course Objectives

Upon completion of this course, you should be able to:

- Define key terms and concepts,

- Describe the Integrated HR-Payroll System Disciplinary Action processes,

- View, create and maintain a Disciplinary Action, and

- Identify how to access the Disciplinary report.

Reference Materials

- Student Guide

- Job Aids

- Work instructions - Business Process Procedures (BPPs)

- Online help - from the SAP portal

The materials above can be accessed through the OSC Training HELP website. Use the following link to access the HELP website:

https://www.osc.nc.gov/training

SUMMARY

This course is intended to give HR professionals an understanding of the Integrated HR-Payroll System Personnel Administration module regarding Disciplinary Action records. This course will provide you with demonstration and practice for creating and modifying actions and records.

Lesson 1: Terms, Concepts and Infotypes Overview

Lesson 1 Objectives

Upon completion of this lesson, you should be able to:

- Identify who can see IT0102; subtype 3,

- Identify the transaction codes used to maintain a Disciplinary Action record,

- Identify the applicable infotype and subtypes,

- Discuss how to create a reminder to follow-up on a Disciplinary Action,

- Identify the various functions used to view or maintain Disciplinary Action records, and

- Discuss the application of validity periods and how records are ended.

PA30 - Maintain Master Data

You may recall from *Personnel Administration Terms, Concepts and Display Data* (PA210), transaction code PA20 is used to view individual infotypes. PA30 is the transaction code used to create and maintain Disciplinary Actions. There are several options available when you access PA30 which include:

- **Tabs**: The infotypes are grouped together by subject matter on a Tab menu. Simply select the Tab you want to access or use the display All tabs button. After you select the appropriate tab, you may have to scroll to find the specific infotype.

- **Period**: You have various options regarding the time frame you want to use when displaying an infotype. Some infotypes will display only if the All option has been selected.

     NOTE: When displaying records, no change is necessary to the period selection.

- **Direct Selection**: You can enter either the infotype code and subtype in the Direct Selection field or use the matchcode to search for the infotype and subtype.

     NOTE: PA20 can be used only to view (not maintain) the employee's prior Disciplinary Action history.

Who can see IT0102, subtype 3?

Users with the following roles can view IT0102; subtype 3;

- Warning Maintainer

- Warning Display

You will be able to see anyone within your structural authorization.

Infotype for Disciplinary Actions

As indicated in a previous course, employee master data is organized into **infotypes** or screens of data. Some infotypes have additional screens, called **subtypes**. Infotypes and subtypes are important concepts in the Disciplinary Actions process.

The Grievance NA (IT0102) infotype stores Disciplinary Actions. **Choose** the **subtype** to enter a Disciplinary Action.

As shown above, after you access the Grievances NA (IT0102) infotype, you will choose **3 - Disciplinary Action** in the subtype field.

Next, you're taken into Infotype 0102, where you'll see your subtype pre-populated.   Then
select the reason for the disciplinary action.

Monitoring of Tasks (IT0019)

After a Disciplinary Action is saved, the HR/Payroll system automatically presents IT0019.

Task Type
Date of Task
Reminder Date
Lead/Follow-up time
Comments

Additional text icon displays after comments are written

The Monitoring of Tasks IT0019 displays automatically as part of the Disciplinary Action process.

In a previous course, IT0019 was described like a tickler file that is date driven. A report is run to see which employees have transactions coming due soon. Run BOBJ report B0099 or the Date Monitoring report (S_PH0_48000450) in the Integrated HR-Payroll System to view the various tasks due. If the task is completed prior to the due date entered, it will still display on the Date Monitoring report unless you change the end date of the Monitoring of Tasks infotype.

> **NOTE:** Create this infotype only if Management has stated they will review prior to the end-date.

Description of Buttons
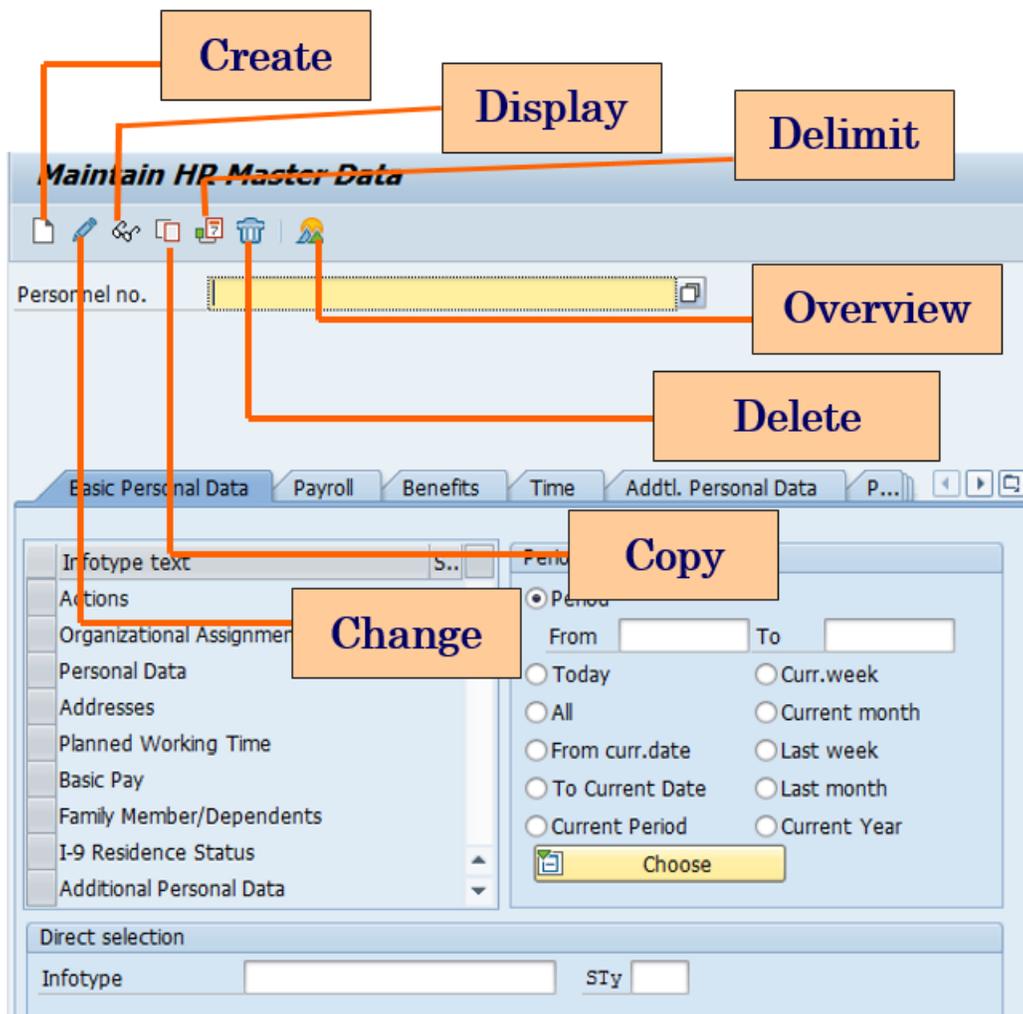
There are several ways to Maintain Master Data as listed below.

- **Create**: Create a new infotype for an existing employee.

- **Change**: You can correct/revise using the Change (pencil) function.

  NOTE: Infotype 0102 is one of only a few infotypes in which you should use the Change (pencil) function.

- **Display**: View an individual infotype.

- **Copy**: Modify or update an infotype to ensure that history is maintained (as long as you change the effective date accordingly). If you don't use a new effective date, you are overwriting history on some infotypes. You must ensure that you use the new effective date when this function is used.

- **Delimit**: Enter an end date on an infotype to make it inactive.

- **Delete**: Eliminate a record.

> **ⓘ**
> **INFORMATION**   *You must contact BEST Shared Services to delete an IT0102 – Grievances NA record. Per OSHR, Disciplinary Actions should not be deleted by the agency for ANY reason.*
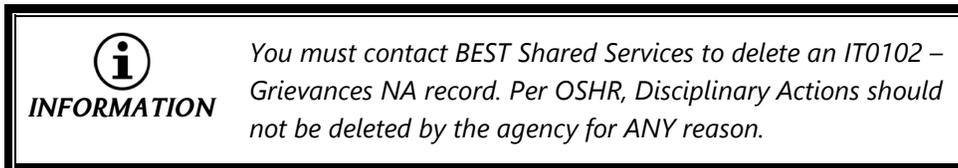
- **Overview**: View a list or summary of the infotype's records.

Copy and Change Options

Copy: Create another record to ensure that history is maintained. Unlike other Personnel Administration infotypes, you cannot use the Copy function with the same dates to correct errors.

Change (pencil): **Be extremely careful** when using the Change function. Unlike other Personnel Administration (PA) infotypes, it is sometimes necessary to use Change to correct errors in IT0102. If you used the Copy function instead of Change, you will create another record even though you are using the same effective date.

Please note that you will use the Change function on IT0102. The rule of thumb that you are to use the Copy function and not the pencil for most other PA infotypes (to create history) is still applicable.

> **NOTE**: You can correct a current (not historical) record only. Only BEST Shared Services can make changes to historical records.

Entering End Dates
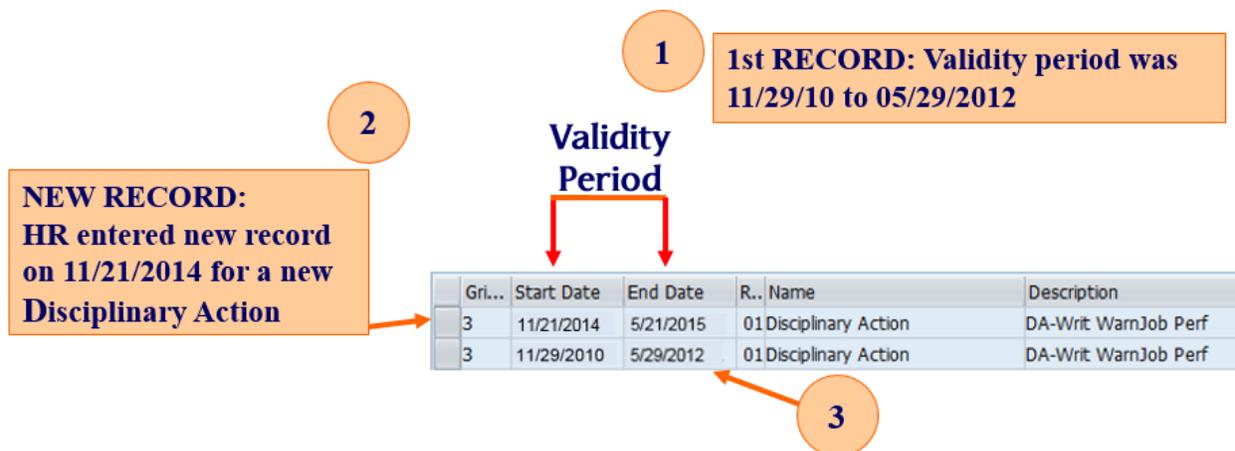
All records must have a beginning (start) date and an ending date, a time span that is called the **validity period**. When an end date is entered, the record is **delimited** (no longer active). For Disciplinary Actions, the end date will **be entered manually** by the Maintainer.

> **NOTE**: In other HR functions, the end date can be either automatically created by the Integrated HR-Payroll System when a new record with a new effective date is entered or entered manually by HR. The ending date on IT0102 is entered as follows:

> **Disciplinary Action**: Enter the effective date in the "Start" date, and 18 months later in the "to" date. If a subsequent DA occurs, change end date of previous DA records to new end date of current record.

> **NOTE**: If an employee has an active disciplinary action and incurs an additional one, the first DA end date must be changed to the same end date of the new DA.

🖐 **CAUTION**	**CRITICAL NOTE:** It is **crucial** to understand the concept of validity periods, how history is preserved, and when it is applicable to apply the end date.

KNOWLEDGE CHECK

Question	Answer
1. All records must have a beginning (start) date and an ending date, a time span that is called the ___.	
2. Infotype ___ is the only infotype on which you should use the Change (pencil) function.	
3. You must contact ___ to delete an IT0102 – Grievances NA record.	
4. Per ___, Disciplinary Actions should not be deleted at the agency level for ANY reason.	
5. The security roles that have access to IT0102; subtype 3 are ___ and ___.	

SUMMARY

In this lesson, you learned to:

- Identify who can see IT0102; subtype 3,

- Identify the transaction codes used to maintain a Disciplinary Action record,

- Identify the applicable infotype and subtypes,

- Discuss how to create a reminder to follow-up on a Disciplinary Action,

- Identify the various functions used to view or maintain Disciplinary Action record, and

- Discuss the application of validity periods and how records are ended.

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Lesson 2: Create and Maintain a Disciplinary Action Record

Lesson 2 Objectives

Upon completion of this lesson, you should be able to:

- Describe the Disciplinary Action process flow,

- Identify the infotype and subtype used to enter a Disciplinary Action,

- Create and maintain a Disciplinary Action and enter an end date, and

- Identify how to access the Disciplinary Action report

STATE HUMAN RESOURCES MANUAL

Disciplinary Action Policy
Section 7 Page 1
Effective October 1, 2017

Disciplinary Action Policy

Contents

Generic Disciplinary Action Process by Role
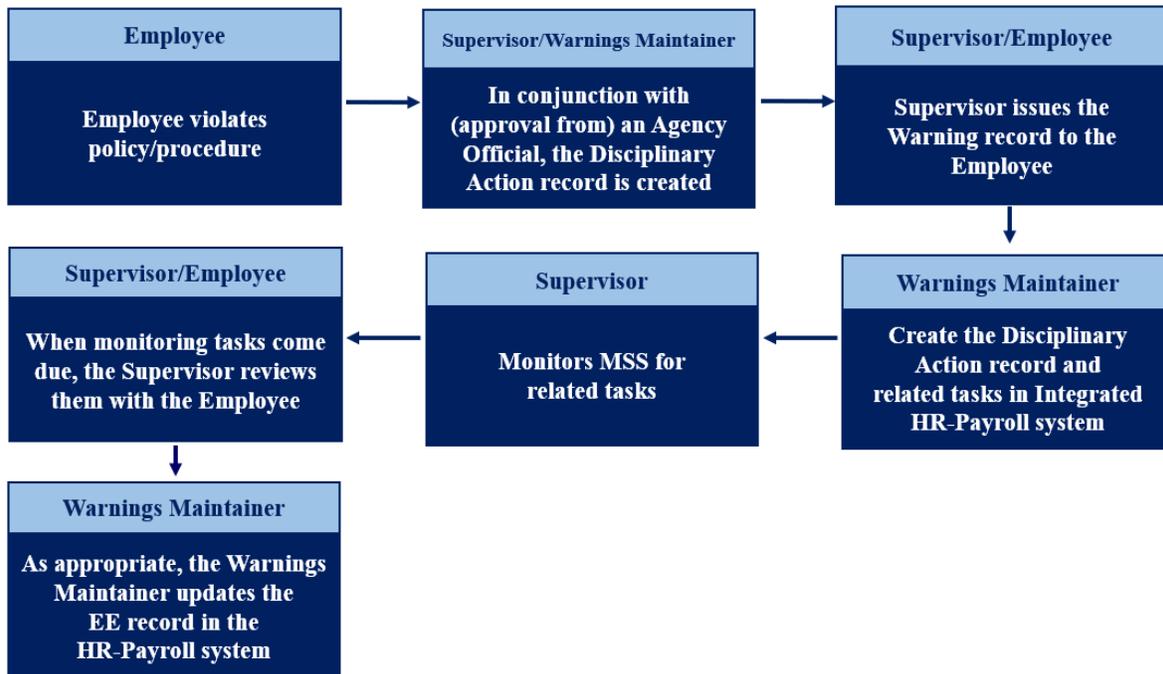
The graphic shows a high-level overview of the Disciplinary Action process and the steps taken by each party within the process. The Warnings Maintainer enters data when applicable into the Integrated HR-Payroll System by using:

- Transaction code PA30

- Infotype IT0102 NA Grievances, Subtype 3 – Disciplinary Actions

  NOTE: To display (instead of maintaining) a record, use either the Display or Overview icon in transaction code PA20. Viewing in PA30 locks the employee's record.

Disciplinary Actions

Disciplinary Actions are:

- Initiated by the Manager/Supervisor (Approved by Agency HR),

- A component of the disciplinary process,

- Documented via a subtype of the Grievances NA Infotype 0102,

- Associated with an applicable reason, and

- Always enter 18 months unless documented otherwise.

Disciplinary actions are a part of the disciplinary process and, when administered, could lead to a written warning up to a potential separation of an employee. Disciplinary Actions last for a period of 18 months; however, with justification and agency approval, the length of the period can be modified.

After you access the infotype (IT0102) and subtype (0003) for Disciplinary Action, select the applicable reason for the Disciplinary Action.

Additional Resources
Refer to the OSC Training website in HELP documents for more information about creating and maintaining a Disciplinary Action record.
Search for the following support document titles:
• *Create Maintain Disciplinary Actions*

* *

EXERCISE 2.0: Logging into the Integrated HR-Payroll System

SCENARIO
You need to log into the Integrated HR-Payroll System. Use the steps below to log into the system.

Instructions

1. Use the task bar to open a new Internet window.

2. Access the Integrated **HR-Payroll System portal** using your own User ID and password.

3. Click the **SAP GUI** tab.

4. Click the header for the **Training Sandbox (E1T 899)** along the left side of your screen, then click the icon for **Training Sandbox (E1T 899)**. The SAP Easy Access screen displays.

   NOTE: If necessary, click 'Open,' 'Allow,' and green check any boxes that pop-up for approval.

5. On the taskbar, **leave open** the **SAP Easy Access** screen and the **GoToMeeting** tasks; **close** all other tasks.

6. Click the PA321 **GoToMeeting** task on your taskbar to return to the PA Virtual Class.

7. Chat in when you are finished to let the Instructor know you have successfully logged on.   The Instructor will acknowledge.

* *

* *

EXERCISE 2.1: Create a Disciplinary Action Record

SCENARIO

Joel Garza has a pattern of tardiness. Last month, for example, the employee was tardy a total of six days. The employee has been coached and has received a documented coaching session. So far this month, the pattern has continued with the following: 6th--15 min. late; 7th--30 min. late; 13th--30 min. late; 15th--45 min. late; 20th--15 min. late; and 22nd--1 hour late. The employee's supervisor, Susan Castro, has issued a written warning for job performance. The warning letter stated the record would be reviewed in 90 days to see if the employee has corrected the issue and maintained corrective action.

Instructions

1. Enter transaction code **PA30** in the Command field and click ✅.

PERSONNEL #: Joel Garza							
A	*80000611*	*F*	*80000616*	*K*	*80000621*	*P*	*80000626*
B	*80000612*	*G*	*80000617*	*L*	*80000622*	*Q*	*80000627*
C	*80000613*	*H*	*80000618*	*M*	*80000623*	*R*	*80000628*
D	*80000614*	*I*	*80000619*	*N*	*80000624*	*Inst 1*	*80000629*
E	*80000615*	*J*	*80000620*	*O*	*80000625*	*Inst 2*	*80000630*

2. Complete the following fields:

Field	*Value*
Personnel no.	Enter the **personnel number** from the table above based on student ID your instructor assigns you. Click **Enter** on the keyboard to validate your entry.
Infotype	**0102 - Grievances NA**
Subtype	**3 - Disciplinary Action**

3. Click or press **Enter** on the keyboard to validate your entry.

4. Click the **Create** ☐ button to begin a new Disciplinary Action record. Observe that the infotype name begins with *Create*.

5. Complete the following fields:

Field	*Value*
Start	**Today's date minus one week**
End	**18 months** from the Start date you just entered
Subtype	**3** - (This field should populate from the initial screen)
Reason	**01** - DA Written Warning Job Performance
Grievance Number	Leave blank (can be used at Agency discretion)
Date Entered	**Today's date** (although the supervisor issued the Disciplinary Action a week ago, it was not entered into the Integrated HR-Payroll System until today.)
Supervisor	**80000610** (Susan Castro)

NOTE: The remaining fields on the screen are used for the Grievance Action only.

6. On the menu at the top of the screen, click **Edit > Maintain Text**. An Infotype Text box is displayed.

7. Type the following text in the box:

<Your name/date entered>
Mr. Joel Garza PERNR # <Integrated HR-Payroll System PERNR #> received a Written Warning for Unsatisfactory Job Performance for Time and Attendance violations due to his pattern of absences.

8. Click the **Save** 💾 button to save your comments. You will return to the Create Grievances NA (0102) infotype screen.

9. Click or press **Enter** ✅ to validate your changes.

10. Click **Save** 💾 to save your changes. The Monitoring of Tasks (IT0019) screen is displayed.

Field	*Value*
Task Type	**90 days** (in this scenario because the supervisor agreed to review the employee's behavior in 90 days).
Date of Task	**Start date + 90 days.** Press **Enter**. Observe that the Reminder Date field automatically populated to a default time frame. Either highlight and change the date as applicable or use the Lead/follow-up time fields.
Reminder Date	**Accept default.** **NOTE**: You can "re-program" the reminder date by using the three boxes in the Lead/Follow-up fields.
Comments	**NOTE**: Since the comments do not wrap at the end of the line, use the **Edit > Maintain Text** function located on the menu bar to add the comments below to the infotype. Also, in your work environment, your notes would probably be more detailed than those shown below, which are condensed for brevity to expedite training. **Enter the following text:** *<Your name/date entered>* *Mr. Joel Garza PERNR # <Integrated HR-Payroll PERNR #> Written Warning dated <date> supervisor Susan Castro will review his record in 90 days to see if his issue has been corrected. Check with <Supervisor's name> to see if the Written Warning should be delimited or continued for the full 18 months.*

11. Click **Enter** ✅ to validate your comments.

12. Click **Save** 💾 to save your comments.

13. Click **Save** 💾 to save your changes.

14. Click **Back** ◀◀ until you return to the SAP Easy Access screen.

✋
CAUTION   **CRITICAL!** *It is extremely important to include accurate notes when adding disciplinary actions in order to keep a historical record of what happened at each step in the disciplinary process.*

Question:

A. **What term is defined by the following statement?**
When a record is created, it must have a beginning or
start date and an ending date, which are called: _____

This exercise is complete.

* *

EXERCISE 2.2: Correct a Disciplinary Action Record

SCENARIO
A mistake was made when the Disciplinary Action was entered on the employee's record. The wrong supervisor was entered. Correct the previous entry by entering the correct supervisor's personnel number.

(i) **INFORMATION**	*Change will overwrite the previous data. There will not be a history of the previous (incorrect) transaction.*

🖐 **CAUTION**	*Be aware that using the Pencil icon in IT0102 is one of the exceptions for correcting errors in Personnel Administration (PA). In almost all other PA infotypes, the Copy function (and then using the same effective date) is used to correct errors.*

Instructions

1. Enter transaction code **PA30** in the Command field and click ✅.

PERSONNEL #: Joel Garza							
A	*80000611*	*F*	*80000616*	*K*	*80000621*	*P*	*80000626*
B	*80000612*	*G*	*80000617*	*L*	*80000622*	*Q*	*80000627*
C	*80000613*	*H*	*80000618*	*M*	*80000623*	*R*	*80000628*
D	*80000614*	*I*	*80000619*	*N*	*80000624*	*Inst 1*	*80000629*
E	*80000615*	*J*	*80000620*	*O*	*80000625*	*Inst 2*	*80000630*

2. Complete the following fields:

Field	*Value*
Personnel no.	Use the same employee assigned to you in the previous exercise. (see table above) Press **Enter** on the keyboard to display the employee's record. Pressing Enter allows you to see that the numerical codes you entered are correct.
Infotype	**0102 - Grievances NA**
Subtype	**3 - Disciplinary Action**

3. Click or press **Enter** on the keyboard to validate your entry.

4. Click the **Change** ✏️ button. Observe that the name of the infotype begins with "Change." By selecting Change, you are overriding (erasing) the previous error so there is no history that an error had been made.

5. Enter **80000510** (Tiffany Lawrence) in the Supervisor field

6. Click or press **Enter** ✅ to validate your changes.

7. Click **Save** 💾 to save your changes. A message displays at the bottom of the screen indicating the record is changed.

ADDITIONAL SCENARIO

Assume you want to display the historical record of all disciplinary actions associated with the employee.

8. Use either **Display** or **Overview** to review the disciplinary action infotype.

9. Click **Back** 🔙 until you return to the SAP Easy Access screen.

Question:

A. **When would you change a record versus creating one?**   _____

This exercise is complete.

* *

Inactivate versus Removal

Employees or supervisors can request that a Disciplinary Action be rendered inactive in an employee's personnel file based on performance. Rendering a record inactive in the Integrated HR-Payroll System does not mean that it is literally removed from the record. The Warnings Maintainer "delimits" (puts an end date) on the record. Anyone who has security access to the employee's file can still see the record in the system.

Before a record is delimited, the employee's performance is evaluated by management to determine if the request to render the Disciplinary Action inactive is warranted. If a decision is made to render the Disciplinary Action inactive, the Warnings Maintainer uses PA30, infotype IT0102, subtype 3 and delimits the record. The Warnings Maintainer also delimits IT0019 - Monitoring of Tasks when applicable (still using PA30).

> *CAUTION*
>
> **CRITICAL!** *It is extremely important to get clarification when asked to "remove" a record to determine if the manager is asking that it be rendered inactive rather than deleted. Follow your agency's process for **removing** a Disciplinary Action which involves OSHR approval and contacting BEST Shared Services for assistance with the removal.*

If you are asked to delete a record in the Integrated HR-Payroll System, you must first ensure that you have proper documentation that warrants the deletion. Contact OSHR and BEST Shared Services to request that a record be deleted for a grievance or disciplinary action.

* *

EXERCISE 2.3: Delimit (Change) a Disciplinary Action Record

SCENARIO

Assume it is now 90 days from the date you previously used for the Written Warning. Joel Garza (from the previous exercise) and the supervisor met today to see if Joel has corrected his tardy behavior. Joel also asked that the written warning letter be rendered inactive.

The supervisor (Tiffany Lawrence) has met with upper management and they have agreed that the warning can be closed (made inactive) since the employee has maintained corrected behavior. Delimit the employee's Disciplinary Action effective today. (**HINT:** Today is 90 days after the effective date of the previous exercise.)

ⓘ

INFORMATION

Paper documentation is required to support changes and/or delimits to disciplinary action records.

Instructions

1. Enter transaction code **PA30** in the Command field and click ✅.

PERSONNEL #: Joel Garza							
A	*80000611*	*F*	*80000616*	*K*	*80000621*	*P*	*80000626*
B	*80000612*	*G*	*80000617*	*L*	*80000622*	*Q*	*80000627*
C	*80000613*	*H*	*80000618*	*M*	*80000623*	*R*	*80000628*
D	*80000614*	*I*	*80000619*	*N*	*80000624*	*Inst 1*	*80000629*
E	*80000615*	*J*	*80000620*	*O*	*80000625*	*Inst 2*	*80000630*

2. Complete the following fields:

Field	*Value*
Personnel no.	Use the same employee assigned to you in the previous exercise. (see table above) Press **Enter** on the keyboard to display the employee's record. Pressing Enter allows you to see that the numerical codes you entered are correct.
Infotype	**0102 - Grievances NA**
Subtype	**3 - Disciplinary Action**

3. Click or press **Enter** on the keyboard.

4. Click the **All** period. (This enables you to see all the IT0102 records for this employee.)

5. Click the **Change** 🖊 button.

6. Change the **To date** (the end date) to the 90-day date.

7. Click **Enter** ✅.

8. Go to **Edit > Maintain text** to update notes as follows:

    <Your name/date entered>
    Mr. Joel Garza PERNR # <Integrated HR-Payroll System PERNR #> met with Tiffany
    Lawrence on <date met - the day before the 90 days> to review his record to see if his issue
    has been satisfactorily corrected. Tiffany then met with upper management who agreed to
    render the Written Warning inactive effective <date met>.

9. Click **Enter** ✅.

10. Click **Save** 💾 to save your comments.

11. Click **Save** 💾 to save your record.

12. Select the **Overview** 🏔 button to see that the record is delimited (changed) the day you entered the change. It is still viewable for anyone with security access to see—it just is not active any longer.

> **NOTE**: Because the Monitoring of Tasks infotype was set at 90 days, and this review has happened at 90 days, you do not need to delimit IT0019. Tasks no longer display on the Date Monitoring report after the effective date has passed.

Questions:

    A. Can an employee have multiple Disciplinary Actions?   _____

    B. List two of the various criteria that would warrant   _____
        BEST HR to delete a record.

                                                               _____

This exercise is complete.

* *

Reporting

The Disciplinary Warnings report is a BOBJ (Business Objects) Report and is available for use.

It is important to enter all Disciplinary actions in the HR-Payroll system in a timely manner so that accurate reports can be maintained.

Title ▲	Type
B0051: Disciplinary Warnings	Web Intelligence
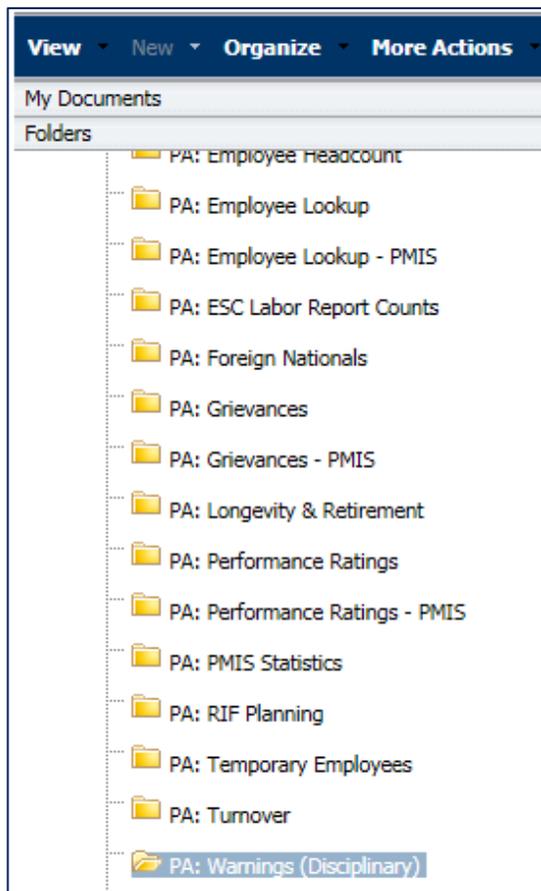
KNOWLEDGE CHECK

Question	Answer
1. The ___ icon will overwrite the previous data.	
2. Follow your agency's process for removing a Disciplinary Action which involves contacting ___ for assistance with the removal.	
3. If a decision is made to render the Disciplinary Action inactive, the Warnings Maintainer uses PA30, infotype IT0102, subtype 3 and ___ the record.	

SUMMARY

In this lesson, you learned to:

- Describe the Disciplinary Action process flow,

- Identify the infotype and subtype used to enter a Disciplinary Action,

- Create and maintain a Disciplinary Action and enter an end date, and

- Identify how to access the Disciplinary Action report.

Lesson 3: Course Review

Course Objectives

Upon completion of this course, you should be able to:

- Define key terms and concepts,

- Describe the Integrated HR-Payroll System Disciplinary Action process,

- View, create and maintain a Disciplinary Action record, and

- Identify how to access the Disciplinary report.

Integrated HR-Payroll System

Because the Integrated HR-Payroll System is an integrated system, entries made in one module affect other system components, such as an employee's time and pay.

Some infotypes entered are tied directly to the employee, like work weeks, schedules, addresses, and tax withholding information. Other infotypes are applied to the position and affect things like how the Integrated HR-Payroll System looks at holidays, overtime, and premium pay. OM, PA, BN, and TM settings all can affect an employee's paycheck.

Listen as your instructor explains how the Personnel Administration module integrates with the other the Integrated HR-Payroll System modules.

Next Steps

- Monitor the Integrated HR-Payroll System communication

    ◦ BEST Shared Services website

        URL: https://www.osc.nc.gov/state-agency-resources/customer-service-hr-payroll

        Review conceptual materials

    ◦ Access the Training HELP site

        URL: **https://www.osc.nc.gov/training/training_help_documents**

    ◦ Practice what you've learned

        URL: **https://mybeacon.nc.gov**

    ◦ Client 899

        Use your current NCID user name and password

Keep your training materials close by as a ready reference.

Want to practice what you have learned?

Follow the link provided above to access the training client on the Integrated HR-Payroll System portal.   The training client is number 899. Your current NCID user name and password are used to access the practice environment.

Need transactional assistance?

Remember to access the Training HELP website when you need assistance in completing transactions.   As stated above, the work instructions can be accessed online through the web link in the steps above.

Course Assessment/Evaluation

Follow the instructions given by your instructor to complete your competency assessment and your evaluation of today's class in the Learning Management System (LMS).

CONGRATULATIONS!

You've completed the course!