

BEST System Archives:

January 2009:

01/05/2008	7:45am	<b>PO13 Changes Impacting Infotype List:</b> Recently a change was made to PO13 to remove infotypes not used by the state. PO13 users will notice that the position infotype list has been condensed. It is our hope that removing infotypes not needed will reduce confusion for PO13 users.
01/07/2008	11:00am	<b>Payroll Requisitions:</b> The payroll requisitions for the 01/09/2009 payday will post to CMCS on Thursday, January 8. Please make sure there is someone available to submit the requisitions by 11:00AM.
01/07/2008	3:00pm	<b>Vacation Year-End Rollover Update:</b> All 2009 time for all employees can now be entered and approved in the system. The year-end rollover of vacation leave to sick leave for employees with more than 240 hours of vacation leave as of Dec. 31, 2008, will take place this weekend.
01/08/2008	4:00pm	<b>Upcoming Time Recalculation Information:</b> Review State Controller David McCoy's <a href="#">time recalculation memo</a> and the <a href="#">time recalculation presentation</a> , which outlines the upcoming time activities.
01/09/2008	8:30am	<b>BI:</b> The BI data load failed this morning. The data is current as of 1/7.
01/09/2009	1:30pm	<b>W2s:</b> <b>For Wave 1 agencies that went live on January 1, 2008:</b> W2 statements will be generated from the BEACON system and will be mailed directly to the employee's home address as listed in the BEACON system.  <b>For Wave 2 agencies that went live on April 1, 2008:</b> Employees will receive 2 W2 statements for 2008. For the period of January 1 - March 31, 2008, the W2 will generate from the Central Payroll system and will be mailed to the agency for distribution. For the period of April 1 - December 31, 2008, the W2 will be generated by the BEACON system and will be mailed directly to the employee's home address listed in the BEACON system.  Further questions on W2 statements and distribution should be directed to the BEST Shared Services Call Center at 919-707-0707 or 1-866-622-3784.
01/12/2009	12:15pm	<b>Quota Balance Adjustments:</b> With the successful conclusion of this weekend's time activities, employees may notice changes to their vacation, sick or holiday comp balances. The only employees who should notice a change to their vacation or sick quota balances are those who had more than 240 hours in their vacation leave quota. Excess hours above 240 rolled into sick leave quotas.  Some employees may notice that they now have a holiday comp balance. A holiday comp balance would have appeared for those employees who either did not or only partially used any given 2008 state holiday 30 days prior or 30 days after the holiday took place. Moving forward, holiday leave will automatically roll over to holiday comp when appropriate.  If someone in your respective agency created a 2013 record to manually move holiday leave (subtype 40) to holiday comp time (subtype 22), we request that you delete these records as soon as possible. 2013 records created for other purposes should be reviewed. The easiest way to review 2013 records is to use the ZPT2013 SAP report. Use normal reporting search criteria to identify the appropriate 2013 records to review. We request that you review and delete appropriate 2013 records by January 24 to ensure that the time statements, when made accessible on January 26, are as accurate as possible. If you have any questions regarding these records, contact BEST Shared Services.
01/14/2009	8:30am	<b>BI:</b> The BI data load failed this morning. The data is current as of 1/12.
01/20/2009	8:15am	<b>BI:</b> The BI data load failed this morning. The data is current as of 1/18.
01/20/2009	8:20am	<b>BEST Operating Under Adverse Weather Schedule:</b> The Office of the State Controller BEST Shared Services Center will be operating under adverse weather conditions today. You may experience a longer wait time when calling. We will be triaging your calls to reps working outside the call center today. You may also use the <a href="mailto:BEST@osc.nc.gov">BEST@osc.nc.gov</a> email address to send in a question or request. We will be monitoring this email box all day and processing requests that come in. We apologize for any inconvenience this may cause you, but greatly appreciate your understanding and cooperation during this time.
01/20/2009	12:15pm	<b>BEST Operating Under Adverse Weather Schedule - Update</b> The Office of the State Controller BEST Shared Services Center is operating under adverse weather procedures. We are currently unable to assist our customers via phone, but we are able to assist you through email. If you will email BEST at <a href="mailto:BEST@osc.nc.gov">BEST@osc.nc.gov</a> , we will be happy to assist you.  Please be sure to include your complete name, BEACON Employee ID number and complete phone number when sending an email message to us. If you are a core user and inquiring about an employee, please be sure you include the employee's complete name and BEACON ID number.  Please be very specific as to what your question or issue is so that we may accurately research or escalate to the correct group for assistance. We thank you in advance for your patience and cooperation during this time of interrupted service.
01/21/2009	11:25am	<b>Longevity Report Enhancements</b> An enhanced version of the <b>B0064 Estimated Longevity Eligibility report</b> is now available. The report extends its estimate to a full 12 months (selecting January/YYYY in the variable entry screen will project a full calendar year). In addition it has been filtered so that only those individuals who are due a longevity payment within the 12-month time frame will be selected in the result set. The enhanced report also includes a total by month, and an overall total for the 12-month period selected.
01/21/2009	2:36pm	<b>BEST Adverse Weather Schedule Update</b> The Office of the State Controller BEST Shared Services Center is no longer operating under the adverse weather procedures. Normal operating hours have resumed of 7am to 7pm daily, Monday through Friday.
01/23/2009	9:30am	<b>Weekend System Downtime</b> The BEACON System will be unavailable beginning at 7 p.m. today, January 23, through 7 a.m. Sunday, January 25, for W-2 processing.
01/25/2009	7:45am	<b>System Down Until Further Notice</b> W-2 processing is still ongoing. The system will be brought up later today.
01/26/2009	2:30pm	<b>Time Statement Rollout Update</b> Due to W-2 processing taking longer than anticipated, the time statement release will be delayed until Feb. 2. Moving the date will allow us to finalize W-2 activities

		(processing, printing and mailing), and ensure we are better able to respond to employee questions once the January payroll is finished.
01/29/2009	7:50am	BI: The BI data load failed this morning. The data is current as of 1/27.

## February 2009:

02/02/2009	10:00am	<p><b>Time Statements Are Now Available:</b> Time statements, dating back to May 2008, are now accessible through Employee Self Service for employees and in SAP for core users. Job aids have been developed to better explain the time statement, as well as to help employees and core users alike access and print the statements. Access:</p> <ul style="list-style-type: none"> <li>• <a href="#">The ESS-oriented job aid regarding accessing a time statement for a specific month</a></li> <li>• <a href="#">A core user-oriented job aid regarding time statement access</a></li> <li>• <a href="#">A core user-oriented job aid on using the time statement mass print process</a></li> </ul> <p>It is important to note that there will be additional data fields (e.g. additional hours, extended duty hours, imputed callback, imputed Baylor time, advanced vacation owed, advanced sick owed, and adverse weather owed) added to the time statement later this year. We will keep you updated as to when these additional fields will be added to the time statement.</p>
02/03/2009	11:30am	<p><b>W-2 Statements</b></p> <p>We have discovered a couple of issues with the recently mailed W-2 statements.</p> <ul style="list-style-type: none"> <li>• Some employees participating in dependent care reimbursement may notice that the dollar amount shown in box #10 on the W-2 does not appear.</li> <li>• Some employees may notice a dollar amount in box #11, identifying distribution from a non-qualifying plan. This box should be blank.</li> </ul> <p>In either case, revised W-2 statements will be generated for impacted employees and be distributed as soon as possible.</p>
02/05/2009	4:00pm	<p><b>W-2 Update</b> W-2 statements that had to be reprinted because of issues with either box #10 or box #11, have been delivered to the post office. Employees should begin receiving these updated W-2 statements over the coming days.</p> <p>Also, we have received calls from some employees explaining that when they attempt to e-file their tax returns they receive invalid employer tax identification errors. We followed up with the IRS (<a href="#">view the IRS letter</a>) and they confirmed that our employer tax identification number is correct. The e-file problem seems to be associated with those individuals who are attempting to use the service via the Internal Revenue Service website.</p> <p>As a reminder, employees in agencies that went live with BEACON in the second go-live group (April 2008) will receive two W-2 statements, one generated from the Central Payroll System and another from the new system, for the 2008 work year. It is important to note that these W-2 statements have two different tax identification numbers, and as such, employees must report both numbers on their tax returns.</p>
02/10/2009	9:50am	<p><b>No New Hire Transactions Should be Conducted Saturday</b> Because the ORBIT Retirement system will be unavailable Saturday, Feb. 14, the BEACON system will not be able to process new hires. The new hire and the non-BEACON to BEACON transactions will be locked throughout the day.</p>
02/11/2009	2:30pm	<p><b>NCAS Wage Types 1709 and 1712 Posting Changes</b> For NCAS agencies wage types 1709-On Call Pay and 1712- Holiday On Call Pay have been posting to the salary accounts (53121X, 5313X, etc). <b>Effective with the February payroll these two wage types will be changed to post to SAP account 50144000-Callback/Standby Premium Pay, which crosswalks to NCAS account - 53144X.</b> If your agency has on call pay please make sure all fiscal/budget/payroll areas are made aware of this change.</p>
02/12/2009	7:30am	<p><b>BI</b> The BI data load failed this morning. The data is current as of 2/10.</p>
02/12/2009	12:00pm	<p><b>Update Regarding Conducting New Hire Transactions on Saturday</b> The ORBIT Retirement system will now be unavailable on Saturday, Feb. 21, as opposed to this Saturday, Feb. 14, as originally planned. Because of this, new hire and non-BEACON to BEACON transactions will be locked throughout the day on Feb. 21.</p>
02/24/2009	11:50am	<p><b>2008 Time and Payroll Wall</b> The payroll and time wall will be put in place today upon completion of the February payroll for employees who are paid monthly and at the end of the week for employees who are paid biweekly.</p> <p>What this means is that agencies will no longer be able to make time and payroll changes for the 2008 tax year. Agencies that have situations arise requiring them to make a change to 2008 time and payroll data will need to submit a ticket to Best Shared Services via e-mail with the following information:</p> <ul style="list-style-type: none"> <li>• Subject line of email should read ♦Retro Not Allowed Request♦</li> <li>• What changes are being requested and why</li> <li>• The name and personnel number of each employee involved</li> </ul> <p>The Shared Services center will:</p> <ul style="list-style-type: none"> <li>• Temporarily remove the payroll and time wall for the employees noted in the e-mail</li> <li>• Inform the agency what steps should be taken to make the adjustments</li> </ul> <p>Agencies that are on the monthly payroll cycles will not be able to make changes prior January 1, 2009, and agencies on bi-weekly payroll will not be able to make changes prior December 13, 2008, without submitting a ticket. The payroll and time wall is needed to protect the integrity of the 2008 tax data that has been reported to the Internal Revenue Service.</p>

## March 2009:

03/31/2009	3:30pm	<b>Reminder: Federal Stimulus Bill To Impact Employee Pay</b> Tax code changes approved by the federal government will go into effect beginning with the March payroll. DOT and temporary employees will notice a slight pay difference in their March 20 deposit, whereas employees who are paid monthly will notice a difference in their March 31 deposit. <b>This change was effective as of Feb. 17.</b> For detailed information on the American Recovery and Reinvestment Act of 2009, also known as the stimulus bill, <a href="#">click here</a> .
03/26/2009	7:30am	<b>Information Regarding PCRs Dated July 1, 2009 and Later</b> To support fiscal year end, most PCRs dated July 1, 2009 or later may not be created until further notice.Active
03/19/2009	3:30pm	<b>Federal Stimulus Bill To Impact Employee Pay</b> Tax code changes approved by the federal government will go into effect beginning with the March payroll. DOT and temporary employees will notice a slight pay difference in their March 20 deposit, whereas employees who are paid monthly will notice a difference in their March 31 deposit. <b>This change was effective as of Feb. 17.</b> For detailed information on the American Recovery and Reinvestment Act of 2009, also known as the stimulus bill, visit <a href="http://www.recovery.gov">www.recovery.gov</a> .
03/12/2009	10:00am	<b>New Call Center Hours - 8 a.m. to 5:30 p.m.</b> To better serve our customers, <b>the new hours for the call center will be 8 a.m. until 5:30 p.m. Monday through Friday and will be effective beginning April 1, 2009.</b> We anticipate that this change will mean shorter call wait times, plus it will allow us to truly set up a tiered staffing approach. Additionally, this change will allow us to be more flexible with training opportunities for our staff, which will in turn allow them to better serve you.
03/12/2009	10:00am	<b>Issue with Holiday Leave Quotas</b> The OSC BEACON team has identified an issue with the processing of holiday leave quota records. The effect is that employees may be able to record more hours of holiday leave than they actually have in their holiday quota bucket. We are currently working on a solution.  Until the OSC BEACON team can correct the processing issue, managers and time keepers are asked to review employee holiday leave balances prior to approving and/or entering these absence types (9300).  Time administrators can check for employees who may have already accrued a negative holiday leave balance by running transaction PT_BAL00, selecting variant /NEGHOLIDAY, and specifying the employees whose records should be reviewed. To correct the records of employees who may already have a negative holiday balance, someone with the authorized security role should change the excess 9300 absence records to another absence type.
03/05/2009	5:06 pm	<b>Production System Outage</b> The production system will be down from 6:00 PM Saturday, March 7th until 6:00 AM Sunday, March 8th in addition to the normal maintenance windows.
03/02/2009	12:52pm	<b>Hours of Operation for 03/02/09</b> Due to adverse weather conditions, BEST Shared Services will close at 5:30pm on Monday, March 3, 2009.

## April 2009:

04/28/2009	1:30pm	<b>Letter to State Employees from Governor Perdue</b> Please read the <a href="#">letter to State Employees from Governor Perdue concerning the implementation of a flexible furlough</a> .
04/28/2009	12:15pm	<b>Executive Order No. 11</b> The OSC/BEACON team is working with the Office of State Personnel and the Office of State Budget and Management to fully understand Executive order No. 11 (Establishing and Implementing a Flexible Furlough Plan for the 2008-09 Fiscal Year). This office will share the details regarding the process for implementing the governor's order as soon as possible.  <b>Note:</b> This change will not impact the monthly April pay date or the biweekly May 1 pay date.
04/28/2009	11:15am	<b>BI Unavailable</b> BI will be unavailable today beginning at 12:00pm for approximately an hour.
04/21/2009	7:45am	<b>BI</b> The BI data load failed this morning. The data is current as of 4/19.
04/17/2009	1:10pm	<b>BI Reporting Availability</b> In order to implement some BI reporting features, all BI Reporting will be unavailable from 5:00pm today through 12:00pm on Saturday.
04/15/2009	2:30pm	<b>New Organizational Chart Functionality</b>  As part of Release 1, HR Core Users with the "Display OM" or the "HR Data Maintainer Role" will have access to view Organizational Charts via the portal. Starting April 20th, users with these roles will have a tab labeled "OrgCharts". Please review information in this tab and take the web based training if you are interested in using this new feature.
04/08/2009	8:00am	<b>BI Data Load Failure</b>  The BI data load failed last night. BI data is current as of 04/06/2009.
04/03/2009	8:45am	<b>OSC BEACON Portal Does Not Support Internet Explorer 8</b> Microsoft recently released Internet Explorer 8 as its updated web browser. Because this is a new browser, it is not currently supported by the OSC BEACON portal and cannot be used to access Employee Self Service (ESS), Manager Self Service (MSS) or the SAP GUI tab. Currently, we only support IE 6 and 7.
04/01/2009	8:45am	<b>Improvements To Business Intelligence Report Processing</b> Beginning April 5, Business Intelligence (BI) report users will notice some changes when they access and pull BI reports. Overall, processing times for running BI reports should improve. However, the order of an individual's BI reports may change from the order they are accustomed to. In addition, BI users who have access to a significant number of reports (twenty-plus) may notice slower login times (an increase from approximately 5 to 10 seconds). The good news is that the longer login times should only occur the first time a BI user accesses the system each day. The large majority of BI users, who access a small number of reports, should not notice a significant difference in their login times. The advantage to making this change is that BI transactions will now run in their own environment, separate from Employee and Manager Self Service transactions, which provides for improved report processing.

## May 2009:

05/21/2009	10:45am	<b>BEACON Payroll Postings for Dual Employment</b> With the May monthly payroll run, dual employment transactions will be retroed back to Jan, 2009. This will correct the postings that were done to the wrong distribution for health insurance and retirement.
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## June 2009:

06/29/2009	11:40am	<b>The System is Operating Normally</b> The system is operating normally. However, users should close down their web browser, then open a new browser session before logging back in.
06/29/2009	9:45am	<b>Working to Resolve Slow System Response Times</b> The OSC BEACON team is aware of the system's slow response times. We are working to resolve this issue as quickly as possible.
06/26/2009	7:30am	<b>This Weekend's Portal Downtime</b> The OSC BEACON portal will be unavailable beginning Saturday, June 27, at 6 p.m. till Sunday, June 28, at 6 a.m. for system patching.
06/25/2009	3:20pm	<b>Process for Finalizing the Year-End Compensated Absences Report</b> The OSC BEACON team has simplified the process for finalizing the year-end compensated absences report. The June 30, 2009, vacation and bonus leave balances in the state's new human resources and payroll system will be utilized in this process and must be up-to-date. To meet this requirement, all BEACON-impacted agencies must ensure that employee time data through June 30 is recorded, released and approved by no later than July 24. For more details, review the <a href="#">year-end compensated absences report memo</a> .

## July 2009:

07/20/2009	1:00pm	<b>Issue with ESS Time Entry When Using Daily View Has Been Resolved</b>
07/20/2009	10:50am	<b>Daily BI Load Failed This Morning</b> The Daily BI Load failed this morning. Data is current as of 7/16/09.
07/16/2009	7:30am	<b>The Incorrect Tax Withholding Status Being Displayed on Pay Statements Accessed Through ESS Has Been Resolved</b>
07/15/2009	10:10am	<b>Incorrect Tax Withholding Status Being Displayed on Pay Statements Accessed Through ESS</b> Employees who access their pay statements through ESS will notice that their pay statements may not be displaying their correct tax filing status. <b>This is only a display issue that arose from this weekend's system patching.</b> Once again, taxes have been charged at the correct amount, they are just currently displaying incorrectly. <b>To see your filing status, in ESS go to My Personal Data and click the Tax Withholding Information link.</b> We are working to resolve this issue as quickly as possible.
07/14/2009	11:30am	<b>Issue with ESS Time Entry When Using Daily View</b> Those employees who use the Daily View feature in Employee Self Service to add notes (Details) when they enter time are currently receiving an error message when they click the "Details" link. The OSC BEACON team has made this a high priority issue and is currently working to resolve it.
07/09/2009	9:30am	<b>System Availability</b> The OSC BEACON portal will be unavailable from 6 p.m. on <b>Friday, July 10</b> to 6 p.m. on <b>Sunday, July 12</b> , for maintenance.Active

## August 2009:

08/26/2009	2:35pm	<b>Payroll Processing Completed</b> Payroll processing has completed and the system is now available for normal use.
08/26/2009	8:52 am	<b>Payroll System Locked</b> Due to payroll finalization running, BEACON will be locked for transaction processing until payroll has completed. Users can still inquire and view, but cannot maintain. Users should continue to check back for further updates and a message will be posted when payroll has completed.

## September 2009:

09/19/2009	5:30pm	<b>System Availability Update</b> The system is now available.
09/16/2009	4:30pm	<b>System Availability</b> The OSC BEACON system will be unavailable starting at 7:00pm on Friday, September 18th, due to a system upgrade. It will be available no later than 7:00am Monday, September 21st.
09/16/2009	10:20am	<b>BEST Phones are Down - Update</b> Phone service to BEST has been restored.
09/16/2009	10:00am	<b>BEST Phones are Down</b> The BEST Shared Services Center is experiencing technical difficulties with the phone system. Please e-mail any questions or concerns to best@ncosc.net. Please watch this page for updates.
09/09/2009	8:00am	<b>Portal Availability on Sunday (9/13)</b> The OSC BEACON system will be unavailable from 12:00 Midnight to 12:00 Noon Sunday morning, September 13th, due to an ITS Infrastructure upgrade.
09/04/2009	10:30am	<b>New Call Center Hours</b> To better serve our customers, the new hours for the call center will be <b>8 a.m. until 5 p.m.</b> Monday through Friday and will be <b>effective Monday, November 2, 2009</b> . This change will allow the Call Center to operate more efficiently given both our current resources and the decreased demand for services from our customers after 5 p.m.

## October 2009:

10/06/2009	1:30pm	<b>Notice to All Employees Currently Receiving Payroll via Direct Deposit ♦ IAT Rules</b> Banking industry rules for Direct Deposit are changing. New rules require the State, as an employer, to change how it transfers Direct Deposit data to the bank when the entire payment amount is subsequently transferred to a non-US bank account. The rules are known as International ACH Transaction (IAT) rules.  If you receive your payment by Direct Deposit at a US financial institution and then have the entire payment amount forwarded to a bank in another country, please notify your payroll office.  This employee notice allows the State to comply with the IAT rules and the applicable US Law. More detailed information for employees about the IAT rules can be found on the State Controller ♦s website: <a href="http://www.osc.nc.gov/SECP/IAT_Employees.html">http://www.osc.nc.gov/SECP/IAT_Employees.html</a>
10/06/2009	8:00am	<b>BI Data</b> The BI data load failed last night. BI Data is current as of 9/30/2009.
10/05/2009	8:20am	<b>BI Data</b> The BI data load failed this morning. Data is current as of 09/30/2009.
10/02/2009	8:00am	<b>BI Data</b> There was a problem with the BI data load last night. BI data is current as of 9/30/09.

## November 2009:

11/24/2009	2:44pm	<b>OSC BEACON System</b> The OSC BEACON system will be unavailable from 2:00PM to 8:00PM on Sunday, November 29th due to system maintenance.
11/12/2009	8:25am	<b>System Availability 11/13-11/15</b> The HR/Payroll system will be unavailable starting at 7:00pm on Friday, November 13, due to system maintenance. It will be available no later than 7:00am Monday, November 15.
11/09/2009	8:30am	<b>BI Benefit Load Failure</b> The weekly benefit load failed this weekend. Data for the benefit reports is current as of October 31, 2009.

## December 2009:

12/09/09	2:10pm	<b>December 2009 Pay Day</b> Pay day for monthly employees will be December 23rd. Biweekly employees will also be paid on December 23rd.
12/07/2009	9:30am	<b>System Availability 12/11-12/13</b> The HR/Payroll system will be unavailable starting at 6:00pm on Friday, December 11, due to system maintenance. It will be available no later than 7:00am Monday, December 14.