

BEST System Archives:

January 2010:

01/29/2010	10:40am	W2's Mailed W2's for the 2009 year have been printed and were mailed on January 27th by zip code location. Please allow 7-10 days to receive your W2 statement. Reprint requests for W2's will begin on February 10. If you have not received your W2 by February 10, 2010, you may call BEST Shared Services to request a reprint.
01/15/2010	10:20am	System Availability 1/15-1/19 The HR/Payroll system will be unavailable starting at 6:00pm on Friday, January 15 due to system maintenance. The system will be available no later than 7:00am on Tuesday, January 19.

February 2010:

02/13/2010	1:45pm	W2 Reprint through ESS The ability to view and reprint your W-2 is now available via ESS. Although W-2's are still sent to the employee's mailing address, ESS users now have the ability to view and print a "Reissued Statement" of their 2009 W-2. This copy can be used if the user's original W-2 is lost or damaged. Please click on "My Pay" for more details on how to print your W-2.
02/12/2010	8:30am	W2 Reprint through ESS The ability to view and reprint your W-2 via ESS is coming soon. We are in the final stages of testing this functionality, and our goal is to make it available to employees as soon as possible. Please continue to check the BEST Website or Portal News for updates on the availability of this feature. If you need a W2 reprinted immediately, you may call BEST Shared Services to request one - there is a 36-48 business hour turn-around time on reprints handled by BEST Shared Services.
02/08/2010	8:00am	Adverse Weather Processing Adverse Weather processing changes were implemented over the weekend of February 7th. The majority of issues that we previously had with Adverse Weather have been corrected. If you have used Adverse Weather in the past, you may see a change in your leave balances. All agencies have been notified of this weekend's activities.

March 2010:

03/19/2010	11:12am	Weekend System Access: The HR/Payroll system will be unavailable during the normal maintenance window this Sunday, March 21st, between 2 and 5:00 PM.
03/11/2010	12:00pm	System Availability: We are experiencing system problems at this time. Our team is running an update related to security issues. This should take between 15-30 minutes. At 12:30, log out of the system and back in again and you should be able to resume normal operations at that time.
03/02/2010	3:50pm	Weekend System Access: On Saturday, March 6th at 8:00am, access to the Portal will be unavailable in order to prepare the system for the upcoming State Health Plan open enrollment period. The estimated time to complete this task is unknown, but it will take at least 6-12 hours. We apologize for any inconvenience this may cause.
03/02/2010	1:05pm	System Availability: The system is back up and normal operations can resume.
03/02/2010	11:50am	System Availability: The system will be coming down at 12 noon (03/02/10) and will be down for approximately 45 minutes to 1 hour. Continue checking the BEST system status for further updates.
03/02/2010	9:05am	Bi-weekly Payroll: The bi-weekly time eval and payroll did not process during the nightly run on 3/1. The payroll is currently being re-processed. You will be able to check your changes or corrections from yesterday once the payroll has completed running. Please check back here for a status update of when the payroll has completed. The time eval for monthly employees did not successfully complete during the nightly run on 3/1. Time eval for monthly employees will not be re-processed today. It will run tonight as scheduled and pick up any entries from 3/1 and 3/2 in the nightly process.

April 2010:

No Updates

May 2010:

05/25/2010	4:21pm	OrgPlus: OrgPlus will be unavailable this weekend, for routine maintenance beginning Thursday, May 27, 2010 at 6pm. We expect OrgPlus to be available Tuesday, June 1, 2010.
05/14/2010	9:52am	Weekend System Access: The HR/Payroll system will be unavailable from 2:00 pm to 12:00 am on Sunday, May 16th due to system maintenance.

June 2010:

06/28/2010	12:35 pm	All system issues have been resolved and production should be back to a normal status.
06/28/2010	12:11 pm	There are still some users experiencing problems logging into the SAP Portal. The Portal Team is still working on the issues. Users are advised to try accessing the portal from the following link: https://mybeacon.its.state.nc.us/irj/portal Further updates will be posted as soon as information is available.
06/28/2010	11:00 am	BEACON Servers are now online. BI Report Users may experience a slow down. We are currently working on the problem and will update status by 1:00pm.
06/28/2010	10:30 am	BEACON Servers are experiencing Network Issues. We are currently working on the problem. The estimated up time is 10:45 am.
06/28/2010	9:35 am	BEACON ERP is experiencing connectivity issues this morning which requires us to recycle the applications. This process should take approximately 30 -45 minutes. If you are still experiencing problems after 10:15, please contact BEST at BEST@osc.nc.gov or 919-707-0707.
06/28/2010	8:45 am	BEACON experienced some network issues this morning that have been corrected. Please log out of the portal and back in. If you still experience problems logging in, please contact BEST Shared Services at BEST@osc.nc.gov or 919-707-0707.
06/18/2010	11:30 am	The BEACON servers have resumed normal operations and the SAP system should be back at this time.
06/18/2010	9:45 am	ITS is experiencing network issues that are affecting the BEACON servers. They are currently working on the problem and there is no estimated time up.
06/16/2010	9:30 am	<p>ID Cards for Employees: As a routine matter, the Office of State Controller provided employee ID cards to new hires -- and replacement cards to current employees upon request. However, due to increasing budgetary constraints, effective July 1, 2010 as a cost savings measure to the state, new employees will no longer receive printed employee ID cards and duplicate or reprinted cards will not be available to current employees. The elimination of employee ID cards will save on average approximately \$11,000 per year.</p> <p>The employee ID number as found on the employee ID card will continue to be available to each employee using Employee Self Service (ESS) on the state portal website https://mybeacon.its.state.nc.us/irj/portal via any of the following:</p> <ul style="list-style-type: none"> ● Go to the My Working Time Tab and then select Time Statement for a Chosen Period ● Go to the My Pay Tab and then select either Pay Statement or Total Compensation Statement <p>Employees may contact their respective Human Resources office or BEST Shared Services at 919-707-0707.</p> <p>As the employee ID is not a requisite for contacting the BEST Shared Services Center, employees will continue to be able to obtain assistance using their name and other employee specific identifiers when contacting BEST Shared Services.</p> <p>Agencies desiring to obtain employee ID cards may contact the Department of Corrections Quick Copy Center at 919-733-7492 for printing and pricing information.</p> <p>Please contact BEST Shared Services at 919-707-0707 should you have questions or require additional information.</p>
06/03/2010	1:20 pm	<p>Portal Access and BI Reports: Access to the SAP portal will be unavailable starting at 6:00 PM on Friday, June 11th due to system maintenance activities. We expect to have access again at 7:00 am on Monday, June 14th.</p> <p>Access to BI reports will be unavailable starting at noon on Friday, June 11th due to system maintenance activities. We expect to have access again at 7:00 am on Monday, June 14th.</p>

July 2010:

07/28/2010	4:55 pm	OrgPlus will not be available after 5:30 pm on Thursday, July 29th due to routine maintenance. We expect OrgPlus to be available Friday, July 30, 2010.
07/26/2010	2:00 pm	The problem with the NCID login on the BEACON Production System should now be corrected. If you continue to experience problems, please call 919-707-0707.
07/26/2010	11:25 am	We are currently experiencing NCID Login problems on the BEACON Production System. We are looking into the issue now.
07/01/2010	3:24 pm	Details for the Process for Finalizing the Year-End Compensated Absences Report available here .

August 2010:

08/27/2010	4:20 pm	As a follow up to the BEACON Help upgrade announced earlier this week, please note that we are postponing the upgrade due to technical issues discovered as a part of the upgrade process. We are working with our vendor to resolve these issues so that we can publish a better site for our users. We do not have a timeframe as of today when the upgrade will go into production. You will be able to continue using the current site. We will be working very diligently to upgrade the site as soon as possible. Please continue checking the portal and BEST Website for updates. We apologize for any inconvenience this delay may cause you and your agency.
08/25/2010	10:15 am	<p>As part of an upgrade to the BEACON Help website over this weekend, BEACON Help will be changing its URL. As of Monday, August 30, 2010, http://help.mybeacon.nc.gov/beaconhelp will be changing to http://help.mybeacon.nc.gov/help. The BEACON Help website will still be accessible through SAP and the various OSC website locations.</p> <p>NOTE: This upgrade will cause any previously bookmarked links to BEACON Help to break.</p> <p>Going forward, BEACON Help documents will be posted without versions or revision dates. The file name will remain static, allowing the user to access the latest and greatest version of that file. Revision dates will be visible within each document. This will greatly reduce broken links in the future for the user community.</p> <p>To offset the breaks in previously bookmarked links, a Job Aid will be available to demonstrate the new Search and Index features that are available through the upgraded BEACON Help. This will help users locate those files that they access most often.</p> <p>Another Job Aid will be provided to explain some of the new features and changes to the file structure. The file structure changes are minimal and will allow the user to access documents with fewer clicks and drill-downs.</p> <p>When you first access BEACON Help on Monday, be sure to look for both of these Job Aids in the folder labeled General Information & Troubleshooting. As always, if you need assistance you can contact the BEST Call Center.</p> <p>If you have any problems accessing BEACON Help on Monday, August 30th, please enter a ticket with BEST by calling 919-707-0707 or 1-866-622-3784, or by emailing BEST at BEST@osc.nc.gov.</p>
08/20/2010	8:30 am	The ESS/MSS issues have been resolved. If you continue to experience problems, call BEST Shared Services at 919-707-0707.
08/20/2010	7:50 am	BEACON is experiencing ESS/MSS issues this morning. There are some instances where employees are missing the ESS tab. The Production Support team is aware of the issue and working to resolve. Please continue to check back for further updates.
08/06/2010	12:05 pm	The ESS-MSS issues have been resolved. If you continue to experience problems, notify BEST Shared Services at 919-707-0707.
08/06/2010	11:40 am	We are currently experiencing issues with ESS-MSS on the BEACON system. Please continue to check back for further updates as we have them.

September 2010:

09/27/2010	10:35 am	<p>SAP and BI Reports: The SAP portal is back on line. Per normal finalization procedures, the monthly payroll area is locked for payroll processing.</p> <p>BI Data is current as of 09/22/2010.</p>
09/27/2010	8:35 am	<p>Time Eval Run: Time eval did not run on Sunday night, September 26, 2010. Time eval will resume tonight, September 27th and pick up all changes from Sunday and Monday.</p>
09/27/2010	7:15 am	<p>SAP: The HR/Payroll System is currently unavailable due to technical issues. The estimated up-time is 12:00 pm, but please check this status page periodically for updates. We apologize for any inconvenience this outage may cause.</p>
09/17/2010	1:55 pm	<p>SAP: The SAP system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.</p>
09/17/2010	1:40 pm	<p>SAP: We are currently experiencing technical difficulties with the SAP system. We have no estimated time frame yet of when the system will resume normal operations. Please continue to check this page for further updates.</p>
09/13/2010	10:40 am	<p>Portal Access and BI Reports: Access to the SAP Portal will be unavailable starting at 6:00 PM on Friday, Sept 17th due to system maintenance activities. We expect to have access again no later than 6:00 am on Monday, Sept 20th.</p> <p>Access to BI reports will be unavailable starting at noon on Friday, Sept 17th due to system maintenance activities. We expect to have access again no later than 6:00 am on Monday, Sept 20th.</p>
09/13/2010	9:45 am	<p>SAP: The SAP system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.</p>
09/10/2010	4:30 pm	<p>SAP: SAP is again experiencing technical difficulties with the SAP system. We have no estimated time frame yet of when the system will resume normal operations. Please continue to check this page for further updates.</p>
09/10/2010	3:35 pm	<p>SAP: The SAP system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.</p>
09/10/2010	2:07 pm	<p>SAP: We are currently experiencing technical difficulties with the SAP system. We have no estimated time frame yet of when the system will resume normal operations. Please continue to check this page for further updates.</p>
09/07/2010	3:30 pm	<p>Portal Access and BI Reports: Access to the SAP portal will be unavailable starting at 6:00 PM on Friday, Sept 10th due to system maintenance activities. We expect to have access again no later than 6:00 am on Monday, Sept 13th.</p> <p>Access to BI reports will be unavailable starting at noon on Friday, Sept 10th due to system maintenance activities. We expect to have access again no later than 6:00 am on Monday, Sept 13th.</p>

October 2010:

10/6/2010	5:20 pm	<p>Training : Access to the OSC HR/Payroll Training Sandbox will be unavailable starting at 6:00 am on Friday, October 8th due to hardware cutover activities. We expect to have access again no later than 6:00 am on Monday, October 11th.</p>
10/06/2010	9:55 am	<p>ESS/MSS System Issues: The system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.</p>
10/06/2010	8:56 am	<p>System Issues: The Portal Team is in the process of restarting the system to resolve the system issues. The system should be back on line in approximately 30 minutes.</p>
10/06/2010	8:32 am	<p>System Issues: We are experiencing some issues with ESS, MSS and NCID this morning. Please continue to check this page for further updates.</p>

November 2010:

11/10/2010	2:30 pm	Portal Access and BI Reports: Access to the HR/Payroll Portal will be unavailable starting at 6:00 pm on Friday, November 12th due to system maintenance activities. We expect to have access again no later than 6:00 am on Monday, November 15th.
11/10/2010	10:45 am	SAP: The SAP system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.
11/10/2010	9:07 am	SAP: We are still experiencing intermittent problems with the SAP system. Please continue to check this page for further updates.
11/10/2010	7:55 am	SAP: The SAP system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.
11/10/2010	7:27 am	SAP: We are currently experiencing technical difficulties with the SAP system. When trying to log in, you may receive the message of "User authentication failed-EP102". We have no estimated time frame yet of when the system will resume normal operations. Please continue to check this page for further updates.

December 2010:

12/21/2010	3:40 pm	12/21/2010 - COUNCIL of STATE and CABINET SECRETARIES – BEACON payroll postings for Council of State employees' regular salary is posting correctly to account 531141. The postings for holiday pay, vacation pay, sick pay, etc., for these employees should also be posting to this account but are incorrectly posting to 531111. Please take the necessary steps to reclassify these postings to the correct account distribution until this issue is resolved. Please report any questions regarding these postings to the BEST shared service center.
12/16/2010	8:24 am	BEST Shared Services Call Center: Due to inclement weather, the BEST Shared Services Call Center will be operating under limited staff today. Your wait times may be longer than usual. Thank you for your patience and understanding during this time.
12/08/2010	11:00 am	HR/Payroll Portal Access: The portal will be unavailable this weekend from 6 pm on Friday, December 10th until 7 am on Monday, December 13th while we conduct system maintenance activities.
12/08/2010	10:50 am	The BEACON biweekly payroll postings that were scheduled to post today to NCAS and CMCS will post tonight. Please report any questions regarding these postings to the BEST Shared Services Center.

January 2011:

01/31/2011	9:55 am	SAP: As a part of tracing the slow response time of the system, you may experience a brief interruption in service. If you receive a "Page Not Found" error message, please wait one to two minutes and try logging on again. We apologize for any inconvenience this may cause you.
01/31/2011	8:55 am	SAP: We are experiencing slow response times with the SAP system this morning. BEACON is working with ITS to resolve the issue. Please continue to check this page for further updates.
01/26/2011	2:50 pm	All W2's for 2010 have been processed and mailed as of 1/25/2011. The W2's were mailed to the address on record as of 1/15/2011. If you have ESS access, please verify that your address is correct and make any changes necessary via ESS; if you do not have ESS access, please see your agency HR office for assistance with verifying and updating your address. Please allow 7-10 business days for the W2 to arrive at your address. If you do not receive your W2 within the 7-10 day time frame, and you have access to ESS, you may print your own W2 beginning February 1, 2011. If you do not have access to ESS, you may call and request a reprint. We will verify your ESS access and advise at the time of your call whether you must print your own W2 or we will print and re-mail it to you.
01/20/2011	8:30 am	System Availability 1/23: The HR/Payroll system will be unavailable from 6:00AM to 11:00AM on Sunday, Jan 23rd due to system maintenance.
01/18/2011	9:30 am	SAP: The SAP system has resumed normal operations. If you still continue to experience problems, please contact BEST at BEST@osc.nc.gov or 919-707-0707.
01/18/2011	8:40 am	SAP: We are experiencing intermittent problems with the SAP system this morning. Please continue to check this page for further updates.
01/14/2011	2:00 pm	W-2's for Tax Year 2010 W-2's for tax year 2010 will be mailed to all employees by the January 31 deadline. Employees can view and reprint their W-2 through ESS beginning February 1.
01/11/2011	8:52 am	BEST Shared Services Call Center: Due to inclement weather, the BEST Shared Services Call Center currently has limited staff available to take calls. We will process requests through email and faxes. The BEST email address is BEST@osc.nc.gov and the fax number is 919-855-6861. Thank you for your patience and understanding during this time.

