

Troubleshooting WTE Jobs

Check the following data in Banner when an employee or an approver has problems accessing a time sheet in WISE.

Banner Form	Required Action	Desc/Notes
WTE APPROVER: Verify that Approver account previously requested is set-up; if NOT, send email to: USNH.HR.Production@usnh.edu		
GOAEACC	Confirm APPROVER has a GOAEACC record. Query by USNH ID #.	
Verify that Approver account previously requested is set-up; if NOT, send email to: USNH.HR.Production@usnh.edu		
PTRUSER	Confirm APPROVER has a record. Query "User Name:" (case sensitive, use % as wildcard)	
PSAORGN	Confirm APPROVER has access to their employee's TS Org on PSAORGN. (Query by Banner User ID)	
NBAJOBS or NBIJLST (APPROVER)	Confirm the APPROVER's NBAJOBS record to be used on NBAJQUE is active and not terminating within the Pay Period or next.... if a job termination/end date is discovered a new approver must be identified and assigned to the employee jobs before the pay period begins.	
WTE EMPLOYEE: Review Employee's WTE job.		
BSC	NBAJOBS (Employee)	Confirm current Payroll Default record is setup for WTE. Confirm future effective dated Job Detail and Payroll Default records are setup for WTE. Confirm there are no active work schedule records.
	<<Options>> Base Job	For OS jobs [Job ECLS = H1,H2,HE] enable leave accrual.
	Accrue Leave	Confirm box is checked.
	<<Options>> View Work Schedule Effective Dates	Confirm all work schedules are ended.
	Job Detail	
	Title:	Confirm job title is unique if required.
	<<Options>> Payroll Default	
	Timesheet Organization:	Confirm TS ORG code.
	Time Entry Method:	Must be "Time Entry via Web"
	Time Entry Type:	Must be "Pay Period Time Sheet"
Time In and Out	Must be "Y"	
All future Effective Dated job records must be setup with the same information.		
WTE Approver Assignments: Confirm Approvers are assigned to TS Org and jobs.		
HRIS	NTRRQUE	Verify that Approver account previously requested is set-up; if NOT, send email to: USNH.HR.Production@usnh.edu
		Provides high-level view of approval by TS ORG. Check to make sure there is a valid position defined as the default approver for the TS ORG. [Validation only necessary 1-time per TS ORG.]
	Approval Category:	Must be TIME
	Approver Sequence:	Must be 1
	Approver Position:	Must not be vacant. Usually coded for a member of the BSC. Sometimes coded for the organization's Superuser.
NBAJQUE	Verify that APPROVER's position for the Approver account previously requested is assigned to the employee's WTE job	
	ID:	Employee's ID
	Position:	Employee's Position
	Suffix:	Employee's Suffix
	Approval Category:	Must be TIME
	Approver Sequence:	Must be 1
	Approver Position:	Must be Approver's active position.
	Approver Incumbent:	If approver's position is a single position; i.e. only one person in position [Benefits eligible staff], not needed. If approver's position is a pooled position; i.e. adjunct appointments, select incumbent's name.