Payroll Suspense Correction Process – Corrector Guidelines

Business Process Overview

What is Payroll Suspense?

The Berkeley Financial System (BFS) is the system used to manage the financial transactions in the general ledger. Many of these transactions originate from third party feeder systems such as the Travel Reimbursement System, the Cash Deposit System, the Campus Accounts Receivable System, and the Payroll Personnel System (PPS).

When these transactions come into BFS, the system runs the transactions through Chart of Accounts (COA) validations. If the chartstring is valid, then the transaction is posted using the
chartstring sent by PPS. If the chartstring is invalid, then the transaction is posted to a suspense chartstring where it will await correction.

This is important because suspended transactions are recorded in a liability account so do not appear as payroll expenses in BAIRS reports and makes managing the budget more difficult - especially as the number and dollar value of these suspended transactions increases. That is why the Payroll Suspense Correction function is so important. It allows users to see these suspended transactions and take steps towards clearing them out of the suspense chartstring.

**How are Payroll Suspense Transactions Cleared?**

There are only two actions that can be taken to clear payroll suspense transactions. The action taken will depend on whether or not the chartstring that came from PPS was the correct chartstring or not.

1. If the chartstring that came from PPS was correct, then a journal entry (JE) must be used to move the transactions from suspense to the PPS chartstring
2. If the chartstring that came from PPS was incorrect, then a Payroll Expense Transfer (PET) must be used to move the transaction from suspense to a new chartstring

**NOTE:** The primary reasons for why a correct chartstring would end up in suspense and the action to clear them are as follows:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is a Contracts &amp; Grants fund, and PPS fed the chartfield combination to BFS before it was added to the PC Mapping Table.</td>
<td>Look up the chartstring on the PC Mapping table to ensure that it is mapped. If it is, process the transaction as a JE on the BFS Payroll Suspense Correction page. If it is not mapped, contact the appropriate RA who can work with CGA to ensure that the chartstring is mapped.</td>
</tr>
<tr>
<td>One of the chartfields was inactivated with an effective date that is before the accounting date on the Payroll Suspense transaction.</td>
<td>Contact the owner of the chartfield and ask that the chartfield be temporarily activated in order to process the transaction.</td>
</tr>
</tbody>
</table>
Regardless of what action is used to clear the suspense item, all actions must have target chartstrings that pass COA Validations and be approved by another person. Suspense transactions clear from the suspense chartstring when the clearing journal entry is posted to the General Ledger.

**Payroll Suspense Clearing in BFS**

Within BFS, payroll suspense clearing follows the overall business process, but tracks all of the actions and steps in BFS.

The Payroll Suspense module consists of three main pages:

1. **Payroll Suspense Correction page**
   
   This is the page where most of the work takes place. From this page departmental users will indicate what action is to be taken on the suspense transaction, enter in new target chartstrings for PET transaction, determine if the chartstring passes COA validations, and submits the transactions for approval. The approval routing for requesters is defined by their default journal Source Code that contains the same logic that is defined for journals and other items that require approval within BFS.

2. **Payroll Suspense Approval page**
   
   This is the page where the workflow approver will approve the transaction. Only valid chartstring combinations can make it to this page. Approvers are defined by the journal Source Codes to which they have been granted approval access.
3. **Payroll Suspense PET page**
   This page is used by CSS Timekeepers to see a list of pending approved PET transactions and to mark those transactions as complete once they have entered the data into PPS or to mark them as rejected if they are unable to enter the data into PPS.

This document focuses on the Payroll Suspense Correction page.

**Payroll Suspense Correction Page**
The menu path to get to the Payroll Suspense Correction page is Main Menu > CAL Components > GL > Payroll Suspense > Payroll Suspense Correction

![Payroll Suspense Correction Page](image)

1. There are seven search criteria available for users:
   - Fund
   - Department
   - Chartfield 1
   - Chartfield 2
   - Employee ID
   - Pay End Date
   - OrgNode
   The more search criteria populated, the narrower the results.

2. The Sort Seq boxes establish the sort order the results come out in. For example, if one wanted the results to first be sorted by Pay End Date and then by Employee ID, enter in a sort sequence of 1 next to Pay End Date and a sort sequence of 2 next to Employee ID. The default sort order is by Employee ID only.

3. Once criteria have been specified, the ‘Search’ button is clicked. The program populates the grid and sorts the grid given the criteria specified.
NOTE: Departmental users only have 90 days from the accounting date on the original journal to take action on payroll suspense transactions. Therefore, only transactions less than 90 days will display on this page.

Payroll Suspense Entries Grid

The columns EmployeeID/LineRef, Employee Name/Line Descr, and Pay End Date appear on all tabs in the grid and on the grid there are six tabs.

Tab 1 - COA (Chart of Accounts)

For any transactions without an action or with an action of JE, this page displays the chartstring that was entered into PPS. For any transactions with an action of PET, either this page will display the chartstring entered into PPS or any saved changes to the chartstring. To assist with matching these transaction rows with the BAIRS PPP5302 report, the Title Code and DOS Code have been provided on this tab.

<table>
<thead>
<tr>
<th>OrigCOA</th>
<th>Notes</th>
<th>Error</th>
<th>Corrected Line COA Edit Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>OrigCOA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OrigCOA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Clicking on the ‘OrigCOA’ hyperlink will open up a popup window displaying the chartstring from PPS and the chartstring from the Original Journal.
The system displays both of these chartstrings because in some cases there are transformations that occur in BFS after the data is received from PPS. Having both sets of data allow the user to see when these transformations have occurred.
Clicking on the 'Notes' hyperlink will open up a popup window displaying the Suspense Correction Notes page.

On this page is an editable field for users to enter notes. There is a limit is 250 characters for each note. When the page is saved, notes will be saved in history for future reference. Once saved, these notes cannot be deleted or edited, but additional notes can be added.

**NOTE:** Each time an action is taken on a transaction row (such as submitting, unssubmitting, approving, rejecting, etc.) a history note will be added. This note will track when the action was taken (Last Updated On), who performed the action (Last Updated By and Last Updated By Name), the role of the person taking the action (Role) and what action was taken (Notes).

Once a note has been added, the icon changes from this 
![icon1] to this 
![icon2] to alert the user that notes exist. The icon will only change if the 250-character note field has been populated and then saved.

If the only things that show up in the history notes section are actions, then the icon remains as this 
![icon2]
The Journal Attributes tab displays the following fields:

- **Suspense Entry Date** which is the date the Suspense transaction was interfaced into BFS
- **Suspense Line Number** – this represents the journal line number for the suspense transaction generated when the PPS chartstring was found invalid. The amount for this line will be equal to the amount that would have been associated with the original journal line.
- **Original Journal ID**
- **Original Journal Date**
- **Original Journal Line** (the amount on this journal line will always be zero since the amount will be associated with the suspense line number above)
- **Original Accounting Date**
The data on the ‘Last Update’ tab will change as updates are made to the page.

- The User GL Source field is populated with the default Journal Source code of the person who submitted the transaction. It determines who will be able to approve this transaction.

**NOTE:** If the journal source code that is pre-populated when you create a new journal entry is not the one that you normally use, please contact sechfs@berkeley.edu to change your default code, as the source code cannot be overridden for a particular payroll suspense submission. Once your default source code has been changed, you can unsubmit and then resubmit your request to have it routed based on your new default source code.
Displays the Original COA Error Message that provides the reason why BFS placed the transaction in suspense.
If the transaction was submitted and approved but then subsequently rejected by a CSS Timekeeper, the PET Entry Status will be Rejected. Any notes that were provided by the Timekeeper will be visible by clicking on the ‘Notes’ icon.
NOTE: When a PET is rejected by CSS that transaction becomes available on the Payroll Suspense Correction page to be processed again. Additionally, an email is sent to the requester alerting them that the PET was rejected/not entered and must be reprocessed.

Payroll Suspense Process Options

On the Payroll Suspense Corrections page, there are six processing options. Users will first select the rows the option should apply to, select the action and then click on the ‘Process’ button. The system will update the selected transactions as follows:

<table>
<thead>
<tr>
<th>Process Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>JE</td>
<td>Updates the PET/JE action for selected rows as ‘JE’</td>
</tr>
<tr>
<td>PET</td>
<td>Updates the PET/JE action for selected rows as ‘PET”</td>
</tr>
<tr>
<td>Submit</td>
<td>Submits the selected rows for approval</td>
</tr>
<tr>
<td>Un-Submit</td>
<td>Retracts the selected rows from approval so that the submitter can update values on the transaction such as changing the action from PET to JE or vice versa.</td>
</tr>
<tr>
<td>Un-Flag JE/PET</td>
<td>For any selected rows, removes the previously assigned corrective action.</td>
</tr>
<tr>
<td>Request Mapping</td>
<td>If the chartstring needs to be mapped, users can select this option for a single row and the system will pre-populate the Budget Add/Edit page with the chartstring from the row.</td>
</tr>
</tbody>
</table>
Payroll Suspense Clearing Examples

Example #1 – PC Mapping Errors - PC Mapping Exists
There was a timing issue where the payroll file was processed before the chartstring was mapped. The chartstrings have subsequently been mapped in the PC Mapping table and a journal entry (JE) should be created to remove the transaction from suspense and record it in the chartstring originally received from PPS.

Step 1 – Determine the cause
The first step should always be to determine what caused the transaction to go to suspense.

Click on the ‘Error Message’ tab to determine what caused the transaction to go to suspense.

In this example, the error was due to PC Chartfield Mapping.
Step 2 – Designate the clearing action
Return to the COA tab

1. Select 'JE' from the drop down menu
2. Click on the 'Save' button

**IMPORTANT** Users must click the 'Save' button when making changes in the grid. If the user attempts to process a request without saving the data, the following error message will be displayed:

**Message**

There are data changes in the grid. You need to save these changes first before request may be performed.

The PeopleCode program executed an Error statement which has produced this message.

OK
Step 3 – Submit for supervisor approval

Next, go to ‘Process’ field, select ‘Submit’ from the drop down, and then click the ‘Process’ button. A message box will summarize the requested action(s).

If this is correct, click OK.

When the system is done processing the request, a message containing the outcome of the request will appear.

In this example, both of the JE transactions submitted were accepted by BFS.

Click the OK button to close this message box.
To find out which transactions were accepted, look at the 'Submit for Approval' column.

If “Submit” appears in the row of the transaction, it was accepted. In this example, both transactions were accepted and will fall off this suspense list 24 hours after an approver accepts these entries. One can also look at the ‘Error’ column which indicates ‘N’ for no errors and the ‘Corrected Line COA Edit Message’ now reads “Successful chartstring validation.” Remember, only transactions that pass COA validation will be marked as submitted.
Example #2 – PC Mapping Errors – Request PC Mapping

In this example, the original issue is also due to PC Mapping errors; however, the chartstring still has not been mapped.

Step 1 – Determine the cause

The first step should always be to determine what caused the transaction to go to suspense.

Click on the ‘Error Message’ tab to determine what caused the transaction to go to suspense.

These six transactions have the same PC Mapping errors and require a JE to get them out of suspense.
Step 2 – Designate the clearing action

Return to the COA tab

1. Click on ‘Select All’ button
2. Select ‘JE’ from the ‘Action’ drop down menu
3. Click on the ‘Process’ button
4. A message box will summarize the requested action(s). If this is correct, click ‘OK’

Step 3 – Submit for supervisor approval

1. Select ‘Submit’ from the ‘Action’ drop down menu
2. Click on the ‘Process’ button
3. A message box will summarize the requested action(s). If this is correct, click ‘OK’
A new message summarizes the results of the action.

Of the six JE transactions submitted, BFS did not accept any; all six were rejected.

Notice that the ‘Submit for Approval’ column is blank. Remember, only transactions that pass COA validation will be marked as submitted. Scroll to the right and notice that BFS has flagged all six transactions with a red “Y” in the Error column. This entry also has the same error message as before. If you are an RA, request the PC mapping via CAL Components> GM> Award Budget Entry.

**NOTE:** If you are not an RA, you must work with the RA that manages the award to ensure that the chartstring is mapped to PC Chartfields.
Example #3 – Wrong Chartfield Entered – Request Payroll Expense Transfer

The other action briefly mentioned is a Payroll Expense Transfer (PET). Use this method when an incorrect chartfield was entered into the Payroll/Personnel System. This reverses the original incorrect entry, and replaces it with the corrected chartstring.

**Step 1 – Determine the cause**

Again, start on the Errors tab to view the issue that caused this transaction to go to suspense.

![Payroll Suspense Correction](image)

In this example, the error is due to an invalid fund.
Step 2 – Designate the clearing action

Return to the COA tab

1. Select ‘PET’ from the drop down menu
   A. Notice that once ‘PET’ is selected, the chartfields open and become editable.
   B. Additionally, the ET Month, ET Page, ET Line, Original Gross Earnings and Total Benefits fields also open and become editable.

Step 3 – Change the chartstring

The error message indicated the fund was invalid and research indicated that 81840 is the correct fund.

Change the fund to 81840 for all rows for this Employee Name, Pay EndDate, DOS Code, Title Code and chartstring.
Step 4 – Run the BAIRS PPP5302 report
Below is an example of the BAIRS Financial Report (PPP5302) showing all of the information needed to enter the ET Month, ET Page, ET Line, Original Gross Earnings and Total Benefits information in the fields as shown in Step 5. The best practice is to run the BAIRS report by Employee ID and Pay Period End Date because the same Pay Period End Date may have activity in multiple ledger months.

The menu path for the PPP5302 report is as follows:
Run BAIRS Financial Reports -> 080. Payroll -> BIS_PPS_Expense_Detail_Curr.bqy

Step 5 – Populate the ET Month, ET Page, ET Line, Original Gross Earnings and Total Benefits fields

1. If review of the BAIRS PPP5302 report indicates that the default ET Month is not correct, click on the magnifying glass and select the appropriate value
2. Enter the ET Page information
3. Enter the ET Line information
4. Enter the Original Gross Earnings information
5. Enter the Total Benefits information
6. Click on the ‘Save’ button
NOTE: The ET Month automatically defaults with the original accounting period and if the user attempts to change it, then the following message is displayed.

This is not a severe error and the user may continue with their edits by clicking the 'OK' button.

**Step 6 – Submit for supervisor approval**

Once the data has been saved, the PETs can be submitted.

1. Select ‘Submit’ from the ‘Action’ drop down menu
2. Click on the ‘Process’ button
3. A message box will summarize the requested action(s). If this is correct, click ‘OK’

When the system is done processing the request, a new message summarizes the results of the action. In this example, all three rows of the PET were submitted and zero rows were in error. The ‘Submit for Approval’ field shows as “Submit”.
Click the OK button to close this message box.

**NOTE:** If 'PET' is selected and the user does not enter the required information in the ET Page, ET Line, Original Gross Earnings and Total Benefits fields, the following error will be displayed upon clicking on the 'Save' button.

The only exception to this are bi-weekly vacation accruals that are zero gross payroll entries. In these rare instances, after selecting 'PET', click on the 'PET Zero Gross' box. The 'Original Gross Earnings' field will default to $0.00 and become greyed out. Populate the fields and submit as normal for PET requests. An example of when this would be appropriate is shown in the screenshot below.

While the last two lines in this report have zero gross payroll amounts, only the last row went to suspense, which is why only that row is highlighted here.
Conclusion / Summarization
Example #1 – These entries will fall off this suspense list 24 hours after they are approved.

Example #2 - The second set of entries will remain on the list until CGA updates the PC mapping table, they are resubmitted for approval, they are approved, and the nightly journal generation occurs.

Example #3 - The third and final set of entries will remain on the list in suspense until CSS Timekeepers make the correction in PPS and an updated entry is fed to BFS at the month end cycle.

Appendix
Although transactions may be approved, the transactions will continue to be visible on the corrections and approval pages until they are cleared. The following grid shows what transactions can be seen on which pages and when:

<table>
<thead>
<tr>
<th>Status</th>
<th>Visible on Correction Page</th>
<th>Visible on Approval Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>New suspense transaction</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Updated suspense transaction</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(not submitted or un-submitted)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submitted transaction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Approved</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>JE is posted in the Ledger</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>(typically happens the night the JE is approved)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PET is posted in the Ledger</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>(typically happens when the payroll file is processed once a month)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>