UC Flex Help Guide

General

If You…	Then
Have a general question pertaining to UC Flex or a question regarding UC Flex roles	Review the UC Flex Frequently Asked Questions (FAQs) located at http://www.uc.edu/ucflex/communications.asp or email ucflex@uc.edu
Need information on UC flex reports	Review report information listed on the UC Flex website located at http://www.uc.edu/ucflex/UC_Flex_Reporting.asp
Need step-by-step procedures (work instructions) for a UC Flex transaction	Go to the UC Flex Training Help Website located at http://www.ucflex.uc.edu/help. Click on the appropriate functional area and then the appropriate course or role to locate the work instruction you need.
Are in a UC Flex transaction and are not sure what data to enter or how to move to the next screen	Select **Help > UC Flex Help** from the menu bar to display step-by-step procedures for the transaction.
Need technical help	See your IT unit coordinator or call the UCit Help Desk at 556-HELP (4357).

Business Warehouse (BW)

If You…	Then
Are prompted to login to BW when you run a report	The system checks the Logon to BW window to verify your username and password when you run a BW report. Perform the following four actions to ensure the portal keeps track of who you are: 1. In Internet Explorer, from the menu bar, select **Tools > Internet Options,** **c**lick on the **Advanced** tab, scroll down until you see "**Reuse Windows for launching shortcuts**" (under the Browsing section). Deselect this option; i.e., if there is a check mark in the box next to it, click on the check mark to remove it. This option must **NOT** be selected in order for your report to open in its own window. 2. Do not close the "Logon to BW" Internet Explorer window once the Business Warehouse has opened up. 3. Close any Internet Explorer windows/sessions that you have opened since opening BW. 4. Make sure that the report is opening in an Internet Explorer window and not in another browser (e.g., Netscape or Mozilla).
Receive the message: "400 Session timed out – please log in again":	Click the refresh button on the Internet Explorer tool bar.

Employee Information

If You…	Then
Have questions about an employee's record	1. Use transaction code **PA20**, Display Employee Record, to display the record and then select the appropriate infotype(s) to review. 2. Call the HR Service Center at 556-6381 if any information is inaccurate.
Have an employee for whom you submitted a PCR and the PCR action is not reflected in the employee's record	Review the PCR Overview screen or run the PCR Status Report, transaction **ZPCRSTAT,** to determine the status of the PCR. Do NOT submit another PCR if the initial one is still in process.
Need to determine if an employee has been withdrawn (separated, retired, or is inactive)	1. Use transaction code **PA20**, Display Employee Record, to view the employee's personnel record. 2. Go to the detail screen for infotype 0 (Actions) in **PA20**. The employee's status is located in the **Employment** field in the **Status** section.
Want to view the details of a line item on an Infotype Overview screen	Select the line item you want to view, and then click the Details icon (magnifying glass).

Payroll Information

If You…	Then
Have a question whether or not an employee was paid or you are missing an employee's paycheck/pay stub	1. Run the BW Labor History report by that person to determine if a paycheck was issued. If a paycheck was not issued, call the HR Service Center at 556-2451 for resolution. 2. If a paycheck was issued, use transaction code **PA20**, Display Employee Record, to view the employee's personnel record. 3. In **PA20**, view the Overview screen for infotype 32 to validate the employee's mail and check location is accurate. 4. If any information is inaccurate, call the HR Service Center at 556-2451 for further instructions.
Have an employee who has been overpaid or underpaid	1. Use transaction code **PA20**, Display Employee Record, to view the employee's personnel record. 2. View the Overview screen for infotypes 8, 14 and 15 to ensure the employee's basic pay, recurring payments and one-time payments are accurate. 3. If any information is inaccurate, call the HR Service Center at 556-2451 for further instructions.
	1. Correct KRONOS. 2. Complete the **Time Entry Correction** form located at http://hr.uc.edu/. (Do **NOT** use the Late Pay form or the KRONOS Correction form). 3. Submit the Off-Cycle Check request.
Need an Off-Cycle Check for salaried employees	Use transaction **PA20**, Display Employee Record, to ensure the employee's record is accurate in UC Flex. If so, then submit an Off-Cycle Check request. If the employee record is not accurate, contact the HR Service Center at 556-2451 for further instructions.
Have a Bookstore charge on your pay stub but you have not been to the bookstore	It may not be a bookstore charge. Bearcat card charges and Faculty Club charges appear as Bookstore charges.

Time Management

If You…	Then
Need to correct leave absences for an exempt employee	Use transaction code **CAT2**, Maintain Employee Absences, go into the timesheet for the month you need to make changes, change the hours, then save your changes. The system will automatically update the leave balances when payroll is processed again.

Position Information

If You…	Then
Want to view an individual(s) assigned to a specific position	Use transaction **PPOSE**, Display Organization and Staffing, and search by the position.
Want to view the cost distribution on a position	Use transaction **PPOSE**, Display Organization and Staffing, search by the position, double-click on the appropriate position, and then click on the Cost distribution tab in Details section of the screen.

Hiring Information

If You…	Then
Have questions regarding the Hiring process	Contact the HR Service Center at 556-6381.

Financials

If You…	Then
Have a question on any of the following: - Small dollar invoice processing - Purchase requisitions - Term contract release orders - Journal entries - Internal Orders - Customer billing - Deposits (gifts or non-gifts) - PCard processing - Asset inventory tracking	Call the UCit Help Desk at 556-HELP (4357).