



CHANGE POSITION CALLBACK RATE BUSINESS PROCESS PROCEDURE OM-36 | TRANSACTION PO13

OM

The purpose of this Business Process Procedure is to explain how to change the position callback rate in the Integrated HR-Payroll System.

Trigger: There is a need to change the Position Callback Rate for a position.

Business Process Procedure Overview:



Position Callback Rate (IT 9012) - Positions that are eligible for compensation under the Emergency Callback policy should have this Infotype created to indicate that eligibility. The actual time spent working should be recorded on the timesheet. The additional time needed to reach the minimum will be computed by the Integrated HR-Payroll System. The “Immediate Payout” checkbox indicates that the additional compensation will be paid immediately instead of accrued as comp time for the selected aging period.

Attendance Type 9516 (Callback) Should be used to indicate regular callback time. The policy provides for a minimum of two hours of compensation when an employee has to physically return to work due to a callback.

Attendance Type 9511 (Remote Callback) Should be used to indicate remote callback time. A minimum of 30 minutes compensation is provided for remote callbacks in which the employee can respond online or by phone.

Tips and Tricks:

See the OM Tips and Tricks Job Aid for a full listing of Best Practices and Tips & Tricks. The job aid is located on the Training HELP website <https://www.ncosc.gov/training/hr-payroll-help-documents>.

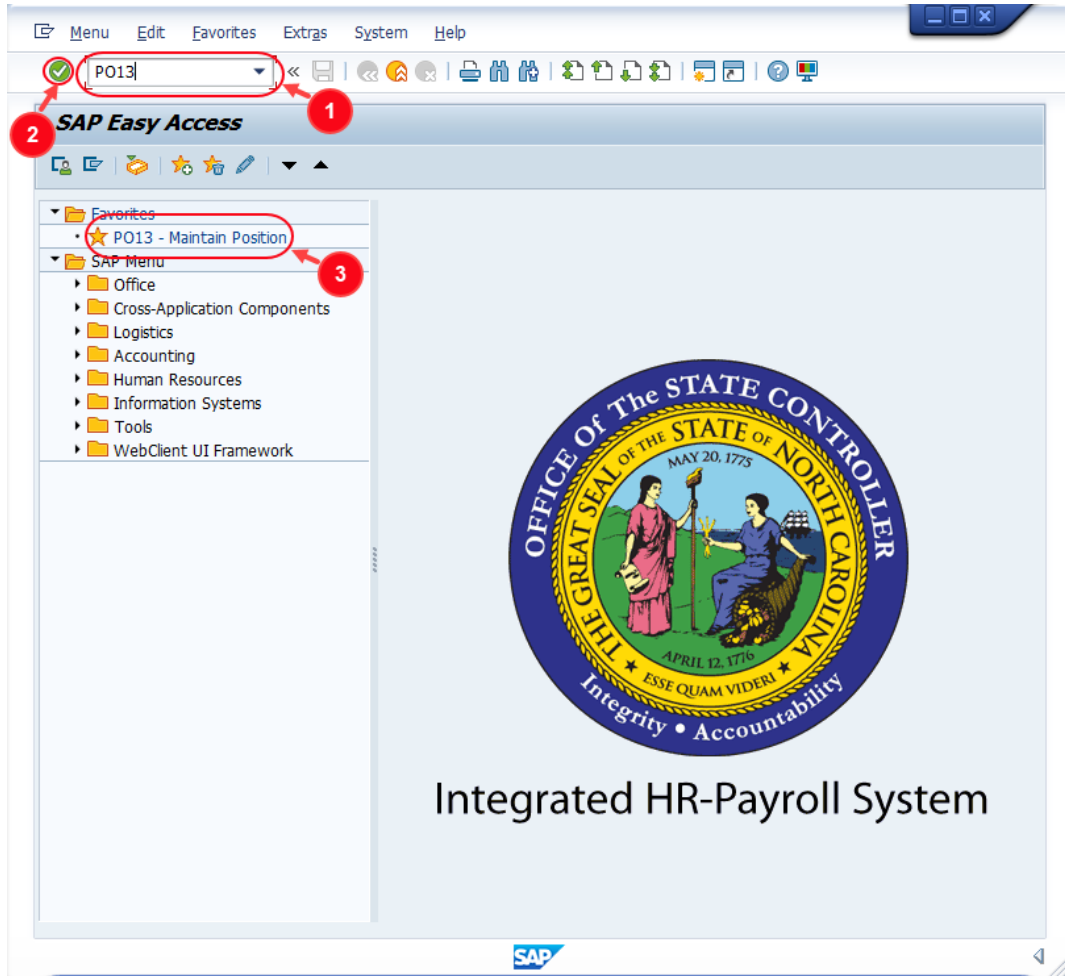
- **Copy**  is to be used most of the time. This will delimit the existing record and create a new record with the start date given. Copying keeps a history of the old record.
- **Change**  is to be used only if you make a spelling or other simple error and want to change the record. There is no history tracked on what the record used to be if you use the change functionality.

OSHR Policy:

<https://oshr.nc.gov/policies/salary-administration/call-emergency-callback-pay>

Procedure

1. Type PO13 in the command field (1). Hit enter on your keyboard or click the **Enter** ✓ button (2). Also, you can double click it from your favorites folder if you've previously saved it there (3). See the information block below the screen shot for a quick tutorial on adding the transaction.



Information

You may want to enter this transaction code in your Favorites folder.

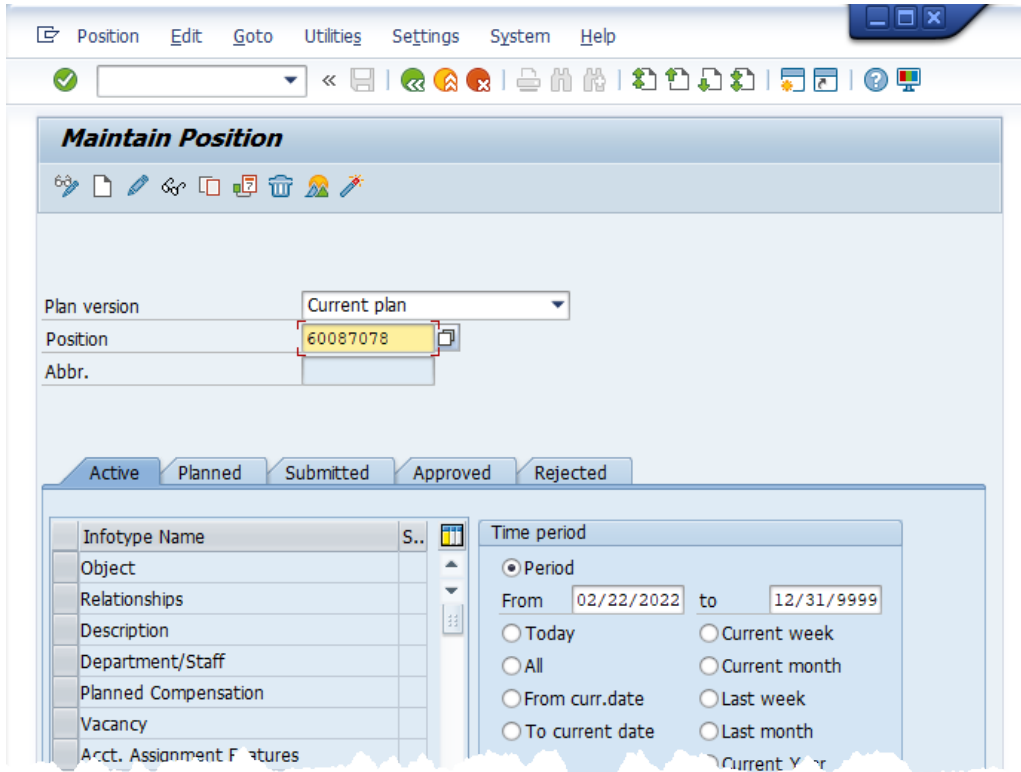
- From the menu at the top of the screen, choose **Favorites > Insert Transaction**.
- Type in **PO13**.
- Click **Enter**.


To see the transaction code displayed in front of the link in your favorites, from the menu at the top of the screen:

- Choose **Extras > Settings**.
- Place a check next to **Display Technical Names**.
- Click **Enter**.

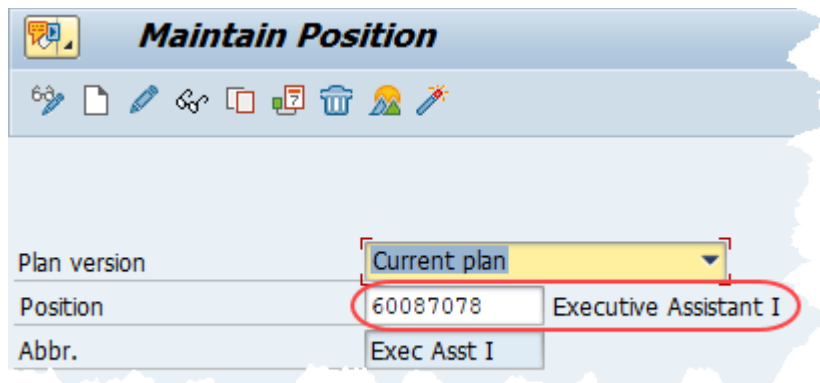
Review the [Favorites Folder](#) training document for more tips and features!

- Input the position number that needs updating. This document will use 60087078 from the OSC training environment. [Access client 899](#) to follow along in a “live” system.






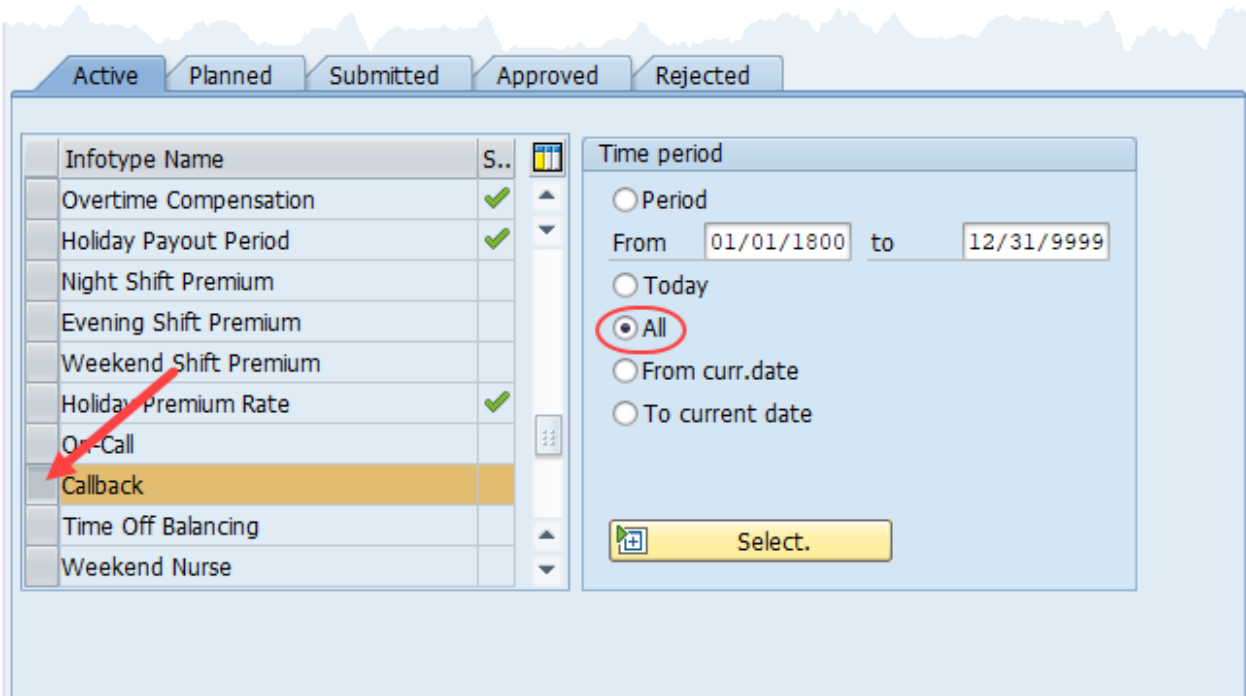
- Click the **Enter** button  and verify the position displayed is the one you need to change.

Alert! Be vigilant on this step. A position number may be present already when you access the transaction, so be sure to review the position number and name to ensure they are correct.



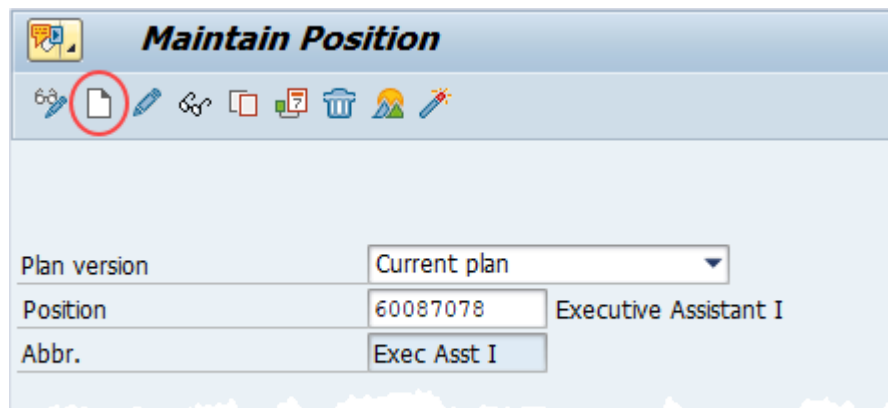
4. Within the Active tab:

- Scroll down the list of position infotypes and click the square  in front of the **Callback** row. There may or may not be a green check  already present.
- In the Time Period area click into the **All** radio button and then click **Select**  **Select.**



ATTENTION! If a new eligibility needs to be created or a rate adjusted, continue to step 5. If a current eligibility needs to be ended, skip to step 8.

5. Click the **Create** button .



NOTE: Using the create button will work even if a record already exists.

- Enter the start date of the new record and update the data as applicable. If callback time is to be paid out immediately, the **Immediate Payout** box should be checked. Otherwise, the value in the **Comp Aging Limit** field will determine how long an employee may retain accrued Callback Compensation hours before they either expire or are paid out.

Create Callback (9012)

Position: Exec Asst I Executive Assistant I

Planning Status: Active

Validity: 05/01/2022 to 12/31/9999 Display change infor

Callback: 01 S 60087078 1

Callback Eligibility:

Immediate Payout: **OR** Comp Aging Limit: 365 Days

- Click the **Save** button . If updating a record, click **Yes** to delimit the previous record. No pop-up will appear if there was no previous record.

Callback Create

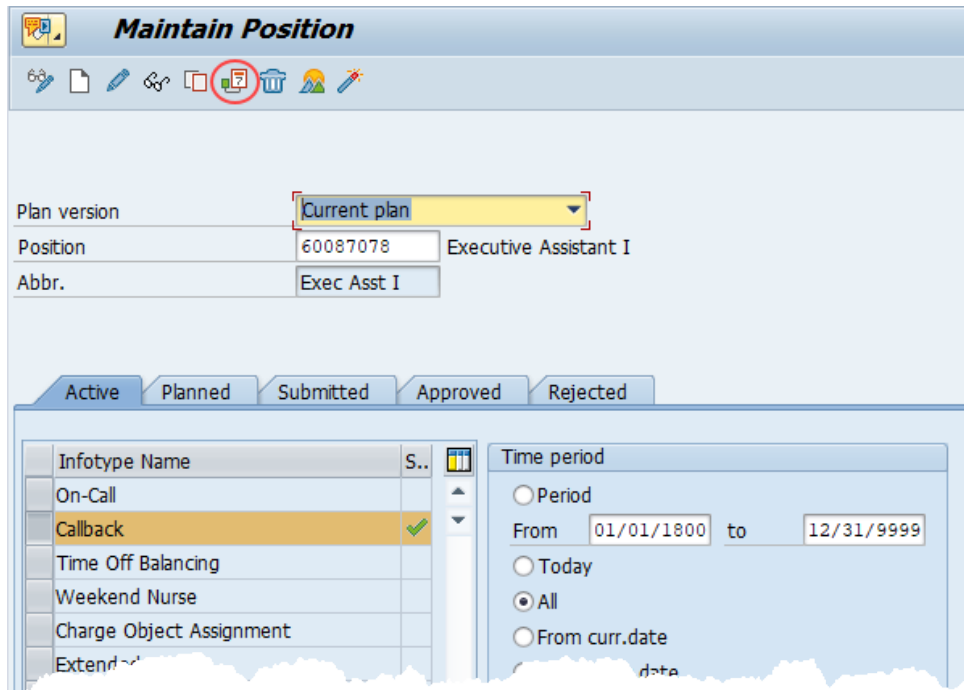
Previous record will be delimited at end. Do you want to save?

Yes **No** **Cancel**

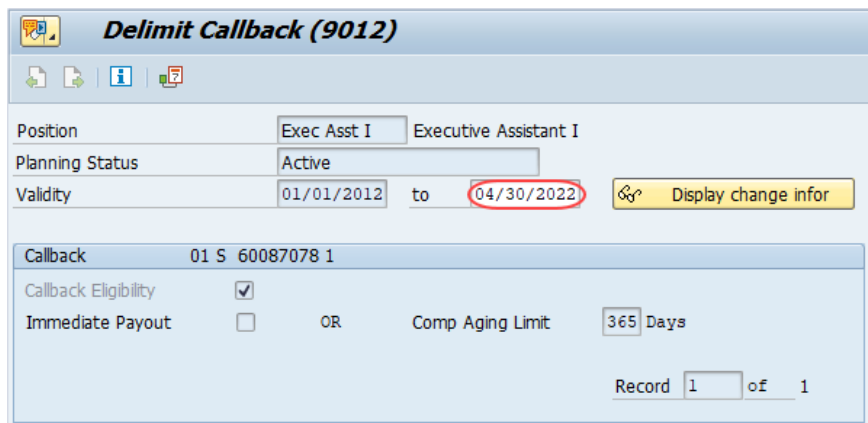
Proceed to step 11

8. (Begin at this step to end the **Callback** eligibility for a position.)

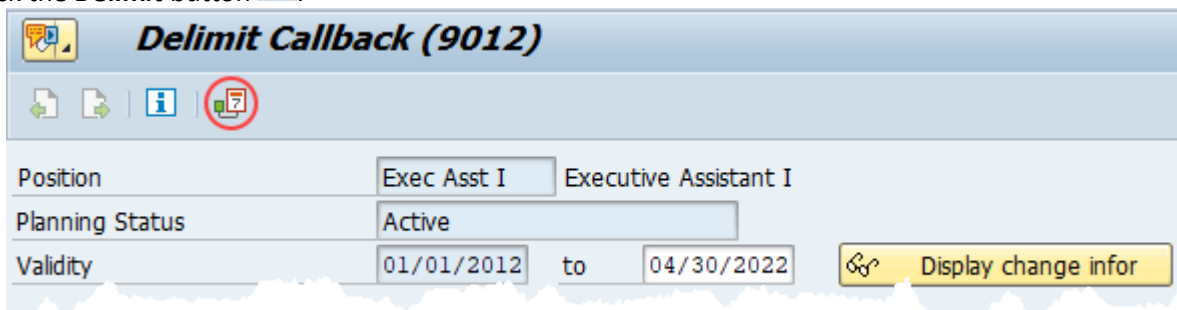
Click the **Delimit** button .




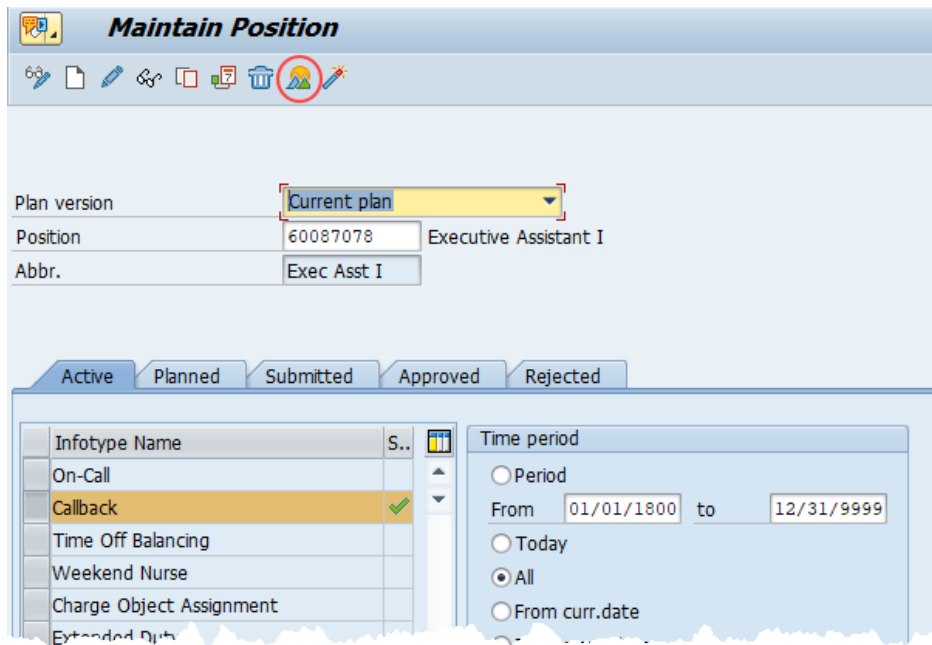
9. In the **To** field, enter the last day in which the position was eligible for the Callback compensation. For example, if a position is no longer eligible for Callback comp as of May 1st, 2022, then the date entered in the **To** field would be 04/30/22.




10. Click the **Delimit** button .

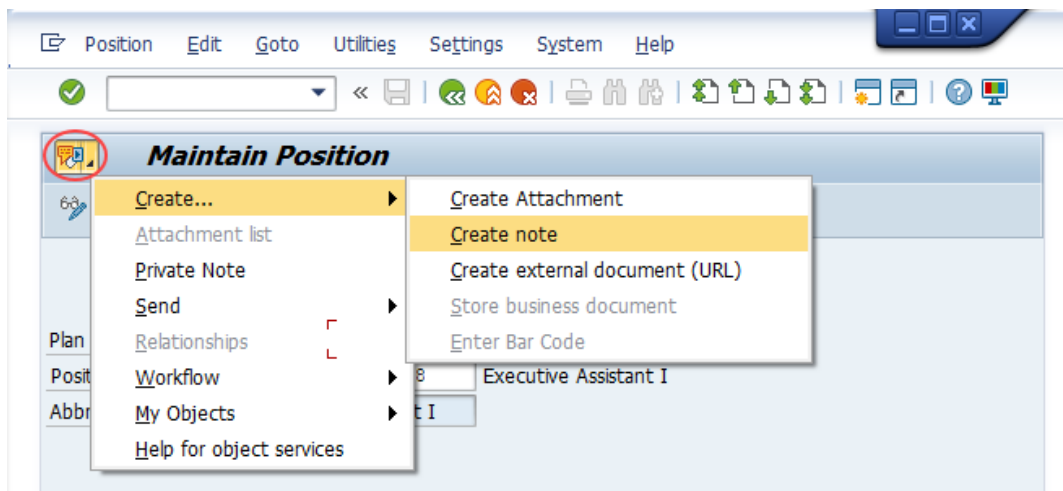


11. Review your work by ensuring that the **Callback** infotype is selected and click the **Overview** button .



A list of all **Callback** infotypes for the Position will be displayed, including the Validity Dates, eligibility for the compensation and if so, whether it will be paid immediately or the comp aging limit in days.

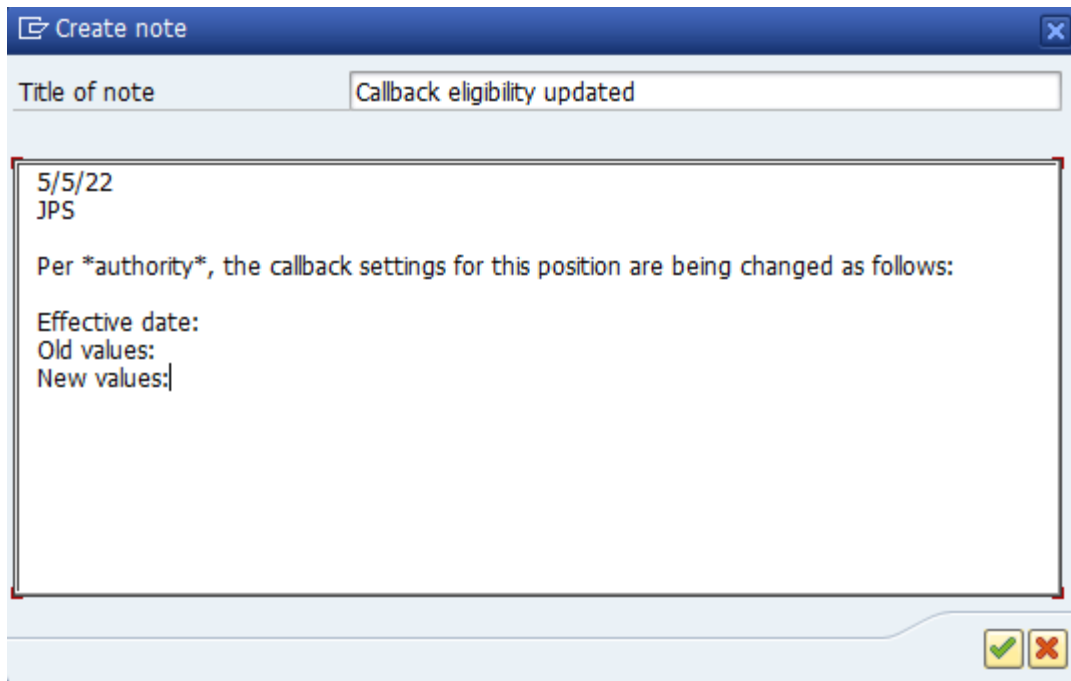
12. **Optional step:** Include a note. Click on the right side of the **Services for Object**  button. In the resulting drop-down menu, hover over the **Create** option and then choose **Create Note**.



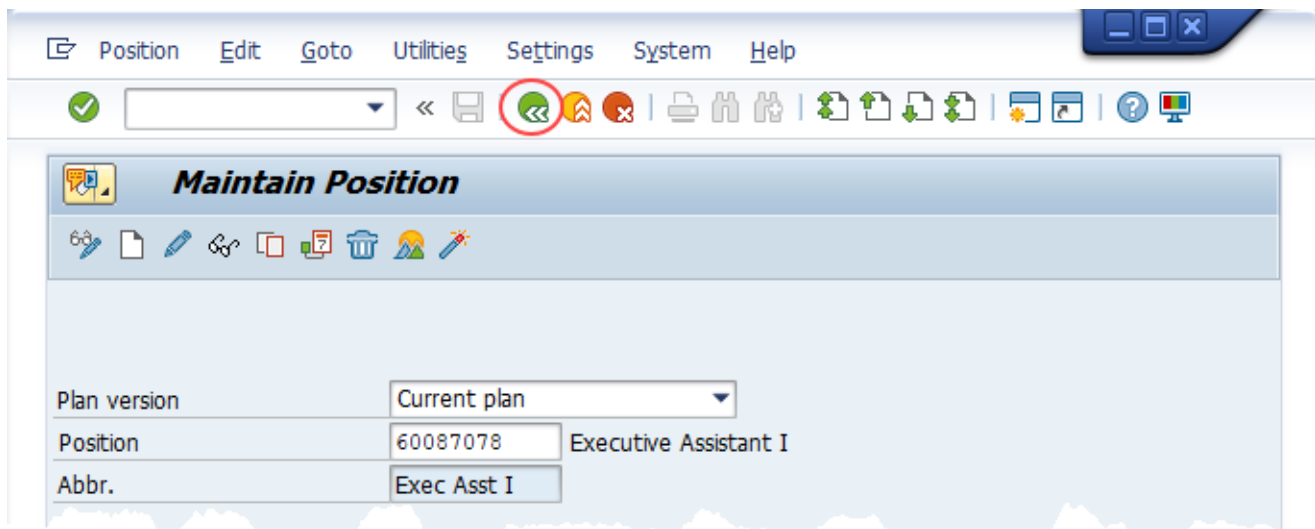
Note: Although a note is not required when updating a position’s Overtime Compensation settings, OSC staff recommends that one be created, nonetheless.

Enter in today’s date and your name (or initials) and a brief note with information used to justify the change.

Click the **Green check**  to save your note.



13. Click the **Back** button .



The system task is complete

Change Record

- 1/11/16 – Updated format, screenshots, language, and layout – David Lassiter
- 11/9/21 – Updated format and assigned reference number – Claire Ennis
- 8/1/22 – Re-written for accessibility, clarity, and updated screen shots. – Doug Genzlinger
- 1/28/25 – Updated links to point to new OSC website - Doug Genzlinger