

Troubleshooting Tips

1. Verify the social, POI and agency combination and database.
2. Ensure the date the History Correction package is created was not after PAYE and before the 1st PINE pass. If it was entered during that time frame, delete and reenter package.
3. EPIC/EmpowHR History: If error messages are an indication of current data on the action rather than history, this is a Table 101 issue. Notify NFC's Call Center for correction of the table. After table is updated the package has to be reentered.
4. When error messages are received giving an indication of missing data or actions, compare IRIS 525 to EPIC/EmpowHR History. If they are not the same, report it to NFC's Call Center for resolution.
5. Actions in EPIC with a "P" (Pending) status are gray and cannot be deleted or changed by anyone other than a programmer. These documents automatically fall out of EPIC after 60 days.
6. In EPIC/EmpowHR History Correction, a package cannot be started when there is a package in progress - this includes the Pending packages. To have the Pending package deleted, contact NFC's Call Center.
7. Most often, Pending documents/packages have not applied but in some instances, these documents may have applied (totally or partially). To determine if it is necessary to reprocess a Pending document, verify in IRIS any changes that should have occurred. If they aren't there, then the processor must reprocess the document(s).
8. Check TMGT to validate codes, salaries, etc. Also ensure actions being processed are within the history span for corrections/cancellations.
9. Identify the document BATCH number as follows:
 - 55 = Normal processing
 - 56 = HCUP processing
 - 58 = EPIC processing
 - 66 = FESI or Employee Self Service processing
 - 67 = FESI processing
 - 68 = EMPLOYEE EXPRESS
 - 77 = BEAR Generated processing
 - 89 = ROLL BACK PACT/PRES
 - 8958 = ROLL BACK EPIC