



Starvision IT

FAQ  
By Module

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## 1. Employee Profile & Progressions Module

- **Data Access ID control – Can't create duplicate missing employee**

When Data Access ID control is configured, the Data Access ID field entered in employee profile has to be accessible by the user.

Otherwise, the saved employee profile will be hidden from the user. When user tries to re-create again, it hits 'duplicate employee' error.

Employee Profile

Employee ID: A1  
Name: Tester  
Buttons: UPLOAD PHOTO, VIEW/UPLOAD, VIEW USER FILES

NRIC / UIN #: S6552372H  
FIN #:  
Issue Place:  
CPF Ref.:  
Tax Ref.:

NRIC Color: P  
Passport #:  
Issue Date:  
CPF Type:  
CPF Voluntary:  
Access Code: SV

Buttons: NEW, SAVE, RETURN

Employee Profile Details

S/N	Qual. Type	Code	Description	Start Value	School Code	General Remarks	Start Date	End Date	Attained Date

- **Unable to find Resignation progression after it has been created.**

Need to check to they were keyed under Resignation or Termination.

- **Unable to find employee name in Resignation list of Resignation Progression**

Firstly, need to check there is a draft any progression entry (circulation status with 0).

If yes, need to change circulation status and then try again.

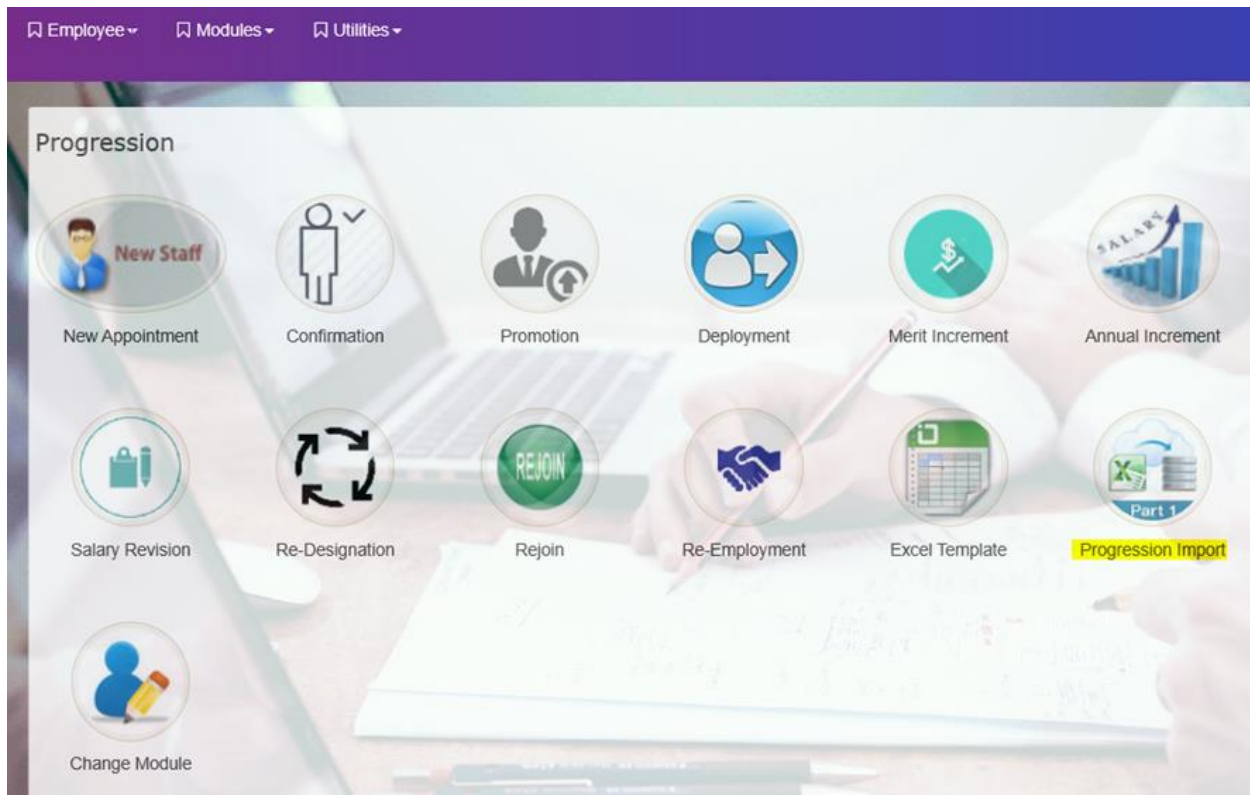
- **Unable to update salary after did Annual increment**

You can't backdate the AI (\$1807) before the last progression (\$1739).

Otherwise, system will treat 1739 as his current salary.

- **How to upload Annual increment**

1) Please run from here:



2) Select the file and import

**Progression Import Enquiry**

Progress No: PGR HR 2004000001 Transaction Date: 01/04/2020

Action: Annual Incret

AI DateFrom: 01/04/2020 To: 30/04/2020

Circulation Status: 0 (NEW)

Remark:

Insert Detail:



**IMPORT**

3) Go to Annual increment progression, check the details. If everything is correct, change Circulation Status to "3" and save.

## Annual Increment

Progress No	PGR	HR	2004000001	Transaction Date	01/04/2020
Action	AI	AI Date From	29/04/2020	To	30/04/2020
Organisation Unit					
Job Family		Grade			
Appointment From		Appointment To			
Remark					
Increment Percent		Increment Amount			
Circulation Status	0 (NEW)				
Created by/On	- 01/04/2020 15:09		Modified By/On	- 01/04/2020 15:09	
<a href="#">LIST EMPLOYEES</a>					
<a href="#">NEW</a> <a href="#">SAVE</a> <a href="#">DELETE</a> <a href="#">RETURN</a>					

Employees Routing Officers Routing Status

<div> Show/Hide FilterRow  Query Builder  Export To Excel</div>													
Employee ID	Employee Name	Org Unit	Scheme of Service	Appointment Code	Division Status	Appointment Date	Incremental Date	Salary Code	Cost Centre Code	Basic Salary	NPC Amt	NPVP Amt	Gross Salar
0120090	0120090 Name	01-PL(MGT)-10PROD-11PROD	DPYPDMGR	DPYPDMGR	II	01/01/2016	01/12/2099	DM6	PROD-MILL	5,192.00			5,192.
0110025	0110025 Name	01-PL(MGT)-60ADM-61CMO	SNROPXK	SNROPXK	II	01/09/2005	01/12/2099	AM7	01PL	3,439.00			3,439.

### • How to create new employee?

Go to Employee Module > Click Employee Profile > Click Add New and fill the necessary info.

Employee

Modules

Utilities

Employee Profile

Employee Profile

Student Profile

New Staff

Employee Renumbering

Employee Profile Upload

Employee Profile Upload Template

Employee Profile for eLeave Upload Template

Employee Data Export - S2 Template

Member Profile

Visitor Profile

Employee Profile with Skill Info

## Employee Profile Enquiry

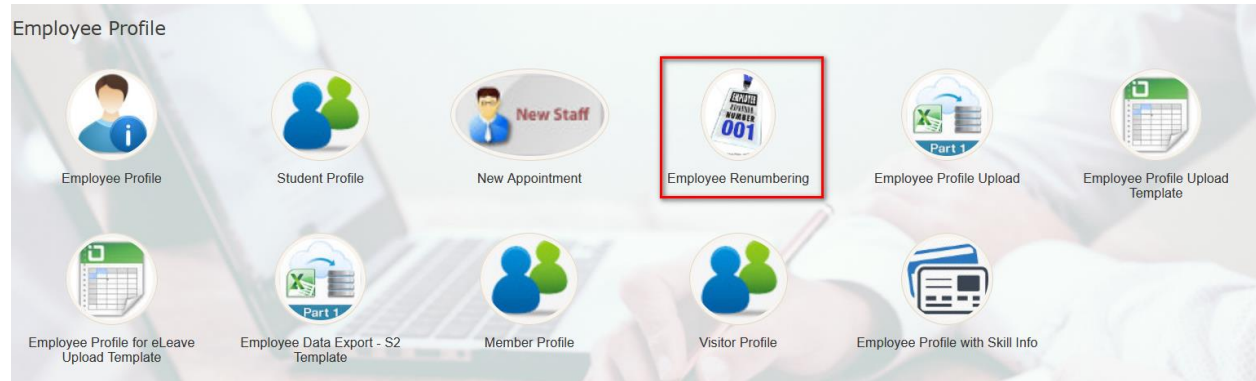
[Add New](#)
[Show/Hide FilterRow](#)
[Query Builder](#)
[Export To Excel](#)

Pages: 1 2 3 4 ... 64 > >> All

Employee ID	Salutation	Name	Alias Name	Street name	Postal code	Country code	Home contact	Birth place	Birth date	Employee sex	Marital status

- How to change employee id?  
Use Employee Renumbering function to change the ID.

## Employee Profile



- Why got marriage date cannot be left blank when change some fields in employee profile?  
It is due to blank in marriage date. If the marital status is "M", then marriage date is compulsory field.

## Employee Profile

[Add New](#)
[Show/Hide FilterRow](#)
[Query Builder](#)
[Export To Excel](#)

Pages: 1 2 3 4 ... 64 > >> All

Employee ID	Salutation	Name	Alias Name	Street name	Postal code	Country code	Home contact	Birth place	Birth date	Employee sex	Marital status

Employee Profile Details

Name	Address	Personal	Identification	Foreigner	NS	Payroll	Remark	Progression			
Birth Date	19/04/1979	Birth Place	SGP	Age	42.84	Gender	F	Marital Status	M	Marriage Date	
Citizenship	C	Nationality	SGP	Race	CHN	Dialect		Religion	UKN	Converted Date	



[NEW](#)
[SAVE](#)
[RETURN](#)

S/N	Qual. Type	Code	Description	Start Value	School Code	General Remarks	Start Date	End Date	Attained Date




- Why can't find user id in user account profile after created new user id?  
It is due to wrong data access '%' in user account profile. Should be company code.



## User Account Profile

User ID	000001
Description	000001 Account
Security Profile	(DEFAULT)  <a href="#">PROFILE SETTINGS</a>
Employee ID	1ABCD 
Data Access	%

[Account](#)
[Password](#)
[Reset Password](#)

Effective Date	18/09/2019 
Expiry Date	11/06/2021 
<input type="checkbox"/> Account is disabled	
Last Login Time	09/02/2021 18:04:47 
Created by	HRv5Access - 18/09/2019 12:26
Modified By	eplatform - 18/09/2019 12:26

[NEW](#)
[SAVE](#)
[DELETE](#)
[RETURN](#)

[Groups](#)

## 2. Payroll Module

- Changes in payroll mode during the month

It is not advisable to have 2 payroll modes in the same month for the same employee, payroll calculation will be wrong. User has to pass one-time entries to correct the amount.







- How to delete payment

Pay period must be open. Deletion must be in date order from the latest to earlier batch.

- “Wrong payroll calculation” due to NPL in transaction type master

Check transaction type master ‘Affected by NPL’ field.

## Transaction Master

Transaction Code	ADVANCE	Transaction Indicator	TSA
Description	Advance Pay		
Abbrev. Description			
Group	ALLWCY 		
Created by	DBO - 18/12/2004 10:42		
Transaction Type	A 	Modified By	DBO - 18/12/2004 10:42
AW Indicator	No	Subject to CPF	Yes
IRBA Posn. Indicator		Subject to Tax	Yes
Subject to Prorated Gross	No	Affected by NPL	Yes
Transaction Basis	A 	Payroll Cost Item	Yes
Basis for Unit Rate	NA	Allowance Group	0
Multiplier Factor	0.0000	Unit of Measurement	NA
Max Amt/Units per Trans	0.0000	Check for Max Amt/Units	No
Transaction Formula			
Effective Date From	01/01/2000 	Max Amt/Units (YTD)	0.0000
		Effective Date To	01/01/2099 

[NEW](#)
[SAVE](#)
[DELETE](#)
[RETURN](#)

- Payroll calculation error due to null pay period

Check and create payroll period, normally due to pay period do not created for new year.

#### Payroll Calculation

Batch No	PBA	PY	
Payroll Mode	M		
Process Year/Mth	2022		
Process Date From			
Created By			
Remarks			

Run Date	
Pay Period	
Date To	
Modified By	
Job Status	NEW

#### Selection Criteria

Payroll Run Type	ALL
Organisation Unit	
Appointment Code	
Employee ID From	
ADDITIONAL SELECTION	

Job Family	
Grade	
Employee ID To	
CHECK...	

- New employee's bank account already exists

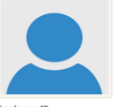
Bank account number should be an unique field.

Duplication may due to husband and wife sharing same account, or re-join employee.

- CPF upload error due to invalid CPF account number of employee

Check employee profile CPF ref field. E.g., Work Permit number was entered.

#### Employee Profile

 Employee ID CMP02 Name CMP02 UPLOAD PHOTO VIEW/UPLOAD VIEW USER FILES	Name Address Personal Identification Foreigner NS Payroll Remark Progression	
	NRIC / UIN #	
	FIN #	
	Issue Place	
	CPF Ref.	

NRIC Color	P
Passport #	
Issue Date	
CPF Type	1 (PRI-EMPE)
CPF Voluntary	
Access Code	SV

Tax Ref.	
----------	--


NEW	SAVE	RETURN
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#### Employee Profile Details

S/N	Qual. Type	Code	Description	Start Value	School Code	General Remarks	Start Date	End Date	Attained Date

## Employee Profile



Employee ID  
CMP02

Name  
CMP02

[UPLOAD PHOTO](#)
[VIEW/UPLOAD](#)
[VIEW USER FILES](#)

Name
Address
Personal
Identification
Foreigner
NS
Payroll
Remark
Progression

Permanent Resident  
Granted Date  
Expiry Date  
Citizenship  
Granted Date

Work Permit  
W/P #  
Issue Date  
Expiry Date

Employment Pass  
Emp Pass #  
Issue Date  
Expiry Date

[NEW](#)
[SAVE](#)
[RETURN](#)

Employee Profile Details

S/N	Qual. Type	Code	Description	Start Value	School Code	General Remarks	Start Date	End Date	Attained Date

- Employees' contract ends on 28 Feb 2020 but new salary not reflected on 29 Feb 2020. Pay period last day should be 29/02/2020. After pay period is amended, need to delete this payroll calculation and re-run again.

- Wrong cost centre

The staff's cost centre was changed on 13/3/20. Only new claims after the change will reflect it. Old claims before 13/3/20 will not change.

Click update, click picklist icon at Employee Cost Centre field in claim. Select new cost centre and save.

Show/Hide FilterRow
Query Builder
Export To Excel

Patient Name
Treatment Date
Treatment Type

CMP01
23-Sep-2020
MEDICAL

Medical Claims Details

Treatment Type: MEDICAL CLAIM  
GL Code: MEDICAL  
Treatment Date: 23/09/2020  
Patient: CMP01  
Relationship: SELF

Charge To

Cost Centre: SV  
Fund: BASE  
Internal Order:  
Fund Centre: SV

ePlatform .NET - Picklist

Drag a column header here to group by that column

COST CENTRE CODE	COST CENTRE DESCRIPTION
SV	STARVISION
SVIN	SV INDIA
SVMMR	SV Myanmar
SVMYS	SV Malaysia

Select All
Clear All
Clear Search
Close

Note: Multiple lines claim can no longer be changed. SV only managed to change.

- Allowance did not appear in Payroll Calculation

It is found that there was an issue on calculating total NPL from multiple records within same period.

This caused the NPL to be computed more than current period, hence it becomes non-active employee, and standard allowance will not be computed.

- Monthly Variable Component – how to implement

You may use Basic 1 for MVC component.

#### Merit Increment Details

Employee	sv1001	Test Name 123
Prev. Action	CF	New Action
		MI
<div>NewCurrent</div>		
Organisation Unit	HRAA (HR Advisory Asia)	Grade
		II (I)
Job Family	BAC (Business Application Consultant)	Appointment Code
		BAC (BAC)
Approval	A (Approved)	Appointment Date
		25/05/2005
		Effective Conf. Date
		18/02/2022
		Next Incrt Date
		25/06/2005
Payroll Mode	M (Monthly)	Salary Code
		GEN (GENERAL)
Basic Salary	2000.00	Cost Centre Code
		MMR (SV Myanmar Office)
Basic 1	200.00	NWC Amount
		0.00
Basic 2		NPVP2 Amount
		0.00
Monthly Salary	2200.00	Gross Salary
		2200.00
Reason Code		Essential Post

Pay slip will reflect as MVC.

NAME : TEST TEST EMPE  
NRIC NO. : S9312345Z  
PAY PERIOD : 01/11/2019 to 30/11/2019

DATE : 24/03/2020  
ORG UNIT : Administration  
APPT : Admin Officer  
OT PERIOD :

PAYMENT		DEDUCTION	
ITEM	AMOUNT(\$)	ITEM	AMOUNT(\$)
BASIC SALARY	2,000.00	CDAC	1.00
MVC	200.00	CENTRAL PROVIDENT FUND - EMPLOYEE	440.00
HANDPHONE BILL REIMBURSEMENT	65.00		
Employer CPF : 374.00		NET AMOUNT : 1,824.00	

Employer CPF : 374.00

•

System permits negative value in Basic 1.

e.g.

Payroll Mode	H
Basic Salary	6.00
Basic 1	1.00
Basic 2	0.00
Monthly Salary	7.00

13

YTD	GROSS : 0	BONUS : 0	CPFEE : 0
PAYMENT		DEDUCTION	
ITEM	AMOUNT(\$)	ITEM	AMOUNT(\$)
WORK HOURS - \$7.00/HOUR - 10 HOUR(S)	70.00	CDAC	0.50
Employer CPF : 12.00		NET AMOUNT : 69.50	








- Payment does not tally with Payroll Calculation


Please re-run and try again.


- Standard Allowance not shown in Payment Transaction Listing


Please check and change pay period field to correct month and re-run payroll calculation again.


### Payroll - Standard Allowance / Deduction Entry

Transaction No.	PST	PY	
Empe ID/Name			
Pay Period	<div></div>		
Transaction Code			
Transaction Group			
By Units	By Amount		By Allowance Code
UOM	Currency Code	SGD 	Allow/Ded Code
No. of Unit	Exchange Rate	1.00	Allow Amt
Factor	Amount		
Basic Yr/Mth	Converted Amount	0	
Eff. Date From		End Date	
Remark			
Created By	Modified By		

NEW 

SAVE 

DELETE 

RETURN 

- Basic Salary wrong calculation for Feb 2020

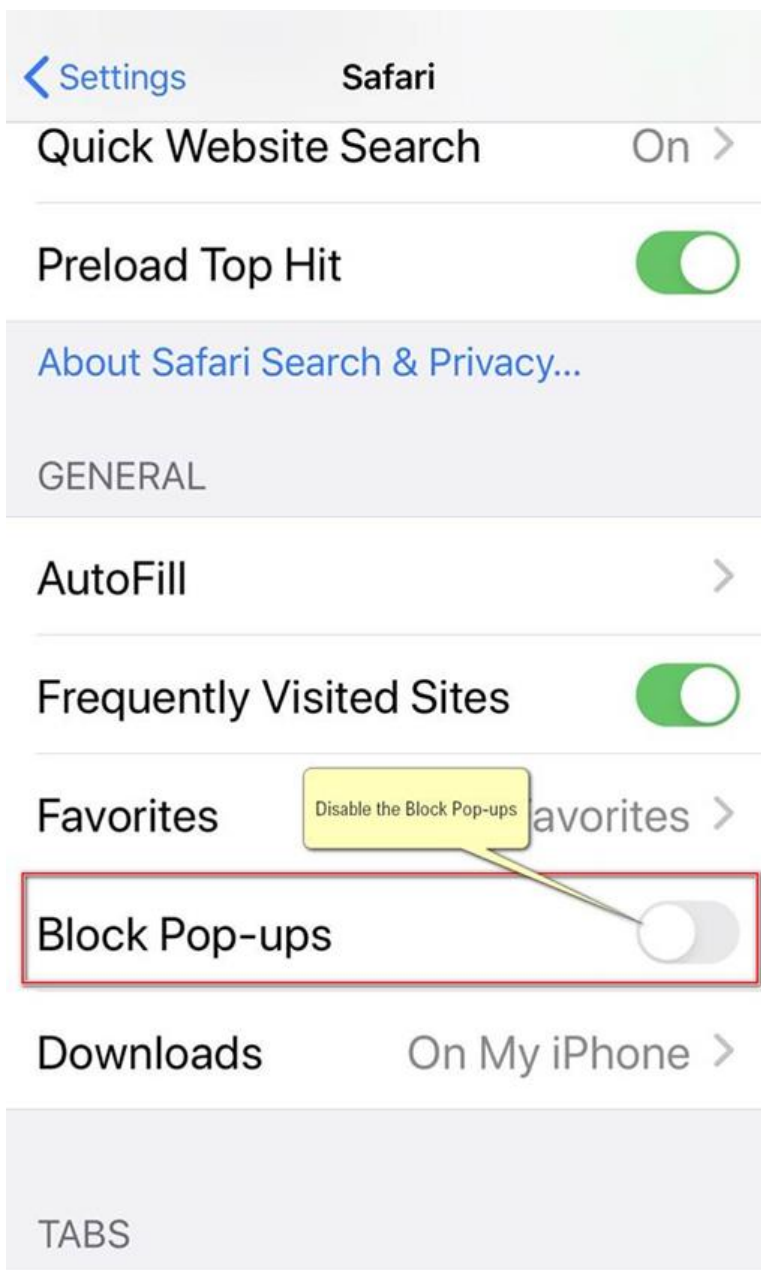
Payroll Period for Feb-20 ends on 28/02/2020 instead of 29/02/2020.

It affects the employees due to deployment progression effective from 7/2/2020.

Their basic pay is understated by 1 day.

- Unable to download payslip via mobile phone

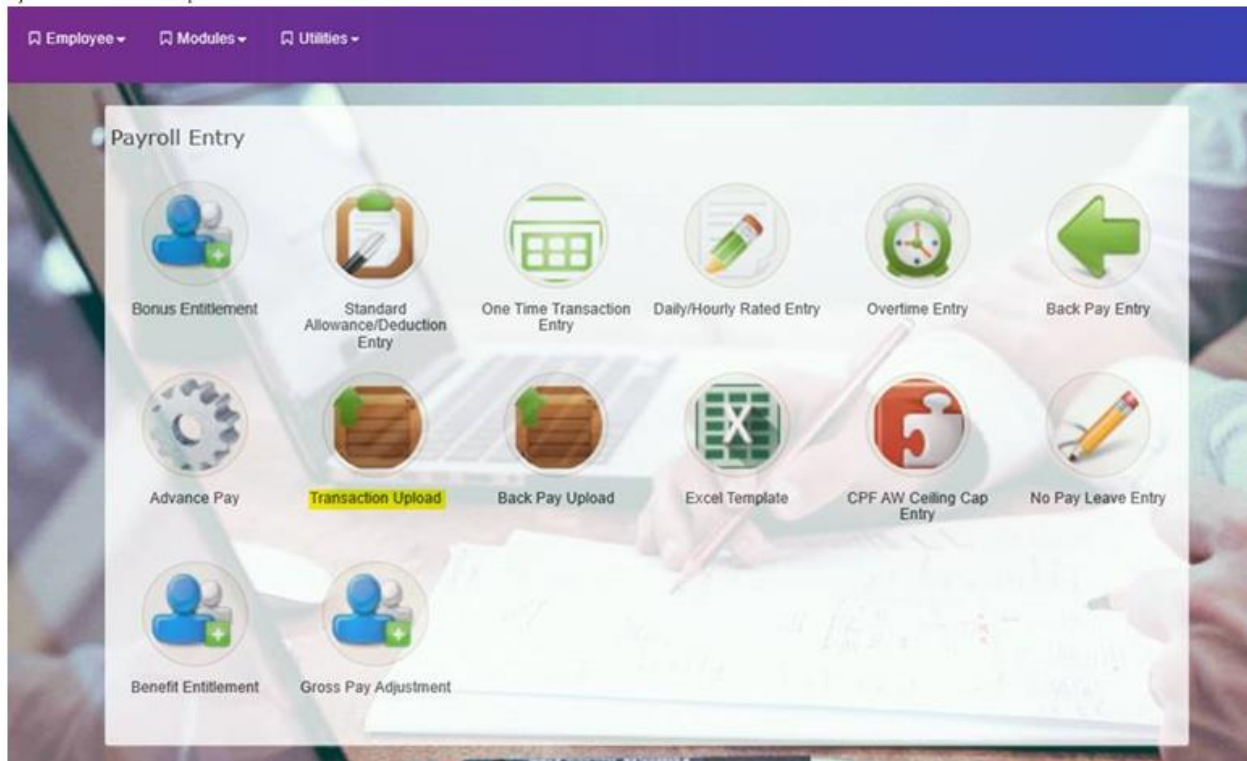
It may be due to the Pop-Up setting is blocked, so just go to Browser Settings in mobile phone and disable the “Block Pop-ups” as below.



- How to upload Backpay

1) Please use the correct file format

2) Click Transaction Upload



3) Select One-Time transaction in Transaction Type, pick file and click import.

A screenshot of the 'Transaction Upload' form in the software application. The form has a white background and a blue header bar. At the top left, the title 'Transaction Upload' is displayed in blue. Below the title, there are several input fields and buttons. The 'Progress No' field has two tabs: 'POV' and 'PY'. The 'Transaction Date' field is set to '01/04/2020'. The 'Transaction Type' dropdown menu is set to 'OneTime Transaction'. Below this, there is an 'Insert Detail' button. At the bottom, there are two buttons: 'IMPORT' and 'UNDO IMPORT'. A large, empty rectangular box is located at the bottom of the form, labeled 'Message'.



- Payment Listing shows different basic

There was a deployment progression effective 26/3/20. The advance was run before the progression. Final run was after the progression. Therefore the 2 payment falls under different org unit.

[illegible]

- Bank Giro Transaction is rejected

It may be the bank code is wrong.

Please make the necessary amendment in employee profile >bank and then generate the Giro file again.

- Why cannot view staff profile with ESS after creating new user to access Payslip?

It is due to wrong data access '%' and did not grant access group in user account profile.

User Account Profile

User ID

0019

Description

Security Profile

(DEFAULT)

PROFILE SETTINGS

Employee ID

0019

Data Access

%

Account

Password

Reset Password

Effective Date

01/11/2021

Expiry Date

☐ Account is disabled

Last Login Time

07/12/2021 15:51:45

Created by

eplatform - 07/12/2021 11:29

Modified by

eplatform - 07/12/2021 11:29

NEW

SAVE

DELETE

RETURN

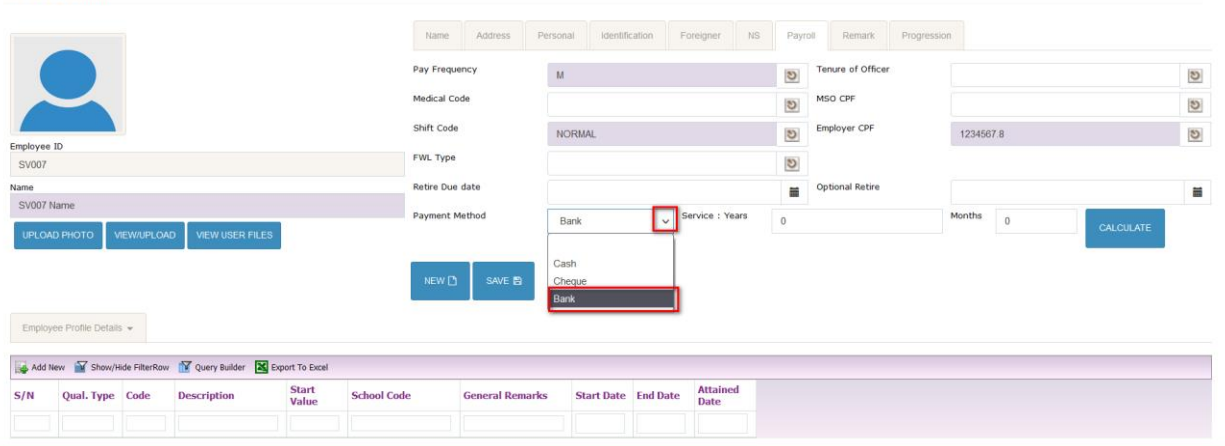
Groups

User	Group	Data Access ID	Modified on	Modified by

- Why are staff names missing from GIRO report when generated the GIRO Report for bank payment for salary?

It is due to payment method not specified for them in employee profile. Need to put Payment Method as 'Bank'.

## Employee Profile



The screenshot shows the 'Employee Profile' form. It includes tabs for Name, Address, Personal, Identification, Foreigner, NS, Payroll, Remark, and Progression. The 'Payroll' tab is active, showing fields for Pay Frequency (M), Medical Code, Shift Code (NORMAL), FWL Type, Retire Due date, and Payment Method. The Payment Method dropdown is open, showing options: Bank, Cash, Cheque, and Bank. The 'Bank' option is selected. Other fields include Tenure of Officer, MSO CPF, Employer CPF (1234567.8), and Optional Retire. There are buttons for UPLOAD PHOTO, VIEW/UPLOAD, VIEW USER FILES, NEW, and SAVE. Below the form is a table with columns: S/N, Qual. Type, Code, Description, Start Value, School Code, General Remarks, Start Date, End Date, and Attained Date.

- Why staff unable to find after payroll run (HA)?

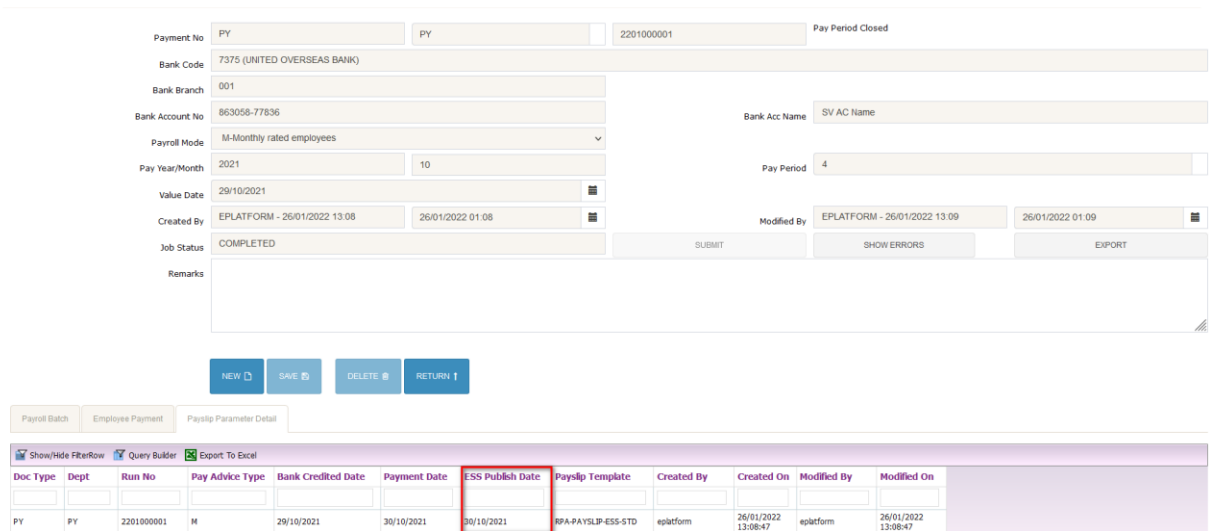
It is due to wrong payroll mode. Payroll mode is 'HC' for that staff.

- When could staff view their pay slip?

The logic for payslip is value date + 1 day and can check staffs able to view payslip date in

Payroll Payment >> Click Payslip Parameter Details tab >> ESS Publish Date

## Payroll Payment



The screenshot shows the 'Payroll Payment' form. It includes fields for Payment No (PY), Bank Code (7375 (UNITED OVERSEAS BANK)), Bank Branch (001), Bank Account No (863058-77836), Payroll Mode (M-Monthly rated employees), Pay Year/Month (2021, 10), Value Date (29/10/2021), Created By (EPLATFOM - 26/01/2022 13:08), Job Status (COMPLETED), and Remarks. There are buttons for SUBMIT, SHOW ERRORS, and EXPORT. Below the form is a table with columns: Doc Type, Dept, Run No, Pay Advice Type, Bank Credited Date, Payment Date, ESS Publish Date, Payslip Template, Created By, Created On, Modified By, and Modified On. The 'ESS Publish Date' column is highlighted with a red box, showing the value 30/10/2021.

- Why couldn't generate prepayment report with staff payroll even though refreshed the file?

It is due to selection criteria is wrong in payroll calculation. So, payroll calculation is empty. Thus, pre-payment report shows no data.

Need to delete payroll calculation and then re do again.

- Why reject and got 'File Parser Exception Error: Invalid Format Error' when uploaded payroll file to UOB for payment?

It is exceeded length and need to check the bank account number of staff.

- Why got 'Invalid Con/O. W/A. W' error when upload CPF file?

The is due to some staffs of CPF amount is negative. If CPF amount is negative, it cannot be submitted via online. CPF upload does not permit negative ordinary wages.

- How to deduct NPL for different month?

Need to input Basic Yr/Mth parameter in No Pay Leave entry.

#### Payroll - No Pay Leave Entry

Transaction No.	NPL		PY	
Employee ID/Name				
Pay Yr/Mth	2020	2	Pay Period	4
Transaction Code	NPL (NO PAY LEAVE)			
Transaction Group	NPL			
By Units	By Amount		By Allowance Code	
UOM	D	Currency Code	SGD	Alw Code
NPL Unit	0.00	Exchange Rate	1	Alw Amt
Factor	1	Amount		
Basic Yr/Mth	0	Converted Amount		
Date From	01/02/2020	Date To	29/02/2020	
Remark				
Created By			Modified By	

NEW SAVE DELETE RETURN

- How to deduct NPL by amount and unit?

For amount > need to use NPL AMT transaction code in No Pay Leave entry.

For unit > need to use NPL transaction code in No Pay Leave entry.

### 3. Payroll – IRAS

- IRAS IR8A and A8A Validation error - invalid IDType and IDNo

To correct this error:


Filename: C:\Users\Paulquek\Documents\Aimcorp\IR8A-AMC.txt Browse Validate

Progress:

S...	Line No	Field Name	E'ye ID	Start Pos	End Pos	Error Description
1	24	IDType		2	2	Must be given as 1,2,3,4,5 or 6.
2	24	IDNo		3	14	Invalid. Pls ensure both ID Type and ID no. is given correctly.

Please change to the correct ID here:

**Employee Profile**



Employee ID  
CMP02

Name  
CMP02

UPLOAD PHOTO VIEWUPLOAD VIEW USER FILES

Name Address Personal Identification Foreigner NS Payroll Remark Progression

NRIC / UIN # 12452178121310 NRIC Color P

FIN #

Issue Place

CPF Ref.

Tax Ref.

Passport #

Issue Date

CPF Type 1 (PRU-EMPE)

CPF Voluntary

Access Code SV

NEW SAVE RETURN

Employee Profile Details

S/N	Qual. Type	Code	Description	Start Value	School Code	General Remarks	Start Date	End Date	Attained Date

In the below screen, you will need to amend Employee Tax Ref and then re-export IR8A again.

Revalidate these files again and they should pass validation.

**IR8A Form-Employee Details**

Pay Year 2021

Employee ID SV138

Full Name of Employee SV138 NAME

Residential Address SV138 ADDRESS, INDONESIA 408857

Date Of Birth 08/12/1982

Marital Status SINGLE

Designation NET DEVELOPER

Date Of Commencement

Remark

Employer Tax Ref

Employee Tax Ref

Sex MALE

Date Of Cessation

IMPORT DETAILS

NEW SAVE DELETE RETURN

INCOME INCOME/Others (d1-d4) INCOME/Others (d5-d9) DEDUCTIONS

a) Gross Salary, Fees, Leave Pay, Wages and Overtime Pay 300

b) Bonus (non-contractual bonus declared on 0 / 0 /2021 and /or contractual bonus 0

- Invalid CPF Account No.

**Line 29: The file contains invalid CPF Account No. 9.**

CPF e-Submit@web (FTP)

(STEP 1) File Upload	(STEP 2) Confirmation & Payment	(STEP 3) Acknowledgement
-------------------------	------------------------------------	-----------------------------

File Name:  No file chosen

Only file with the extension .dat, .dtl or .txt is allowed. The file size should not exceed 50 MB.

It's IC checksum error of the below highlighted staff.

FYI, you may open it using notepad and bring the cursor to Ln29. Client to amend and export again.

```

File Edit Format View Help
F1201842979RPTE01 0120200301 00000009710000002625000000000000E
F1201842979RPTE01 0120200304 0000000001000000000000000000000000
F1201842979RPTE01 0120200301 00000006070000001640000000000000E
F1201842979RPTE01 0120200304 0000000005000000000000000000000000
F1201842979RPTE01 0120200301 00000006280000001886000000000000N
F1201842979RPTE01 0120200301 00000005670000001533000000000000N
F1201842979RPTE01 0120200304 0000000005000000000000000000000000
F1201842979RPTE01 0120200301 00000005100000001378000000000000N
F1201842979RPTE01 0120200302 0000000004500000000000000000000000
F1201842979RPTE01 0120200301 00000003290000000889000000000000N
F1201842979RPTE01 0120200302 0000000030000000000000000000000000
F1201842979RPTE01 0120200301 00000003970000001074000000000000N
F1201842979RPTE01 0120200304 0000000005000000000000000000000000
F1201842979RPTE01 0120200301 59699747C00000021000000006300000000000N
F1201842979RPTE01 0120200304 0000000005000000000000000000000000
F1201842979RPTE01 0120200301 0000001813000000490000000000000000E
F1201842979RPTE01 0120200304 0000000001500000000000000000000000
F1201842979RPTE01 0120200301 0000001924000000520000000000000000E
  
```

Ln 29, Col 29 100% Windows (CRLF) UTF-8

- Why got 'maximum length of Designation is 30 characters' error message when process the validation in IR8A?

It is due to designation length is more than 30 characters for staff and need to amend the appointment code description in appointment code.

#### 4. Leave Module

- How does Approving Officer view Overseas field before approving leave?

We are doing a test on the below employee. She has indicated that "YES" in the Going overseas field and also indicated her leave address.

How does the approving officer view the information prior to approving the leave application?

Leave Application of Phua [REDACTED] requires your action by 06/03/2020 ➤

workflow@mecwise.com  
to me ▾

**Leave Application of Phua [REDACTED]**

Company: MUJI (SINGAPORE) PTE LTD  
Organisation Unit: Head Office - HR & ADMIN  
Leave Type: No Pay Leave (Urgent NPL Leave)  
Dates applied: 03-Mar-2020 [Tue]  
Total Leave Applied: 1.00 day  
Reason: Going holiday.

Please follow the hypertext link to the Leave Application of Phua [REDACTED] and either approve or deny it.  
[ MUJI:LTA:WLV:2020000841 ]

This email is automatically generated by workflow. Please do NOT reply.

---

[Click here to recommend/approve the application](#)  
[Click here to deny the application](#)  
[Click here to see form](#)

Answer: Approver needs to click on Click here to see Form link or login to the staff's ESS account to view form.



- **Child Care Leave entitlement wrong**

Why does the system show 0.5 CCL entitlement only for staff? The staff didn't use any childcare leave this year.

The leave scheme setting is by Service year instead of Calendar year.

**Leave Scheme Type**

Leave Scheme	STD	Entitlement Gender	Both
Leave Type	2CL	Days Per Application	6.00
Years to B / F	0.00	Entitlement Range By	Service Years
Applications Per Year	10.00	Prorate Type	None
<b>Calculate Type</b>	<b>Service Year</b>	Route Required	Yes
Prorate Join Year	No		
Yearly Posting By	Leave Scheme Setting		

**Weekday Selection**

Holiday	Default	Sunday	Default
Monday	Default	Tuesday	Default
Wednesday	Default	Thursday	Default
Friday	Default	Saturday	Default
Help Message			

NEW SAVE DELETE RETURN

**Leave Scheme Type Detail**

Range From	Range To	Leave Entitle	Max B/F	B/F Expiry Months	Expiry Extension	Ext Mths	Remarks
0.00	999.00	6.00	0.00	12		0.00	0

Answer: The staff has taken 1.5 day leave in Sep & Oct-19. As CCL is by service year, it will reset on each anniversary (i.e. 6-jun).

- **Leave roster: could not see any employee's leave status**

It may be due to the Org Unit code is same as company code. That's why leave roster got the issue.

Need to change the Org Unit name to resolve.

## Organisation Unit Master

Organisation Unit	SV		
Segment 0	SV (Live StarVision Information Technology Pte Ltd)	Segment 5	
Segment 1		Segment 6	
Segment 2		Segment 7	
Segment 3		Segment 8	
Segment 4		Segment 9	
Description	Live StarVision Information Technology Pte Ltd		
Modified By/On	dbo - 02/02/1999 15:31		

NEW
SAVE
DELETE
RETURN

Cost Centre

Add New Show/Hide FilterRow Query Builder Export To Excel		
Cost centre code	Time log	User log
SV	02/02/1999 15:31:46	dbo

- System shows Leave taken when it was not utilized.

Issue: Our staff, tried to apply his 2 days Exam (non-sponsored) leave in the system however it reflected that he has utilized 1 day which he did not.

Kindly refer below for the screenshot and please advise.



## Leave Application

Employee ID	CMP01	CMP01
Designation	FINANCE & PAYROLL SPECIALIST	

### Balance

Leave Type	Examination Leave	
1. Brought Forward [Last / Prev Years]	0.00	0.00
2. Brought Forward Expired	0.00	
3. Brought Forward Total	0.00	
4. Entitlement [Current Year / Earned To Date]	0.00	0.00
5. Leave Adjusted	0.00	
6. Leave Used to Date	0.00	
7. Leave Pending Approval	0.00	
Balance [Current Year / Earned To Date]	0.00	0.00
Balance [Available for Application] ( = [3]+[4]+[5]-[6]-[7] )	0.00	
Last Updated On	26/01/2022 00:00:00	

### Details

February 2022						
	Sun	Mon	Tue	Wed	Thu	Fri
>	30 am pm	31 am pm	1 am pm	2 am pm	3 am pm	4 am pm
>	6 am pm	7 am pm	8 am pm	9 am pm	10 am pm	11 am pm
>	13 am pm	14 am pm	15 am pm	16 am pm	17 am pm	18 am pm
>	20 am pm	21 am pm	22 am pm	23 am pm	24 am pm	25 am pm
>	27 am pm	28 am pm	1 am pm	2 am pm	3 am pm	4 am pm
>	6 am pm	7 am pm	8 am pm	9 am pm	10 am pm	11 am pm

Dates Applied	23-Feb-2022 [Wed] - 24-Feb-2022 [Thu]	
Total No Of Days	2	
Leave Reason		
Going Overseas?	No	
SUBMIT		
Leave Address (if different from usual residential address)		
Contact Number (if overseas)	E-Mail Address (if overseas)	
RETURN		

The screenshot shows the MedWise Human Resource system interface. At the top, there are navigation tabs for 'Employees', 'Modules', and 'Utilities'. A user profile icon labeled 'CMP01' is in the top right. A calendar view is displayed, showing dates from 6th to 12th. A message box in the center reads 'Leave applied exceeds leave balance.' Below the calendar, there is a form for leave application. The 'Dates Applied' field shows '16-Feb-2022 [Wed]'. The 'Total No. Of Days' field shows '1.00'. The 'Leave Reason' field is empty. The 'Going Overseas?' dropdown is set to 'No'. A 'SUBMIT' button is at the bottom right. At the very bottom, there is a field for 'Leave Address (if different from usual residential address)'.

Answer: Due to the setting is same as MC and HL, you need to adjust 3 days respectively for Examination Leave (non-sponsored) and Study Leave (non-sponsored).

Because EL and SL impact each other, whatever user apply for EL or SL, another leave entitlement also will be deducted.

- **Leave entitlement proration calculation after change of scheme.**

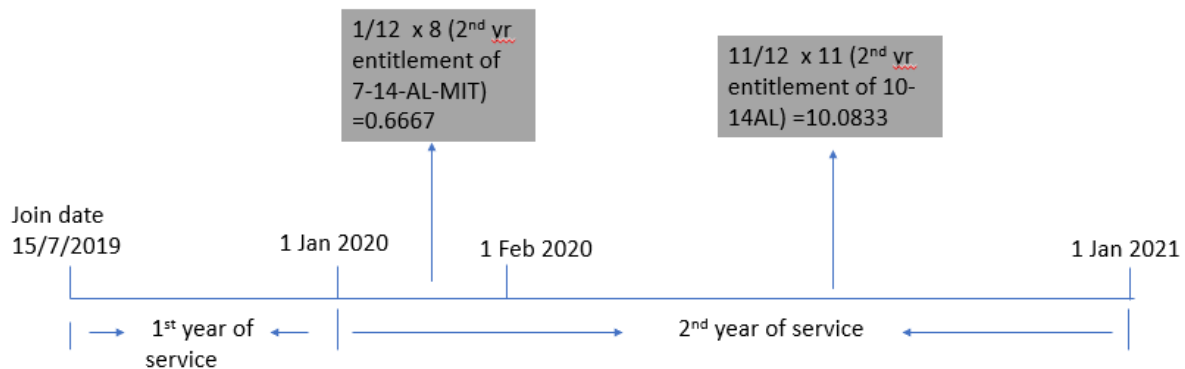
How does the system calculate Annual Leave (AL) Entitlement days for staffs which change to new leave scheme on 1 Feb 20.

OM032
OM043

Solution:

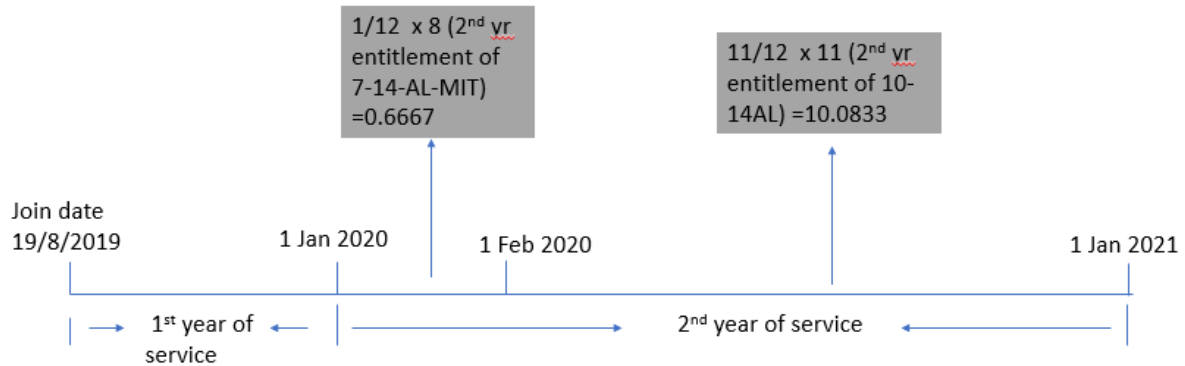
1. Both OM032 and OM043 are from 7-14AL-MIT scheme and changed to 10-14AL scheme on 1 Feb2020.
2. Based on Annual Leave settings for 7-14AL-MIT and 10-14AL, Yearly posting based on fixed calendar date and leave calculate based on calendar.

Below is the calculation for OM032. Note that from 1 Jan 2020 to 31 Dec 2020 => is considered 2<sup>nd</sup> year.



For OM032, total AL for 2020 =  $0.6667 + 10.0833$   
= 10.75  
= 11 (rounded to nearest 0.5)

Similarly, for OM043, the leave calculation for 2020 is as follows:



For OM043, total AL for 2020 =  $0.6667 + 10.0833$   
= 10.75  
= 11 (rounded to nearest 0.5)

- [How to add new leave types and add these into all Leave schemes](#)

Please advise on how to create a new Leave Codes - "LOA" and "SHN" (Leave of Absence / Stay Home Notice) for all Leave scheme via the Mecwise system.

For LOA & SHN, can we put an entitlement e.g., 14 days, so that we do not need to manually add, as and when. Something like our current Leave Code: Business Trip / Training leave.

Solution:

Pls follow the steps in Leave Module user guide

- System prompts “No. of days applied cannot be greater than leave balance” when applying for leave in current year and there is sufficient leave balance.

Issue: I have done a test application on applying for Advance Annual Leave using my own Account - M0195.

My balance for the current year is 20.5 days and Balance available for application is 12.5 days.

I tried to apply 20 days of Annual leave and noted that the system does not allow, as the pop-up message "No. of days applied cannot be greater than leave balance".

Please advise if the Company allows employees to apply for Advance Annual Leave, what setting is required in the system?

Solution:

If the setting is YES, please change it to NO.

#### Leave Type Master

Leave Type	AL	Unit of Measurement	DAY
Leave Description	Annual Leave		
Entry Type	Calendar		
Has Brought Forward	No	Has Entitlement	Yes
Has Earn To Date	No	Balance based on ETD	No
Has Leave Balance	Yes	Apply by Date Range	No
Leave Rounding	0.5	Rounding Method	Nearest
Help Message	<p><b>PAID VACATION / ANNUAL LEAVE</b></p> <p>A worker is entitled to at least 15 working days fully paid annual leave, after completion of 12 months of continuous service. Continuity of service is not interrupted by mere change of ownership or management of the undertaking.. The worker must have worked for at least 200 days in the particular year to fulfill the requirement for continuous service, in case of irregular work throughout the year. If a worker is absent from work with permission of employer, this period is not considered as interruption. Public holidays and absence from duty due to sickness certified by a medical practitioner, and pregnancy and confinement, do not affect the annual leave entitlement of a worker. Annual leave is fully paid leave and the leave pay includes basic pay including equivalent pay for in-kind benefit and excluding overtime payments.</p>		
Created By	BINESH - 01/01/2004 00:00	Modified by	eplatform - 26/04/2021 10:51

- How to change Approver

Issue: There are two associate Morine Sinsaela (10131940) and Hedithya Siagian (10291967) – both are reporting to Adeline Chow (10282866 ) who is based in Singapore.

Previously, both of them were reporting to Angel Kristanti (10139177).

Would like to enquiry that how to change the Mecwise approval from Angel Kristanti (10139177) to Adeline Chow (10282866).

Solution:

Please following below steps to change approver.

1. Workflow Administration - Routing Officer Admin
2. Select the employee and application type
3. Change the approver

Routing List Setup

Employee

Application ID

[Add New](#) [Query Builder](#) [Export To Excel](#)

Recip Sequence	Role ID	Recipient Role	Recipient ID	Recipient Name	Recipient Email	Recip Company	Modified On
----------------	---------	----------------	--------------	----------------	-----------------	---------------	-------------

Set/Edit Routing List Order

[MOVE UP](#)  
[MOVE DOWN](#)  
[SAVE](#)

- [How to extend forfeited annual leave for some colleagues?](#)

Need to do individual adjustment in employee leave entitlement as the forfeit days.

- [How to extract a report on annual leave balance as at date \(e.g., 31 March 2021\) for all employees?](#)

Use Leave Entitlement Summary report to check annual leave balance as at date (e.g., 31 March 2021) for all employees.

- [How to print annual leave balance report for employees who have entitlement by hours?](#)

Use Leave Entitlement Summary report and need to use selection criteria leave type as AL-HR to check annual leave balance for employees who have entitlement by hours.

- [How to change applied wrong leave instead of LOA it should be MC?](#)

Need to cancel first for wrong leave and then should apply correct leave.

- [How to add the leave application after “3 months” rule setting by leave scheme?](#)

Add Preference code ='LEV-CLM-PERIOD' in preference tab.

Leave master > leave scheme > select the desired leave scheme > click the preference tab

- How to remove the leave application after “3 months” rule setting by leave scheme?

Need to check Preference code ='LEV-CLM-PERIOD' and remove it.

Leave master > leave scheme > select the desired leave scheme > click the preference tab

- How to remove the leave application after “3 months” rule setting for one staff?

Using admin account to apply for the leave.

OR

Need to change setting once want to submit the leave and change back after submitted.

Leave master > leave scheme > select the desired leave scheme > click the preference tab