

Department of Defense Civilian Personnel Management Service



11i Functional /Technical Tips and Observations	03-01	15-August-2003
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1. **Entitlements.** When updating some Foreign Entitlements (i.e., Danger Pay, Post Allowance), the following error message is appearing: NO Data FOUND when trying to Retrieve Assignment Data from PER ASSIGNMENTS for Payroll Interface (Din Data.). CIV_CRTL_PAYROLL_500_9). We have received several calls requesting a manual payroll workaround due to this error message. A problem report (Test Director 9248) has been submitted. The user should click "OK" to get past the error message. The transaction will update and produce a good pay500 to payroll.

2. **In-Box.** Lockheed Remedy 13816 has been submitted because of instances where the system is being 'Date Tracked' when users open an RPA from the Civilian Inbox. The following has been determined:

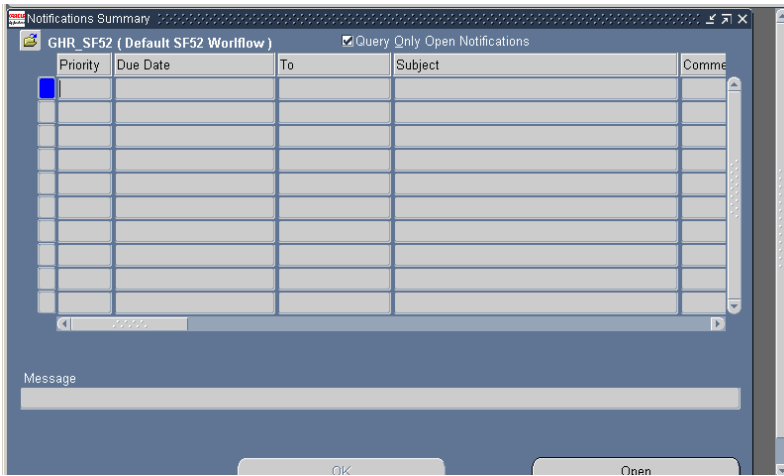
- When a user opens 11i, navigates to the Civilian Inbox and opens an RPA that has an effective date, the system is being 'Date Tracked' to that date and will remain 'Date Tracked' to that date when you click on any of the Taskflow Buttons (Person, Position, etc.)
- The system will remain 'Date Tracked' when the user exits the RPA and navigates anywhere else in the database. The RPA is considered to be a 'top-level' window so the only way to clear the 'Date Tracking' is by clicking on the 'Alter Effective Date' icon and **resetting** the system date or by exiting the system.

The following options are available for Components until the problem report has been fixed:

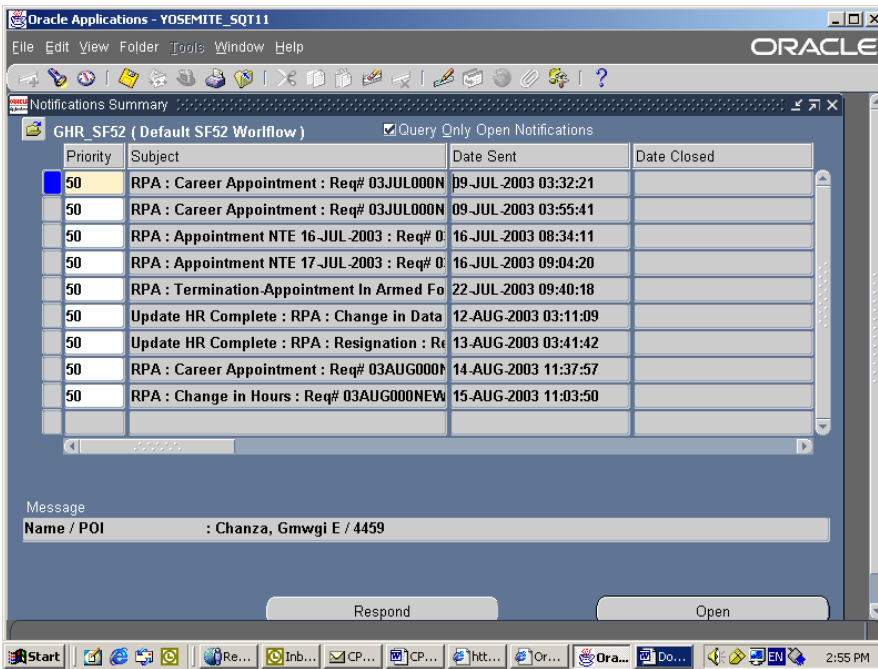
- Upon entering an RPA that has been 'Date Tracked', click the 'Alter the Effective Date' icon and 'Reset' the effective date. If you get a 'refresh' notice upon entering, you will have to save those changes before the system allows you to reset the Date Track.
- Use the Workflow Inbox. (The problem is only occurring in the Civilian Inbox.)
- Navigate to the Person or Position Window prior to accessing the Civilian Inbox to process your actions.

Any of the above options will allow you to open an RPA from your Civilian Inbox without 'Date Tracking' the system.

3. **In-Box.** Remember, when entering the Civilian Inbox, use the 'Query' function to view your RPAs if you have not set your folder to automatically query when entering the Inbox folder. Querying can be accomplished using the CTRL<F11> function key.

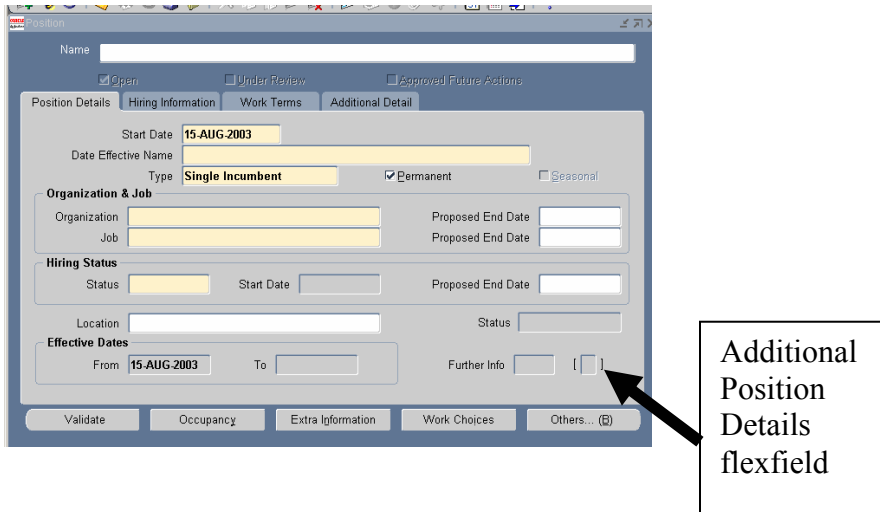


CTRL<F11>

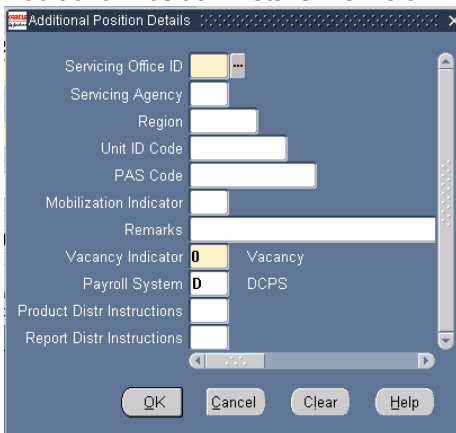


4. **Position Builds.** When building positions from scratch, DCPDS now requires certain data elements to be completed prior to saving a position for the very first time. Required data elements are shown on the screen in yellow. In addition to completing the 'Position Details' screen, users must complete the 'Additional Position Details' flexfield where two additional required data elements Servicing Office ID and Vacancy Indicator can be found. The 'Additional

Position Details' flexfield can be located by clicking on the Descriptive Flexfield '[]' as shown below. Once the 'Additional Position Details' window opens, user can TAB to each data field and type in the information or use the LOVs to enter data, and then click OK which closes this screen. The position is now ready to be saved. If users save prior to navigating to 'Additional Position Details' flexfield, they will receive the following error: 'Please enter the required value for the Servicing Office ID segment in the Additional Position Details flexfield'.



Additional Position Details Flexfield:

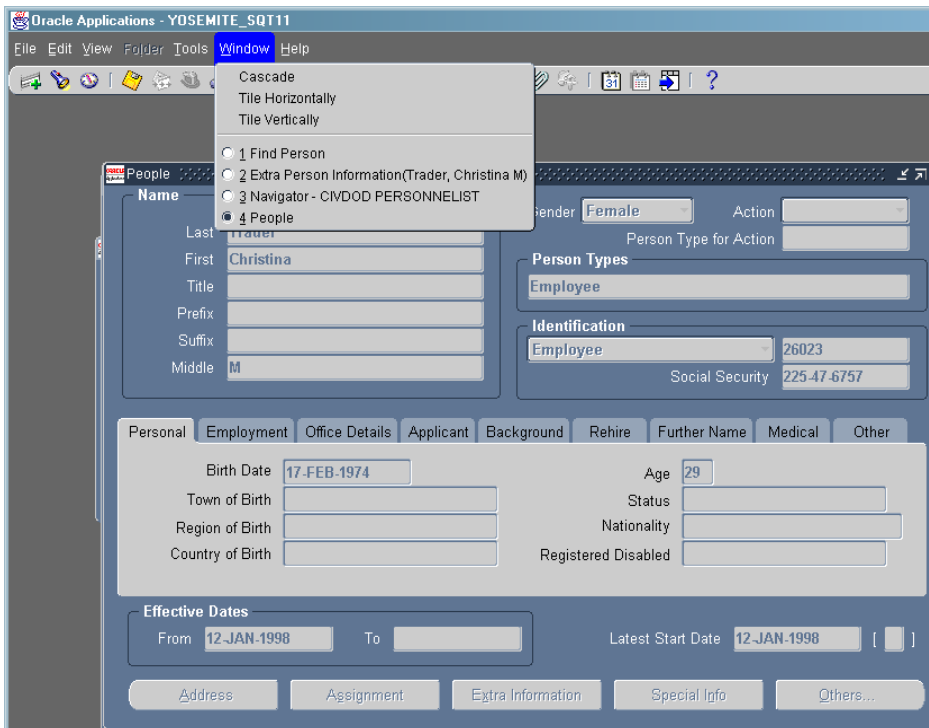


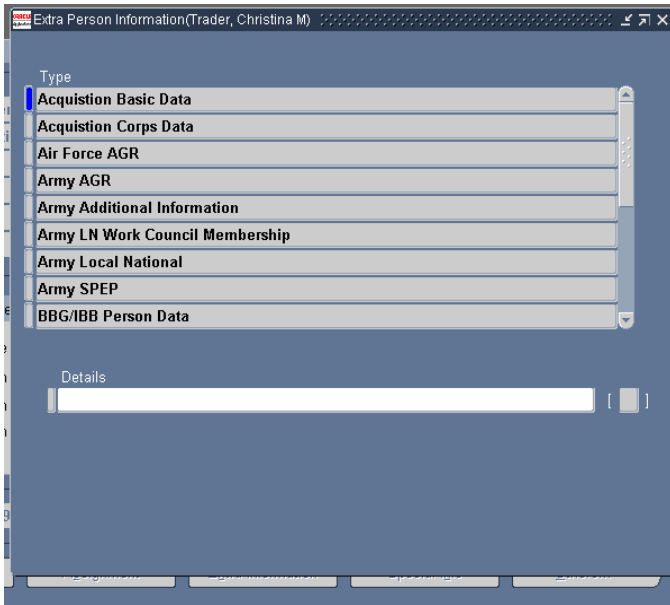
5. **Problem Reporting.** When problem reports are submitted to Lockheed Martin, the problem reports need to be written in such a way that anybody, reading the problem report, can understand what the problem is. Frequently, problem reports are not that clear and many have been sent back to components asking for additional information. This, in turn, delays the problem report from being worked at Lockheed. In order to speed up the entire problem resolution process, individuals responsible for submitting problem reports into Lockheed Remedy should follow these guidelines prior to submission of the problem report:

- Verify the problem is not a result of user error. Please try to recreate the problem in 11i SQT. If you are unable to recreate in 11i SQT, please be sure to annotate this in the remedy.
- If the problem has been recreated in 11i SQT, the problem report should also reflect the steps taken in your test environment.
- Be sure to document the employee name, position, RPA number, etc within your documentation – both from the production database and the 11i SQT testing.
- SQT screenshots should be clearly identified, either within the file or the file name itself. Verify the problem is not a result of invalid record conditions

- Document the problem with screenshots and a complete description of the processing steps and record conditions.
- If workarounds or additional actions were taken to try and get the problem resolved, these need to be annotated in the problem report.
- If an error message is received, the message should be included in the body of the problem report.
- The problem detail needs to identify each and every step taken up to when the problem is encountered (navigation steps, DDFs, Taskflow buttons, etc.)
- If the problem prohibits the action(s) to flow via the payroll interface and requires manual intervention by payroll, the request must be submitted to CPMS Pay Team following the standard operating procedures so they have a chance to negotiate the workaround with DFAS in a timely manner.

6. **Multiple Open Windows.** Occasionally, a user accidentally clicks outside of the active window screen which then throws the user into a 'greyed-out' screen. The user then experiences the inability to click out of the 'greyed-out' window/screen if multiple windows are open. The user will not be able to "x" out of screen and the system behaves as though it is locked up. Depending on the resolution of the user's monitor, they may not be able to determine where the active screen is. In order to get back to the "open" window/screen that is hiding this, click on "Window" above on Menu Bar (See Example Below). Please note in this example that there are 4 items identified for windows. The window that is currently available on screen is the People screen – already checked which indicates the window you are currently on (data is grayed out, can't close screen, etc.) Click on Item 2 to bring back the Extra Person Information back to the forefront- you may then close this screen or continue viewing the DDFs. Once this window/screen has been closed, the "People" window/screen will be available again.





At this point, the user is no longer locked out and can continue doing what they were doing prior to experiencing the greyed-out window/screen

POC is CPMS-AMD, San Antonio, TX, DSN 487-6500.