

## PAC Absence Management FAQs for Officer Employees

**Q: How do I log in to the Time and Absence Management modules?**

A: Employees will log in through the my.Columbia Employee Self-Service portal. To ensure login security, users will be prompted to log in using [DUO, a multifactor authentication service](#).

**Q: What happens if I forgot to record an absence by the deadline?**

A: If you forgot to record and/or submit your absence by the deadline for the current period, you can simply record and submit it to your manager for approval in the *next* period.

**Q: What are the deadlines each period?**

A: Deadlines for absence submission and approval occur at the middle and the end of each month. These deadlines mirror the semi-monthly pay periods for Officers. Details about each deadline can be found online through the HR website, [FY21 Semi-Monthly Absence Processing Schedule](#).

**Q: What is Absence Calc?**

A: "Absence Calc" is the process within the system that processes your absence events and entitlements on a semi-monthly basis. After the Absence Calc process is completed for the period, your balances are updated based on any entitlements you earned and absences you took for that period.

**Q: When are my balances updated in the system?**

A: Officer absences are processed on a semi-monthly basis, at the middle and the end of each month. Balances are updated at this time. You can check your actual balances on your "View Absence Balances" page. The "Balance as of MM/DD/YYYY" column will show your current balance as of this date. This is the most recent date your absences were last processed.

**Q: When do I earn my personal day?**

A: As an Officer, your [personal days](#) are earned based on your Benefits Service Date (BSD). You can see your Benefits Service Date on your "Absence Forecasting Tool" page.

You will earn your personal days every four (4) months, within the period based on this date. For example, a BSD between the 1st and 15th of the month will be earned after the Absence Calc at the middle of the month, and a BSD between the 16th and the end of the month will be earned after the Absence Calc at the end of the month.

Your "Absence Forecasting Tool" page also shows your projected personal day accrual for the current fiscal year, which is reflected in the "Accrual" column.

**Q: Can I cancel an absence that I didn't take?**

A: If you previously submitted an absence, and are no longer taking the time off, you can cancel the absence request, so long as it has not been processed yet. From your "Absence Request History" page, you can click the "Edit" button to bring up the Request Absence window. From here, click the "Cancel" button to cancel the absence request. You are able to cancel an absence even if your manager has already approved it.

If an absence has already been processed, there will be a date in the "Process Date" column, and the "Edit" button will be

greyed out. You will need to contact your manager or Department Administrator for further assistance, so that your unused time is credited back to you

**Q: What happens if I need to modify an absence request I already submitted?**

A: If your manager has not yet approved the request, he/she will need to “Push Back” the absence to you so you can modify it and resubmit it. Once your manager has “pushed back” the absence, you can edit it through your “Absence Request History” page, by clicking on the “Edit” button. From here, you can modify the request, and then click the “Submit” button to resubmit it to your manager.

If your manager has already approved your absence request and you need to make a change, you’ll need to reach out to your manager or Department Administrator for further assistance, so that you can resubmit a new absence with different dates and/or of a different type.

**Q: Why do my balances on the “View Balances” page look different than my “Forecasting” page?**

A: If your balances were adjusted in the system, this could impact a difference you see on the “Forecasting” page. Also, for Officers, their negative personal day absences deduct from their vacation balance. On the “Forecasting” page, this is reflected as negative (-) personal day projected balance, highlighted in red. On the actual “View Balances” page, this is reflected as a decrement from your vacation bucket. The “Forecasting” page is meant to be used as a planning tool for helping to plan future time off requests. Your “View Absence Balances” page reflects your *actual* balances in the system.