# Rejected Certified Sick Leave Monitor

1 — Last update: 28 August 2023

United Nations - DOS

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### 1. What's New!

The topics listed below provide an overview of what's new in the online version of the Rejected Certified Sick Leave Monitor job aid since its original publication.

14.10.2022	Initial Release
31.01.2021	Added procedure Resubmission of a Rejected CSL Request

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#### 2. About this Manual

This is a living document. It reflects the required processes and recommended best practices to implement the current administration of interns in Umoja using the tools available within the Secretariat. Its contents are subject to change in response to revisions of the Administrative Instruction on the Internship Programme, lessons learnt from surveys and evaluations and reporting requirements.

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### 2.1. Intended Audience

This job aid is intended for use by:

- HR Partners (view & edit), mapped to PA.01 & PA.02
- HR Partner Support (view & edit), mapped to PA.32 and PA.34
- Time Senior Administrators (view only), mapped to TM.02

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#### 2.2. Scope

This document covers the actions and step-by-step processes and procedures an HR Partner must follow to:

- View all Rejected Certified Sick Leave that has not been accounted for by another type of absence,
- accurately trigger automated notifications to staff for unresolved rejected certified sick leave.
- permanently exclude rejected certified sick leave records from conversion to unauthorized absence,
- defer the conversion of Rejected Certified Sick Leave records from conversion to unauthorized absence, and
- convert any unresolved days to unauthorized absence in line with Staff Rule 5.1 (e) (ii) and 6.2(d).

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# 3. Rejected Certified Sick Leave Monitoring Report – ZMTCSLREPORT

This report was developed to:

- address the challenges encountered in highlighting unresolved certified sick leave days,
   and
- provide a solution that eliminates the need for HR Partners and approving officers to follow up with staff members for medical certificates.

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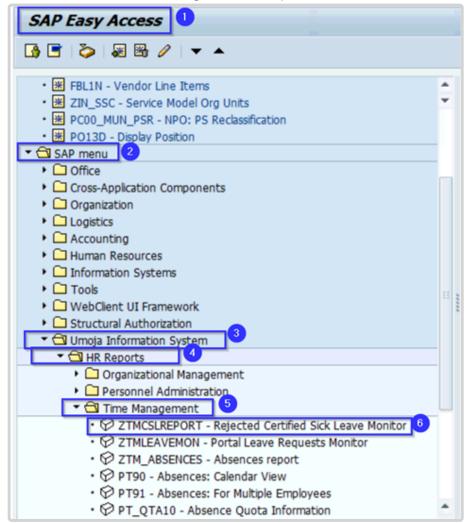
# 3.1. View and Edit Rejected Certified Sick Leave Records

Follow these steps to view/edit all rejected certified sick leave that has not been accounted for by another type of absence.

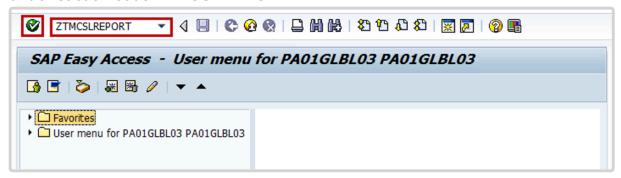


Time Senior Administrators have only view access to the records.

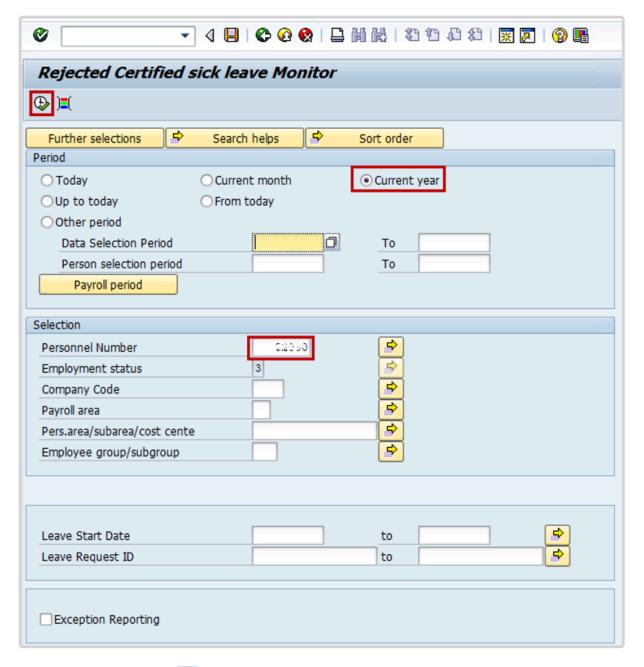
1. Start the transaction using the menu path,



#### or transaction code ZTMCSLREPORT.



- Click the Enter icon.
- 3. Select the period to generate the report. For example, Current year.
- 4. Enter the staff member's index number in the Personnel Number text box.

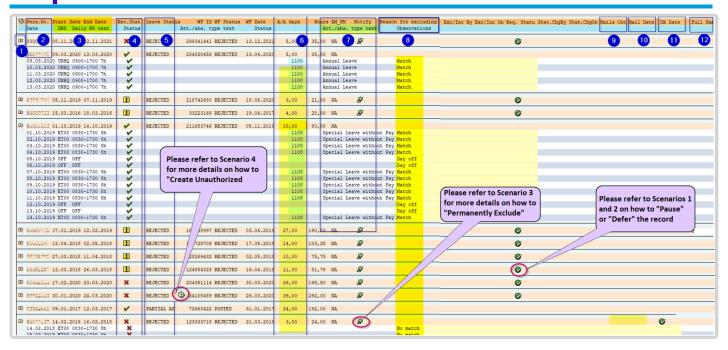


5. Click on the Execute icon to generate the report.



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# 3.1.1. How to Read and Understand the Report



Ref No.	On report image	Description
1	<b>(1)</b>	Record detail can be expanded. Click to expand the details of the rejected CSL record.
2	Pers.No. Date	Pers No (index number) of the concerned staff member.
3	Start Date End Date DWS Daily WS text	Start and End dates for the monitored rejected CSL
4	Rec.Stat Status	Status of the record  Requires HRP attention –  Not resolved/no match cases  Resolved

		Resolved with a manual intervention by the HRP in IT2001. Might need to be reviewed by HRP, if required.
5	Leave Status	REJECTED – CSL rejected by medical services PARTIALLY APPROVED – CSL partially rejected by medical services HR REJECT – CSL rejected by HR office
6	A/A days	Total number of rejected days that require attention/follow up, and absence type.
7	Hours AM_PM Notify Att./abs. type text	If resolved, Type of Absence used to replace will be indicated in full day or ½ day (am/pm) or N/A, e.g.  • Annual Leave • Certified Sick Leave • Uncertified Sick Leave • Paternity/Maternity Leave
8	Reason for excluding Observations	Reason for excluding  Note of HRP action will appear under this column for Pause, Deferral and Permanently Excluded.  Observation
		<ul><li>resolved: Match</li><li>unresolved: No Match</li><li>non-working day: Day</li></ul>

9	Mails Cnt	Number of notification eMails received by the concerned staff member. Refer to Annex of this Job Aid for further details on notifications.
10	Mail Date	Date of last notification email received by the concerned staff member.
11	UA Date	Unauthorized Absence date of conversion.
12	Full Nam	First and Last name of the concerned staff member.

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### 3.2. How to Use the Report

#### Use these procedures to:

- Pause-Resume Conversion
- Defer Conversion
- Permanently Exclude Conversion
- Manually Convert to Unauthorized Absence
- Manually Delete Unauthorized Absence
- Monitor Certified Sick Leave Exceptions

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#### 3.2.1. Pause-Resume Conversion

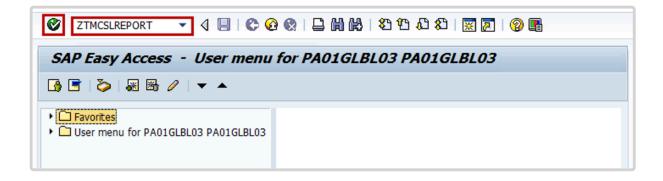
PAUSE/RESUME THE CONVERSION of rejected Certified Sick Leave records to Unauthorized Absence.

This option should be used when the staff member requires additional time to provide the required documentation to support the rejected CSL at any point before the third notification email. Refer to Annex for further details on notifications.

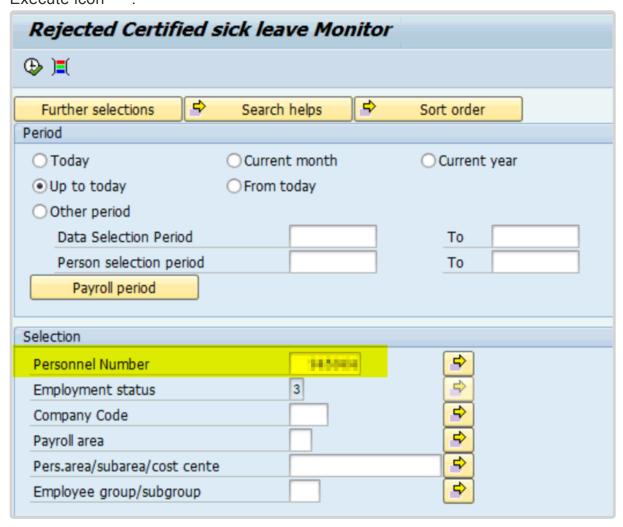
Once Paused, the system will not proceed with the issuance of the automated notifications nor the conversion of the record to an Unauthorized Absence record. Therefore, HR Partner needs to proactively monitor using this report and to act as required.

#### **Procedure**

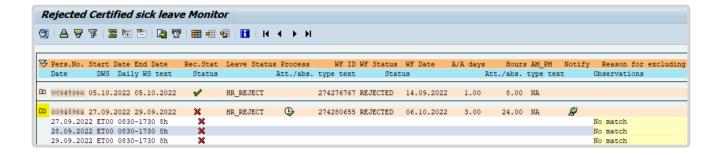
1. Start the transaction using the menu path or transaction code, ZTMCSLREPORT.



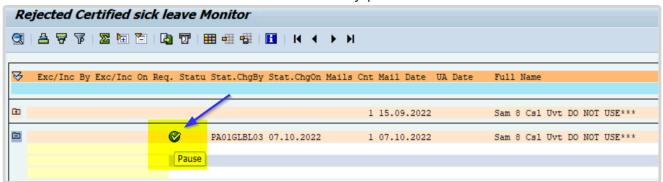
2. Click the Enter icon . Add the personnel number and select the period, then click the Execute icon .



3. Expand the record to confirm the days you need to pause.



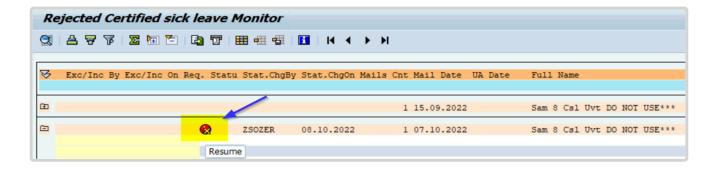
4. Scroll to the right and click the to Pause icon to temporarily pause the record from conversion to Unauthorized Absence at any point before the third email reminder.

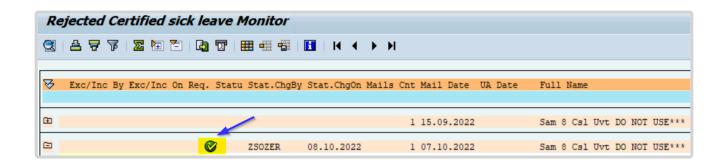


5. Once the Pause icon is clicked it will turn to red icon



6. The HRP can click on the same icon to resume the notifications and it will turn back to the green icon.





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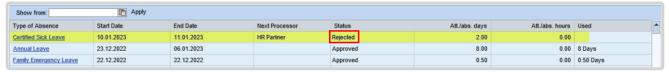
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# 3.2.2. Resubmission of a Rejected CSL Request

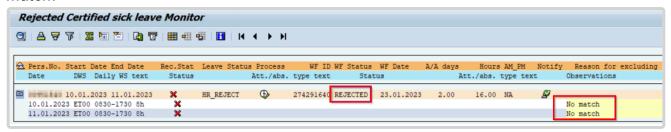
RESUBMISSION OF REJECTED OR PARTIALLY REJECTECTED CERTIFIED SICK LEAVE REQUEST

This option should be used when a request for certified sick leave has been resubmitted by the staff member after initially being rejected, or partially rejected by the HRP.

1. Certified sick leave requests rejected by HRP display with a **Status** of *Rejected*.



2. The **Rejected Certified Sick Leave Report** shows the record as *REJECTED* and *No match*.



3. When the staff member submits a new CSL request with the same dates as the rejected dates, you will see a new submission with the same dates as the rejected one.



The HRP approves the resubmitted certificated sick leave request.

Show from: Apply							
Type of Absence	Start Date	End Date	Next Processor	Status	Att./abs. days	Att./abs. hours	Used
Certified Sick Leave	10.01.2023	11.01.2023		Approved	2.00	0.00	2 Days
Certified Sick Leave	10.01.2023	11.01.2023	HR Partner	Rejected	2.00	0.00	

5. The report now shows *Approved* for **Status** once the record details are expanded. Additionally, the *No match* **Status** is converted to *Subsequently Approved* in the **Rejected Certified Sick Leave Report**. This means that the record will longer be

recorded as an unauthorized absence conversion for the staff member. The **WF Status** might remain as *Rejected*, it will not affect the overall result.



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#### 3.2.3. Defer Conversion

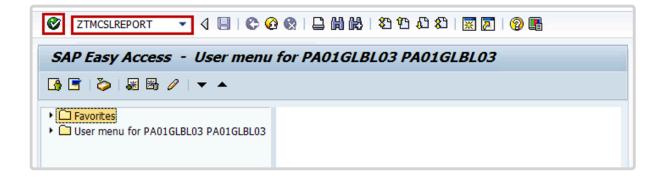
DEFER THE CONVERSION of rejected Certified Sick Leave record to Unauthorized Absence

This option should be used when the staff member requires additional time to provide the required documentation to support the rejected CSL. This action can be used only after the generation of the 3rd Notification email. Refer to Annex for further details on notifications.

Deferral will allow an additional 30 days for the staff member to resolve the rejected CSL request. If no action is taken during this time the system will automatically convert the record to Unauthorized Absence after the additional 30 days. The staff member would have had 90 days to resolve their rejected CSL.

#### Procedure

1. Start the transaction using the menu path or transaction code, ZTMCSLREPORT.

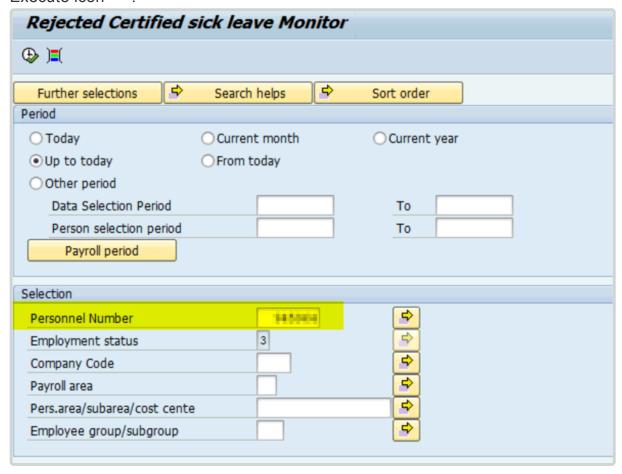


2. Click the Enter icon 

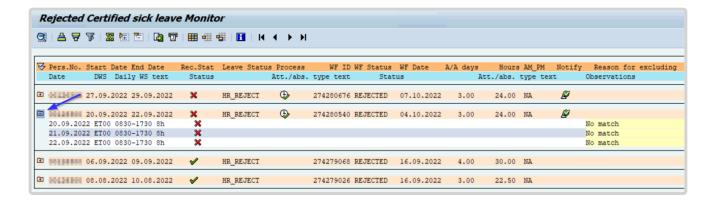
Add the personnel number and select the period, then click the Execute icon 

Execute icon 

■.

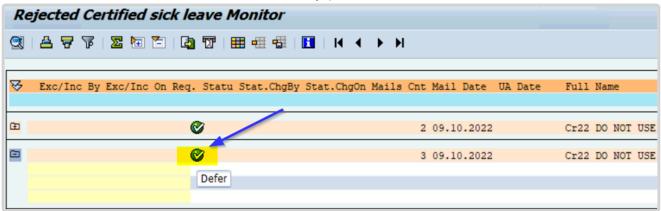


3. Expand the record to confirm the days you need to defer and confirm that the email count is three (3), indicating that the third reminder email has been sent to the staff member. Refer to the Annex for further details on notifications.

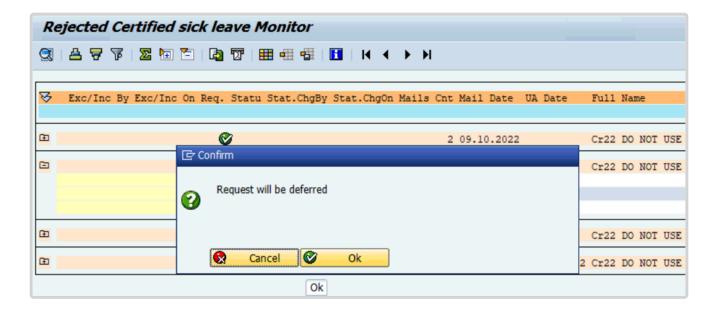




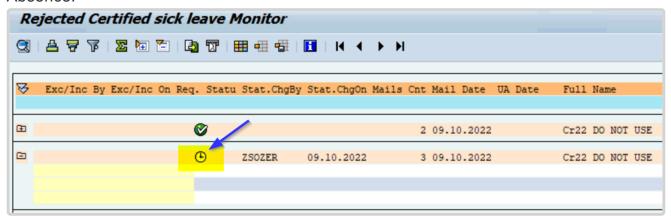
4. Scroll to the right and click the to Defer icon to temporarily pause the record from conversion to Unauthorized Absence at any point before the third email reminder.



5. On the Confirm popup, click OK.



6. The Deferred icon indicates that the record has been deferred from conversion to Unauthorized Absence, which will allow additional 30 days for the staff member to resolve the issue, until the system converts the rejected CSL days to Unauthorized Absence.



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### 3.2.4. Permanently Exclude Conversion

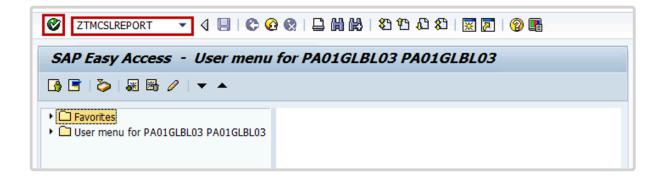
PERMANENTLY EXCLUDE rejected Certified Sick Leave from conversion to Unauthorized Absence

This option should be used when the staff member's attendance was confirmed by the Time Manager during the absence dates, e.g. the staff member returned to work or telecommuted. This action can be done at any time before the conversion of rejected days to Unauthorized Absence.

Once completed, it cannot be reversed.

#### **Procedure**

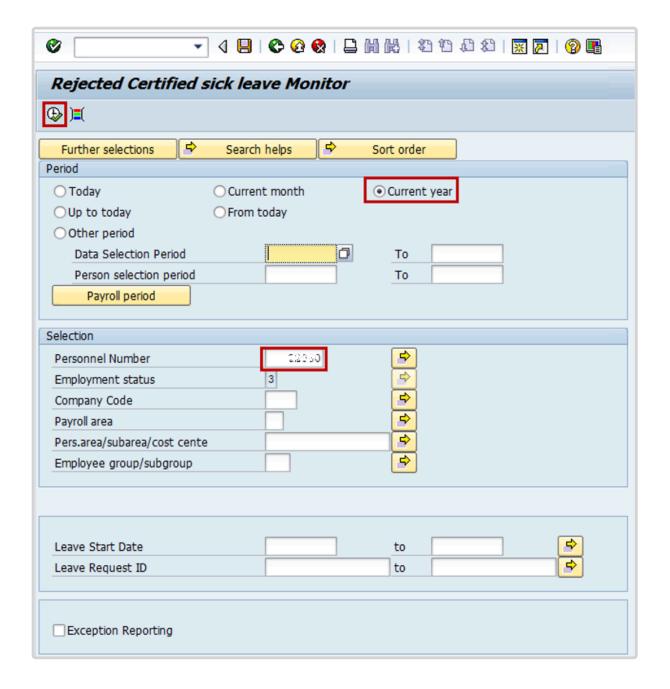
1. Start the transaction using the menu path or transaction code, ZTMCSLREPORT Click the Enter icon ...



Select the period to generate the report. For example, Current year.
 Enter the staff member's index number in the Personnel Number text box, then click the Execute icon



You may run the report for multiple staff members by clicking on the 'Multiple selection' icon and copying a list of index numbers to the Personnel Number field.

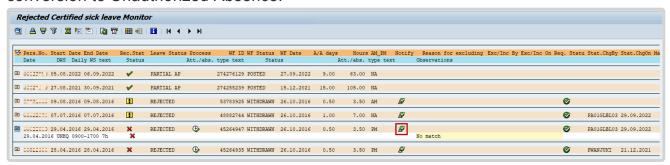


3. Click on the **Detail can be Expanded** icon to view the details of the record(s).

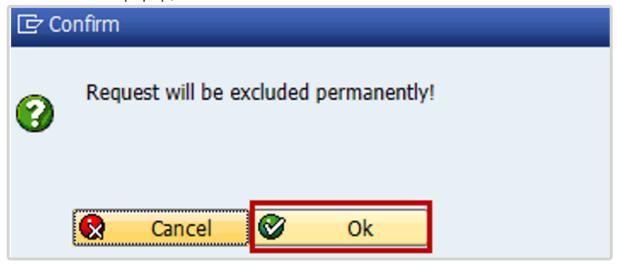


4. Click on the Permanently exclude icon 🅰 to permanently exclude the record from

conversion to Unauthorized Absence.

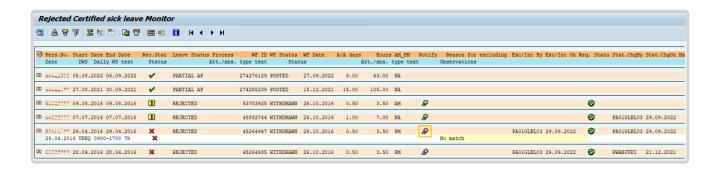


On the Confirm popup, click OK.





7. The Permanently excluded icon displays, indicating that the record has been permanently excluded from conversion to Unauthorized Absence. It will display the message added on "reason for excluding".



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# 3.2.5. Manually Convert to Unauthorized Absence

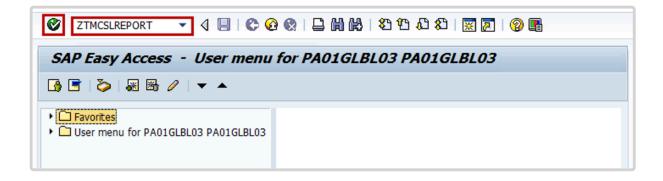
\*\*Follow these steps to convert any unresolved days to Unauthorized Absence in line with Staff Rule 5.1 (e) (ii) and 6.2 (d) and trigger automated notifications to staff for unresolved rejected certified sick leave.

MANUALLY CONVERT UNRESOLVED REJECTED CERTIFED SICK LEAVE TO UNAUTHORIZED ABSENCE

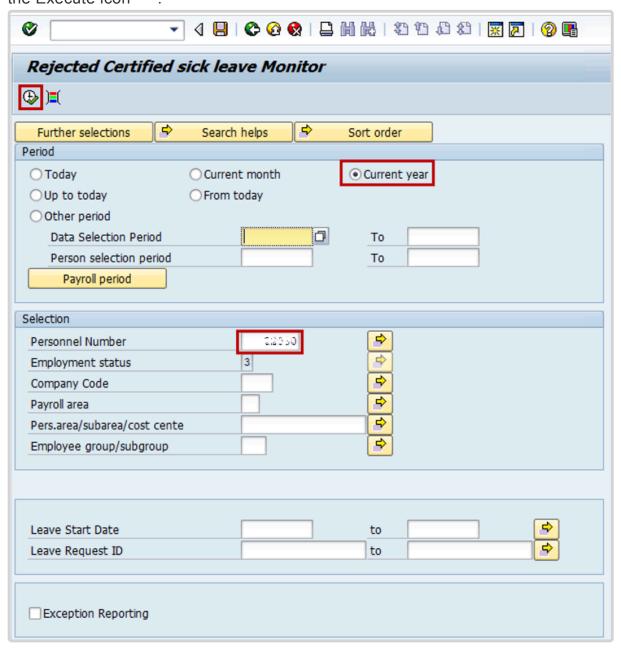
In some cases, e.g. when the staff member has no quota for another type of absence to replace the rejected CSL days and is soon to separate, the HRP may need to convert the rejected CLS days into Unauthorized Absence manually without waiting for the 60 days notification process. In such cases, the HRP should follow the process below.

#### **Procedure**

Start the transaction using the menu path or transaction code, ZTMCSLREPORT
 Click the Enter icon .



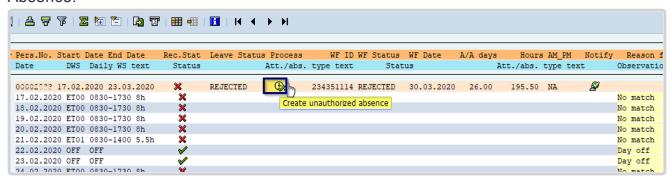
Select the period to generate the report. For example, Current year.
 Enter the staff member's index number in the Personnel Number text box, then click the Execute icon



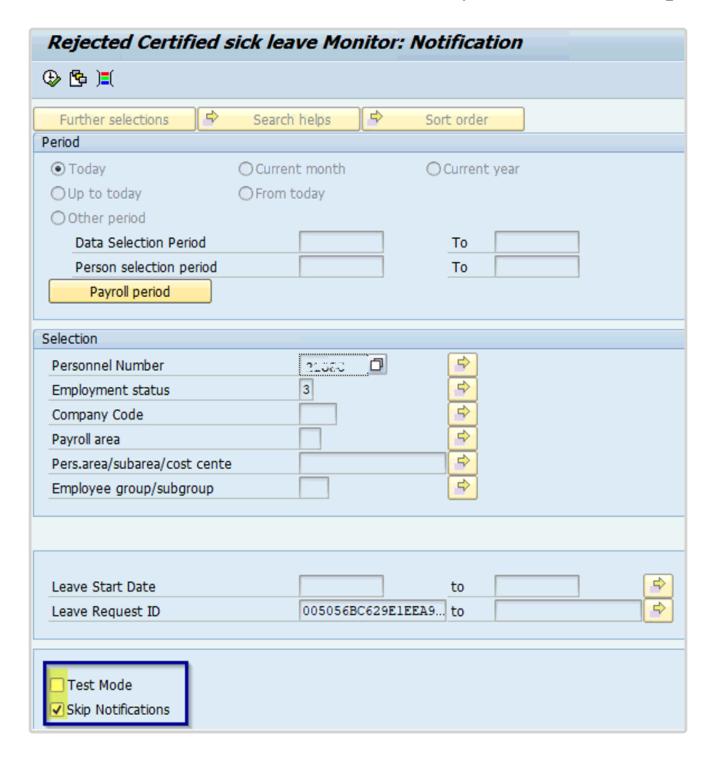
3. Click on the **Detail can be Expanded** icon to view the details of the record(s).



4. Click on the Create Unauthorized Absence 2 to convert the record to Unauthorized Absence.



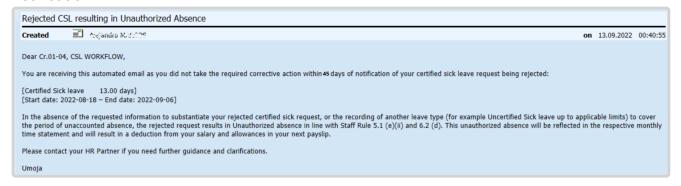
- 5. Click the Test Mode checkbox to uncheck it.
- 6. Click the **Skip Notifications** checkbox to generate an email notification to the staff member. Then click the Execute icon **2**.



7. The Unauthorized Absence is created, and the notification is sent to the staff member.



8. The staff member will receive a notification by email indicating that the rejected CSL request has been converted to Unauthorized Absence. Below is a sample of the email notification.



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### 3.2.6. Manually Delete Unauthorized Absence

CERTIFIED SICK LEAVE APPROVED AFTER THE UNAUTHORIZED ABSENCE WAS CREATED

HR Partner can manually delete the unauthorized absence record.

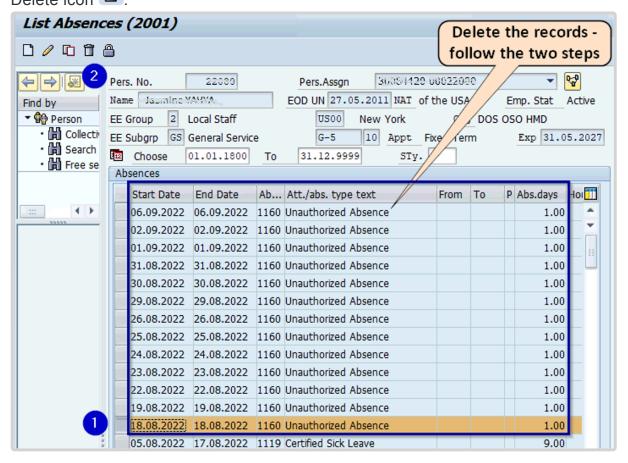
At times, a staff member may provide the required doctor's certificate only after the staff member's rejected CSL have been converted to Unauthorized Absence, resulting in recoveries against the staff member's pay. Once Medical Services or an HR Partner approves the provided documentation, the HR Partner must manually delete the unauthorized absence record. This will trigger repayment of the recovery.

1. As a best practice, always keep an offline copy of the proof of CSL approval in the staff member files for future auditing purposes.

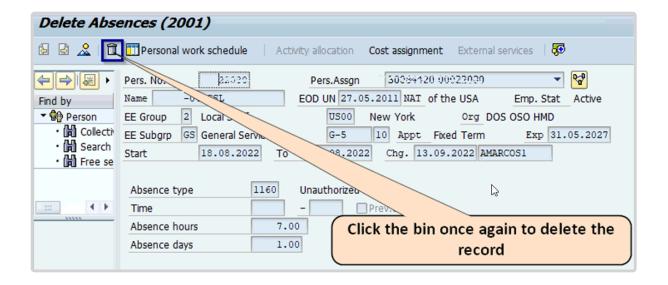


#### Delete the Unauthorized Absence

Execute the PA30 Tcode and select InfoType 2001 for edit.
 To delete the Unauthorized Absence record: 1. Highlight the record 2. Click on the Delete icon

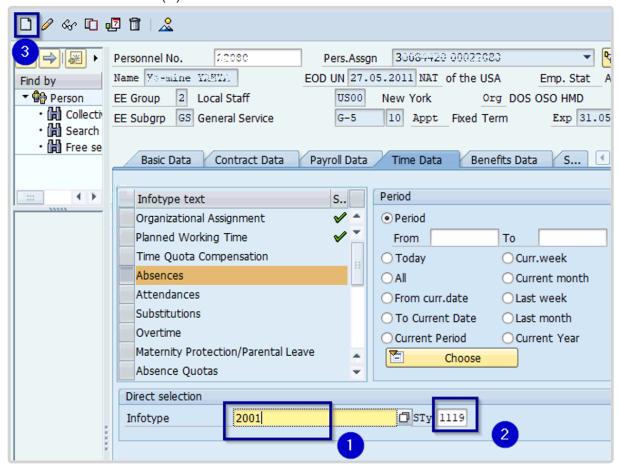


2. Click the delete icon again.

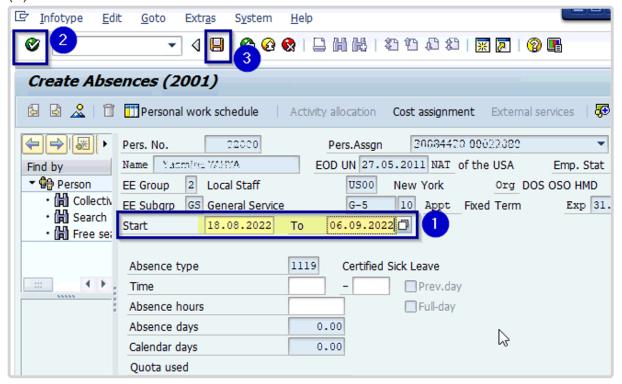


### Create the CSL record(s) for the approved dates

1. Execute the PA30 Tcode and select (1) InfoType 2001, (2) STy 1119 Certified Sick Leave for edit. Then (3) click the Create icon.



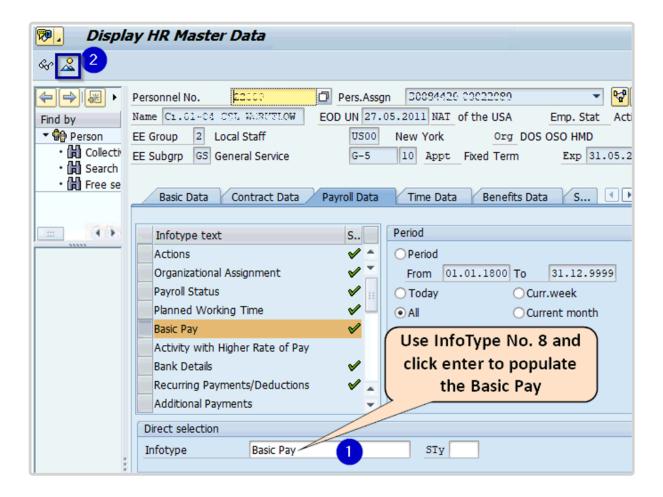
2. Enter the (1) dates to be covered, (2) click **Validate button**, then click the **Save button** (3).



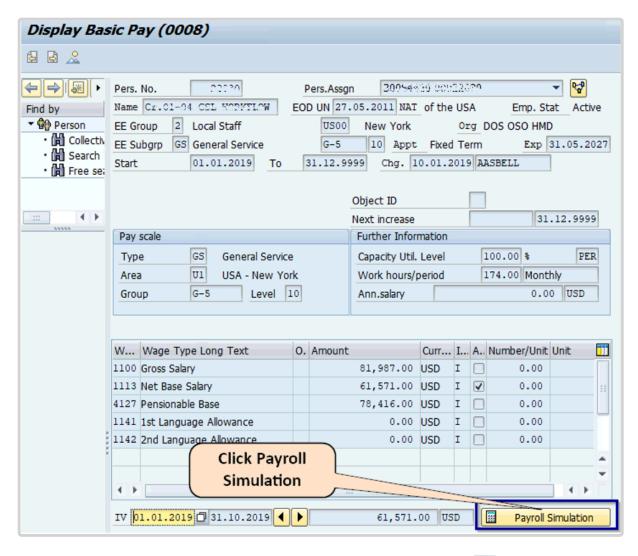
### **Payroll Simulation**

Run a payroll simulation for the current month to confirm that the staff member will be refunded deductions made as a result of their rejected CSL being converted into Unauthorized Absence.

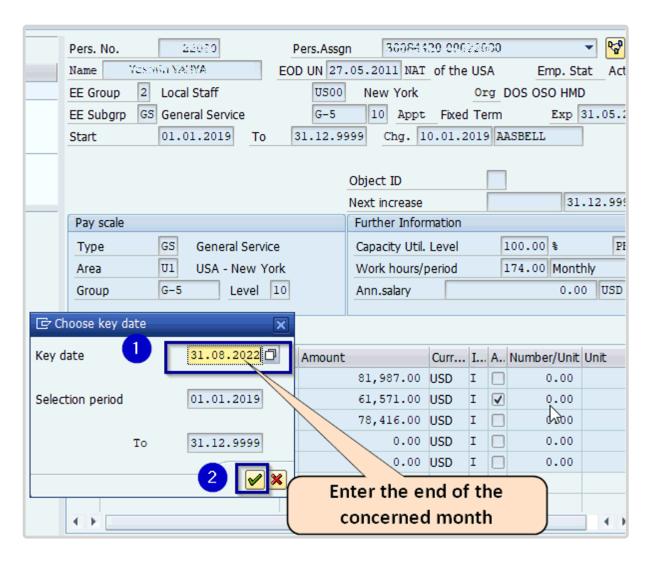
1. Execute the PA30 Tcode and select (1) InfoType 0008 Basic Pay for edit. Then (2) click the View icon



### 2. Click on Payroll Simulation.



Enter the (1)end of the current month, then (2) click Continue



4. Then review the generated pay slip to confirm the reinstatement of the deductions.

Pay Type Regular payro Pay Period 01.08.2022 - Pay Area L1 Local UNHQ	31.08.2022	USD					
Index 000220/0 Wa	andre VAUVA						
Pay Date. 24.08.2022 Gr	ade G-5 /	10					
		Retro-active			Current Period		
	Rate	Hrs/Unit	Amount	Rate	Hrs/Unit	Amount	YTD
Earnings & Allowances							
Gross Salary			7,602.67			7,602.67	
*** Total Earnings			7,602.67			7,602.67	
Deductions, Adjustments &	Claims						
SM Pension Contribution						1,159.94	
Staff Assessment			1,871.42			1,871.42	
*** Total Deductions			1,871.42			3,031.36	
Recoveries							Balance
Salary Advance 04						4,468.61	
*** Total Recoveries & Bal	ances					4,468.61	
*** Total Net						5,833.95	
UN Contribitions							
UN Pension Contribution			1,159.93			1,159.93	
*** Total UN Contributions			1,159.93			1,159.93	
Net Payments							
	Wage Type	Amt In	Payroll Curr		Amt In Pa	yment Curr	
Payment	/559		5,319.29				USD
Payment of balance	/558		514.66				USD

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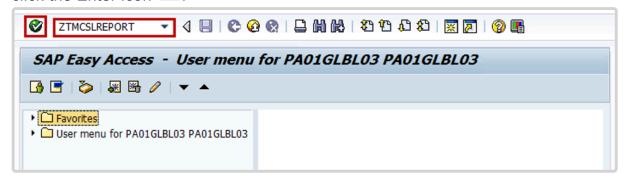
# 3.2.7. Monitor Certified Sick Leave Exceptions

HR Partners can use the Rejected Certified Sick Leave Monitoring Report to generate Exception Reports on:

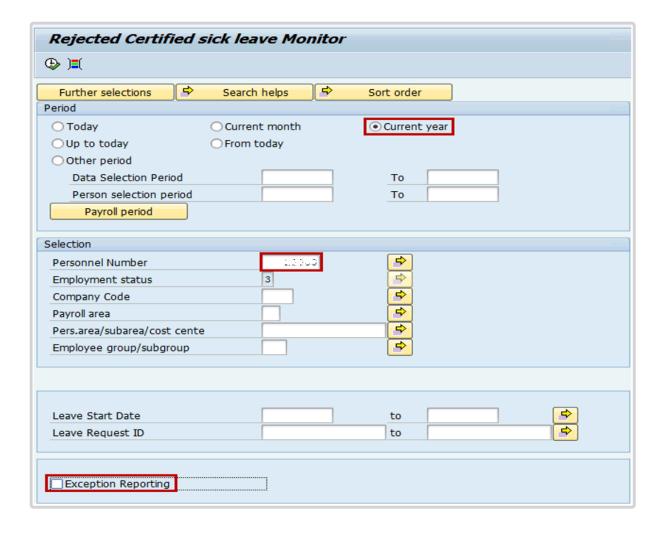
- · Permanently excluded
- · Temporarily deferred
- Paused
- All exceptions

Follow the steps below to create exception reports.

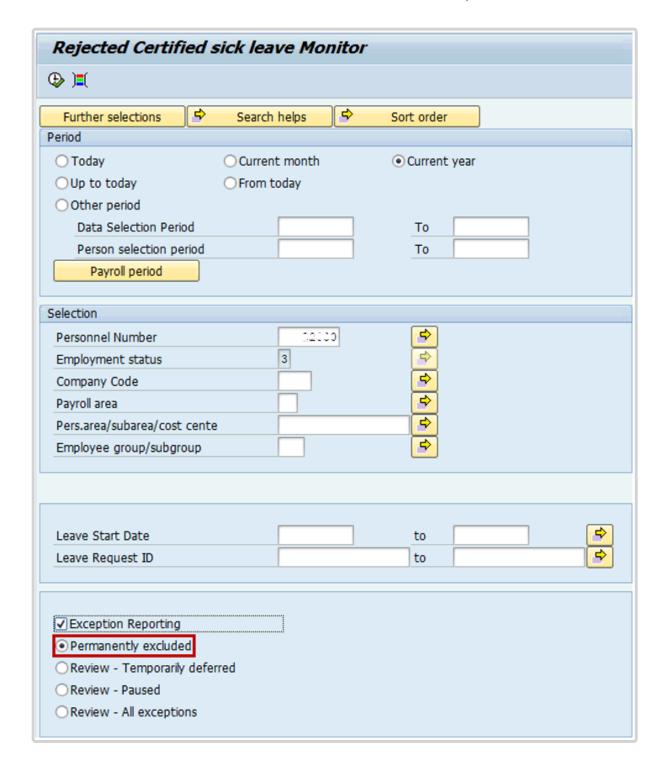
1. Start the transaction using the menu path or transaction code, ZTMCSLREPORT then click the Enter icon .



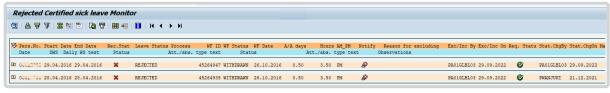
2. Select the period to generate the report. For example, Current year.



- 3. Enter the staff member's index number in the **Personnel Number** text box.
- 4. Click the **Exception Reporting** checkbox, which will populate all types of available reports.
- 5. Select one of the Exception Reporting parameters to generate the report, then click the Execute icon .



6. You may review the report for monitoring purposes, or take appropriate action as outlined in the above steps.



7. The same process should be followed to view all other available exception reports.

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# 4. Notifications of Rejected Certified Sick Leave

When a staff member's request for Certified Sick Leave is rejected, in whole or partially, notifications emails are sent:

- · at the time the request is rejected,
- 15 days after the rejection (First Action Required email),
- 30 days after the rejection (Second Action Required email),
- 45 days after the rejection (Third Action Required email), and
- 60 days after rejection (Notice of Conversion of rejected CSL to Unauthorized Absence)

CSL Partially approved by Medical Services, rejected days are converted to Unauthorized Absence records

The screen shots below illustrate the email notifications sent to a staff member when their CSL is partly rejected.

Rejection Notification Email - email received by SM upon rejection of CSL

# Certified Sick Leave rejected for Dominio RAIANS CR01ALL04 CR01ALL04 Created Dear Cominic Asian's You are receiving this automated email as your request for Certified Sick Leave has been partially rejected by the Medical Service, as follows: Certified Sick Leave 9,00 days 18.08.2022 - 06.09.2022 rejected 05.08.2022 - 17.08.2022 approved Please take the required action as detailed in the notification received from the medical service. Alternatively, you can submit a request for a different leave type to cover the rejected period (for example Uncertified Sick leave up to applicable limits). Failure to take corrective action within 60 days of the date of this notification will result in your rejected Certified Sick Leave days being treated as Unauthorized Absence in line with Staff Rule 5.1(e)(ii) and 6.2 (d), which will result in deduction from your salary and allowances. Please contact your HR Partner if you need further guidance and clarifications. Thank you, Umoja

## Rejection Notification Email – email received by SM 15 days after rejection

# ACTION REQUIRED- Rejected CSL

Created =

Dear Common AMANA

Our records indicate that you have an unresolved period of absence resulting from a rejected certified sick leave as follows.

[Certified Sick leave 13.00 days]

[Start date: 2022-08-18 - End date: 2022-09-06]

You have been required to provide additional information to substantiate your rejected sick leave request per the details provided by your HR Partner or Medical services in your rejection notification. This action should be taken as soon as possible.

Alternatively, you can submit a request for a different leave type to cover the rejected period (for example Uncertified Sick leave up to applicable limits).

Please take the required action within 45 days of this notification.

Failure to take corrective action by the set deadline will result in your rejected certified sick leave days being treated as Unauthorized Absence in line with Staff Rule 5.1 (e) (ii) and 6.2 (d), which will result in deduction from your salary and allowances.

For any inquiry on this matter please contact your HR Partner or supporting Medical Service where applicable quoting your case number.

Thank you for your cooperation,

Umoja

# Rejection Notification Email – email received by SM 30 days after rejection

### ACTION REQUIRED- Rejected CSL - REMINDER

Created =

Dear Dornheid Faul 114,

You are receiving this automated email as a reminder to take necessary action to resolve the following rejected certified sick leave request:

[Certified Sick leave 13.00 days]

[Start date: 2022-08-18 - End date: 2022-09-06]

You have been required to provide additional information to substantiate your rejected sick leave request per the details provided by your HR Partner or Medical services in your rejection notification. This action should be taken as soon as possible.

Alternatively, you can submit a request for a different leave type to cover the rejected period (for example Uncertified Sick leave up to applicable limits).

Please take the required action within 30 days of this notification.

Failure to take corrective action by the set deadline will result in your rejected certified sick leave days being treated as Unauthorized Absence in line with Staff Rule 5.1 (e) (ii) and 6.2 (d), which will result in deduction from your salary and allowances.

For any inquiry on this matter please contact your HR Partner or supporting Medical Service where applicable quoting your case number.

Thank you for your cooperation,

Umoja

# Rejection Notification Email – email received by SM 45 days after rejection

### ACTION REQUIRED- Rejected CSL- FINAL REMINDER

Created =

on

Dear Dominic RALANI,

You are receiving this automated email as the last reminder to take necessary action to resolve the following rejected certified sick leave request:

[Certified Sick leave 13.00 days]

[Start date: 2022-08-18 - End date: 2022-09-06]

You are required to provide additional information to substantiate your rejected sick leave request per the details provided by your HR Partner or Medical services in your rejection notification. This action should be taken as soon as possible.

Alternatively, you can submit a request for a different leave type to cover the rejected period (for example Uncertified Sick leave up to applicable limits).

Please take the required action within 15 days of the date of this notification per email sent on the 2022-09-09.

Failure to take corrective action by the set deadline will result in your rejected certified sick leave days being the ted as Unauthorized Absence in line with Staff Rule 5.1 (e) (ii) and 6.2 (d), which will result in deduction from your salary and allowances.

For any inquiry on this matter please contact your HR Partner or supporting Medical Service where applicable quoting

case number.

Thank you for your cooperation,

Umoja

This will be the date of the rejection notification email

# Rejection Notification Email – email received by SM 60 days after rejection

#### Rejected CSL resulting in Unauthorized Absence

Created on

Dear Possible RAIAM,

You are receiving this automated email as you did not take the required corrective action within 4 days of notification of your certified sick leave request being rejected:

[Certified Sick leave 13.00 days]

[Start date: 2022-08-18 - End date: 2022-09-06]

In the absence of the requested information to substantiate your rejected certified sick request, or the recording of another leave type (for example Uncertified Sick leave up to applicable limits) to cover the period of unaccounted absence, the rejected request results in Unauthorized absence in line with Staff Rule 5.1 (e)(ii) and 6.2 (d). This unauthorized absence will be reflected in the respective monthly time statement and will result in a deduction from your salary and allowances in your next payslip.

Please contact your HR Partner if you need further guidance and clarifications.

Umoja

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