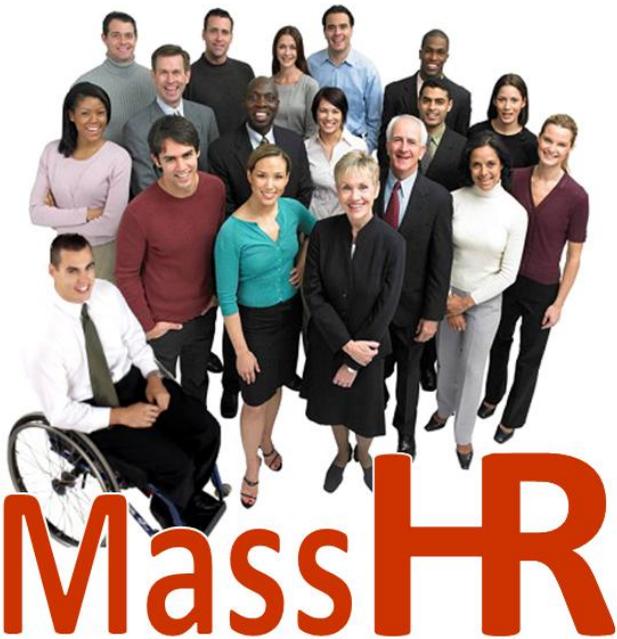




The Commonwealth of Massachusetts

April Agency Liaison Meeting

May 15, 2012



Delivering HR Services That Matter

Objectives & Discussion Agenda

1. Review of Reports
2. Issues and Updates
 - Forgotten password hint
 - Secondary Approval system issue
3. Questions and Comments



Employee Service Center Review of Reports

The screenshot shows a web browser window with the Oracle logo and navigation links (Home, Add to Favorites, Sign out). The breadcrumb trail is: Main Menu > Commonwealth of MA > Self Service Time & Attendance > View Reports. The 'View Reports' section contains a grid of report options:

 No Reported Time Report No Reported Time Report	 Over Under Time Report Over Under Time Report	 TL Exception Report TL Exception Report
 TL TRC Audit Report TL TRC Audit Report	 TRC Payable Time Report Displays TRC payable time data for the current pay period only.	 Time Approver and Proxy Report Displays a list of time reporters and the employee's they are responsible for.
 TL Unapproved Time Report This report displays both Reported and Payable time that has not been approved for the Fiscal year.		



Issues and Updates

1. Forgotten password hint
2. Secondary Approval system issue



Reminder: Contacting the Employee Service Center

Providing numerous communication channels increases accessibility of services to customers. The first location for the ESC is at the Hurley building in downtown Boston.

Telephone



Phone / Voicemail
Toll Free: 1-855-4HR-SPPT
(1-855-447-7778)
Local: 617-979-8500
TTY: 617-248-0546

- Primarily for requests (questions, issues, etc.)

Email



ESC Main Email:

MassHREmployeeServiceCenter@State.MA.US

- Primarily for requests
- Email allows for attachments of supporting documentation

Mail



Mailing Address:

Hurley Building
19 Staniford Street
6th Floor – MassHR ESC
Boston, MA 02114

- Primarily for paper documentation
- Ability to accept requests

Fax



ESC Fax #: 617-248-0686

- Primarily for supporting documentation
- Ability to accept requests



Open Questions?



Contact us:

Chris Swistro: Christine.Swistro@massmail.state.ma.us

