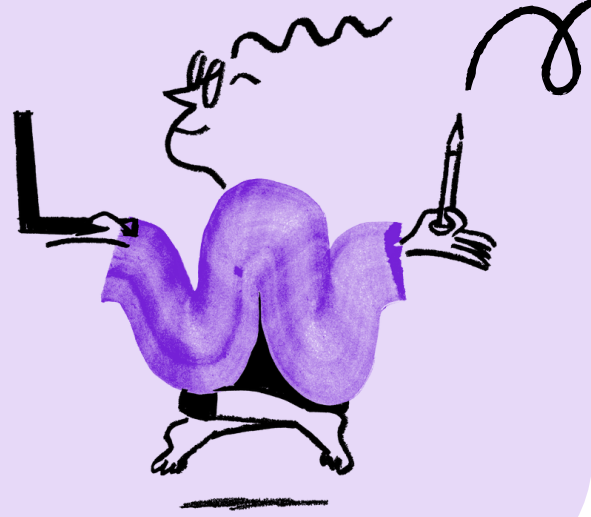




# Payroll, made easy

## Leave FAQs

<p>Why is my employee's leave balance not showing in the employee portal?</p>	<p>This can be for several reasons:</p> <ol style="list-style-type: none"><li>1. Pay run hasn't synced through yet to update leave balances.</li><li>2. When configuring a Leave category you've set it up to hide the balance from Pay Slips, which also will hide it in the employee portal.</li></ol>
<p>How does leave taken behave in the pay run?</p>	<p>Please refer to Appendix A.</p>
<p>How do I process purchased leave or a leave cash-out?</p>	<p>Detailed instructions can be found in the below articles:</p> <ul style="list-style-type: none"><li>• <a href="#">Purchased Leave</a></li><li>• <a href="#">Cashing out Annual Leave</a></li></ul>
<p>My employee cannot see a leave type they should have access to. Where do I start?</p>	<p>Is the employee attached to a Leave Allowance Template?</p> <p>No - they will accrue and be able to see all leave categories.</p> <p>Yes - review and update the Leave Allowance Template, if need be.</p>
<p>Why is a leave request not picking up Public Holidays?</p>	<p>There are a few items that can impact this:</p> <ol style="list-style-type: none"><li>1. The Public Holiday has been added to payroll but not HR (this feature does not sync).</li><li>2. The PH does not have a location allocated.</li><li>3. The employee is not linked to the location attached to the Public Holiday.</li></ol>
<p>Why can I not select a certain Leave Allowance Template (LAT) for an employee?</p>	<p>This normally happens when an employee is linked to an Employment Agreement (EA) and the LAT has not been added to the EA.</p>



# Payroll, made easy

## Leave FAQs (Continued)

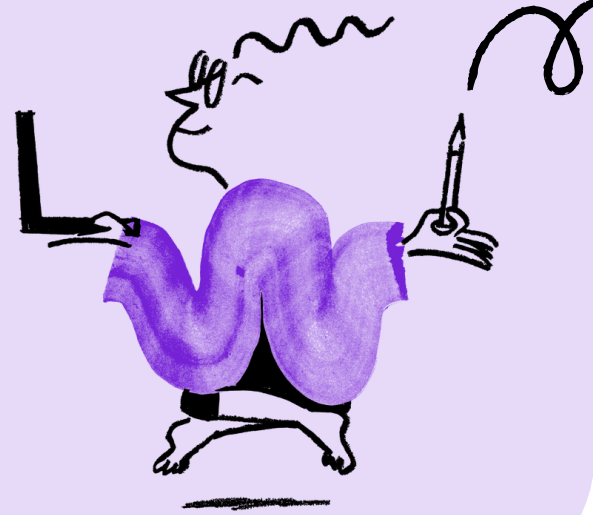
<p>Why are LSL balances not appearing in the leave liability report?</p>	<p>The LSL balance will appear in this report once the contingent period has been reached. Confirm the contingent period is correct in the leave category settings and ensure that 'accrue from contingent period' is ticked under Leave Provisions in the Chart of Accounts.</p>
<p>A leave type is not being paid out upon termination, why is that?</p>	<p>This setting is managed via the Leave Category settings; you will need to ensure the check box is ticked.</p>
<p>How do I adjust an employee's leave balance?</p>	<p>If you're updating just 1 employee, see here: <a href="#">Adjusting leave in a pay run</a>.</p> <p>If you would like to update leave balances in bulk, see here: <a href="#">Bulk adjust leave balances</a>.</p>
<p>How do I prevent negative leave balances?</p>	<p>Watch the video tutorial <a href="#">here</a>.</p>
<p>Do you have instructions on how to manage Parental Leave?</p>	<p>Yes, please refer to this article for more information: <a href="#">Parental Leave</a>.</p>



# Payroll, made easy

## Additional Resources

Additional resources (hyperlinked)	
<a href="#">Payroll admin daily use guide</a>	This admin guide will help you in early adoption and understanding. See attached.
<a href="#">Leave management   HR Web Platform</a>	This article will provide assistance with managing leave as an admin.
<a href="#">Workers Compensation</a>	This article will demonstrate how to pay your employees while they are under a workers compensation (or WorkCover) arrangement.
<a href="#">Leave Provision management in the Payroll Platform   Video</a>	This video will show you how to manage leave provisions in the Chart of Accounts.
<a href="#">Projected Leave Visibility</a>	The 'Request Leave' article includes information on when projected leave will be visible.



# Payroll, made easy

## Additional Resources

### Checklist for troubleshooting leave issues - HR & Payroll (e.g. an employee cannot see a leave category when submitting a request)

Review the employee's leave settings in their HR profile, e.g. are they linked to a Leave Allowance Template? This can be found in Pay Details after selecting Edit.

- If no, check their leave allowances in their Payroll profile. Are they able to apply for the leave type? Enable the option to apply if need be.
- If yes, review the Leave Allowance Template settings in Payroll - is the leave category linked to the LAT? Edit and update linked employees, if need be.

Note - if there are any changes made to the Pay Details in HR, navigate to Personal Details, click Edit and then Save, to push the changes through to Payroll.

If the issue persists contact the Support team, for further assistance.

### Checklist for troubleshooting leave issues - Payroll Only (e.g. an employee cannot see a leave category when submitting a request)

Review the employee's leave settings in their payroll profile, e.g. are they linked to a Leave Allowance Template?

- If no, check their leave allowances. Are they able to apply for the leave type? Enable the option to apply if need be.
- If yes, review the Leave Allowance Template settings - is the leave category linked to the LAT? Edit and update linked employees, if need be.

If necessary, review the Leave Category settings. You may also wish to check the 'Restore Deleted Items' section in the Payroll platform's advanced settings to ensure the leave category is still active.

If the issue persists contact the Support team, for further assistance.



# Payroll, made easy

## Appendix A

Q: How does leave taken behave in the pay run?

A: This will depend on the employee's timesheet settings.

See below and read: [How does the system behave when taking leave?](#)

Set up	Paid Leave Behaviour	Unpaid Leave Behaviour
<p><b>Pay Employee Working hours by Default</b></p>	<p>Leave taken will produce a negative earnings line and a positive leave taken line, e.g.</p> <p>Earnings x38 hours                      -8 hours earnings                      +8 hours leave taken                      =38 hours total</p>	<p>The earnings will be decreased by the number of unpaid leave hours.</p>
<p><b>Pay employee by all time worked in Timesheets</b></p>	<p>We'll automatically create a corresponding earnings line to pay for the leave. No deduction line is created, e.g.</p> <p>Timesheet earnings x 30                      +Leave taken x8                      = 38 hours total</p> <p>Or</p> <p>Timesheet earnings x30                      +timesheet using leave work type x8                      =38 hours total</p>	<p>The pay run will display the timesheet hours along with a negative line item for each section of unpaid leave.</p>