

If your question has not been addressed by the FAQs,

please call Payroll Customer Service at 6-3836 or email payroll@ucsf.edu.

- **How can I setup mandatory or non-mandatory reviews?**
 - Contact Payroll Office via email payroll@ucsf.edu.
- **What is the login to access WEB PAN?**
 - Use OLPPS EDB login/password. The OLPPS EDB login/password is in sync with WEB login/password. Once you change OLPPS EDB password, it will change on WEB PAN also; or vice versa.
- **How do I know if I have access to WEB PAN?**
 - All users with OLPPS EDB Inquiry have access WEB PAN.
- **How can I request access to WEB PAN if I do not have access to OLPPS EDB?**
 - If you do not have access to OLPPS EDB Inquiry, you need to contact the Department Business Officer and Access Administrator.
- **If I cannot login or forget my password, what number should I call?**
 - OAAIS Help Desk – call 514-4100 option#2 or access <http://help.ucsf.edu>
- **Do I have to access WEB PAN to review PAN?**
 - If you are a mandatory reviewer, you must access WEB PAN to review PAN. The email with PAN content is no longer available for mandatory reviewers. The email will have the link to WebPAN.
 - If you are a non-mandatory reviewer, the email will continue to contain the PAN content. Non-mandatory reviewers may access to WEB PAN to view PANs, but only if they have OLPPS EDB Inquiry access.
- **Do mandatory reviewers and non-mandatory reviewers receive email notification?**
 - All mandatory and non-mandatory reviewers receive an email notification. The mandatory email contains the link to WebPAN. The non-mandatory email contains the PAN content.

- **How can a preparer get a copy of a transaction s/he prepared?**
 - Preparers who are also reviewers will automatically receive, PAN notices of the transactions prepared in their WebPAN Inbox. They will also be able to add themselves as CC recipients, if they choose.
- **When do I receive a PAN notification?**
 - When an EDB or PAY transaction is generated in OLPPS, reviewers receive an email notification.
- **How can I access to WEB INQUIRY to view the employee's information, while I am reviewing a PAN?**
 - Click on the "Web Inquiry" at the top of the screen on the PAN. The Web Inquiry will display on a new browser with the employee information, if you are authorized to view the employee's information.
- **How can I toggle between WEB INQUIRY and WEB PAN?**
 - Clicking "Web Inquiry" on the PAN screen to display the employee's information on a new browser.
- **Why can't I view employee's information in Web Inquiry when I click "WEB INQUIRY" from WEB PAN.**
 - If you do not have permission to view the employee's information, the information will not display on WEB INQUIRY.
 - Or, once you log out WEB INQUIRY, the connection session between WEB INQUIRY and WEB PAN was disconnected. Log out and re-login to WEB PAN to re-establish the connection.
- **How can I identify which PAN has not been reviewed?**
 - It displays "U" for the PAN that has not been reviewed.
- **How can I view a list of PAN in my department?**
 - Click on the Notification Selection from the main menu. Enter the criteria in the selection (Pan Action, Department Code and Date Range).
- **Why it takes longer time to search on Notification Selection sometimes?**

- Please use specific information for searching by selecting the PAN action and date range (e.g. within a month), and entering a department code or employee/preparer/reviewer ID. It will speed up the searching process.
- **Why the delete checkbox is not available for some of the PAN notification in INBOX?**
 - If you are a mandatory reviewer, you have to read the PAN before you delete it from your inbox. Notification with “U” status is not allowed to be deleted for mandatory reviewers.
- **If I delete a PAN notification in INBOX, how I can view the PAN again?**
 - Once you delete PAN from the INBOX, PAN is only removed from your own inbox. However, you may use Notification Selection function to search the PAN again. PAN is available for 6 months only.
- **How can I forward the PAN to another reviewer or person?**
 - On the PAN screen, type in an OLPPS user ID or email address at the bottom of the screen to forward the PAN. The forwarded reviewers receive an email with PAN content.
- **How can I identify how many days a PAN is in the queue before being reviewed?**
 - In Audit Review, it displays the PAN Action Date, PAN Review Date and “Days in the queue”.
- **Can I print my PAN notifications?**
 - A new feature has been added in order to print a copy of a PAN more easily. To use the feature, click on the Printer-Friendly Format link in the header of the PAN. This will open a second view of the transaction. Click on the Print Icon on your toolbar and a complete copy of the transaction will be produced.
- **Can a web-based PAN be forwarded to an individual outside of the UCSF domain?**
 - The limitation on the ability to forward a web-based PAN is a business decision. PAN’s may only be forwarded from the web-based PAN to recipients in sanctioned domains. If the system prevents you from forwarding a PAN to an email address, that is an indication that the email address domain has not been

sanctioned and that forwarding the PAN to that address is contrary to control policies currently in place.

- **Is it possible to assign the types of EDB and Payroll transactions that a reviewer will receive in PAN?**
 - Yes, it is possible to assign Personnel/Payroll PAN reviewer designations by type as was possible when notifications were issued in OLPPS. These designations determine the transactions for which individuals will be notified as mandatory reviewers. It is necessary for a mandatory reviewer to be in place to permit a Personnel/Payroll transaction to be updated.
- **I have noted that users are able to view information for individuals that are outside their area of responsibility. Isn't this something that needs to be fixed?**
 - This is a limitation of the security rather than PAN. However, it does highlight the need to emphasize the level of personal responsibility that reviewers have to only view for which they are authorized
- **I would like to review my PAN Inbox when I am not on campus. Is it possible to do that?**
 - It is possible to review your PAN Inbox when you are not on campus via a VPN connection.
- **I have been a PAN reviewer, but now I am "not authorized" to get into WebPAN. Why?**
 - Even if you have been set up as a reviewer with email, so as long as you had a valid email address, you received an email to review. WebPAN requires that you logon, so you are required to have a valid logon ID. **You must have OLPPS – EDB inquiry access.**
- **When I delete something from my PAN Inbox it is also deleted from the Audit Review log and that is different from what was shown in training and in the training document on the CFS web site.**
 - While the data do not display in the Audit Review log at this time, all of the information is still stored in the system. Programmers are currently reviewing

options for providing the users with an Audit Review log that will meet their needs most effectively. An announcement will be sent out when the Audit Review is operational in its final form. For the moment, the Audit Review still displays information on unread PANs and PANs that have not been deleted from each individual's Inbox.

- **If a reviewer needs to save certain PAN's electronically, is there a way to do this that is compatible with the PAN?**
 - If the reviewer wishes to save copies of certain PAN transactions electronically, as in a folder in Outlook, this can be accomplished by having the reviewer forward a transaction to him/herself from PAN – using their email address, not the logon ID. Forwarded PAN's are sent by email and can be stored electronically in that format. You can only forward a PAN to an individual once (i.e., to the same LAN email address). However, the PAN audit log will also retain copies of the PAN's on file indefinitely, which should reduce the need to forward PAN's and store them in another format.
- **When can a reviewer access PAN's?**
 - A reviewer may inspect the contents of a PAN Inbox at any time. The notices are only intended to prompt the reviewer with a message that new PAN's are in the reviewer's Inbox. When the reviewer accesses the Inbox, all PAN's will be available for inspection.
- **In terms of time management, how is the review process in the PAN Inbox expected to compare to the process of reviewing email ASAP's?**
 - It is expected that the review process in the PAN Inbox will be more efficient than the review process of email ASAP's. Once the reviewer has opened the PAN Inbox, the sorting features and the hyperlinks embedded in the product should increase the speed with which reviewers can inspect the transactions that they receive.
- **What is transmitted via email when a PAN transaction is forwarded?**

- The entire PAN transaction is forwarded. However, for the PAN's generated by the DDF and TOF systems, the PAN notice will contain a link to the transaction, which requires a logon ID for access.
- **The policy of deleting mandatory reviewers when they are out of the office for two or more days and adding replacements for them during their absence seems time-consuming. Is there a way to resolve this problem?**
 - This policy requirement has been in place since the beginning of ASAP email reviews. Departments may currently set up multiple reviewers to provide a backup for times when the primary reviewer is out of the office as long as there is good communication and documentation regarding who is responsible for the review. The new mandatory/non-mandatory reviewer feature in DACSS, which will be available in early 2005, will further facilitate these delegations. Mechanisms for simplifying the process by which DSA's keep the reviewer list current in DACSS are also being explored.
- **In terms of the review process, what will be different after PAN is implemented?**
 - The review process requirement that all transactions be reviewed within two business days will be unchanged when PAN is implemented. In terms of the Audit Review function, it will now be possible for departmental administrators to monitor the timeliness with which their reviewers have read their PAN's. Reviewers should be aware of the two business day requirement and make all efforts to review their PAN transactions in a timely manner.
- **Can I search for PANs in my Dept from before I was hired into the Dept?**
 - You have access to specific dept information. If the original PANs are related to the department(s) that you have access to now, then you should be able to find (up to six months of) those PANs in the search.
- **What if we need more than 6 months for PANs.**
 - OAASIS and the Controller's Office are working on Phase II of the WebPAN Archive to access PANs that are older than 6 months.
- **How specific are we able to get when assigning mandatory reviewers?**

- Reviewers can be set up by department, by EDB action type within a department, and by actions affecting certain types of employees (academic, staff, MSP 6+, Senior Management, etc.). The Business Officer needs to request the changes via the form that can be found on the Payroll website under Forms.
- **Are we going to logon to a separate e-mail or will the pan notices come to us through our regular e-mail?**
 - As a Mandatory Reviewer, you will be receiving an email with the link to the WebPAN. You will log in and go to your INBOX in WebPAN to review the PAN notices.
- **Is there a way to search by employee name instead of by ID#?**
 - You can search for PAN notices by employee number, dept, action type, date, etc....Name is not currently available for searching the notices.
- **What if you want to review a PAN that was processed 12 months ago?**
 - At this point, you have the notices from pre-WebPAN. OAASIS is working on the archive for a Phase II.
- **How will you confirm that PANs are reviewed within the two day period?**
 - WebPAN registers when the Mandatory Reviewer opens the PAN notice in the INBOX. The online audit counts the number of days between the notice generation and the open date. The reports will count the number of business days between the notice generation and the open date.