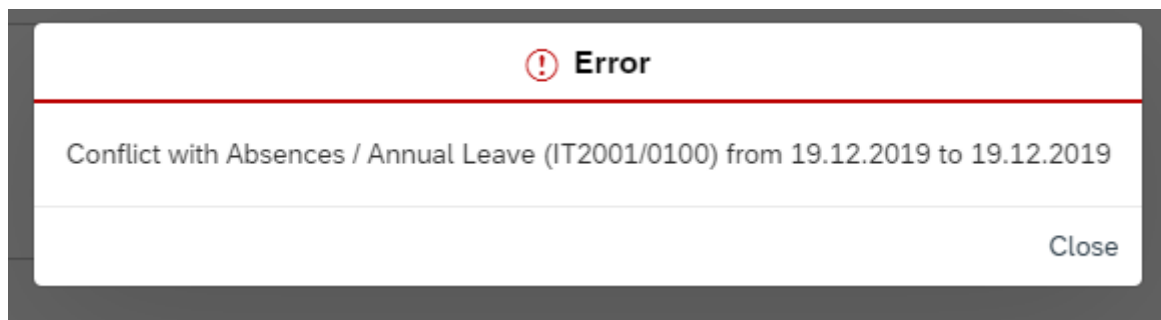




### **Employee Error -Conflict with Absences**

Employee sends request using Employee Self Service. Prior to leave being approved or rejected in the app the TRO/Time administrator enters the requested leave directly in SAP - causing a conflict. The employee subsequently tries to request additional leave and is then presented with a conflict error message as per example below.



### **To resolve this error – if the date of the conflict is within the previous 30 days**

In the My Leave Requests tile Review the leave requests to determine which entry is correct

You should see two entries – one in orange/brown which is the Absence Request that you sent through Self Service and one that a Time Returning Officer/Time Administrator has entered subsequently.

Annual Leave	19.12.2019	Absence Request	4 Hours			>
Annual Leave	19.12.2019	Absence Approved	7.4 Hours			>

These are causing a conflict.

Where both **Absence Request** and **Absence Approved** are identical click on the bin and delete the **Absence Request** in orange/brown

Where they are different – Establish which is correct – if the Absence Approved is incorrect it will be necessary to have the entry made by the Time Returning Officer/Time Administrator deleted and once it has been your manager will able to approve this Absence Request and your leave request will be recorded.

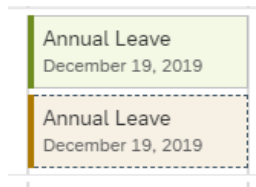
**Note:-if the date of the conflict is more than 30 days prior to today's date – you will have to contact your manager who can follow the below instructions**

**Manager Error – Conflict with Absences**

Employee sends request using Employee Self Service, TRO/Time Administrator enters the requested leave – Manager cannot approve this leave as an error presents as per example below;

Message when entries are the same	Message when entries differ
<p align="center"><b>Error</b></p> <hr/> <p>Task processing failed; for more information, see the details</p> <p>Leave request is already recorded. This is a duplication, please reject.</p>	<p align="center"><b>Error</b></p> <hr/> <p>Task processing failed; for more information, see the details</p> <p>An absence record already exists. Please review this in the Team Calendar. If absence recorded is correct (Green), reject this request. If the absence request is correct (Brown) contact the TRO to delete before approving.</p>

To view this, the Manager can go to My Team Calendar for the conflict date(s) - 2 entries will exist on the same day



Once determined which entry is correct follow the process below;

Which leave request is correct?	Absence Period	Process to Correct – Employee Actions	Process to Correct – Manager Action	Result
TRO Entry <b>Absence Approved</b> is Correct	Within the Previous 30 days	Employee can delete the request made through ESS	Manager can reject the leave requested through ESS for the relevant date(s)	Conflict is removed and leave entered by TRO remains.
	Prior to previous 30 days	Employee won't have visibility of the duplication on My leave requests  Employee requests that Manager rejects the request	Manager <b>must</b> reject the leave requested through ESS for the relevant date(s)	
ESS <b>Absence Request</b> is Correct	Within the Previous 30 days	Employee should follow up with Line Manager to request that the entry made by TRO is deleted (Manager subsequently approves this Absence Request)	Manager should request that TRO entry is deleted and then they approve the request on Manager Self Service	Conflict is removed and leave is approved through Self Service. Leave is recorded.
	Prior to previous 30 days	Employee won't have visibility of the duplication on My leave requests		
Both the same		Either of the two processes above can be followed	Either of the two processes above can be followed	One of the above