Intro to SSB9 ePAFs

A visual reference for (to be used in conjunction with the Guide to HR BANNER Forms & Transactions).
# Table of Contents

- **What is an ePAF?**
  - Main Components of an ePAF
  - Available ePAFs
  - Determining Which ePAF to Use
  - ePAF User Guides

- **How to Access ePAFs**
  - ePAF Home Screen

- **ePAF Approver**
  - ePAF Approver Summary
  - Act as a Proxy (Approver)

- **ePAF Originator**
  - ePAF Originator Summary
  - New ePAF
  - Demo

- **Defaulted Values & Common Errors**

- **Other Items**

- **EPAF Transaction Glossary**

Revised March 2023
What is an ePAF (electronic Personnel Action Form)?
What is an ePAF?

Electronic Personnel Action Form

Data entry forms used to initiate employee transactions

These transactions include:
- Reappointments
- Transfers
- Rehires (for College Work Study appointments only)
- Labor/Hourly Rate Updates
- Termination of Jobs
Main Components of an ePAF

1. Determine type of transaction
   • Nature of the work/job

2. Determine Funding
   • Permanent or Temporary
   • Budget Transfer Needed?

3. Determine position

4. Review All Jobs for the employee

5. Determine ePAF approval category
Available ePAFs

- Ordered ePAFs by Transaction Type
  - Additional Jobs
  - Adjustments to Active Jobs
  - Terminations & Transfers
  - Reappointments

- Added line breaks for visual aesthetic
How to Determine Which ePAF to Use

Detailed Chart of ePAFs

### Chapter 2: Detailed Listing of ePAFs

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>ePAF Approval Category</th>
<th>Availability</th>
<th>Personnel Transactions</th>
<th>Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Compensation or Job</td>
<td>Additional Job or Compensation - Salaried</td>
<td>Year Round</td>
<td>Supplemental income, overages, bonuses, one-time payments, Secondary job</td>
<td>Salared except for Executive, Student, Union employees</td>
</tr>
<tr>
<td></td>
<td>Additional Job - Hourly</td>
<td>Year Round</td>
<td>Secondary job</td>
<td>Hourly except for Student, Union employees</td>
</tr>
<tr>
<td></td>
<td>Reinstall Job or Compensation (Salaried and Hourly)</td>
<td>Year Round</td>
<td>Supplemental income, overages, bonuses, one-time payments, Secondary job</td>
<td>Salared and Hourly except for Executive, Student, Union employees</td>
</tr>
<tr>
<td>Adjustments to Active Jobs</td>
<td>Salary or Hourly Rate Update</td>
<td>Year Round</td>
<td>Salary, hourly rate, labor, timesheet/leave report approver, title updates</td>
<td>Salared and Hourly except for Executive, Student, Union employees</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Labor allocation updates</td>
<td>All except Executive, Student</td>
</tr>
</tbody>
</table>
ePAF User Guides

• Always available in the Manager's Toolkit on the HR website

Reappt – Year Round (Salaried)

This ePAF is used to reappoint the following employee groups: Full Time Faculty & Instructional Staff, Full Time Professionals & Exempt Part Time Professionals. The employee must have an active employment record AND must be returning to the same appointment that is (or will be) terminated by the begin date of the new reappointment.

<table>
<thead>
<tr>
<th>What you need to do</th>
<th>What you will see</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1: Provide the ePAF parameters:</strong></td>
<td>![Image of ePAF interface]</td>
</tr>
<tr>
<td>a. Enter the TCID of the employee in the ID field (“T” in TCID in caps).</td>
<td></td>
</tr>
<tr>
<td>b. Enter the Query Date. The Query Date should equal the appointment effective date.</td>
<td></td>
</tr>
<tr>
<td>c. Select Reappt – Year Round (Salaried) in the approval category.</td>
<td></td>
</tr>
<tr>
<td>d. Click Go.</td>
<td></td>
</tr>
</tbody>
</table>

EPAFS

General Information and Tools

• Detailed Listing of ePAFs
• Visual Guide for ePAF Originators
• Visual Guide for ePAF Approvers
• Position Guidance for Additional Compensation or Job
• Determining a Position Number for a Pooled Position for a PT Employee
• Determining a Position Number for a Supplemental Compensation for FT Employee
• Additional Job or Compensation ePAF - Common Issues Guide

How To:

Full Guide: Guide to HR Banner Forms & Transactions

Additional Compensation or Job

• Additional Compensation or Job - Salaried
• Additional Job - Hourly
• Additional Job - College Work Study
• Additional Job - Students
• Reinstall Job or Compensation - Salaried & Hourly

Adjustments to Active Jobs

• Salary or Hourly Rate Updates
• Salary Adjustment - Faculty FT Lecturer
• Labor Update
• Hourly Rate or Labor Update - Interim
• Hourly Rate or Labor Update - Work Study
• Timesheet, Leave Report Approver, and or Title Updates
• Job Termination
How to Access ePAF}s
Log into the TC Portal

Log into the TC Portal, click on the **Employee Resources** tab, then navigate to the **Employee Self-Service** section. Click on **Employee Dashboard**
Within the Employee Dashboard, navigate to the **Electronic Personnel Action Form (EPAF)** and click the link
ePAF Home Screen

Electronic Personnel Action Forms

**EPAF Approver Summary**
All EPAFs that you need to currently act upon are displayed in the Current tab. The queue status will be Pending, FYI, or More Information.

**EPAF Originator Summary**
Displays only those EPAF transactions that you have originated.

**New EPAF**
Allows you to create a new transaction.

**Act as a Proxy**
Available to all self-service EPAF users who have been given proxy privilege.

**EPAF Proxy Records**
Allows you to specify and authorize one or more users to approve EPAFs in your absence.
ePAF Approver
ePAF Approver Summary

Where you go to see all ePAFs that you need to or have approved

<table>
<thead>
<tr>
<th>Electronic Personnel Action Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EPAF Approver Summary</strong></td>
</tr>
<tr>
<td>All ePAFs that you need to currently act upon are displayed in the Current tab. The queue status will be Pending, FYI, or More Information.</td>
</tr>
<tr>
<td><strong>EPAF Originator Summary</strong></td>
</tr>
<tr>
<td>Displays only those EPAF transactions that you have originated.</td>
</tr>
<tr>
<td><strong>New EPAF</strong></td>
</tr>
<tr>
<td>Allows you to create a new transaction.</td>
</tr>
<tr>
<td><strong>Act as a Proxy</strong></td>
</tr>
<tr>
<td>Available to all self-service EPAF users who have been given proxy privilege.</td>
</tr>
<tr>
<td><strong>EPAF Proxy Records</strong></td>
</tr>
<tr>
<td>Allows you to specify and authorize one or more users to approve EPAFs in your absence.</td>
</tr>
</tbody>
</table>
### ePAF Approver Summary

**Current**
ePAFs sitting with you for action

**In My Queue**
ePAFs that will eventually come to you once the previous levels have approved

**History**
ePAFs that you have approved and are no longer sitting with you for action

---

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Transaction</th>
<th>Type of Change</th>
<th>Submitted Date</th>
<th>Effective Date</th>
<th>Required Action</th>
<th>Action</th>
<th>Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rassi, Cody</td>
<td>T00067163</td>
<td>143796</td>
<td>Hourly Rate Update</td>
<td>11/17/2022</td>
<td>11/17/2022</td>
<td>Approve</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Your Role as an ePAF Approver

- Approve
- Disapprove
- Return for Correction
- Acknowledge
How to Approve an ePAF (Method 1)

1. Click the Current tab
2. Click the employee name to take you to the ePAF for review
3. Review the ePAF.
4. Scroll to the bottom. Click one of the action buttons, and/or Add a comment.

**Approve** - approves the ePAF and moves to the next approval level
**Disapprove** - returns ePAF to the originator, they can update and submit if they wish; please add comment
**Return for Correction** - returns the ePAF to the originator, they should update and submit, please add comment
**More Info** - removes it from your main queue, but you must still act on it
How to Approve an ePAF (Method 2)

1. Click the Current tab
2. Click the employee name to take you to the ePAF for review
3. From the ePAF Approver Summary home screen, click the box in the Action column
4. Click Save
Act as a Proxy

Where you go to approve an ePAF as a proxy approver

**must be requested in advance by supervisor submitting [HR Systems Access Request Form](#)
Act as a Proxy

Proxy or Superuser or Filter Transactions

- Act as a proxy or a superuser and enter the following criteria to filter transactions.

  - **Proxy For**
    - Self
    - Act as a Superuser
    - Submitted From Date: MM/dd/yyyy
    - Submitted To Date: MM/dd/yyyy
    - Transactions Per Page: 25

  - [Go]

Approver Summary

Proxy or Superuser or Filter Transactions

- Act as a proxy or a superuser and enter the following criteria to filter transactions.

  - **Proxy For**
    - Self
    - [Search bar]

  - [McGhee, Ryan C.]

Transactions Per Page

- 25

[Go]

Approver Summary
Act as a Proxy

You’ll be taken to the ePAF Approver Summary screen of the person you’re proxy approving for as indicated by the “Filtering On” in the upper right corner.

Review and take action on ePAF as normal.
Act as a Proxy

Approver Proxy has access to same actions as actual approver:

Proxy approver name captured in routing queue section
ePAF Originator
ePAF Originator Summary
Where you go to see all ePAFs that you have originated
ePAF Originator Summary

**Current**
ePAFs sitting with you for action

**History**
ePAFs that you have originated and successfully submitted and are no longer sitting with you for action

**Employee Name**
By clicking name, you’ll be taken to the ePAF details

**Status**
ePAF Transaction status (see next slide)
**can also change status filter by clicking drop down menu to select specific status**
# Key: ePAF Transaction Status

<table>
<thead>
<tr>
<th>Transaction Status</th>
<th>What It Means</th>
<th>Action Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiting</td>
<td>Indicates that the transaction is in the process of being created</td>
<td>ePAF Originator needs to review and submit</td>
</tr>
<tr>
<td>Return for Correction</td>
<td>Indicates that the transaction has been returned to the Originator for update/correction</td>
<td>ePAF Originator needs to review, update and submit</td>
</tr>
<tr>
<td>Disapproved</td>
<td>Indicates that the transactions has been disapproved by an Approver</td>
<td>ePAF Originator can chose to return it to themselves for correction, update, save and submit again</td>
</tr>
<tr>
<td>Pending</td>
<td>Indicates that the transaction requires action by the approver(s)</td>
<td>Approver needs to review and approved</td>
</tr>
<tr>
<td>Approved</td>
<td>Indicates that the transaction has been approved by all parties</td>
<td>HRIS needs to review and process</td>
</tr>
<tr>
<td>Complete</td>
<td>Indicates that the transaction has been applied to Banner; no further action needed</td>
<td>No Action</td>
</tr>
<tr>
<td>Void</td>
<td>Indicates that the transaction has been voided by an originator or superuser and is no longer a valid transaction; no action can be taken on this ePAF</td>
<td>No Action</td>
</tr>
</tbody>
</table>
Your Role as an ePAF Originator

Create ePAFs

Input applicable information (varies based on each ePAF):
- Personnel Start Date
- Personnel End Date
- Salary/Hourly Rate
- Supervisor
- Comments

Track, review and make changes to ePAFs
New ePAF
## New EPAF

Where you go as an Originator to create a new employee transaction

### Electronic Personnel Action Forms

<table>
<thead>
<tr>
<th>Form</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New EPAF</strong></td>
<td>Allows you to create a new transaction.</td>
</tr>
<tr>
<td><strong>EPAF Approver Summary</strong></td>
<td>All EPAFs that you need to currently act upon are displayed in the Current tab. The queue status will be Pending, FYI, or More Information.</td>
</tr>
<tr>
<td><strong>EPAF Originator Summary</strong></td>
<td>Displays only those EPAF transactions that you have originated.</td>
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<tr>
<td><strong>EPAF Proxy Records</strong></td>
<td>Allows you to specify and authorize one or more users to approve EPAFs in your absence.</td>
</tr>
<tr>
<td><strong>Act as a Proxy</strong></td>
<td>Available to all self-service EPAF users who have been given proxy privilege.</td>
</tr>
</tbody>
</table>
New EPAF:
New EPAF Person Selection Screen

If, needed, employee search functionality via First & Last Name

Input employee's TCID

Input the effective date of the transaction

Select the ePAF approval category

Clicking Go will lock in your ePAF approval category selection
New EPAF: New EPAF Job Selection Screen

A. **Position/Suffix** - Where you manually input a position number if granting someone a brand new job.

B. **End Date** - Displays the job end date; important for reappointments.

C. **Status** - Displays the status of the job; important to select an active job for any epafs that make adjustments to an active job.

D. **All Jobs** - by clicking you will see a listing of all jobs the employee has held at the College; this is important to review especially for reappointments.
Now a Demo!
Step 1: Select an Employee & ePAF Approval Category

First Name

Last Name

Is an employee

Enter or Generate New ID

* indicates a required field. Enter an ID, select the link to search for an ID, or generate an ID.

ID *

T00061052

Klay Thompson

Query Date *

03/01/2023

Approval Category *

Salary Update / Promotion, MODJB4

Go
Step 2: Select Job

New EPAF Job Selection

Enter or search for a new position number and enter the suffix, or select the link next to Position.

Details

ID
Klay Thompson, T00061052
Query Date
03/01/2023
Approval Category
Salary Update, MODjb4

Begin Appointment, J00005

<table>
<thead>
<tr>
<th>Select</th>
<th>Type</th>
<th>Position</th>
<th>Suffix</th>
<th>Title</th>
<th>Time Sheet Organization</th>
<th>Start Date</th>
<th>End Date</th>
<th>Last Paid Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NewJob</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>201255</td>
<td>00</td>
<td></td>
<td></td>
<td>01/10/2022</td>
<td>06/30/2025</td>
<td>02/28/2023</td>
<td>Active</td>
</tr>
</tbody>
</table>

All Jobs  | Next Approval Type  | Go
Step 3: Input fields on EPAF

Fields to input will depend on the specific ePAF transaction selected; all mandatory fields marked by *.

For detailed instructions, please head to HR Managers Toolkit and select applicable user guide.
Step 4: Save EPAF

Once all fields are filled, click Save at the bottom of the ePAF.

When you have saved your EPAF, the transaction status will populated from a blank field to “Waiting”.

Electronic Personnel Action Form

- Enter the information for the EPAF and either Save or Submit.

Details

<table>
<thead>
<tr>
<th>Name and ID</th>
<th>Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Klay Thompson, T00061052</td>
<td>144368</td>
</tr>
</tbody>
</table>

Query Date: 03/01/2023

Transaction Status: Waiting
Step 5: Submit the EPAF

After Updating or Saving the EPAF, you can choose to Submit or Delete the EPAF from one of the icons listed under the Index.

The EPAF will not be submitted until you Submit the EPAF. If the Transaction Status still shows ‘Waiting’ the EPAF has not been submitted.

Remember to only press Submit or Delete once.
Successfully Saved EPAF

Once all fields are filled, click Save at the bottom of the ePAF.

When you have saved your EPAF, the transaction status will populated from a blank field to “Waiting” and you will not see any error messages.
Any errors will be identified upon saving the ePAF. Any errors will show in the top left corner with a text description of the error(s).

The **Transaction Status** will remain at BLANK until a successful save.

Review and fix the error as needed. Click **Save** to save the changes.

A list of common EPAF errors can be found at the end of this guide.
When you have successfully submitted your EPAF, you will see a green check mark at the top with the statement “Your transaction has been successfully submitted.”

You can confirm that your EPAF was successfully submitted by reviewing the Transaction Status. It should be in a ‘Pending’ status.

A list of common EPAF errors can be found at the end of this guide.
Defaulted Values and Common Errors
Defaulted Values: Salary/ Hourly Rate

Begin Appointment, A00044-00 Adj/PTVisiting Prof/PTLe,

Salary *

0

Job Status
A

Effective Date *
01/16/2023

Personnel Date *
01/16/2023

Job Change Reason

Any ePAFs with a Salary or Hourly Rate have been defaulted to “0”

The ePAF will NOT error out, but be sure to update this to the correct amount - otherwise your employee will not get paid.
Error: Invalid value for Salary. Value entered must be numeric.

If you receive an error that says “Invalid value for Salary. Value entered must be numeric,” this means you have put a “$” (dollar sign) in the salary section on the EPAF. You cannot put a “$” sign in the Salary or Hourly Rate field.

Be sure to remove the “$” sign and then, after reviewing, click submit.
Some ePAFs will have 01/01/1900 defaulted into the date field. **Update this field to the end date of the appointment/transaction.**
Date Input: Manual Entry

1. Manual entry
   a. Click datepicker. Calendar will appear. Do not select date.
   b. Close the calendar by click the datepicker icon again. Calendar will disappear.
   c. Click into date field and cursor will appear.
   d. Manually type in date in format MM/DD/YYYY
Error: All of the Dates!

Be sure manually enter the date on the end appointment. (Do not use datepicker as it will override the dates in the begin appointment section.)
If you receive an error that says “Principal ID(s) must be entered for Routing Queue,” this means you have tried to submit the EPAF without selecting Approval Levels for the EPAF.

Be sure to enter select approval levels (you can establish Default Routing Queues). After reviewing, click submit.
Other Items
Tracking Submitted ePAFs

As an EPAF originator, you can track, review the status of, and make changes to your EPAF by returning to the **EPAF Originator Summary** screen and clicking on the **History** tab.

From the **History** tab, an EPAF originator can click on the name of the employee and see where the EPAF is in the **Routing Queue** and any **comments** associated with the EPAF.
Tracking Submitted ePAFs

Monitoring Routing Queue. If an approver has a status of “Pending” this means that the ePAF is currently sitting with them for approval.

“In the Queue” means that the ePAF will go to this person, once the previous levels approve.
If an approver needs you to make a change on the EPAF, they will return the EPAF for correction. If you receive an email notification that indicates that you have an EPAF in your queue, the EPAF has been returned to you.

From the **EPAFS (Electronic Personnel Action Forms)** home screen, navigate to the **EPAF Originator Summary** tile.
In your **Current** tab, you can filter by **Transaction Status**. Click the drop down arrow and select **Return for Correction**. EPAFs that have been returned to you for correction will now populate the listing.

Click the employee’s name to be taken to the ePAF.
Scroll down to the comments section to review the reason why the ePAF was returned.

Click **Void** to delete the EPAF and remove it from your queue. No further action can be taken on the transaction.

Click on **Update** to make changes. You’ll be able to make any adjustments necessary on the ePAF fields. Click Save and then click **submit** to send the ePAF back to the routing queue.

*Note: The EPAF will remain in your queue until you void or update and resubmit the EPAF.*
Establishing Default Routing Queues

Default Routing Queues allow you to automatically populate approvers in your Routing Queue. You must create a default routing queue for each EPAF (i.e. setting up a default routing queue for Course Assistant EPAFs does not automatically set up a routing queue for Course Assistant EPAFs.

To establish Default Routing Queues, click on **EPAF Originator Summary** from your EPAF Menu.
Establishing Default Routing Queues

Select the EPAF you wish to establish **Default Routing Queues** for from the drop down (remember, you must set up default routing queues for **each** EPAF).

Then click **GO**.
Establishing Default Routing Queues

Click on the drop down menu to select the user for each Approval Level. Please note that user names can be updated when creating new ePAFs. Click **Save Changes**.

You can establish the default routing queues for another EPAF by clicking on the **Approval Category** and clicking Go. You’ll be presented with the mandatory approval levels for that ePAF. Select the user name from each level. Click **Save Changes**.

### EPAF Default Routing Queue

<table>
<thead>
<tr>
<th>Approval Level</th>
<th>User Name</th>
<th>Required Action</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>5- (EHR)IT: Department Level Approval</td>
<td></td>
<td>Approve</td>
<td></td>
</tr>
<tr>
<td>9- (VPVP) Vice President/Vice Provost</td>
<td></td>
<td>Approve</td>
<td></td>
</tr>
<tr>
<td>24- (CONTR) Budget/Grant</td>
<td></td>
<td>Approve</td>
<td></td>
</tr>
<tr>
<td>30- (HRASSC) Human Resources Associate</td>
<td></td>
<td>Approve</td>
<td></td>
</tr>
<tr>
<td>90- (HR) HRIS Apply</td>
<td></td>
<td>Apply</td>
<td></td>
</tr>
</tbody>
</table>

**DO NOT adjust required action or remove any levels**
## Transaction Status and Queue Status Guide

<table>
<thead>
<tr>
<th>Status</th>
<th>Status Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Transaction Status / Queue Status</td>
<td>Indicates that the transaction has been approved by all parties and ready to be applied to Banner</td>
</tr>
<tr>
<td>Complete</td>
<td>Transaction Status</td>
<td>Indicates that the transaction has been applied to Banner</td>
</tr>
<tr>
<td>Disapproved</td>
<td>Transaction Status / Queue Status</td>
<td>Indicates that the transaction has been disapproved by an approver</td>
</tr>
<tr>
<td>Pending</td>
<td>Transaction Status</td>
<td>Indicates that the transaction requires action by the approver(s)</td>
</tr>
<tr>
<td>Removed From Queue</td>
<td>Queue Status</td>
<td>Indicates that the transaction no longer needs your action</td>
</tr>
<tr>
<td>Return for Correction</td>
<td>Transaction Status / Queue Status</td>
<td>Indicates that the transaction has been returned to the Originator for update/correction</td>
</tr>
<tr>
<td>Void</td>
<td>Transaction Status</td>
<td>Indicates that the transaction has been voided by an originator or superuser and is no longer a valid transaction</td>
</tr>
<tr>
<td>Waiting</td>
<td>Transaction Status</td>
<td>Indicates that the transaction is in the process of being created</td>
</tr>
</tbody>
</table>

### Action Buttons Guide

<table>
<thead>
<tr>
<th>Action Buttons/Links</th>
<th>User Type</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve</td>
<td>Approver(s)</td>
<td>The transaction will progress to the next level of approval in the transaction queue</td>
</tr>
<tr>
<td>Comment</td>
<td>Originator / Approver(s)</td>
<td>Available on all transactions for users as a free text field to share additional information</td>
</tr>
<tr>
<td>Disapprove</td>
<td>Approver(s)</td>
<td>The transaction will be removed from all levels of approvals and no further action will be possible</td>
</tr>
<tr>
<td>Return for Correction</td>
<td>Approver(s)</td>
<td>The transaction will be returned to the Originator for update/correction</td>
</tr>
<tr>
<td>Update</td>
<td>Originator</td>
<td>Available on transactions that have been returned for correction and the originator can make changes and submit for approval</td>
</tr>
<tr>
<td>Void</td>
<td>Originator</td>
<td>The transaction will be removed from all levels of approvals and no further action will be possible</td>
</tr>
</tbody>
</table>

### Summary Page Guide

<table>
<thead>
<tr>
<th>Summary Page Tabs</th>
<th>User Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>Originator / Approver(s)</td>
<td>Transactions that require your action</td>
</tr>
<tr>
<td>In My Queue</td>
<td>Approver(s)</td>
<td>Transactions that will require your action after predecessor levels have been approved</td>
</tr>
<tr>
<td>History</td>
<td>Originator / Approver(s)</td>
<td>Transactions that you have already taken action on</td>
</tr>
</tbody>
</table>

### Miscellaneous

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Date (Begin Appointment)</td>
<td>Actual Start Date of appointment</td>
</tr>
<tr>
<td>Personnel Date (End Appointment)</td>
<td>Actual End Date of appointment</td>
</tr>
</tbody>
</table>
** By emailing HRISTeam@tc.edu a ServiceNow ticket will automatically be created. You will receive a follow up email saying that a case has been created along with a case number.

Please correspond with us by replying to the email with the CASE NUMBER.