

NiSRP Self Service Leave FAQ's



Leave Requests FAQs for Managers (NiSRP Manager Self Service)

My employee believes there are errors with their annual leave hours for the current leave year on NiSRP Self Service, what should I do?

You, as the line manager and approver on SAP, with the help of your Time Returning Officer (TRO) can ensure that there are no errors on the employee's time entry.

If an error exists, you may need to provide additional information to the TRO in relation to the employee's work schedule. Read more about the types of errors and how you and your TRO can fix them **here**. If an error exists, your TRO can clear it on Time Managers Workplace and run the Time Evaluation programme (or wait for it to run overnight); the employee's annual leave should now calculate correctly.

My employee's annual leave hours remain incorrect after any errors have been removed/ there were no errors on the employee's record to begin with, what should I do next?

If any errors have been corrected or no errors existed on the employee's record to begin with you should check that the 3 elements driving the annual leave calculation are correct:

- Contract type
- Grade code
- Service years (in the case of employees where their annual leave entitlement is related to completed service years)

Your local HR department will be able to assist with accessing this information if you do not have access to SAP.

If changes are required, as the line manager you will need to notify National Personnel Records (NPR) by sending a completed HR102 Change to Employee Terms and Conditions form to npr.hbs@hse.ie. These changes will be made to the employee record by NPR.

Your employee's annual leave hours should update on NiSRP Self Service the day after NPR have completed their update.



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For more, click here



hbs.nisrp@hse.ie

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Leave Requests FAQs for Employees (NiSRP Employee Self Service)

What to do if I have the wrong "Approver" when I go to submit leave/travel?

If you have the incorrect approver or if a manager's staff list is incorrect, please complete the "Reporting Line Change Form" available [here](#) and send to your local OM administrator, contact details [here](#).

Are all types of leave included?

Any leave type which requires only one level of approval is included. The quotas for other leave types such as Parental Leave are included once the details have been entered by HSE National Personnel Records (NPR).

Can I cancel or change my leave request?

Employees can change or cancel leave requests.

Click this icon  to delete (cancel) the request.

Click this icon  to edit the request.

The manager will then have to approve this request and the change on NiSRP Self Service will be made.



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Will I be able to take Annual Leave if My Leave 'Entitlement' shows low or minus hours under 'Available'?

Yes, you will be able to request Annual Leave. It will be taken from the earned leave throughout the year. The diagram here provides explanations for the headings in 'My Leave'.

Leave Type	Validity	Entitlement	Used	Planned	Available
Annual Leave	01.04.2019 – 31.03.2020	96.44 Hours	162.4 Hours	14.5 Hours	-80.46 Hours

Shows the **type of leave**, e.g. Annual Leave, Parental Leave etc.

These dates show the **leave year** to which all the following hours apply

Entitlement = Shows the hours you have accrued/generated **up to today**

Used = Shows the hours you have taken **up to today**

Planned = Shows the hours you have requested and that have been approved

Available = Entitlement hours minus Used hours, minus Planned hours. The system allows up to minus 200 hours, so that you can request AL well in advance

What does the error "Payroll area 2H/3H is locked" mean?

The error message "Payroll area 2H/3H locked" is advising that the system is locked for routine maintenance. This can be for a short time or it might be for two days before your pay day.

During this time you will not be able to enter leave or travel claims or approve these claims if you are a manager.

Do I still need to use the HR108 Carry Forward of Annual Leave forms?

No, all employees in the East must use the Carry Forward Annual Leave tile via the NiSRP Self Service.

The carry forward leave tile uses hours and not days. I want to carry forward 1 day of Annual Leave, how do I calculate this?

You will have to divide your weekly hours by the amount of days you work in order to calculate your daily hours worked. If you want to carry forward a half day, you divide this by two.



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How do I know whether my manager has approved my Carry Forward leave?

You can check this by going onto the Carry Forward leave tile. You will then see the messages:

"CF Leave has already been approved by your manager" if it has been approved,

Or

"CF Leave request has been rejected by your manager – reason given below" if it has been rejected.

How do I take my Carry Forward leave?

When you request annual leave, the system will automatically take from your Carry Forward leave 'pot' first. You can check this via the My Leave Requests tile.

How do I correct my Carry Forward leave or submit a second request?

Once you have submitted your Carry Forward Leave and your manager has approved it, you won't be able to repeat this process.

I made a mistake on my Carry Forward leave request, can this be corrected?

You can correct it if your line manager has not approved it yet. Contact your line manager as soon as possible and they will be able to reject the request, so that you can correct and re-submit.

If a Carry Forward Leave request has already been approved, you will have to request an email from your manager, confirming and approving the correct number of carry forward hours. Then forward this email to the helpdesk hbs.nisrp@hse.ie requesting for the error to be corrected. The helpdesk will forward this to NPR.

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Why is my leave shown in hours and not days?

The balance is in hours to accommodate all the different types of contracts in the HSE many of which leave is taken in hours and not days. Please calculate your "Entitlement" or "Availability" in days by dividing the hours shown by your working hours per day.

Are all types of leave included?

Any leave type which requires only one level of approval will be included. All others will require existing procedures including the forms. Leave types that require '2 step' authorisation cannot be applied for via ESS, e.g. maternity leave or career break.

For more information on these forms **visit the HSE website.**



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For more, click here



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Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
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