

UNCLASSIFIED

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From: SECSTATE WASHDC
E.O.: 13526
TAGS: APER, AFIN, AMGT, ABUD, KFSC
Reference: [21 GLOBAL FINANCIAL SERVICES 5860](#)
Subject: Corrections to Annual Leave Balances due to Payroll Software Errors

Following 21 GLOBAL FINANCIAL SERVICES 5860 Dated 08 December 2021 Sent Action SECSTATE WASHDC Info MESSAGING COMMUNICATION OFFICE WASHINGTON DC Being Repeated For Your Action/Info.

QUOTE

Classification: UNCLASSIFIED
Pass Line: MCO REPEAT TO ALDAC POSTS INCLUDING MINIMIZED FOR FINANCIAL MANAGEMENT OFFICERS, DEPARTMENT FOR AF/EX, WHA/EX, EAP/EX, NEA-SCA/EX, EUR-IO/EX
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Key Points:

- The Bureau of the Comptroller and Global Financial Services (CGFS) and the Bureau of Global Talent Management (GTM) are working together to mitigate leave reporting errors as a result of the new American payroll system.
 - Affected employees will be notified and will have an opportunity to request restoration of their annual leave due to administrative errors in the [Restoration of Annual Leave \(RAL\) Tool](#), which opens for submissions at the start of the 2022 leave year on January 2, 2022.
1. (U) **Background:** The Bureau of the Comptroller and Global Financial Services (CGFS) recognizes some employees have experienced leave reporting errors generated in the new American payroll system. These issues can cause inaccurate leave balances on Earnings and Leave (E&L) Statements as well as in the domestic timekeeping system. Leave can and is being corrected retroactively. However, we recognize there are concerns around leave that is corrected and any impact to use/lose balances and leave restoration for individuals that may meet such a scenario. CGFS sincerely apologizes for any concern this causes impacted employees and are tirelessly working on several

fronts to address the software issues, and correct employee accounts.

2. (U) **Leave Balance Resolution due to inaccurate accounting of annual leave subject to forfeiture, otherwise known as use-or-lose:** CGFS continues to analyze the outstanding leave errors with a plan to address the overwhelming number of these payroll system leave errors by pay period 25 with corrections reflected on the pay period 25 E&L statements. Corrections will include all historical pay periods impacted. Individuals who are impacted by these leave issues will be contacted directly to identify that they have been impacted and will be subsequently notified when the software fix has been applied with details on their specific corrections (“Correction Notice”).
3. (U) **Leave Restoration Due to Inaccurate Annual Leave Accounting As a Result of Payroll System Leave Errors:** GTM’s Office of Employee Relations, Work Life Division (GTM/ER/WLD) has [previously released guidance](#) on annual leave restoration processes using either the regular or COVID-related streamlined process. Employees whose leave balances are incorrect due to payroll system errors who were denied leave by their supervisor as a result of the incorrect leave reporting will have an opportunity to restore the denied annual leave, if appropriate. For these employees, there will be a third option in the drop-down feature in the RAL tool available to them – leave restoration due to Administrative Error. The process for these employees will work as follows:
 - A. Once leave restoration can be requested beginning on 2 January 2022, impacted employees should enter the RAL tool [RAL Portal](#) and click on the Submit a Request button and then fill in the required fields (grade, supervisor’s name, etc.)
 - B. Employees must then select “Administrative Error” from the dropdown menu.
 - C. Employees will upload their “Correction Notice” email from CGFS into the tool as documentation. No DS-7100 leave slips will be required.
 - D. Following supervisory and EX office approval through the RAL tool, CGFS will apply the approved restored leave balance to the employee’s account.
4. (U) **Additional Information:** CGFS is fully committed to accurate leave balances and is diligently working to achieve that goal. Your patience is appreciated as stabilization continues in the new enterprise American payroll system. Information on known issues is available on the [GFACS AME Issue Status Tracker](#) on the [GFACS AME SharePoint](#) site. CGFS continues to work as transparently as possible to resolve all items and ensure impacted employees are made whole as soon as possible.
5. (U) All annual leave restored due to administrative errors in leave year 2021 will expire at the end of leave year 2023, i.e., January 13, 2024.
6. (U) **Support:** For general questions on pay and leave, please contact your bureau HR Specialist. Bureau executive or HR offices may contact GTMLLeave@state.gov for leave and work schedule policy questions. For assistance with payroll issues, employees can contact payhelp@state.gov. CGFS recognizes that response times have lengthened significantly due to the recent issues. To inform employees on issue progress, CGFS has created an [FAQs document](#) and a [GFACS AME Issue Status Tracker](#) on the [GFACS AME SharePoint](#) site.

Signature: Davisson

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Signature: Blinken

Requested By: GLOBAL FINANCIAL SERVICES:Pickering, Kevin P
Cleared By: GTM/ER:Skeirik, Lynne P; M:DeLong, Ann E; EAP\EX\HR:Anderson, Kelli; NEA-SCA/EX:Farrar, Susan; AF/EX:Newton, Christopher M; WHA/EX:Borderies, Virgile G; EUR-IO/EX/HR:Netherton, Katherine A; CGFS/GC:Self, Amy
WASHDC\Catlintm

Approved By: CGFS/GC:Self, Amy

Released By: DOM IRM_OPS_MSO:Catlin, Timothy M

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