



**Q: Can I make changes on my profile?**

**A:** No. You can only view your information and request leave from your manager. This is to ensure the integrity of each employee's information is maintained.

**Q: If my information appears to be incorrect or if I require changes to be made what do I do?**

**A:** If you see something in your profile that is incorrect, or if you require making a change to your information, email the team ([hr21help@airniugini.com.pg](mailto:hr21help@airniugini.com.pg)) and specify what aspects of your information needs to be changed.

**Q: How do staff members without individual email addresses access HR21?**

**A:** The rollout began at ANG Haus. The idea is to have everyone on an individual email. Generic emails will not be used for the sake of the security of personal details. Liaising with IT, we plan to install common desktops in, for example, tea-rooms or foyers in areas where employees do not have individual PCs.

**Q: What if the manager doesn't action my leave request on time and it passes over the time I requested?**

**A:** In this case, you will have to send a courtesy email or remind your manager in person to take action on your leave request before the date of your leave request.

**Q: What if the manager doesn't see my email requesting leave?**

**A:** The manager would see it. After you apply for leave in HR<sup>21</sup>, an automated email is generated and sent to your manager (where you will receive a copy of the same email). So ideally, your manager will view it (as using one's email is a repetitive/day-to-day routine). However, if your manager reads it and then forgets to action it, and you as the staff member waits and it nears the time/date in which you requested the leave, then you must follow up on it; either in person or via email etc.

**Q: What if the leave is unplanned, like sick leave?**

**A:** You apply for it, the same as you would apply for annual leave or any other leave. The difference is you apply for it after you come back from sick leave, attaching your relevant supporting documents on the self-service.

**Q: What if there is more than one person that must approve my leave?**

**A:** CHRIS<sup>21</sup> has the capacity to escalate leave requests to more than one manager for leave approval, which has been set up for departments with this requirement. E.g. Flight Operations.

**Q: Can I calculate my projected leave?**

**A:** Yes you can. You can view your leave balances. You can apply for leave in, for example, November, whilst the current month is February. Go to Leave Menu > Balances > Input the future date > Click Enquire.

**Q: Will travel processes be processed online through HR21 as well?**

**A:** All travel (e.g. duty travel, concessional travel) will be processed manually as normal. There is already a system set to be put in place that will be tasked to cater for this: TRIPS.

**Q: What do we do about leave without pay requests?**

**A:** This is where staff must take responsibility. If you were absent from work without a legitimate reason, then you must apply for leave without pay (otherwise your manager can do this on your behalf).



# Employee & Manager Self-Service FAQs



## **Q: Are we able to print our (pay) deductions?**

**A:** You can only print what you see in HR<sup>21</sup>. In the case of deductions, you can only print the current breakdown that the self-service shows you. If you require, for example, a statement of your deduction for a certain loan, or if you query a certain deduction, then you have to contact payroll physically.

## **Q: Can we apply for a new deduction via HR21?**

**A:** No. If you want to apply for a new deduction or cease a deduction then you will have to contact the pay office and sort that out (the way it is done at present).

## **Q: Can I export my payslip?**

**A:** No. That would compromise confidential information and render the self-service a security risk. You can only view and/or print it.

## **Q: Won't original payslips be required?**

**A:** Situated on the top left-hand corner of the payslip is the Air Niugini company logo. At the bottom it states: Official Copy of Air Niugini LTD Payslip. This validates the payslip as being legitimate company documentation.

## **Q: Will loan applications be available on HR21?**

**A:** No. These kinds of applications need the signature of the payroll manager/coordinator so this will remain a manual process.

## **Q: Is it right for the managers to check my pay?**

**A:** Yes. Your manager is the one who sets your pay so they know how much you're getting anyway. If, for example, you're an employee on probation who just got confirmed (something only your manager can request from HR), then he/she will be the one to determine whether you are entitled/eligible for a pay increase (unless otherwise advised by Recruitment). Having knowledge of your pay also helps them to make better-informed decisions for budgeting for costs/spending (expenses).

## **Q: How safe/secure is HR21?**

**A:** The proper security checks and requirements have been made and met as it is policy that this be satisfied. HR<sup>21</sup> is available on the company network (<http://vm-chris21/HR21/Interface/login.aspx>) and on the internet or externally (<https://pxconnect.airniugini.com.pg:444/HR21/Interface/login.aspx>).

## **Q: I can't navigate through the tabs on the self-service; so I can't view my details. What do I do?**

**A:** If you are having problems loading HR<sup>21</sup> on Internet Explorer as the web browser to load HR<sup>21</sup>, use another web browser e.g. Mozilla Firefox, Google Chrome.

## **Q: I'm trying to apply for leave & query the balance after I did it the first time but it is not allowing me to. What's wrong?**

**A:** When you fill in your leave details under the 'Request Leave' tab & click on 'Query Balance', it generates your leave balance (i.e. how many days you are eligible to take). If you have already filled out the 'Request Leave' tab but, for example, you want to change the leave dates and query the balance again, then you **must** click on 'Refresh' and then fill out the details again before querying the balance again and actually applying for leave by clicking the 'Update' button.