Gough Group

<Unposted Labour causing   
critical stop error>

<13.02.2018>

<1.0>

**Document Control**

**Version**

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| **Version** | **Date** | **Author(s)** | **Description of Change(s)** |
| 1.0 | 13.02.2018 | Diane George |  |
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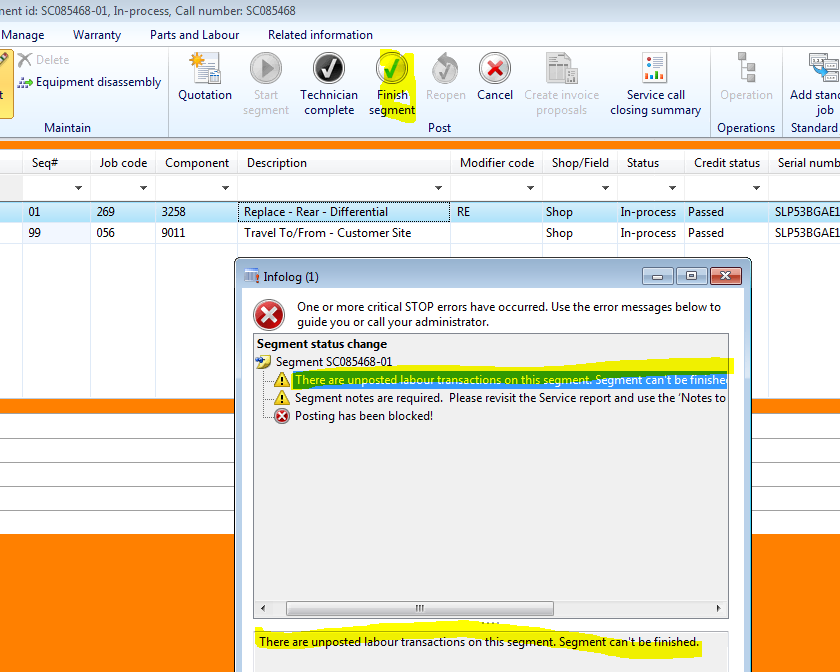
**Related Documents**

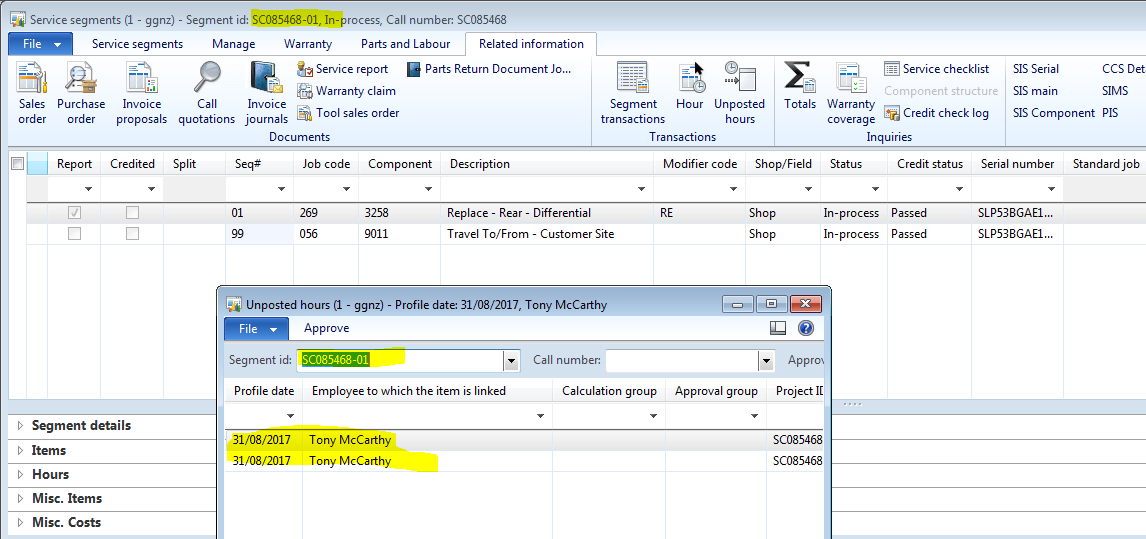
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**Document Purpose:**

This error occurs when the requestor believes everything has been posted and is trying to finish a segment.

# Most common check to resolve this critical stop error





## Resolve the critical stop error caused by Unposted labour

In the **GGNZ** navigation bar, **select** *Service* from the dropdown menu

**Expand** *Service call* in Common menu box

**Select** *All service calls*

All “only open” Service Calls should be visible

**Filter** by *Service Call Num*ber that is on the job ticket

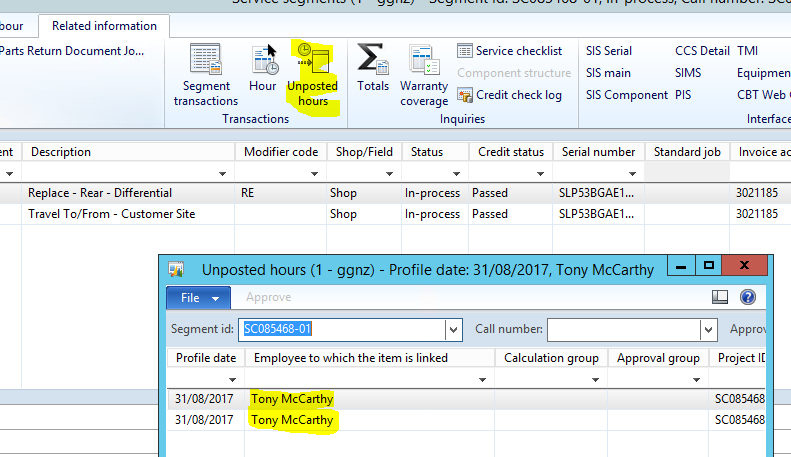
Only the related *Service Call* should be visible

**Click once** to activate the line item

**Click** *Service segment icon*

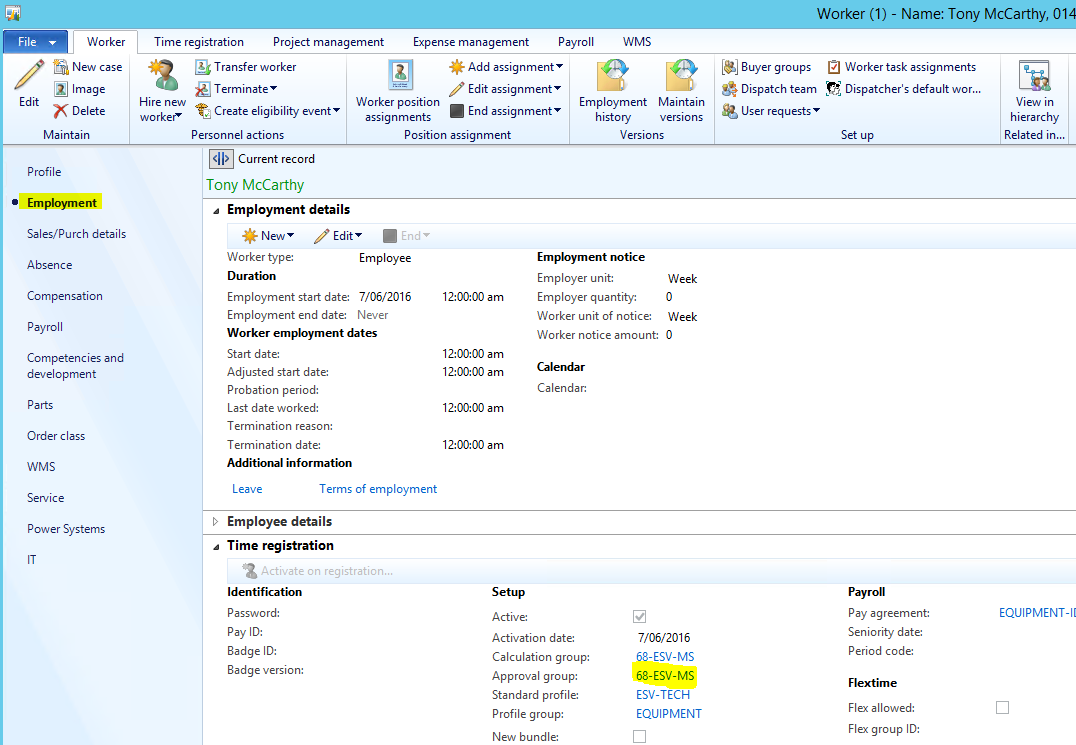
**Open** *Related info tab*

**Click** the *Unposted hours* icon in the top menu to check for unposted hours.



**Note down** the date of the unposted hours and the name of the employee

**Right click** the Employee’s name and **click** *view details* to open the Worker interface



**Expand** the Employment tab

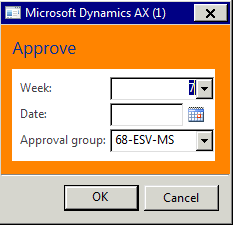
Note down the *Employee’s Approval Group code*

**Click** the *Close button*

**Return** to *GGNZ* and drop-down to Human Resources menu

**Expand** *Time and attendance menu*

**Click** on *Approve* link and a pop-up window appears



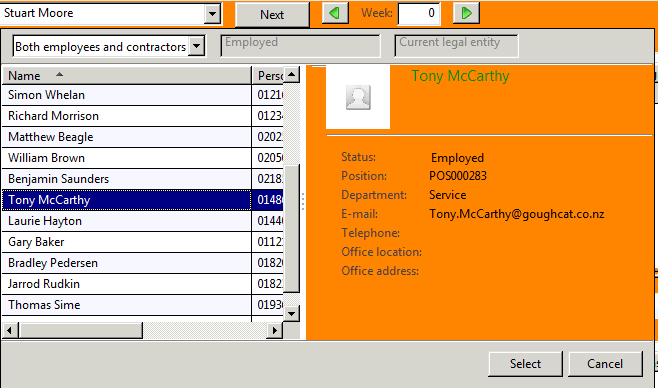
**Update** the *Date* and *Approval group* as per your noted date and approval group

**Click** the *OK button*

The pop-up window closes and reveals the full page you were on.

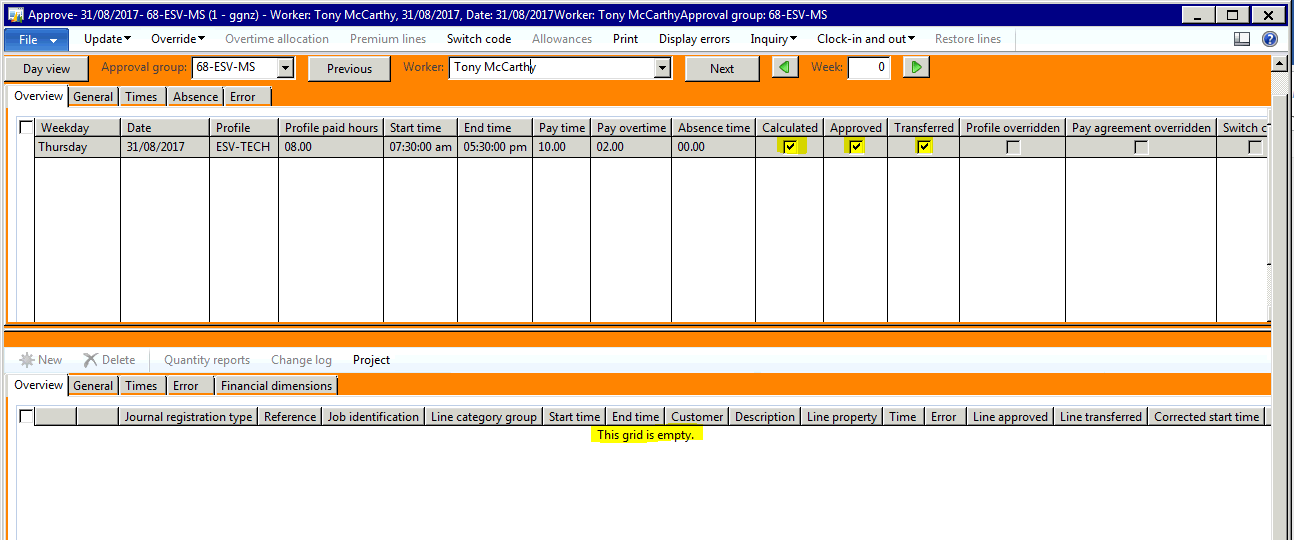
**Click** the *Week view button* in the top left of the screen

**Select** the *Worker* (that you noted down before) from the drop-down menu



**Click** *Select button*

Check that all the boxes are ticked and the grid in the bottom section of the page is empty

**

(If there are values present, please advise the requestor that there is actually labour that needs to be posted to the job)

**Return** to *GGNZ menu*

**Select** *Project management and accounting*

**Expand** *Projects menu*

**Select** *All projects*

**Filter** to the Service Call segment number (Example: SC005849-01)

**Select** the *Project service segment* that the unposted hours are on

**Click** the *Hour Journal icon*

**Look** through the line items

**Click** on the line item that has no tick under *posted column*

**Click** the *Lines icon* on the top of page

**Change** the *Project date* to today’s date

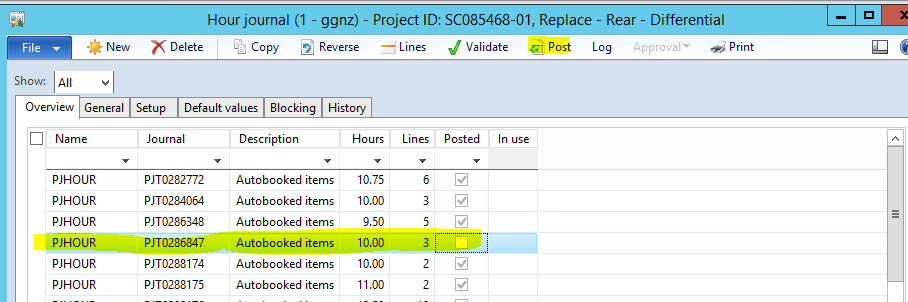
(This changes the Start Date and you need to return that to the Original Start date, you noted before)

**Manually insert** the original *Start Date*

**Add** a description: Late labour entry (and the original start date) *Example:* Late labour entry 13.02.2017

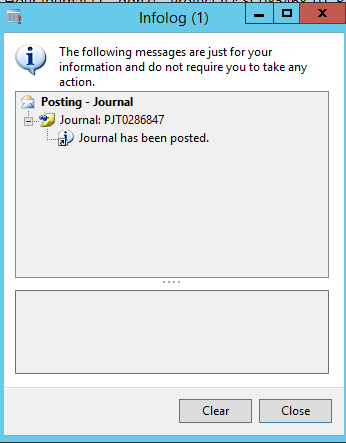
**Click** the *Close window button*

In the *Hour journal* window, select the line and **click** *Post*



**Click** *OK button* in the next screen

The below Infolog should appear to affirm your successful completion of this Service Call.



**Click** *Close button*

The requestor can now continue with their processes