

# Processing Pending Work Items

This document provides an overview of the Pending Work Items panel, as well as the step-by-step process for employers to access and process Pending Work Items requests received from CalSTRS.

Revised: 04/02/2021

## Pending Work Items Panel

Term	Definition
<b>Request Type</b>	This column displays the type of request that needs to be processed. You can view all request types in the Pending Work Items panel. However, if you are not assigned the correct employer contact type, an error message displays when you attempt to access a request you do not have the permissions to process.
<b>New Request</b>	This column displays a count of the new requests that need to be processed.
<b>Progress Request</b>	This column displays a count of requests that are currently in the process of being worked. Not all request types display a count in this column.
<b>Total Outstanding Request</b>	This column displays the sum of the New Requests and Progress Requests.

### Processing Pending Work Items

#### Step 1:

From the Dashboard, click the **New Request** link for the request you need to process in the Pending Work Items panel. For this example, **Unused Sick Leave Requests for SR** is selected.

Note: The appropriate Search or Maintenance screen displays based on the New Request link clicked for a Request Type.

The screenshot shows the CALSTRS Dashboard for the 01001 COUNTY OFFICE OF EDUCATION. The dashboard includes sections for Upload Files, Online Reports, and Contribution Account Portal (CAP). Under 'New Announcements', there are links for System Outage, New Publications, and New Training Information. The 'Pending Work Items' section contains a table with the following data:

Request Type	New Request	Progress Request	Total Outstanding Request
Employer Certification for Death Before Retirement	11	1	18
Service Purchase Requests	2	3	6
Termination Request	1	0	1
Unused Sick Leave Requests for SR	1	0	1

### Step 2:

The **Employment Detail Search** screen displays. Scroll down to the **Search Results** panel. Click the **Transaction Type** link.

Employment Detail Lookup

01001 COUNTY OFFICE OF EDUCATION  
TRN1 - 2.0.545.1 - Green Region

Dashboard Employment Detail Lookup X ← Displaying page 1 of 1. →

Hint: Org Code, Org Name

Employee First Name:  Employee Last Name:  File Type: All

Client ID: 1560637137  Employment Start Date From:  Employment Start Date To:

SSN:  Employment End Date From:  Employment End Date To:

Submitted Flag:  Submitted Date From:  Submitted Date To:

Employment Detail ID:  Transaction Effective Date From:  Transaction Effective Date To:

Message ID: All

Search Reset Store Search

Search Results

New Open Export To Excel

<input type="checkbox"/>	Transaction Type	Transaction Sub-Type	Client ID	Person Name	Employer Name	Benefit Program Name	Transaction Status	Source	Submitted	Transaction Effective Date	Submitted Date
<input type="checkbox"/>	<a href="#">Sick Leave Information</a>		1560637137	TANIA MEMBER	01001 - COUNTY OFFICE OF EDUCATION		Review	CalSTRS Prompted			

### Step 3:

The **Employment Detail Maintenance** screen displays. You may now process the request.

Employment Detail Maintenance 6953

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Dashboard Employment Detail Lookup Employment Detail Maint... X ← Displaying page 1 of 1. →

Save Void

[ Record displayed. Please make changes and press SAVE. ]

Employment Detail

Organization Name: [01001 - COUNTY OFFICE OF EDUCATION](#) Employment Detail ID: 6953

Transaction Type: Sick Leave Information

Benefit Program:  Benefit Structure:

Source: CalSTRS Prompted File Header ID:  Employment Detail Status: Review

Submitted Flag:  Submitted By:  Submitted Date:

Suppress Warnings Flag:  Comments:

Person Detail

SSN:  Client ID: 1560637137  Date Of Birth: 05/18/1961

First Name: TANIA Middle Name: E Last Name: MEMBER

Name Prefix:  Name Suffix I:  Name Suffix II:

Gender: Female Email: ts\_ly@calstrs.org@cmrcs.gov

Phone: (004)578-9554 Secondary Phone:  Mobile Phone: