Processing Pending Work Items

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

Revised: 04/02/2021

Pending Work Items Panel

Term	Definition
Request Type	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.
New Request	This column displays a count of the new requests that need to be processed.
Progress Request	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.
Total Outstanding Request	This column displays the sum of the New Requests and Progress Requests.



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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.

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Step 2:

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

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Step 3:

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

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