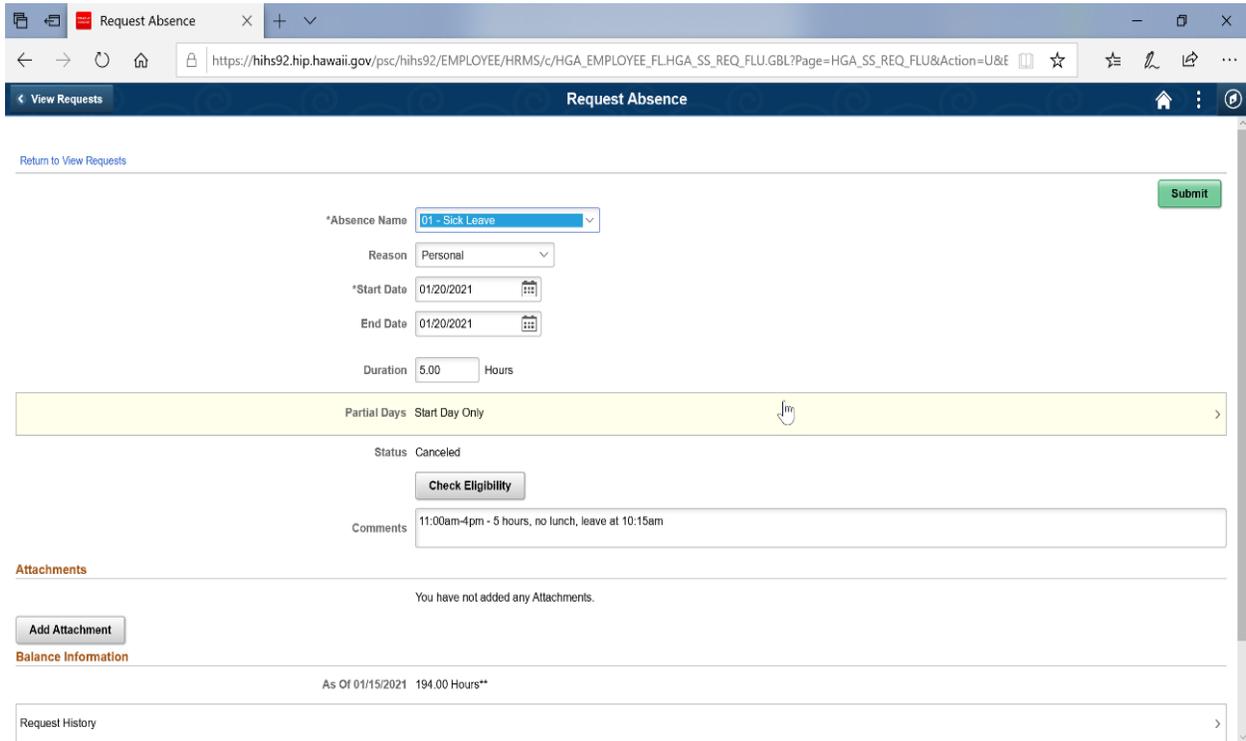


**Cancellation Error Message: “An Error occurred while constructing the customized forecasting message for Absence Take: HI SICK AT. Please contact your system administrator.”**

When trying to resubmit a cancelled absence using ESS, the above error message could show up. To resubmit, clicking **Check Eligibility** is required.



The screenshot shows a web browser window with the URL [https://hihs92.hip.hawaii.gov/psc/hihs92/EMPLOYEE/HRMS/c/HGA\\_EMPLOYEE\\_FLHGA\\_SS\\_REQ\\_FLU.GBL?Page=HGA\\_SS\\_REQ\\_FLU&Action=U&E](https://hihs92.hip.hawaii.gov/psc/hihs92/EMPLOYEE/HRMS/c/HGA_EMPLOYEE_FLHGA_SS_REQ_FLU.GBL?Page=HGA_SS_REQ_FLU&Action=U&E). The page title is "Request Absence".

Form fields include:

- \*Absence Name: 01 - Sick Leave
- Reason: Personal
- \*Start Date: 01/20/2021
- End Date: 01/20/2021
- Duration: 5.00 Hours

Partial Days: Start Day Only

Status: Canceled

Comments: 11:00am-4pm - 5 hours, no lunch, leave at 10:15am

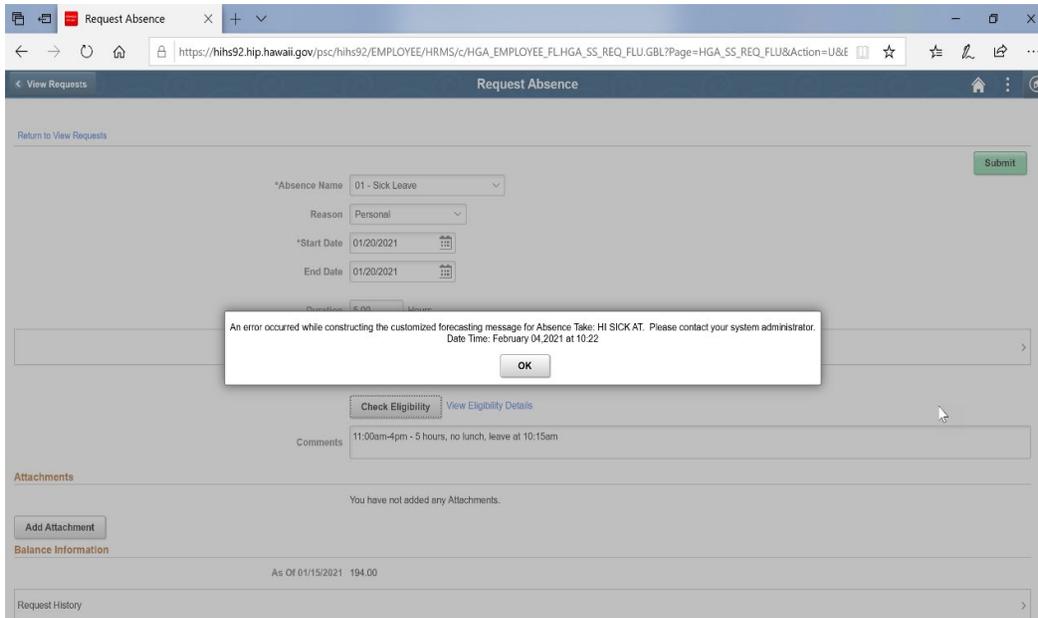
Buttons: Submit, Check Eligibility

Attachments: You have not added any Attachments.

Balance Information: As Of 01/15/2021 194.00 Hours\*\*

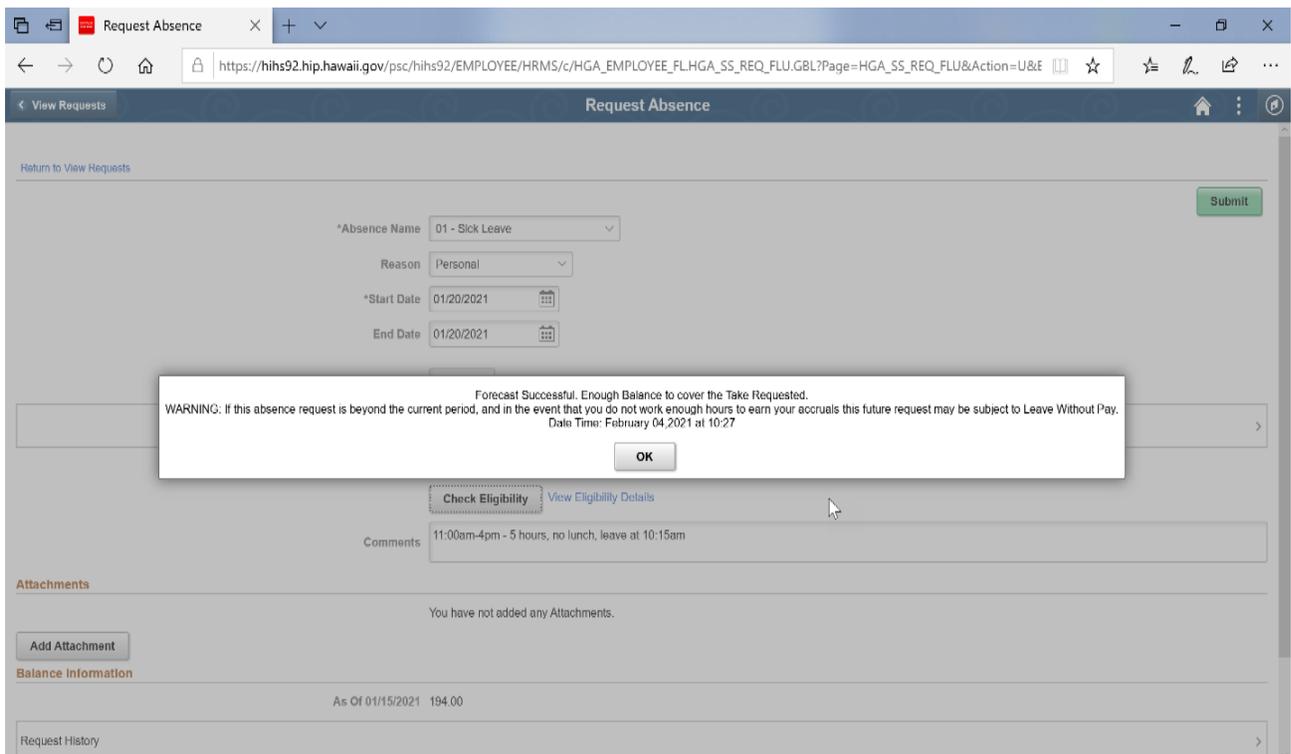
Request History

If no changes are made and the cancelled absence is to be resubmitted as is, when clicking the Check Eligibility button, the following error message occurs:



There is an easy work around for this problem.

Just click **OK** on this error message and click the **Check Eligibility** button again. This time forecasting will work and, if eligible, the absence can be resubmitted.





Click **OK** and then click the **Submit** button in the upper right-hand corner. Then click **Yes** if you want to submit and the absence is then resubmitted and put into the approval process.

The screenshot shows a web browser window with the URL [https://hihs92.hip.hawaii.gov/psc/hihs92/EMPLOYEE/HRMS/c/HGA\\_EMPLOYEE\\_FLHGA\\_SS\\_REQ\\_FLU.GBL?Page=HGA\\_SS\\_REQ\\_FLU&Action=U&E](https://hihs92.hip.hawaii.gov/psc/hihs92/EMPLOYEE/HRMS/c/HGA_EMPLOYEE_FLHGA_SS_REQ_FLU.GBL?Page=HGA_SS_REQ_FLU&Action=U&E). The page title is "Request Absence".

Return to View Requests

Absence Name: 01 - Sick Leave  
Reason: Personal  
Start Date: 01/20/2021  
End Date: 01/20/2021  
Duration: 5.00 Hours

Partial Days: Start Day Only

Status: Submitted  
Comments: 11.00am-4pm - 5 hours, no lunch, leave at 10:15am

**Attachments**  
You have not added any Attachments.

**Balance Information**  
As Of 01/15/2021 194.00

Request History  
Approval Chain

Disclaimer: The current balance does not reflect absences that have not been processed.

This screenshot is identical to the one above, but with an "Approval Chain" modal window open in the center. The modal window has a title bar "Approval Chain" and a close button. It contains the following information:

**Approval Chain**

▼ Absence Management Pending

⌚ Pending  
Gordon Wood  
Absence By Posn Supervisor

▶ Comment History

If the cancelled absence is being changed in any way, then no such error message appears. However, if it ever does, please use the work around above to resubmit the absence, again -- click OK to the error message, click the Check Eligibility button again, and based on eligibility, click the Submit button.

Here is an example of a cancelled absence where the end date was changed. Notice that no error message was displayed and that the first click of the Check Eligibility button worked properly.

