



# Aesop Kiosk Integration

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# Aesop/Kiosk Integration Overview

## Overview of Aesop/Kiosk Integration Process

1. If district contacts their ITC to begin the integration process, the ITC will ask the district to contact Aesop to begin the integration process. The ITC can share talking points with the district but the initial process must begin with Aesop.

### Talking Points:

- Employees can create absences through the Kiosk web, Aesop web, or Aesop phone giving the employee a comprehensive entry offering.
  - Transfer leave data and sub time worked directly to USPS in one process, rather than from multiple sources.
  - Seamlessly transfer all demographic data from Kiosk to Aesop, eliminating double entry.
  - Eliminating the double entry requirement, this is dependent on an employee to accurately enter requests in both software packages.
2. Aesop will work with the district to configure the Aesop functionality and have the district complete the Web Services Integration Agreement, which allows data to be transferred between the two software packages.
  3. Once configuration is complete for Aesop, Aesop will contact NCOCC with the district template configuration information.
  4. NCOCC will configure templates within Kiosk for District and run initial sync.
  5. The ITC that services the district will work with that district to help them with updating the Aesop information that was not matched in Kiosk. Once the information is updated in Aesop they will assist district in running the sync process again to determine what information still needs to be updated.

## Initial Configuration

Once Aesop has the configuration completed a list of template ID numbers, district Org ID and API Key will be sent to NCOCC. The template numbers, Org ID and API Key will need to be entered into the Aesop Configuration screen.

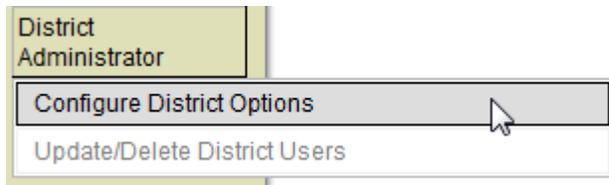
*NOTE: NCOCC will complete the template information in the Aesop Configuration screen within Kiosk for each district that wants to integrate Aesop and Kiosk.*

AESOP Configuration for District IRN: 926

API Key	<input type="text"/>
Org Id	<input type="text"/>
Vendor Id	<input type="text" value="KioskVendor"/>
Vendor Pin	<input type="text"/>
Absence Template	<input type="text"/>
Absence Cancelled/Deleted Template	<input type="text"/>
Absence Reason Template	<input type="text"/>
Employee Template	<input type="text"/>
School Template	<input type="text"/>
Substitute Assigned (Absence Log Data) Template	<input type="text"/>
Substitute Removed (Absence Log Data) Template	<input type="text"/>

### In Kiosk:

1. Click on District Administrator
2. Click on Configure District Options



3. Under Aesop Integration click Configure Aesop Integration
4. Template information will already be updated

AESOP Integration

Enable AESOP integration	No
Current AESOP Status	Disabled
Absences/Sub Assignments	Never
Last Synchronized	Never
Template Settings Last Synchronized	Never
Template Initialization	Incomplete
Authentication Settings	Attention Required

[Configure AESOP Integration](#)

5. Click Synchronize Template Settings Now

**AESOP Template Synchronization**

**Synchronize Template Settings Now**

6. All Matches and Non-Matches will be displayed in the Mappings section.

**Mappings**

<b>Absence Reasons</b>	Total: 7	Matched: 7	<b>View</b>	
<b>Employees</b>	Total: 152	Matched: 152	<b>View</b>	<b>Active Employees not Sync'd</b>
<b>School Buildings</b>	Total: 4	Matched: 4	<b>View</b>	

Use Selections below to Filter Results:

**Matched**      **Active In Aesop**

## Updating Absence Reasons

Absence reasons must match between Aesop and Kiosk. Which means there can only be one absence type in Aesop assigned to one absence reason in Kiosk. For Absence Reasons that have Sub Categories we work with the district to configure Kiosk and Aesop with the correct two-letter code used in USPS.

For non-matches in the absence reasons a district staff person with access will need to log into Aesop and Update Leave Types.

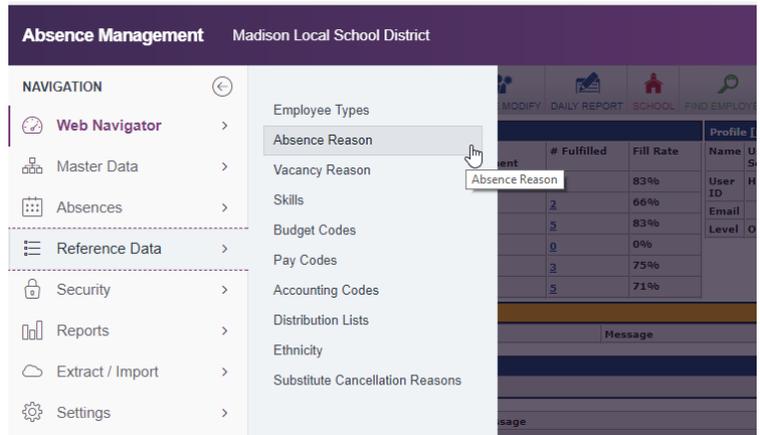
AESOP Absence Reason w/ Sub Category											
Matched	Active (Public) In Aesop	Aesop Description (Leave Type)	Aesop Absence Reason Id (Absence Code)	Aesop Absence Reason Dbkey	Kiosk Status	Actual / Possible Kiosk Absence Code	Kiosk Description (Leave Type)	Absence Reason Id2 (Sub Category)	Kiosk Sub Category Status	Kiosk Sub Category	Kiosk Sub Category Description
Yes	Yes	Dock	DO	77778	Enabled	DO	Dock	-	N/A	-	-
Yes	Yes	Jury Duty	JD	77777	Enabled	JD	Jury Duty	-	N/A	-	-
Yes	Yes	Military	MI	77780	Enabled	MI	Military	-	N/A	-	-
Yes	Yes	Personal Day	PL	77775	Enabled	PL	Personal Leave	-	N/A	-	-
Yes	Yes	Professional - Ath	PR	121805	Enabled	PR	Professional	P1	Active	P1	Athletic
Yes	Yes	Professional - Emp	PR	121806	Enabled	PR	Professional	P2	Active	P2	Requested by Employee
Yes	Yes	Professional - Sup	PR	121807	Enabled	PR	Professional	P3	Inactive	P3	Requested by Supervisor
Yes	Yes	Professional Leave	PR	77776	Enabled	PR	Professional	-	N/A	-	-
Yes	Yes	Sick Day	SI	77774	Enabled	SI	Sick Leave	-	N/A	-	-
Yes	Yes	Unknown	UN	77779	Enabled	UN	Unknown	-	N/A	-	-

[Download CSV](#)

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## In Aesop:

1. Click on Reference Data
2. Click on Absence Reason
3. Click on Absence Reason name to Edit
4. Change External ID to be the correct 2-letter absence code from USPS/Kiosk
5. Click Save



### Absence Reasons

NOTE: If you **already** have Absence Reason Balances entered into Aesop - be **very cautious** making changes to these Absence Reasons or restructuring any Buckets (groups). We suggest contacting Aesop Client Services **first!**

Balance Year Start: July 1st Edit

+ Add Absence Reason   + Add Absence Reason Bucket

Name
Jury Duty
<b>Personal Leave</b> <span>Cancel</span>
Prof. Athletic
Professional
<input checked="" type="checkbox"/> Sick Leave
Vacation Leave

#### Personal Leave

Cancel Save

Name \* [Edit Language Definitions](#) School \* Madison Local School District Schools

External ID: PL   External ID 2:   Data Analysis Category \* Personal Time Off

Phone Menu#: 3   Employee Types: All

#### Time Usage

Minimum Duration:   Hours    Minimum Balance:   Hours

#### Settings

Public to Employee    Enforce Balances    Needs Approval  
 Enforce Notes to Administrator    Hold Until Approved

If the leave type in Kiosk has a sub category you need to enter the 2-digit value from Kiosk into the External ID 2 field.

### Absence Reasons

NOTE: If you **already** have Absence Reason Balances entered into Aesop - be **very cautious** making changes to these Absence Reasons or restructuring any Buckets (groups). We suggest contacting Aesop Client Services **first!**

Balance Year Start Edit  
July 1st

+ Add Absence Reason   + Add Absence Reason Bucket

Name
Funeral Leave
Personal Restricted
Personal Unrestrict
Prof Comp Time
<b>Prof Field Trip</b> <span>Cancel</span>
Prof In District
Prof Mentoring
Prof Other Leave
Prof Out of District
Prof Union Leave
Sick Leave
Unpaid Leave
Vacation

#### Prof Field Trip

Name \* [Edit Language Definitions](#) School \*  
Prof Field Trip Cardinal Local School District Schools

External ID External ID 2 Data Analysis Category \*  
PR FT Professional Development

Phone Menu# Employee Types  
6 Employee Types All

All

#### Time Usage

Minimum Duration  Hours    Minimum Balance  Hours

#### Settings

Public to Employee    Enforce Balances    Needs Approval  
 Enforce Notes to Administrator    Hold Until Approved

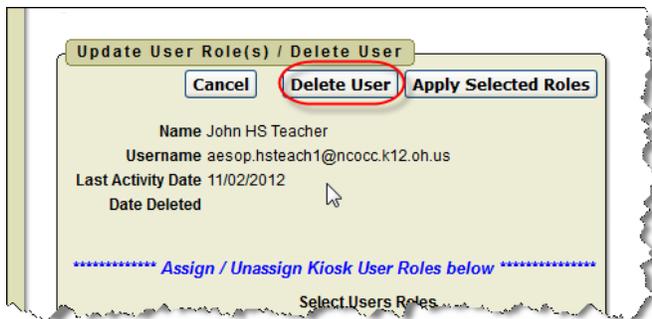
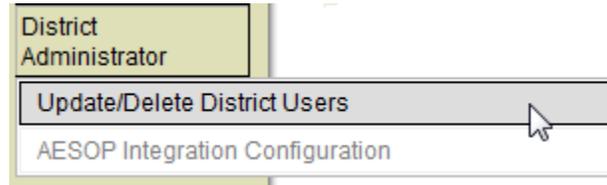
*If an absence type is set to not public in Aesop when a leave request is done in Kiosk for that absence reason the request will not be sent to Aesop.*

*Whatever absences types that you see for the Aesop web interface is available for calling functionality also.*

## Staff Clean Up

District staff will want to run an employee list to ensure that USPS and Kiosk employee data is accurate and matches. Only active employees should be in Kiosk. Employees that are no longer active can be deleted from Kiosk.

1. Click on District Administrators
2. Click Update/Delete Users
3. Locate employee
4. Click delete



*Deleting the employee from Kiosk will take away that employee's access to see previous pay slips and W2s.*

If a district is currently using Aesop the district staff will also need to run an employee list from Aesop to verify that only active employees are listed.

*NOTE: The phone number that the employee will be using to access the call functionality of Aesop needs to be entered into the phone number field into USPS. When the initial load of staff is done from Kiosk to Aesop that information is passed to Aesop. If the phone number field is blank in USPS it will be blank in Kiosk, which will result in the not being able to enter leave requests.*

*When the Enable Aesop Integration is set to Yes, when a user is deleted in Kiosk they will automatically be de-activated in Aesop. When a deleted employee is activated again in Kiosk they will automatically be made active in Aesop.*

In Kiosk click on View on the Employee row to see employee matches/non-matches.

**Mappings**

Synchronize Now **Absence Reasons** Total: 11 Matched: 4 [View](#)

Synchronize Now **Employees** Total: 221 Matched: 151 [View](#) **Active Employees not Sync'd**

Synchronize Now **School Buildings** Total: 8 Matched: 8 [View](#) **Available Kiosk School Buildings**

Use Selections below to Filter Results:

**Matched**  **Active In Aesop**  **School**  **Email**  **Phone**

Search  [Go](#)

Yes	Yes	Teacher, John	FOS000100	6218771	N/A	Elementary School	2923	aesop.hsteach1@ncocc.k12.oh.us	aesop.hsteach1@ncocc.k12.oh.us	7404562222	7404562222
Yes	Yes	Driver, Annie	GIB000100	6218764	N/A	Suchanan Elementary School	4009	aesop.busdriver1@ncocc.k12.oh.us	aesop.busdriver1@ncocc.k12.oh.us	7777777777	7777777777
Yes	Yes	Payroll, Grace	HED000100	6218779	N/A	Cherokee Elementary School	119766	aesop.payroll@ncocc.k12.oh.us	aesop.payroll@ncocc.k12.oh.us	4445559998	4445559998
Yes	Yes	Driver, Bea	HOR000100	6218735	N/A	Adams Elementary School	91	aesop.busdriver2@ncocc.k12.oh.us	aesop.busdriver2@ncocc.k12.oh.us	4405553224	4405553224

Data in green is a match, data in red is not a match.

*USPS will be the source for data for Kiosk and Aesop. Any changes to phone or email addresses need to be made within USPS. Kiosk will be updated with those changes when the employee logs into Kiosk or the Load Positions for All Registered Users has been clicked on the district configuration screen. Any Aesop data that is not correct will need to be changed in Aesop.*

*The USPS employee ID must be the Aesop Employee ID. If the ID does not match the employee will not sync.*

*To isolate the data that needs to be cleaned up you have Filter options of phone, email and building information.*

**Mappings**

Synchronize Now **Absence Reasons** Total: 13 Matched: 13 [View](#)

Synchronize Now **Employees** Total: 502 Matched: 458 [View](#) **Active Employees not Sync'd**

Synchronize Now **School Buildings** Total: 7 Matched: 7 [View](#) **Available Kiosk School Buildings**

Use Selections below to Filter Results:

**Matched**  **Active In Aesop**  **School**  **Email**  **Phone**

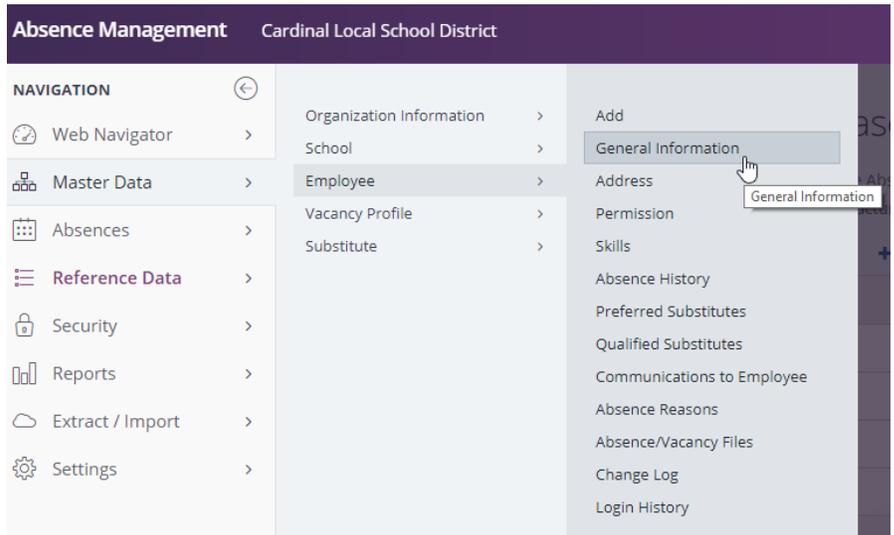
Search  [Go](#)

AESOP Employees													
Matched	Active In Aesop	Full Name	AESOP Employee Identifier	AESOP External Id 01 (Pos JobNo)	Dbkey	USPS Employee ID	AESOP School in Kiosk?	AESOP Employee School Name	AESOP Employee School External Id	Kiosk Position School Name	Kiosk Position School IRN	Kiosk Username	Aesop Email
Yes	Yes	Adkins, Tiffany	ADK000004	-	4383038	N/A	Yes	Madison South Elementary School	022152	Madison South Elementary School	022152	frogalin@yahoo.com	frogalin@yahoo.com
Yes	Yes	Anderson, Michael	AND000006	-	4382806	N/A	Yes	Madison South Elementary School	022152	Madison Middle School	022103	manderson@milsd.net	manderson@milsd.net
Yes	Yes	Anderson, Michael	AND000006	-	4382806	N/A	Yes	Madison Middle School	022103	Madison South Elementary School	022152	manderson@milsd.net	manderson@milsd.net

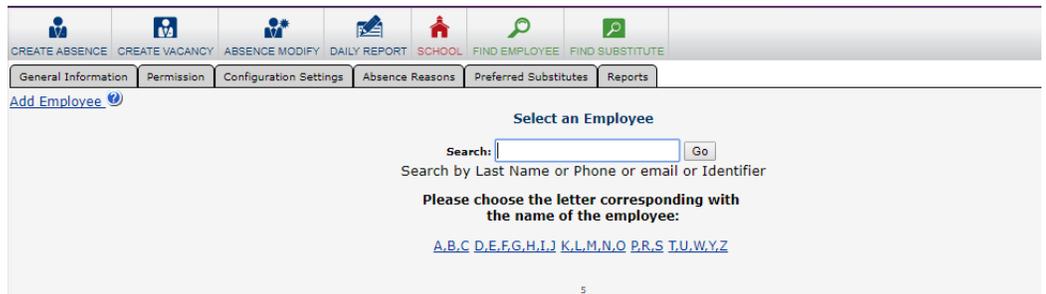
For non-matches in the employees' information, a district staff person with access will need to log into Aesop and update incorrect information.

**In Aesop:**

1. Click on Master Data
2. Click on Employee
3. Click on General Information



4. Search for Employee by last name or click on a letter of the alphabet.



- Click on the employee's name to view their information.

Add Employee 

**Select an Employee**

Search:

Search by Last Name or Phone or email or Identifier

Employee	School	Identifier	Email
<a href="#">Cook, Annie Hs</a>	<a href="#">Bloomfield Elementary School</a>	BUR000100	<a href="mailto:aesop.hscook@ncocc.k12.oh.us">aesop.hscook@ncocc.k12.oh.us</a>
<a href="#">Cook, Jane Hs</a>	<a href="#">Buchanan Elementary School</a>	TUR000100	<a href="mailto:aesop.mscook@ncocc.k12.oh.us">aesop.mscook@ncocc.k12.oh.us</a>
<a href="#">Custodian, Larry Hs</a>	<a href="#">Buchanan Elementary School</a>	KEL000100	<a href="mailto:aesop.mscustodian@ncocc.k12.oh.us">aesop.mscustodian@ncocc.k12.oh.us</a>
<a href="#">Director, Andy Transporta</a>	<a href="#">Adams Elementary School</a>	ASH000100	<a href="mailto:aesop.transdir@ncocc.k12.oh.us">aesop.transdir@ncocc.k12.oh.us</a>
<a href="#">Director, Pamela Fd</a>	<a href="#">Buchanan Elementary School</a>	SIM000100	<a href="mailto:aesop.fsdirector@ncocc.k12.oh.us">aesop.fsdirector@ncocc.k12.oh.us</a>
<a href="#">Driver, Annie Bus</a>	<a href="#">Buchanan Elementary School</a>	GIB000100	<a href="mailto:aesop.busdriver1@ncocc.k12.oh.us">aesop.busdriver1@ncocc.k12.oh.us</a>
<a href="#">Driver, Bea Bus</a>	<a href="#">Adams Elementary School</a>	HOR000100	<a href="mailto:aesop.busdriver2@ncocc.k12.oh.us">aesop.busdriver2@ncocc.k12.oh.us</a>
<a href="#">Payroll, Grace C</a>	<a href="#">Cherokee Elementary School</a>	HED000100	<a href="mailto:aesop.payroll@ncocc.k12.oh.us">aesop.payroll@ncocc.k12.oh.us</a>
<a href="#">Principal, Dale Ms</a>	<a href="#">Buchanan Elementary School</a>	ROG000100	<a href="mailto:aesop.msprin@ncocc.k12.oh.us">aesop.msprin@ncocc.k12.oh.us</a>
<a href="#">Principal, Marcia Es</a>	<a href="#">Adams Elementary School</a>	ABL000100	<a href="mailto:aesop.esprin@ncocc.k12.oh.us">aesop.esprin@ncocc.k12.oh.us</a>
<a href="#">Principal, Martha Hs</a>	<a href="#">Bloomfield Elementary School</a>	SMI000100	<a href="mailto:aesop.hsprin@ncocc.k12.oh.us">aesop.hsprin@ncocc.k12.oh.us</a>
<a href="#">Secretary, Debbie Superinten</a>	<a href="#">Cherokee Elementary School</a>	WAR000100	<a href="mailto:aesop.suptsec@ncocc.k12.oh.us">aesop.suptsec@ncocc.k12.oh.us</a>
<a href="#">Secretary, Mary Hs</a>	<a href="#">Buchanan Elementary School</a>	CHA000100	<a href="mailto:aesop.mssec@ncocc.k12.oh.us">aesop.mssec@ncocc.k12.oh.us</a>
<a href="#">Secretary, Penny Hs</a>	<a href="#">Bloomfield Elementary School</a>	NIX000100	<a href="mailto:aesop.hssec@ncocc.k12.oh.us">aesop.hssec@ncocc.k12.oh.us</a>
<a href="#">Secretary, Samantha Es</a>	<a href="#">Adams Elementary School</a>	DOW000100	<a href="mailto:aesop.essec@ncocc.k12.oh.us">aesop.essec@ncocc.k12.oh.us</a>
<a href="#">Superintendent, Adam K</a>	<a href="#">Cherokee Elementary School</a>	YOU000100	<a href="mailto:aesop.supt@ncocc.k12.oh.us">aesop.supt@ncocc.k12.oh.us</a>
<a href="#">Supervisor, Michael M</a>	<a href="#">Bloomfield Elementary School</a>	WHI000100	<a href="mailto:aesop.maintsup@ncocc.k12.oh.us">aesop.maintsup@ncocc.k12.oh.us</a>
<a href="#">Teacher, David Ms</a>	<a href="#">Buchanan Elementary School</a>	DAV000100	<a href="mailto:aesop.mteach1@ncocc.k12.oh.us">aesop.mteach1@ncocc.k12.oh.us</a>
<a href="#">Teacher, Ginger Hs</a>	<a href="#">Buchanan Elementary School</a>	COL000100	<a href="mailto:aesop.mteach2@ncocc.k12.oh.us">aesop.mteach2@ncocc.k12.oh.us</a>
<a href="#">Teacher, John Hs</a>	<a href="#">Bloomfield Elementary School</a>	FOS000100	<a href="mailto:aesop.hsteach1@ncocc.k12.oh.us">aesop.hsteach1@ncocc.k12.oh.us</a>
<a href="#">Teacher, Kathleen Hs</a>	<a href="#">Bloomfield Elementary (Aide)</a>	SCH000100	<a href="mailto:aesop.hsteach2@ncocc.k12.oh.us">aesop.hsteach2@ncocc.k12.oh.us</a>
	<a href="#">Buchanan Elementary (Bus Driver)</a>	SCH000100	<a href="mailto:aesop.hsteach2@ncocc.k12.oh.us">aesop.hsteach2@ncocc.k12.oh.us</a>
<a href="#">Treasurer, Kevin</a>	<a href="#">Cherokee Elementary School</a>	MAR000100	<a href="mailto:aesop.treasurer@ncocc.k12.oh.us">aesop.treasurer@ncocc.k12.oh.us</a>
<a href="#">Treasurer, Mandy Assistant</a>	<a href="#">Cherokee Elementary School</a>	KEN000100	<a href="mailto:aesop.assttreas@ncocc.k12.oh.us">aesop.assttreas@ncocc.k12.oh.us</a>

6. Click on Edit to modify information

Employee: [Teacher, John](#)  
**General Information**  
 Last Update: 1/20/2015 2:19:19 PM

Remove Edit Apply Changes Cancel  
 Fields marked with an asterisk \* are required.

First Name	Middle Name	Last Name	Active
*John	Hs	*Teacher	<input type="checkbox"/>

Identifier	Employee Types
*FOS000100	*New to HR KIOSK

Title	E-Mail
High School Teacher	aesop.hsteach1@ncocc.k12.oh.us

School(s)  
 \*Bloomfield Elementary School

Gender	Room
	*Main Office

Start Date	End Date	Birth Date

**Login Information**

Phone (login id)	Pin	Alternate Login ID (8,9,11-20 characters)
*7404562222	*7653 <a href="#">Change Pin</a>	

**Absence Times**

Absence Start Time	Absence Half Day Break (1st Half End/2nd Half Start)	Absence End Time	Absence Hours Per Day
			<input type="checkbox"/> Override

[Substitute Report Times](#)

7. Click Apply Changes

Important to note that if an employee id changes in USPS it will not only affect Kiosk but will affect Aesop and cause the employee not to be able to login to Kiosk or pass leave requests to and from Aesop.

Any employees that were not loaded automatically into Aesop can be view by clicking on the Active Employees not Sync'd.

**Mappings**

Absence Reasons	Total: 4	Matched: 4	<a href="#">View</a>
Employees	Total: 23	Matched: 23	<a href="#">View</a> <b>Active Employees not Sync'd</b>
School Buildings	Total: 5	Matched: 4	<a href="#">View</a> <a href="#">Available Kiosk School Buildings</a>

Use Selections below to Filter Results:

Matched	Active In Aesop
All	All

This will give you a list of employees that can be verified and corrected either in Kiosk or Aesop.

Employees Active in Kiosk not Sync'd				
Employee ID ^	Last Name	First Name	Middle Name	Email
BIR000100	Teacher	Tammy	Es	aesop.esteach2@ncocc.k12.oh.us
EVA000100	Custodian	James	Es	aesop.escustodian@ncocc.k12.oh.us
GRA000100	Teacher	Emily	Es	aesop.esteach1@ncocc.k12.oh.us
GRA000200	Teacher	Ken	Ms	aesop.msteach3@ncocc.k12.oh.us
LEM000100	Substitute	Stanley	H	aesop.substitute@ncocc.k12.oh.us

[Download CSV](#)

1 - 5

Clicking the the employee ID next to an employee will display the data that is being synced between Aesop and Kiosk. This will allow you to see which data is missing like a phone number or supervisor ID.

[Close Window](#)

Employees Active in Kiosk not Sync'd Detail									
Employee ID	Last Name	First Name	Middle Name	Email	Phone	Job No	Job Status	Building IRN	Supervisor ID
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	1	INACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	2	ACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	3	ACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	5	ACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	9	DELETED	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	17	ACTIVE	049452	-

1 - 6

### School Building Clean Up

Buildings are matched between Aesop and Kiosk based on the building IRN. Some districts like to use Bus Garage, Transportation, Maintenance in Aesop. These are more of a position type instead of a building but they can still be used in Aesop. The building would need to be assigned to a building IRN. For example, transportation would be assigned the district IRN in Aesop so it matches Kiosk. This is part of the configuration process done by Aesop and NCOCC.

AESOP School Buildings							
Matched ▼	Active In Aesop	Aesop Name	Aesop Web Id	Aesop External Id	Building Name	Building District IRN	Building District Name
Yes	Yes	Buchanan Elementary School	87891	4069	Buchanan Elementary School	44107	Hamilton City SD
Yes	Yes	Adams Elementary School	107228	91	Adams Elementary School	44107	Hamilton City SD
Yes	Yes	Bloomfield Elementary School	87890	2923	Bloomfield Elementary School	46094	Edgewood City SD
Yes	Yes	Cherokee Elementary School	87892	119768	Cherokee Elementary School	46110	Lakota Local SD
No	Yes	Aesop Elementary School	107225	-	N/A	N/A	N/A

[Download CSV](#)

Number of Rows Displayed

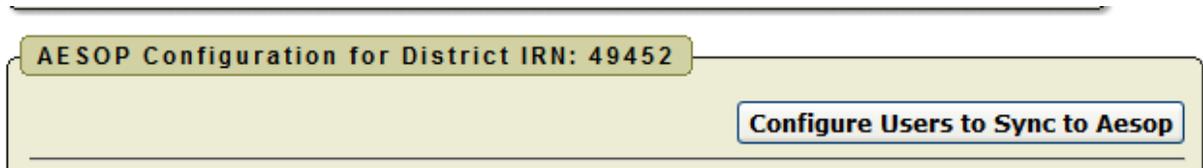
1 - 5

## Additional Configuration Options

### Configure Users to Sync to Aesop

For those who have staff that will not be needing substitute replacement, districts have the option to decide which staff need to be synced with Kiosk and Aesop.

1. Click on Configure Users to Sync to Aesop.



2. The first list will display staff who are currently not syncing and need to be synced with Aesop. Click on the checkbox next to the staff person's name and click Set Selected Users to Sync.

Select User(s) to Sync to AESOP

Select All to Sync	Last Name	First Name	Employee ID	Username	Phone	Job	Job Title	Building IRN	Appointment Type
<input type="checkbox"/>	Adams	James	ADA000005	jdoga007@aol.com	4195648369	2 3 5 17	ATHFIELD BUSFIELD BUS EXTRA MOWER/MAINT	049452 049452 049452 049452	Classified Classified Classified Classified
<input type="checkbox"/>	Addington	Heather	ADD000002	haddington06@gmail.com	4195454759	1	DAY CARE WORKER	009118	Classified
<input type="checkbox"/>	Adkins	Tiffany	ADK000004	frogalin@yahoo.com	4199616550	1 60	CUSTODIAN OT/BUILDING	022152 022152	Classified Classified
<input type="checkbox"/>	Atwell	Donna	ATW000001	datwell@mlsd.net	4195229455	1	CHILD CARE WORKER	049452	Classified
<input type="checkbox"/>	Baer	Timothy	BAE000001	nbaer001@gmail.com	4197097050	1 3 7 10 11 22	SUBSTITUTE BUS DRIVER BUSFIELD SUB BUS AIDE BUS CLEAN SUBSTITUTE CUSTODIAN BUS EXT/NO SHOW	049452 049452 049452 049452 049452 049452	Classified Classified Classified Classified Classified Classified
<input type="checkbox"/>	Bias	Anita	BIA000002	anitabias37@gmail.com	4196105885	1	DAY CARE WORKER	009118	Classified

- The second list will display staff who are currently syncing. If the district has staff that they no longer need to have synced with Aesop they can click the red X next to the employee's name under the Select User to Desync from Aesop. This will allow the employee to create leave requests in Kiosk but the leave request will not flow to Aesop.

Select User to Desync from AESOP									
Last Name		First Name		Employee ID		Filter Users		Rows 300	
Select Employee	Last Name	First Name	Employee ID	Username	Phone	Job	Job Title	Building IRN	Appointment Type
<input type="checkbox"/>	Anderson	Michael	AND000006	manderson@mlsd.net	4195442185	1 10 96	TEACHER ASSISTANT VARSITY TRACK COACH MEETING EXPENSES	022152 022103 022178	Certificated Certificated Certificated
<input type="checkbox"/>	Andress	Kevin	AND000003	ksandress@cs.com	4196068805	1 2	TEACHER SUBSTITUTE TEACHER	022103 022152	Certificated Certificated
<input type="checkbox"/>	Angelas	Debbie	ANG000001	dangelas@mlsd.net	4195647164	1 30	CLASS III GAME HELP	022178 049452	Classified Classified
<input type="checkbox"/>	Ankrum	Heidi	ANK000001	HANKRUM@MLSD.NET	4195520208	1	TEACHER	022103	Certificated
<input type="checkbox"/>	Argo	Brendan	ARG000001	bargo@mlsd.net	4199895936	1 10	TEACHER ASST 8TH GRADE FOOTBALL COACH	022103 022178	Certificated Certificated
<input type="checkbox"/>	Argo	Heather	ARG000002	hargo@mlsd.net	4195452683	1	TEACHER	024646	Certificated
<input type="checkbox"/>	Armstrong	Elizabeth	ARM000002	earmstrong@mlsd.net	4196315611	1 2 40	TEACHER SUBSTITUTE TEACHER TUTOR	022152 049452 022152	Certificated Certificated Certificated
<input type="checkbox"/>	Arnold	Michael	ARN000002	mikearnold1745@gmail.com	4195651663	1 2 3 8	BUS DRIVER ATHFIELD BUSFIELD BUS DRIVER	049452 049452 049452 049452	Classified Classified Classified Classified
<input type="checkbox"/>	Aron	Jonell	ARO000001	jonellaron@mac.com	4193683632	1	TEACHER	022152	Certificated
<input type="checkbox"/>	Ashley	Curtis	ASH000002	cashley@mlsd.net	4195664572	1	TEACHER	022178	Certificated

- When you click on the red X you will receive the confirmation that this employee will no longer be sync'd.

When the employee logs into Kiosk they will see the message that they are not integrated with Aesop.

**Aesop Integration Y**  
**Aesop Submit Enabled** Your Employee ID is not configured with AESOP.

**New Leave Request**

**Absences FYTD 1 Day(s)**

*If you select a staff person to sync or they are de-sync'd, Kiosk will be updated immediately. The process will try to update Aesop too, but if there is an issue and it fails to update Aesop the nightly job that runs will try to update the employee again.*

## Substitute Assignments by Appointment Type

All leave requests will flow from Kiosk to Aesop but a district can configure Kiosk so that Aesop will find replacements based on Appointment Type. If a district chooses to have Aesop find replacements for just Certificated staff, they can check the box and then any leave request created by a Certificated staff will be sent to Aesop that a replacement is needed. If a district wants to still use the Sub Coordinator functionality within Kiosk for their Classified staff if they uncheck the box leave requests will still flow to Aesop but no replacement will be found.

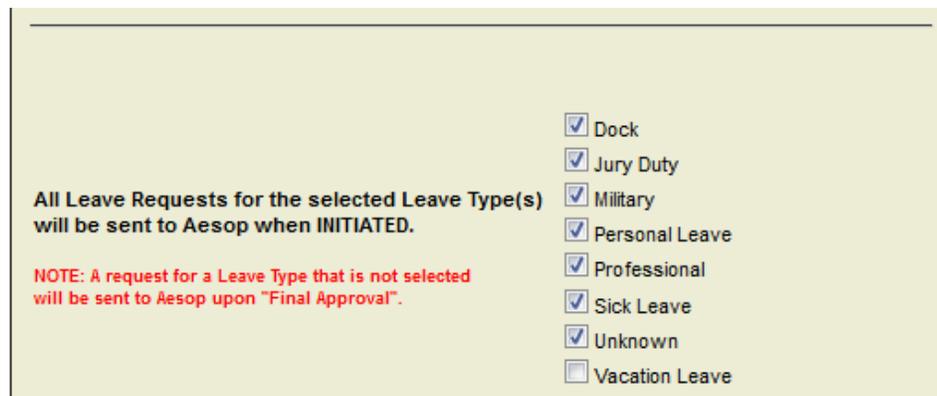


Aesop to handle Substitute Assignment for Appointment Type?  Classified  Certificated

## Determining when Leave Requests will be sent to Aesop

Once everything is verified for staff and sync is working correctly the district can configure how often leave requests are sent and received from Kiosk to Aesop.

All leave requests will flow from Kiosk to Aesop but a district can configure at what point the leave request will flow to Aesop. If a district puts a check in the box next to the leave type any leave requests done for that leave type will be sent when the employee clicks on the submit when creating the leave request. If you do not check the box next to the leave requests any leave requests done for that leave type will be sent to Aesop on final approval.



All Leave Requests for the selected Leave Type(s) will be sent to Aesop when INITIATED.

**NOTE: A request for a Leave Type that is not selected will be sent to Aesop upon "Final Approval".**

- Dock
- Jury Duty
- Military
- Personal Leave
- Professional
- Sick Leave
- Unknown
- Vacation Leave

## Go Live With Integration Reminders

Before going live with the integration review the final topics below with your district.

- Aesop and Kiosk must match with employee phone numbers, email addresses, and building IRNs. If Aesop has the most current information, then USPS must be updated with the current information. Once USPS is updated then Kiosk will be updated as well. For the integration process to work correctly they need to match because Aesop uses the phone number as the employee pin so USPS/Kiosk needs to have that same number to match on to verify the correct employee.
- USPS will be the source for data for Kiosk and Aesop. Any changes to phone or email addresses need to be made within USPS and Aesop. Kiosk will be updated with those when the employee logs into Kiosk.
- When adding a new staff, you will want to create them in USPS. Verify that the employee has building IRN, email address, phone number supervisor id and active job in USPS. Once this has been verified the employee can be registered in Kiosk. Once added in Kiosk, a nightly job will run and the staff information will be sent to Aesop with an employee type of New to HR Kiosk. The district will need to go into Aesop to update the employee type information.
- Districts will want to verify that they have breaks added in Aesop for their staff.
- Districts can select when leave requests will be sent to Aesop when the request is created in Kiosk. Leave requests can be sent to Aesop at the time the request is initiated or upon final approval of the request.
- A leave request done in Kiosk needs to be done for one leave type; you cannot select multiple leave types on a request. When entering a leave request in Aesop an employee must only select one leave type at a time. This will allow for the information to be sent correctly to Kiosk.
- If you have secured a sub and do not need Aesop to contact a substitute for a leave request, when creating the leave request in Kiosk uncheck the Sub Needed box.
- Districts can determine how often Kiosk checks Aesop for new leave requests. The minimum amount is every 5 minutes.
- Once the integration is live leave approval will only be done within Kiosk. The approval process will be turned off in Aesop.

- When a district has a calamity day, they can close the day in Aesop. Aesop will ask for confirmation that requests for that day need to be cancelled. Once it is confirmed to cancel requests those requests will be cancelled in Kiosk.
- Districts need to be careful when creating closed days on their Aesop calendar. They will want to close the days based on employee leave types.
- Staff can update a request in Aesop to cancel one day in a multiple day request. That updated information will be sent to Kiosk and the request will be updated.
- Cancellations or rejections that are done in Kiosk are sent to Aesop to cancel the substitute once the request has been approved in Kiosk.
- Any notes that are put into the notes to substitute field on a request within Aesop will be put in the comments field in the leave request in Kiosk. Notes put into the administrator field in Aesop are put into the reason field on the leave request in Kiosk.
- Attachments that are added to a leave request in Kiosk will not be sent to Aesop.
- Default start and end times must be set in Aesop. Kiosk will look to Aesop to verify what the start and end times when a leave request is created. Staff will not be able to edit start and end times in Kiosk.
- With the integration enabled, staff will no longer can update their sick leave requests in Kiosk prior to first level approval. Once the leave request is sent to Aesop a confirmation number is generated and sent to Kiosk. Once the confirmation number is received the request cannot be updated. The staff member will need to cancel the request in Kiosk and create a new leave request.
- The maximum number of days on a leave request is 9 days. The Aesop web service can only transmit a maximum of 9 days on a request.
- Make sure all supervisors have current leave requests approved. Only new requests that are created after the integration is live will flow to Aesop.

## Turn On Integration

1. Set the Enable Aesop Integration to Yes
2. Click on Update Integration State

**AESOP Absences/Sub Assignments - Initiate Synchronization Job**

[See Kiosk to Aesop Errors](#) [See Aesop Absences in Error](#)

**Synchronization Job that processes Absences, Leave Cancellations and Substitute Assignments that are initiated or submitted from within AESOP has NOT yet been SCHEDULED.**

"AESOP Integration" must be ENABLED to Schedule the Job.

**Enable AESOP integration**    [Update Integration State](#)

## Aesop Absence/Sub Assignments

This will set the interval for how often leave requests are sent from Aesop to Kiosk.

1. Click on the drop-down arrow to select how often requests are sent.
2. Click Schedule AESOP/Absences/Sub Assignments Job

**AESOP Absences/Sub Assignments - Initiate Synchronization Job**

**Synchronization Job that processes Absences, Leave Cancellations and Substitute Assignments that are initiated or submitted from within AESOP has NOT yet been SCHEDULED.**

Select an INTERVAL below and Click the "Schedule AESOP Absences/Sub Assignments Job" button to SCHEDULE the job for your District.

-- Select an Interval Value -- [Schedule AESOP Absences/Sub Assignments Job](#)

- Select an Interval Value --
- 05 min
- 10 min
- 15 min
- 20 min
- 25 min
- 30 min
- 35 min
- 40 min
- 45 min
- 50 min
- 55 min
- 1 hour
- 1.5 hours
- 2 hours
- 3 hours

*Once set Kiosk will display the Repeat Interval, Last and Next Run dates. Cancel will cancel sync of leave requests and the sync can be rescheduled to a different interval.*

**AESOP Absences/Sub Assignments - Initiate Synchronization Job**

**Synchronization Job that processes Absences, Leave Cancellations and Substitute Assignments that are initiated or submitted from within AESOP is now SCHEDULED.**

Repeat Interval: Runs every 5 minutes  
Scheduled Date: 10/12/2012 04:28:08 PM  
Last Run Date: 12/13/2012 11:18:00 AM - **Succeeded**  
Next Run Date: 12/13/2012 11:23:00 AM

[See Absences/Sub Assignments Job details](#) [Cancel AESOP Absences/Sub Assignments Job](#)

The See Absences/Sub Assignments Job Details shows a list of dates and times the sync was run and if there were any errors.

Leave Requests - Sub Assignments Synchronization Job Details

Log ID	Requested Start Date	Actual Start Date	Date Logged	Run Duration	Status	Error #	Additional Info
597570	2012-12-13 11:23:00 AM	2012-12-13 11:23:00 AM	2012-12-13 10:23:04 AM	+000 00:00:04	SUCCEEDED	0	
597568	2012-12-13 11:18:00 AM	2012-12-13 11:18:00 AM	2012-12-13 10:18:03 AM	+000 00:00:04	SUCCEEDED	0	
597566	2012-12-13 11:13:00 AM	2012-12-13 11:13:00 AM	2012-12-13 10:13:09 AM	+000 00:00:09	SUCCEEDED	0	
597564	2012-12-13 11:08:00 AM	2012-12-13 11:08:00 AM	2012-12-13 10:08:05 AM	+000 00:00:05	SUCCEEDED	0	
597562	2012-12-13 11:03:00 AM	2012-12-13 11:03:00 AM	2012-12-13 10:03:07 AM	+000 00:00:07	SUCCEEDED	0	
597560	2012-12-13 10:58:00 AM	2012-12-13 10:58:00 AM	2012-12-13 09:58:03 AM	+000 00:00:04	SUCCEEDED	0	
597558	2012-12-13 10:53:00 AM	2012-12-13 10:53:00 AM	2012-12-13 09:53:03 AM	+000 00:00:04	SUCCEEDED	0	
597556	2012-12-13 10:48:00 AM	2012-12-13 10:48:00 AM	2012-12-13 09:48:03 AM	+000 00:00:04	SUCCEEDED	0	
597553	2012-12-13 10:43:00 AM	2012-12-13 10:43:00 AM	2012-12-13 09:43:06 AM	+000 00:00:06	SUCCEEDED	0	
597551	2012-12-13 10:38:00 AM	2012-12-13 10:38:00 AM	2012-12-13 09:38:03 AM	+000 00:00:04	SUCCEEDED	0	
597549	2012-12-13 10:33:00 AM	2012-12-13 10:33:00 AM	2012-12-13 09:33:12 AM	+000 00:00:12	SUCCEEDED	0	
597547	2012-12-13 10:28:00 AM	2012-12-13 10:28:00 AM	2012-12-13 09:28:03 AM	+000 00:00:04	SUCCEEDED	0	
597544	2012-12-13 10:23:00 AM	2012-12-13 10:23:00 AM	2012-12-13 09:23:04 AM	+000 00:00:04	SUCCEEDED	0	
597542	2012-12-13 10:18:00 AM	2012-12-13 10:18:00 AM	2012-12-13 09:18:05 AM	+000 00:00:06	SUCCEEDED	0	
597540	2012-12-13 10:13:00 AM	2012-12-13 10:13:00 AM	2012-12-13 09:13:05 AM	+000 00:00:05	SUCCEEDED	0	

row(s) 1 - 15 of more than 500 Next

Close Window

### Aesop Employee Leave Balances

This will set the interval for how often leave balances are sent from Kiosk to Aesop.

1. Select Weekly Interval (either Weekly or Biweekly)

It is helpful to run this job once a week.

2. Select Day of Week

**AESOP Employee Leave Balances - Initiate Synchronization Job**

Synchronization Job that updates Employee Leave Balances to AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Leave Balances Job" button to SCHEDULE the job for your District.

Weekly Interval -- Select Weekly Interval --  
 Day Of Week -- Select Weekly Interval --  
 Start Time Every Week  
 Every Other Week

---

**AESOP Employee Leave Balances - Initiate Synchronization Job**

Synchronization Job that updates Employee Leave Balances to AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Leave Balances Job" button to SCHEDULE the job for your District.

Weekly Interval -- Select Weekly Interval --  
 Day Of Week -- Select Day of Week --  
 Start Time -- Select Day of Week --  
 Sunday  
 Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday  
 Saturday

Schedule AESOP Employee Leave Balances Job

3. Select Start Time

**AESOP Employee Leave Balances - Initiate Synchronization Job**

Synchronization Job that updates Employee Leave Balances to AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Leave Balances Job" button to SCHEDULE the job for your District.

Weekly Interval -- Select Weekly Interval --

Day Of Week -- Select Day of Week --

Start Time 01 : 00 AM

**Schedule AESOP Employee Leave Balances Job**

4. Click Apply Changes

Once set Kiosk will display the Repeat Interval, Last and Next Run dates. Cancel will cancel sync of leave balances and allow you to reschedule the sync.

**AESOP Employee Leave Balances - Initiate Synchronization Job**

Synchronization Job that updates Employee Leave Balances to AESOP is now SCHEDULED.

Repeat Interval: Runs every Monday at 11:00 PM  
 Scheduled Date: 10/08/2012 04:14:18 PM  
 Last Run Date: 12/10/2012 11:00:18 PM - **Succeeded**  
 Next Run Date: 12/17/2012 11:00:18 PM

**See Employee Leave Balances Job details**      **Cancel AESOP Employee Leave Balances Job**

The See Employee Leave Balances Job Details shows a list of dates and times the sync was run and if there were any errors.

**Employee Leave Balances Synchronization Job Details**

Log ID	Requested Start Date	Actual Start Date	Date Logged ▼	Run Duration	Status	Error #	Additional Info
593128	2012-12-10 11:00:18 PM	2012-12-10 11:00:18 PM	2012-12-10 10:00:22 PM	+000 00:00:04	SUCCEEDED	0	
583838	2012-12-03 11:00:18 PM	2012-12-03 11:00:18 PM	2012-12-03 10:00:24 PM	+000 00:00:06	SUCCEEDED	0	
577015	2012-11-26 11:00:18 PM	2012-11-26 11:00:18 PM	2012-11-26 10:00:23 PM	+000 00:00:05	SUCCEEDED	0	
574137	2012-11-19 11:00:18 PM	2012-11-19 11:00:18 PM	2012-11-19 10:00:22 PM	+000 00:00:04	SUCCEEDED	0	

1 - 4

**Close Window**

## Aesop Employee – Initiate Synchronization Job

This will set the interval for how often employee job information is sent from Kiosk to Aesop.

1. Set Weekly Interval to Every Day.

**AESOP Employee - Initiate Synchronization Job**

Synchronization Job for Employees between the Kiosk and AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Job" button to SCHEDULE the job for your District.

Weekly Interval -- Select Interval --  
Day Of Week -- Select Interval --  
Start Time -- Select Interval --

**Schedule AESOP Employee Job**

2. Select Day of Week

Synchronization Job for Employees between the Kiosk and AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Job" button to SCHEDULE the job for your District.

Weekly Interval -- Select Weekly Interval --  
Day Of Week -- Select Day of Week --  
Start Time -- Select Day of Week --

Sunday  
Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday

**Schedule AESOP Employee Job**

3. Select Start Time

**AESOP Employee - Initiate Synchronization Job**

Synchronization Job for Employees between the Kiosk and AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Job" button to SCHEDULE the job for your District.

Weekly Interval -- Select Weekly Interval --  
Day Of Week -- Select Day of Week --  
Start Time 01 : 00 AM

**Schedule AESOP Employee Job**

4. Click Schedule AESOP Employee Job

*The Aesop Employee Integration Sync Job can be used to load staff that is registered in Kiosk but not loaded into AESOP. When this job runs, it will load the new staff into AESOP as well as any users that have not been caught by de-activating them in Kiosk.*

Once set Kiosk will display the Repeat Interval, Last and Next Run dates. Cancel will cancel sync of employee job information and allow you to reschedule the sync.

**AESOP Employee - Initiate Synchronization Job**

Synchronization Job for Employees between the Kiosk and AESOP is now SCHEDULED.

Repeat Interval: Runs every Monday at 11:00 PM  
Scheduled Date: 10/09/2012 11:38:51 PM  
Last Run Date: 12/10/2012 11:00:51 PM - **Succeeded**  
Next Run Date: 12/17/2012 11:00:51 PM

[See Employee Job details](#) [Cancel AESOP Employee Job](#)

The See Employee Job Details shows a list of dates and times the sync was run and if there were any errors.

**Employees Synchronization Job Details**

Log ID	Requested Start Date	Actual Start Date	Date Logged ▼	Run Duration	Status	Error #	Additional Info
593129	2012-12-10 11:00:51 PM	2012-12-10 11:00:51 PM	2012-12-10 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	
583839	2012-12-03 11:00:51 PM	2012-12-03 11:00:51 PM	2012-12-03 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	
577018	2012-11-26 11:00:51 PM	2012-11-26 11:00:51 PM	2012-11-26 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	
574140	2012-11-19 11:00:51 PM	2012-11-19 11:00:51 PM	2012-11-19 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	

1 - 4

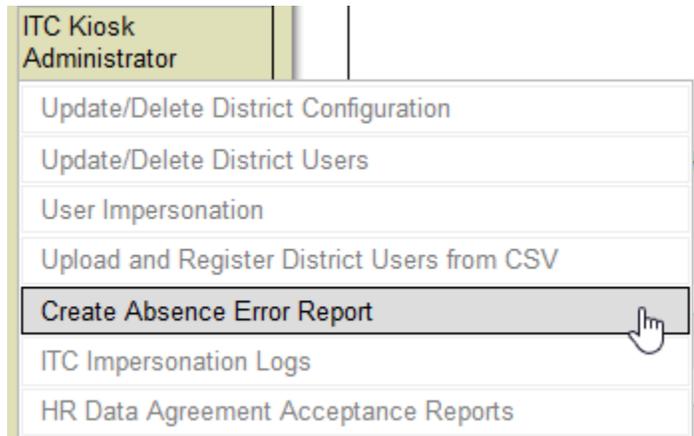
[Close Window](#)

## Troubleshooting

An employee entered a request and when they clicked submit they received a User Defined Error.

The first step in troubleshooting this is to determine what the real error is.

1. Click on ITC Kiosk Administrator
2. Click on Create Absence Error Report



3. Click on the calendar icon to select a date and time for the report. You can only view 1 day at a time in this log file.
4. Click submit when from and to dates have been entered.

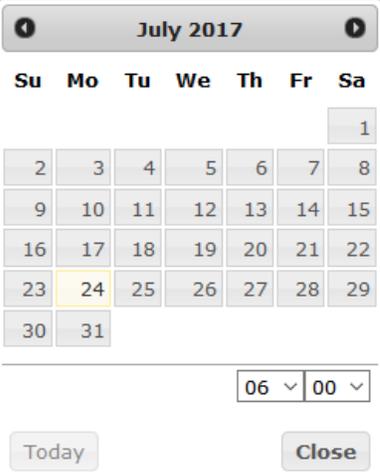
**Filters for Absence Error Report**

From Date  

To Date  

**Filters for Absence Error Report**

From Date  

To Date  

July 2017

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

06 | 00

Today

The log will show the date, time username and error.

**Filters for Absence Error Report**

From Date:

To Date:

Text	Time_Stamp	Scope	Module	User_Name	Extra
Create Absence Error	19-JUN-17 07:08:44.009442 AM	absence_create	KIOSK_PROD/APEX:APP 185:10	ALBERTST@NIPSCHOOLS.ORG	*** Parameters *** p_request_number: 3780562 p_default_starttime: p_default_endtime: p_hoursinworkday: p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Unknown technical error.
Create Absence Error	19-JUN-17 08:09:08.089968 AM	absence_create	KIOSK_PROD/APEX:APP 185:13	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** p_request_number: 3780791 p_default_starttime: 07:30 AM p_default_endtime: 03:30 PM p_hoursinworkday: 8 p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.
Create Absence Error	19-JUN-17 08:09:10.892868 AM	absence_create	KIOSK_PROD/APEX:APP 185:13	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** p_request_number: 3780791 p_default_starttime: 07:30 AM p_default_endtime: 03:30 PM p_hoursinworkday: 8 p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.
Create Absence Error	19-JUN-17 08:10:05.558121 AM	absence_create	KIOSK_PROD/APEX:APP 185:13	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** p_request_number: 3780791 p_default_starttime: 07:30 AM p_default_endtime: 03:30 PM p_hoursinworkday: 8 p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.
Create Absence Error	19-JUN-17 08:12:11.846157 AM	absence_create	KIOSK_PROD/APEX:APP 185:7	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** p_request_number: 3780802 p_default_starttime: 07:30 AM p_default_endtime: 03:30 PM p_hoursinworkday: 8 p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.
Create Absence Error ORA-06510: PL/SQL: unhandled user-defined exception	19-JUN-17 08:12:11.866034 AM	absence_create	KIOSK_PROD/APEX:APP 185:7	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** message: AESOP: 999 - Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP- -Please un-check Substitute Needed checkbox and try again.
Create Absence Error	19-JUN-17 08:13:33.276056 AM	absence_create	KIOSK_PROD/APEX:APP 185:10	SCOTT.HUNT@CARDINALSCHOOLS.ORG	*** Parameters *** p_request_number: 3779312 p_default_starttime: p_default_endtime: p_hoursinworkday: p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Unknown technical error.
Create Absence Error	19-JUN-17 08:14:16.319246 AM	absence_create	KIOSK_PROD/APEX:APP 185:7	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** p_request_number: 3780012 p_default_starttime: 07:30 AM p_default_endtime: 03:30 PM p_hoursinworkday: 8 p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.
Create Absence Error ORA-06510: PL/SQL: unhandled user-defined exception	19-JUN-17 08:14:16.331244 AM	absence_create	KIOSK_PROD/APEX:APP 185:7	MARGO.COSTELLO@CLOVERLEAFLOCAL.ORG	*** Parameters *** message: AESOP: 999 - Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP- -Please un-check Substitute Needed checkbox and try again.
Create Absence Error	19-JUN-17 08:42:59.084649 AM	absence_create	KIOSK_PROD/APEX:APP 185:10	SOEA_MASTRIN@TCCSA.NET	*** Parameters *** p_request_number: 3778690 p_default_starttime: p_default_endtime: p_hoursinworkday: p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Unknown technical error.
Create Absence Error	19-JUN-17 11:38:28.668889 AM	absence_create	KIOSK_PROD/APEX:APP 185:16	GREN_LHAHN@TCCSA.NET	*** Parameters *** p_request_number: 3775133 p_default_starttime: p_default_endtime: p_hoursinworkday: p_comments: p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Unknown technical error.
Create Absence Error ORA-06510: PL/SQL: unhandled user-defined exception	19-JUN-17 02:11:08.103976 PM	absence_create	KIOSK_PROD/APEX:APP 185:7	ORVL_TJOHNSTON@TCCSA.NET	*** Parameters *** message: AESOP Integration is ON and Unable to SYNC this request to AESOP.

To find the error look for the username of the employee who is receiving the error. The actual error will be in the Extra column.

Common things to look for:

**Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.** The error is saying the employee has been flagged on the Aesop side as not needing a sub

How to fix – Login to Aesop and under Master Data > Employee > General Information > Permissions make sure the employee is marked as either Always requires a Substitute or Can Decide if a Substitute is Required.

**The following absence days in this absence conflict with already existing absence days**

How to fix – This error is saying there is already a request in Aesop for this employee for the date(s) entered. The employee or Aesop administrator needs to cancel the request on the Aesop side and it needs to be entered again.

**\*\*\* Parameters \*\*\* p\_request\_number: 3663691 p\_default\_starttime: 08:00 AM p\_default\_endtime: 04:00 PM p\_hoursinworkday: 7.25 p\_sub\_comments: p\_validate\_only: N message: Error creating your AESOP request. Unknown technical error.**

How to fix – Verify the start and end times on the request are accurate especially if the request is a half day request. When an employee puts in a request for a half day it will display in Kiosk what the accurate times are for a half day according to what has been entered in Aesop. The error above has displayed when the correct times were not entered.

Also, check the hours in the work day for the employee if the request is a full day request to make sure total hours match with the hours in the work day from Aesop.