Workday Help

Worker Data Changes

Things have changed

- No longer "push" to payroll
- HR and payroll all in one system
- HR and payroll should have constant and clear communication

- Some things you still need us to help…….

Comp corrections (grade profile, step, salary)

Agency can process if

- On current job

Comp corrections (grade profile, step, salary)

WD needs to process if

- On a previous job segment

Comp corrections (grade profile, step, salary)

REMINDER

We do not make comp corrections that agencies have the ability to correct. If there is an error on a pay segment you can enter a corrective comp change on the same effective date to fix the error.

Retro Actions

Used to be:

We had to push Date Hook actions to OSPA for you

Now:

Any retro (prior to current month) action, you will need to work with your payroll to manually calculate and process

Allowances

Agency can process if

- On current job

Allowances

WD needs to process if

- On a previous job segment

- Correction to start date moving date forward
  - Example: Original start date 1/1/23, needs to be corrected to 1/15/23

- Correction to end date moving date backward
  - Example: Original end date 2/28/23, needs to be corrected to 2/15/23

PERS Pickup corrections (AA to AP, AP to AA, etc)

Agency can process if

- On current job
- 1st of the month effective date

PERS Pickup corrections (AA to AP, AP to AA, etc)

WD needs to process if

- On a previous job segment

- Effective date is anything other than the 1st
  - Typically correction to hire or job change

Don't even start the process. You will get an error. We cannot complete the action for you. We have to cancel what you started and do a separate action. Just send in a case.

REMINDER

Do your PERS status checks before completing hire whenever possible!

Union/Repr/Benefit Code changes

Agency can process if

- On current job

- Effective date is not hire or job change date

- Most common occurrence is new temp meeting ACA wait period. End current union last day of the last month in the waiting period. Start ACA union 1st of following month.

Union/Repr/Benefit Code changes

WD needs to process if

- On a previous job segment

- Effective date is the hire date (most commonly ACA eligible upon temp hire)

Union/Repr/Benefit Code changes

REMINDER

You CANNOT remove an incorrect union by using an end date that is the same as the start date. Just send in a case.

Correcting hire, job change, termination, on/off season dates

Agency cannot correct

We have to do it for you

You cannot have multiple job changes with the same effective date

LWOP corrections

Agency can rescind extended leave segment to enter corrections to start/end dates

Edit position

Agency can process if

- On current job

Edit position

WD needs to process if

- On a previous job segment

Edit position

REMINDER

There are many different things that can be done with Edit Position. Please use comment field so we know what you have changed.

What you still need us to do for you

- Changes to:
  - Hire date
  - Job change date
  - Termination date
  - Rescinding any of the above

- Corrections on terminated workers
- Union correction on hire or job change
- Correction to **PERS** pickup if not 1st of month
- **ANY** correction to a prior job segment
- Primary job switch

What to include in your helpdesk request

- Full name of employee

- OR# of the employee in subject line or body of case
  - Same format as in Workday – OR0000000
  - No space – OR 0000000
  - No # symbol – OR#0000000

- Effective date of the action(s)

- What specific changes need to be made

- Do not just forward an email string and say "see below"

- If person submitting case processes actions for more than one agency, include agency number

Other reminders

- We do not rescind records to erase prior mistakes just to clean up a history unless there is an unavoidable impact on employee pay. One exception is if there is a settlement.

- If you get an error on an effective date you are trying to use, DO NOT use an arbitrary date just to get the action to go through. Just send in a case.