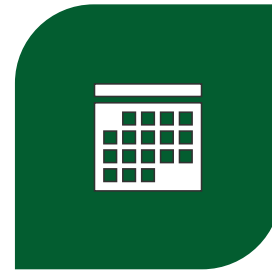# Today's Agenda



UPDATES AND PAYROLL REMINDERS

CASE MANAGEMENT

TRAINING UPDATE

COMMUNICATION UPDATE

# Updates

- March 31 Payroll Update:
  - Medical Opt out not paid to approximately 1760 employees
    - Communication went to this group of employees and to Payroll Partners
  - Union Dues not deducted for approximately 2200 employee
    - Communication went to these employees and their unions were notified as well
    - Payroll Partners were notified if they had employees that were impacted
  - Overpayments from March 1 – Recouped
    - Approximately 345 employees had overpayments recouped and paid back in a separate payment to allow time for repayment agreements to be setup in Workday

- PERS Corrections – March 31 payroll
  - Employer paid PERS correction entries for January duplications were maded and displayed on employee payslips for March 31 payroll
  - Enterprise communication will address this issue and explain the entry on payslips
  - This is an employer paid entry and with no impact on employee pay or to individual retirement accounts
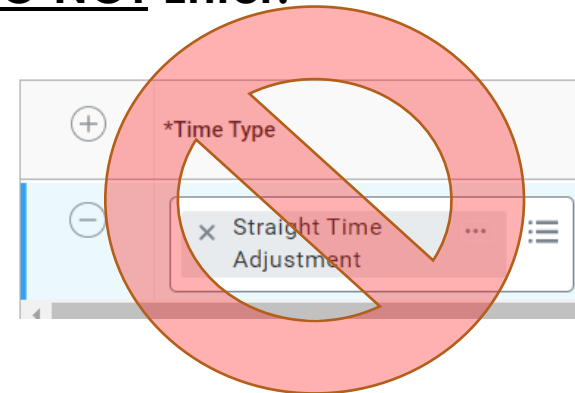
# Updates

- Straight Time – Time Enter
  - Time Type – "Straight Time Adjustment" should only be used by Oregon State Police
  - We are not able to remove the Time Type for all other employees until we can make configuration changes
  - Please ensure employees that are working extra hours to accrue straight time enter their time worked on time sheet as Time Type "Time Worked" and **DO NOT** use "Straight Time Adjustment"

**DO Enter:**

- Time Type "Time Worked" when you are eligible for straight time accrued or overtime
- The system is configured to calculate your straight time or overtime based on your position
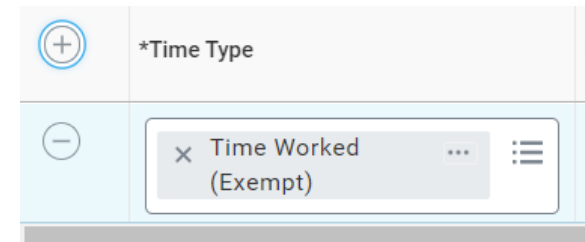


**DO NOT Enter:**

# Update Union Dues Corrections

- This is for SEIU and AFSCME unions only

- Payroll Partners and HR Partners will be able to make changes to union membership **starting next week – Monday April 10, 2023**

- We will walk through the steps below on Thursday, April 6
  - Steps for making changes to Union Dues
    - Actions
    - Union Membership
    - Manage Union Membership

- Knowledge Article -  Manage Union Membership

- [https://wd5.myworkday.com/oregon/d/inst/1aabfb7106e801016a542452e6510000/rel-task/2998$40834.htmld](https://wd5.myworkday.com/oregon/d/inst/1aabfb7106e801016a542452e6510000/rel-task/2998$40834.htmld)

- If an incorrect union is assigned and the end date must be the same as the start date, then a Central Workday Help case will need to be created.

# Payroll Reminders

- Please send in your BTs as you are processing them. If possible, do not wait just before payroll run to turn them in. The last two payroll runs had such a huge last minute influx we were not able to meet the needs of our customers. We are needing to impose a cut off at 5 p.m. two days before Payroll Processing.
- Remember to submit your cases to **Workday Central Payroll Support**
- Drive>Payroll Information and Resources>Forms
  - BT - Employee Negative Current Period Premiums

# Overpayments

**December Overpayments:**
- Lists are being pushed out weekly with employees that payroll partners can begin to look at for setup of repayment agreements
    - Week of Feb 15 – 258 employees updated on WD Drive
    - Week of Feb 27 – 61 employees updated on WD Drive
    - Week of Mar 6 – 129 employees updated on WD Drive
    - Instructions are included on steps needed to determine the net overpayment
    - Agencies will need to communicate with employees regarding these overpayments

**March Overpayments – Instructions are on Workday Drive**
- Employee has 'salary admin use' tag not submitted or approved
    - Fix: submit and approve time
    - If time or results are not pulling forward into March - have the payroll partner re-calc time.
- To determine the Net Negative that will be entered into the Repayment Agreement:
    - Find the Negative amount from the spreadsheet and confirm it on the pay results
    - Note the net amount for March paid April 1 pay results
    - Make a positive entry to get rid of the negative that will reduce from salary
    - Recalculate the employee and get the new net pay for March
    - The net negative for the overpayment will be the difference of the first net pay and second
    - You will need to remove the adjusting entry once you have determined the net negative
    - Employees will either have the negative flow through to deduct from next payroll or setup a repayment agreement
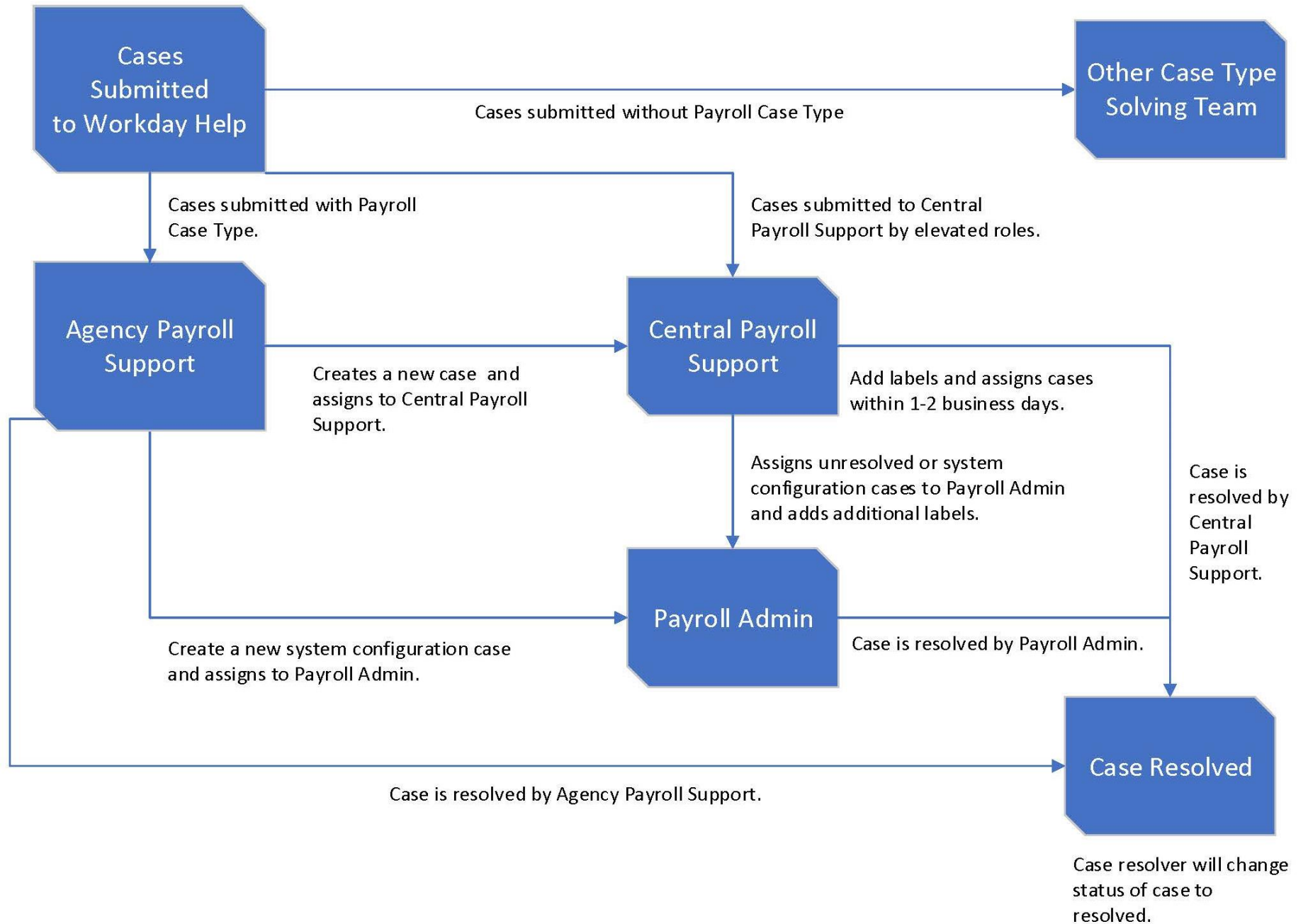
# Overpayment List



**NEW file for payroll partners -** Workday Drive > Payroll Partner Resources > December 2022 > Over and Under Payments > December True Up Overpayments > December true up overpayment 3.28.23

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Drive > Payroll Partner Resources > December 2022 > Over and Under Payments > [ December True Up Overpayments ▾ ]

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| Name | Owner | Access | Modified |
|---|---|---|---|
| 📊 December true up overpayments 3.28.23.xlsx | Me | 155 People | 10:05 AM |
| 📊 December true up overpayments 2.17.23.xlsx | Me | 155 People | 02/17/2023 |
| 📊 December true up overpayments 2.28.23.xlsx | Me | 155 People | 02/28/2023 |
| 📊 December true up overpayments 3.8.23.xlsx | Me | 155 People | 03/09/2023 |
| 📄 Steps - December Overpayments - Payroll partner.docx | Me | 155 People | 02/17/2023 |

# Case Management - Central Payroll Process Map

**Cases Submitted to Workday Help**

Cases submitted without Payroll Case Type → **Other Case Type Solving Team**

Cases submitted with Payroll Case Type.

Cases submitted to Central Payroll Support by elevated roles.

**Agency Payroll Support**

Creates a new case and assigns to Central Payroll Support.

**Central Payroll Support**

Add labels and assigns cases within 1-2 business days.

Assigns unresolved or system configuration cases to Payroll Admin and adds additional labels.

Case is resolved by Central Payroll Support.

Create a new system configuration case and assigns to Payroll Admin.

**Payroll Admin**

Case is resolved by Payroll Admin.

Case is resolved by Agency Payroll Support.

**Case Resolved**

Case resolver will change status of case to resolved.

# Case Management for Payroll

- To Create a case
    - Please use new case type: **Workday|Central Payroll Support**
    - Please **DO NOT** submit cases to Workday | Payroll Admin
        - OSPS.workday@das.oregon.gov  automated response is setup on the inbox to direct you to open a ticket in case management
        - Central Payroll Team working through cases as quickly as possible
        - Automated notices will go out to case creators when the case is created, assigned, labeled and resolved
        - Depending on the complexity of the case, resolution times for cases will vary
    - Reminder on how to submit employee unresolved cases
        - Please submit these cases as new cases and **DO NOT** change the employee case type from "Payroll Support" to "Central Payroll Support"
        - Agency Payroll offices are first responders to end user payroll cases created in Workday
        - Central Payroll Support supports Agency Payroll and resolves their cases
        - Agency Payroll is responsible for communicating resolution to the end user

# Case Management Tips

**PEBB**

- When submitting a case to **Workday | Central Payroll Support** for PEBB related cases please include the following if possible:
    - Screenshots from PEBB Benefits
    - PEBB Benefits is the system of record and changes to PEBB Benefits cannot be made without those screenshots
    - Start date and end date and proof they are in PEBB Benefits

# Case Management

- New Case Type: **Workday|Central Payroll Support**

- Please include the OR# and name of the employee
- Refer to Knowledge Articles about Case Management:

- **Working with Your Cases**  -
  https://wd5.myworkday.com/oregon/d/inst/3b345167f34e100103285f7bec550000/rel-task/2998$40834.htmld

- **Getting to Know Case Management** -
  https://wd5.myworkday.com/oregon/d/inst/b792fb561727100101404365b7e10000/rel-task/2998$40834.htmld

- **Create Case for Agency Support**
  - https://wd5.myworkday.com/oregon/d/inst/7f32b0d692781001b28074c11ce60000/rel-task/2998$40834.htmldAdd  updates here

- **Create Case for Documentation**
  - https://wd5.myworkday.com/oregon/d/inst/63d47d63e6471001b44c09dc0a8a0000/rel-task/2998$40834.htmld

# Training

Training is one of our highest priorities and the project team is looking at tickets and questions to inform training materials in development.

Training is being developed and enhanced:
- Training topics are being developed for Payroll Partners and Employees
  - Smaller portions of training during Payroll Partner Standups
  - Train the Trainer sessions
- Some original trainings will be updated to provide additional information on what we've learned about the system
- As we transition to case management we have better data on cases coming in and will be able to develop training based on the trends across all cases
  - Labels assigned to cases will help inform areas of focus for training
- Overarching topics include:
  - Overview and calculation
  - Retro
  - Time Entry
  - Pay input
  - Time off and absence (in conjunction with Dan Jones)
  - Processes
  - Run 1 and run 2
  - Reports

# Payroll Micro Training Schedule

Format of these Trainings
- Thursdays from 2:30 – 3:00 Pm
- Payroll Partners will be able to submit questions in advance of the topic by the Tuesday prior to each Thursday training
- Presentation materials with Q&A submitted in advance will be sent out with the training materials after the presentation

April 6   – **Tax Explanations** – Payroll Partners and updates for Employees
April 13 – **Pay Input** - Everything you need to know about Pay Input
April 20 – **PEBB** – How to make corrections to PEBB benefits
April 27 – **OSGP** – How to make corrections to OSGP benefits
May 4   - **Retro Results** – How to read Pay Results in a Retro Period
May 11 – **Over Payments** – Process Review and Actions needed by Payroll
May 18 – **Exception Reports** – What reports to run and trouble shooting tips
May 25 – **Payroll Processing Day** – We will provide a review of the prior trainings
June 1 -   **Time Entry** – Walk through details around Time Entry
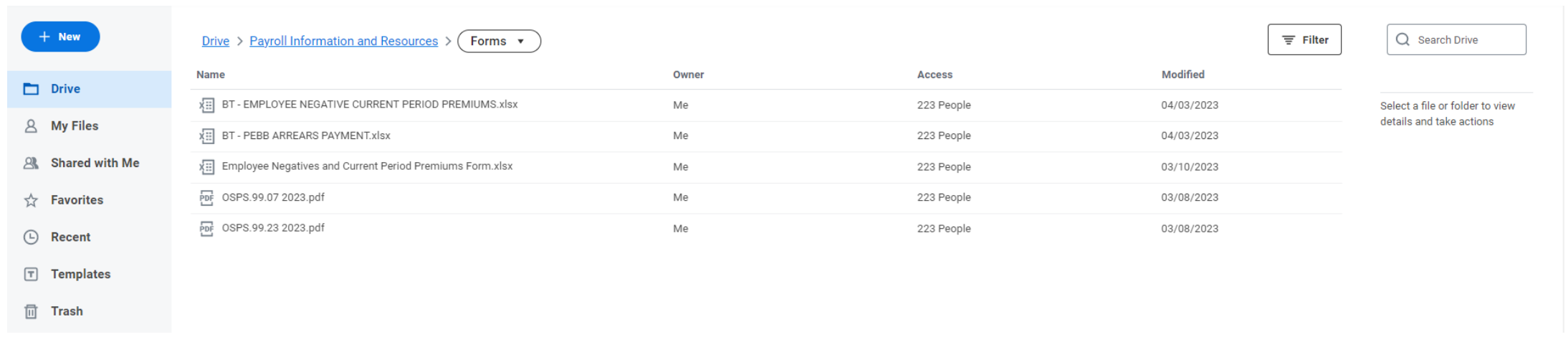
# Updated Forms

New files added to Payroll Information and Resources > Forms

- Drive>Payroll Information and Resources>Forms
  - BT-Employee Negative Current Period Premiums
  - BT – PEBB Arrears Payment
  - Employee Negatives and Current Period Premiums Form
  - OSPS.99.07 2023
  - OSPS.99.23 2023

| | Name | Owner | Access | Modified | |
|---|---|---|---|---|---|
| | BT - EMPLOYEE NEGATIVE CURRENT PERIOD PREMIUMS.xlsx | Me | 223 People | 04/03/2023 | Select a file or folder to view details and take actions |
| | BT - PEBB ARREARS PAYMENT.xlsx | Me | 223 People | 04/03/2023 | |
| | Employee Negatives and Current Period Premiums Form.xlsx | Me | 223 People | 03/10/2023 | |
| | OSPS.99.07 2023.pdf | Me | 223 People | 03/08/2023 | |
| | OSPS.99.23 2023.pdf | Me | 223 People | 03/08/2023 | |

Drive > Payroll Information and Resources > Forms ▾

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# Communication in Process

- Weekly enterprise email will be sent out Friday April 7
  - This will provide an update on issues and mid-month cutoff date for time entry
  - Talking points with a few FAQs will be sent to Payroll Partners
    - **Additional resource on How to Read Your Workday Payslip**
    - https://wd5.myworkday.com/oregon/email-universal/inst/17816$6485/rel-task/2998$29489.htmld
    - Additional information added regarding tax explanations for employees

# Workday Drive Folder Structure

- Payroll Information and Resources

- Payroll Partner Resources

# General Navigation

- Log in to Workday

  - Go to Workday Drive

  - Click "Shared with Me"

  - This will display the folder(s) you have access to

# Payroll Information and Resources Folder

- **Payroll Information and Resources Folder**
  - This folder is for all other roles to have access to information about the Workday Payroll and Time Tracking including:
    - Payroll stand up meeting slides
    - List of current issues being worked by the team
    - Any other information material that gets created
  - Employees that need access to the Payroll Information and Resources folder can request access through their payroll office. Payroll offices should submit a Workday Help case to Central Payroll Support.

- **Access by request:** Workday Drive > Shared with Me > Payroll Information and Resources

# Payroll Partner Resources Folder

- **Payroll Partner Resources Folder**
  - This folder is information that is payroll specific and used by payroll partners for daily processing of payroll. Payroll Partners can request access to the Payroll Partner Resources by submitting a Workday Help case to Central Payroll Support.

- **For Payroll Partners only:** Workday Drive > Shared with Me > Payroll Partner Resources