

**Workday
Wednesday
05/03/23**



PAYROLL AND TIME TRACKING

Replacement Project

Moving Time and Pay to the 21st Century

Today's Agenda



PAYROLL RUN
UPDATES



TRAINING UPDATE



COMMUNICATION
UPDATE



CASE MANAGEMENT
REMINDERS

Payroll Updates

- May 1 payroll run is Complete
 - We identified a small group of employees that did not have child support orders withheld from their pay
 - Case numbers for over 600 were incorrect and in the process of inactivating the incorrect ones and adding back the correct case number less than 15 were missed
 - Employees and payroll partners were notified on Friday, April 28
 - These have all been corrected now
 - Retro – Job Changes and impacts to some union dues paying members
 - Some union dues paying members are getting added back in as non – dues paying members when a retro job change is entered
 - HR and payroll work together to confirm dues paying status
 - This is on the list to be addressed and will be communicated out when we know the timeline for this fix

Payroll Update - Termed Employees

- Termed employees do not need to be rehired in order to pay them via pay input for missed earnings
- Pay input should be done in the open/current pay period
- If you rehire a termed salaried employee, it will pay them for that day
- Agency payroll can always do an override to pay input to prevent salary that is not owed from paying, and it is best practice to not rehire
- The employee does need to be in an agency pay group to receive compensation
- If the employee is not in Workday please open a case for assistance

Payroll Micro Training Schedule

Format of these trainings:

- Thursdays from 2:30 – 3:00 p.m.
- Payroll Partners will be able to submit topical questions for consideration one week in advance (by the Thursday prior to the training date)
- Presentation materials will be sent out after the presentation
- Slides and recordings uploaded to WD Drive after training:
 - **File Path: WD Drive>Payroll Information and Resources>Payroll Partner Micro Training materials**

April 13 – **Pay Input** – The Basics of 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

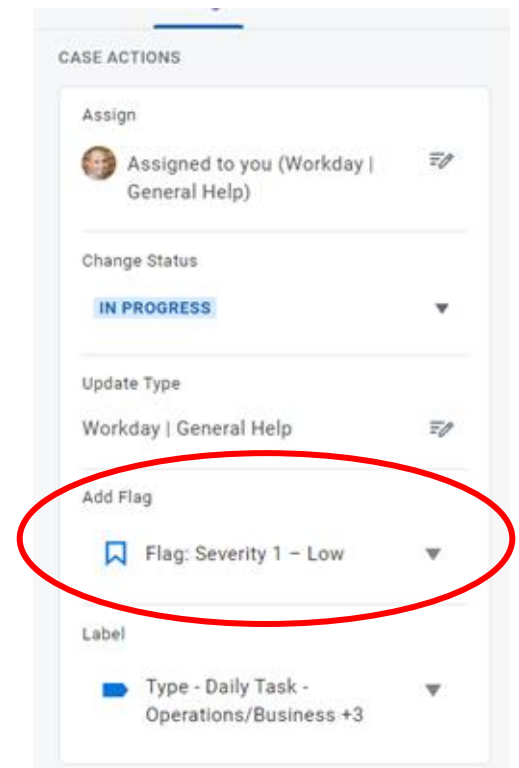
June 1 - **Time Entry** – Walk Through Details Around Time Entry

Communications in process

- Alerts are being worked on for VA & PB limits
- Withholding orders not deducted on March 31 payroll
 - Approximately 18 employees had child support withholdings not deducted
 - This was due to a monthly limit for these deductions
- Communication is in review and will be sent to impacted employees and payroll partners this week
 - DAS Project Team will be following up with each impacted agency payroll partner to coordinate how these payments will be made
- Below are knowledge articles on how to setup withholding orders:
 - Garnishments and Child Support Orders
 - [Khttps://wd5.myworkday.com/oregon/d/inst/ed52a65a15d7100169c0b0ac68530000/re-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/ed52a65a15d7100169c0b0ac68530000/re-task/2998$40834.html)
 - IRS Tax Levy (Federal)
 - [https://wd5.myworkday.com/oregon/d/inst/a5c0cfda318f10016a33df6594c10000/re-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/a5c0cfda318f10016a33df6594c10000/re-task/2998$40834.html)

Case Management Flag and Labels Update

- As part of the Payroll Team's continuous efforts to improve our ability to respond to the needs of our customers, we are implementing a few configuration changes within Workday Case Management.
- Specifically, we are updating flags to assign severity levels to cases and creating additional universal labels to help categorize and prioritize payroll-related cases in Workday Case Management.
- Here are the severity levels that can be assigned to cases:
 - Severity 1 – Low
 - Severity 2 – Medium
 - Severity 3 – High
 - Severity 4 – Critical
 - Severity Unassigned



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
 - 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
 - **PEBB changes** require a screenshot with effective dates from PEBB.Benefits for changes to be made.

Case Management

- Use 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.html](https://wd5.myworkday.com/oregon/d/inst/3b345167f34e100103285f7bec550000/rel-task/2998$40834.html)
 - **Getting to Know Case Management** -
[https://wd5.myworkday.com/oregon/d/inst/b792fb561727100101404365b7e10000/rel-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/b792fb561727100101404365b7e10000/rel-task/2998$40834.html)
 - **Create Case for Agency Support**
 - [https://wd5.myworkday.com/oregon/d/inst/7f32b0d692781001b28074c11ce60000/rel-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/7f32b0d692781001b28074c11ce60000/rel-task/2998$40834.html)Add updates here
 - **Create Case for Documentation**
 - [https://wd5.myworkday.com/oregon/d/inst/63d47d63e6471001b44c09dc0a8a0000/rel-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/63d47d63e6471001b44c09dc0a8a0000/rel-task/2998$40834.html)

Thank you!



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