

**Workday
Wednesday
05/17/23**



PAYROLL AND TIME TRACKING

Replacement Project

Moving Time and Pay to the 21st Century

Today's Agenda



PAYROLL UPDATE



COMMUNICATION
UPDATE



CASE MANAGEMENT
REMINDERS



TRAINING UPDATE

Payroll Updates

- Mid month pay posted as expected on May 15, 2023
- Thursday May 25 will be a Leave Payout Micro Training
- Termed Employees have a new process for leave payouts
 - Please do not use "Vacation Cash Out Current Month" going forward
 - Term checklist in WD Drive is updated with this new information
 - **WD Drive link:** Payroll Information and Resources>Processes and Checklists>Termination Checklist-WD Updated 5-15-23.docx
- December Overpayments spreadsheet was updated in WD Drive on Friday May 12
 - **WD Drive Link:** Payroll Partner Resources>December 2022>Over and under payments>December Trueup Overpayments

Payroll Updates

- Payroll Reports to Run:
 - Payroll Audit Exceptions – Current Month
 - PAY | Retro Summary Report by Pay Group – Retro
 - Payroll input not processed
 - Retro unsupported unprocessed report
- Time Entry closed May 24 at 5pm until May 26 at 8am
- May 25 and 26 no daily checks processed
- We are putting a hold on PEBB arrears Balance Transfers
- We are still taking BT for over payments and insurances in the current pay period
 - We need a chance to catch up so we can start running the arrears report.
 - We also need to have a documented process going forward for what we do vs what payroll techs do.

Communications in process

- Enterprise Communication is in process to be sent out by May 22
 - Reminder to enter time before payroll cutoff for May paid June 1
 - Manager Alerts will start going out on Thursday May 18 reminding managers to approve time for employees that have submitted time
 - Updated FAQ document will be included and available on the PTT Website
- Withholding orders not deducted on March 31 payroll
 - Approximately 9 employees had child support withholdings not deducted because of a monthly dollar limit in the withholding order
 - Communication was sent to these employees and payroll partners May 12, 2023
 - DAS Project Team is coordinating with DOJ Child Support to make payments
 - Knowledge articles on how to setup withholding orders:
 - Garnishments and Child Support Orders
 - [Khttps://wd5.myworkday.com/oregon/d/inst/ed52a65a15d7100169c0b0ac68530000/rel-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/ed52a65a15d7100169c0b0ac68530000/rel-task/2998$40834.html)
 - IRS Tax Levy (Federal)
 - [https://wd5.myworkday.com/oregon/d/inst/a5c0cfda318f10016a33df6594c10000/rel-task/2998\\$40834.html](https://wd5.myworkday.com/oregon/d/inst/a5c0cfda318f10016a33df6594c10000/rel-task/2998$40834.html)

Case Management for Payroll

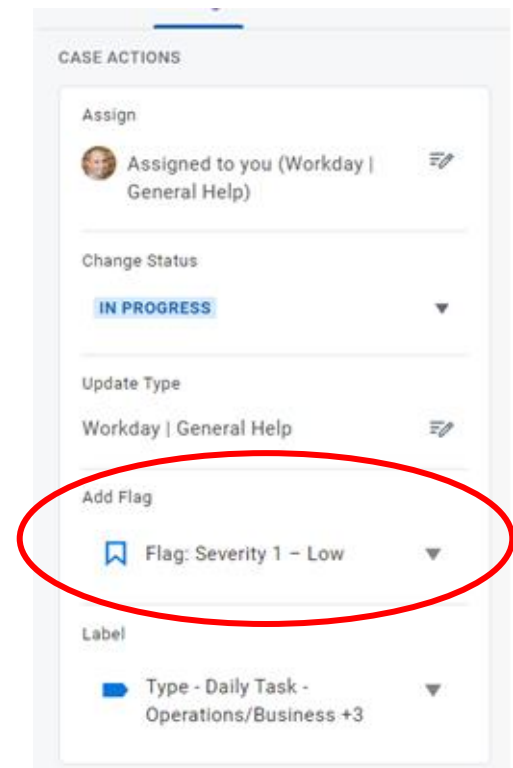
- To create a case:
 - Please use new case type: **Workday | Central Payroll Support**
 - Please **DO NOT** submit cases to Workday | Payroll Admin
 - OSPS.workday@das.oregon.gov automated response is setup on the inbox to direct you to open a ticket in case management
 - Central Payroll Team working through cases as quickly as possible
 - Automated notices will go out to case creators when the case is created, assigned, labeled and resolved
 - 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 for Payroll

- Case Management Reminders:
 - Please ensure that you are including the correct employee OR# on all new cases
 - Incorrect employee ID's on cases cause confusion and take more time to resolve
 - Cases requesting new cost centers need to go to case type: Workday General Help
 - Central Payroll cannot create new or updates to cost centers
- When submitting a case to **Workday | Central Payroll Support** for PEBB related cases please include:
 - **Screenshots from PEBB Benefits**
 - PEBB Benefits is the system of record and changes cannot be made without a screenshot verifying the PEBB Benefits
 - Start date and end date and proof they are in PEBB Benefits

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

- 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)

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 – **Leave Payouts**– How to enter Leave Payouts

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

Thank you!



PAYROLL AND TIME TRACKING

Replacement Project

Moving Time and Pay to the 21st Century