

WD Wednesday
06/07/23



PAYROLL AND TIME TRACKING

Replacement Project

Moving Time and Pay to the 21st Century

Today's Agenda



SYSTEM UPDATE



COMMUNICATIONS
UPDATE



PAYROLL UPDATE



CASE MANAGEMENT
REMINDERS

Union Dues and Medical Opt Out Issue Corrected

- Union Dues not deducted in months with multiple pay date corrected for June:
 - The union dues issue that prevented more than one deduction in a month based on Run1 pay date for AFSCME union dues, OPSCA union dues, and OEA union dues has been corrected.
 - Payroll Partners can review pay results and should see the deduction occurring in the June 30, 2023 pay period
- PEBB Medical Opt Out not paid in months with multiple pay dates corrected for June:
 - For employees that opt out of PEBB medical insurance, a system configuration error that prevented payments in months with more than one Run 1 pay date was corrected
 - This still will not allow more than the \$233 - basic life amount to be paid. These changes were effective dated June 1, 2023 so it will not impact anyone retroactively
- Communication on this two topics will be sent to Payroll Partners by next week

Employees with Part Time Insurance Plans

Employees with part time insurance plans cannot be setup in Workday with zero percent FTE. Payroll partners that have employees with part time insurance plans will need to execute the two-step process below to fix this issue:

1. Update the employee's FTE % to reflect average FTE
 - This number needs to be greater than "0" for the system to accurately calculate the premium
 - If there is no clear-cut average, then a best guess at the average will need to be determined by the Manager and HR
2. Payroll Partner will check Pay Results on the next business day after updating the employee's FTE % to confirm the insurance premium is corrected for that employee
 - If the payroll partner is not seeing the correction to the premiums, then they will need to create a case for DAS central payroll

Communications in process

Enterprise Communication was sent by DAS Tuesday June 6, regarding the Penalty Fee Reimbursement

- **Penalty Fee Reimbursement**

- To request reimbursement for bank overdraft fees incurred by an employee as the result of underpayment or overpayment of wages related to the transition to Workday Payroll, employees will need to complete the following:
- Complete the **Penalty Fee Reimbursement Request Form**, which can be found on the Statewide Accounting & Reporting Services website under Penalty Fee Reimbursement Resources: <https://www.oregon.gov/das/Financial/Acctng/Pages/Index.aspx>.
- **Attach the necessary documentation**; detail on necessary documentation is stated on the form. Please do not include any information other than what is outlined in the form to avoid any unnecessary sharing of personal information.
- **Submit the form and documentation** to your manager for approval.
- A separate Penalty Fee Reimbursement Request Form will need to be submitted for each month an employee is requesting reimbursement. For additional instructions on how to complete the form visit: <https://www.oregon.gov/das/Financial/Acctng/Pages/Index.aspx>.
- Managers who will be approving reimbursement request forms can find more information on the verification process on the Statewide Accounting & Reporting Services website under Penalty Fee Reimbursement Resources: <https://www.oregon.gov/das/Financial/Acctng/Pages/Index.aspx>.



Tax Support Reimbursement Request

- DAS will be sending a communication to the employees with mid-month pay regarding the Tax Reimbursement Request this week
- Employees that received a mid-month payroll will be able to request a reimbursement up to \$100 for professional tax services obtained for the tax year 2023
 - The Tax Support Reimbursement Request process will be shared with impacted employees and payroll partners as soon as it is finalized
 - There will be a form that needs to be completed by each employee requesting this reimbursement and there will be a timeframe for submitting requests for tax services consultation regarding taxes for 2023
 - Managers will need to review and submit the form and supporting documentation and payments will be disbursed once all documentation is complete and accurate

Agency Head Time Off Approver

- Agency Head Time Off Approver Role will be added as a security role
 - We have put in the role on the company
 - We have assigned individuals provided by Agency/Agency Head
 - Currently this role has no additional access or authority
 - Agency Security Partners should verify the individual verified is correct
 - Any corrections please submit a case as this is a centrally managed role
 - We are seeking volunteers from agencies assigned to this role to validate the user testing beginning next week
 - Notify us to volunteer by creating a case in Workday General Help
 - This is planned to roll out in production the first week of July following Workday Wednesday

Payroll Updates

June Mid-Month Payroll Processing is Friday June 9, 2023

- Mid-month BT cutoff is Tuesday, June 6 at 5pm
- All Time entered, submitted and approved by Thursday June 8 by 5pm will be processed on Mid-month payroll
- No Time Entry from 5pm June 8 to 8 am June 10
- No daily check processing June 9 and June 12

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 Tracking | Time Entered On a Holiday

Payroll Updates

- PEBB arrears Balance Transfers(BT) are on hold for now
 - When we resume there will be a new process communicated to agencies
- You can still send in BT's 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.
- 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 5-23-23.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

Case Management for Payroll

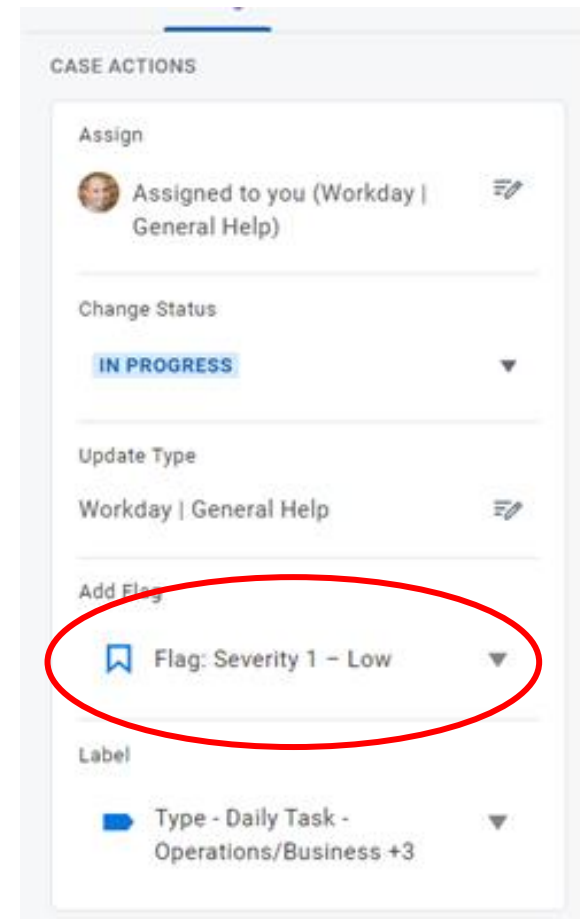
- To create a case:
 - Please use new case type: **Workday | Central Payroll Support**
 - Please **DO NOT** submit cases to Workday | Payroll Admin
 - OSPS.workday@das.oregon.gov automated response is setup on the inbox to direct you to open a ticket in case management
 - Central Payroll Team working 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# and employee name on all new cases
 - To help with research on reported issues please include as much detail and example of what you are seeing on your case including the name of the employee
 - Cases requesting a new Labor Cost Code should go to "Workday General Help"
 - Attach a completed "*LCC Request Template*"
 - PEBB related cases require the following:
 - Screenshots from PEBB Benefits for verification of benefits
 - Changes cannot be made without verifying PEBB Benefits
 - Start date and end date and proof they are in PEBB Benefits

Case Management Flag and Labels Update

- Case Management Process changes
 - 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
 - When cases are submitted to Central Payroll Support they will be assigned to an individual in Central Payroll Support and there will be categories and severity levels labeled on the case
 - Please be patient with the Central Payroll Support as we work through this new process for case research and resolution with new employees
- Below are the severity levels that can be assigned to cases:
 - Severity 1 – Low
 - Severity 2 – Medium
 - Severity 3 – High
 - Severity 4 – Critical
 - Severity Unassigned



The screenshot displays the 'CASE ACTIONS' menu in Workday. The menu items are: 'Assign' (Assigned to you (Workday | General Help)), 'Change Status' (IN PROGRESS), 'Update Type' (Workday | General Help), 'Add Flag' (Flag: Severity 1 - Low), and 'Label' (Type - Daily Task - Operations/Business +3). A red circle highlights the 'Add Flag' section, which shows a blue flag icon and the text 'Flag: Severity 1 - Low'.

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 Partner Resources

- Payroll Partner Resource Guide (Currently in approval process) will be shared on WD Drive with access to the trainings below and other payroll resources for payroll partners
- Payroll micro training slides and recordings uploaded to WD Drive :
 - **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!



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