

FREQUENT ERRORS REFERENCE GUIDE

1. Preventing duplicate records

- a. You **MUST** search the name of the worker by utilizing the category All of Workday or the Worker All Jobs - Report. If individual is already an employee or pre-hire, **DO NOT** create another pre-hire record. You will instead select the hire from “Existing Pre-Hire”.
 - i. If the worker already has a job on campus, you can Add Additional Job.
 - ii. If the worker is transferring to a new position, you will do a Change Job.
- b. Users can change account search default to automatically search all of Workday by following the steps below.
 - i. Go to My Account>Change Preferences>Search Preferences>All of Workday
 - ii. Search an employee by first few letters of first and last name in order to pull all possible variations of the employee’s name. Be aware of middle names and initials and nicknames when searching.

2. The Quickstart step is being skipped.

- a. Do **NOT** skip the Quickstart step. This is a To Do step within the Hire process. Even if you already know that the hire has a LSU and PAWS ID, you **MUST** complete the Quickstart step.
- b. If the hire is international and doesn’t have a SSN yet, a pseudo SSN can be generated in Quickstart.

3. Job Description is not attached and/or the description box is blank on the position.

- a. Be sure to add the Job Description into the Job Description Text Box, as well as attaching the Job Description in the Attachments or Documents section.

4. The title open text field has erroneous title.

- a. The title **MUST** be the same as the job profile. It is ok to add on identifier information at the end. Example: Graduate Assistant 1 - Equine Diagnostic Lab or Student - UREC Guest Services Desk.

5. A Student Worker or Graduate Assistant’s Full Time Effort is incorrect.

- a. During the fall and spring semesters, a student worker or GA’s full time effort (FTE) should never exceed 50 percent.
- b. Default weekly hours is changed to less than 40, causing an incorrect FTE of 100%. Default weekly hours should **NEVER** be changed. It is always 40 hours. Scheduled weekly hours should be changed to reflect accurate FTE.

6. Terminating a student or GA

- a. A student should be hired and onboarded once during their student employment career at LSU. We will no longer terminate students at the end of each semester.
- b. Continuations can be performed instead of terminating. You can do the continuation through a Change Job and select the reason code Change Job Details or Student- GA Conversion.

7. Selection of Annual Work Period (AWP)/Disbursement Plan Period (DPP), salary rate, pay frequency and/or end dates is incorrect.

a. For Graduate Assistants:

- i. If GA is semester only - 4/4 AWP/DPP**, salary must be monthly frequency with monthly amount. The compensation actual end date and employment end date must correspond with the semester dates which are 8/15/2016 through 12/14/2016. If ONLY the costing allocation end date is different than dates of the semester, a costing allocation end date must be entered on the costing ONLY.
- ii. If GA is academic year - 9/9 AWP/DPP**, salary must be annual frequency and annual amount. The compensation actual end date and employment end date must correspond with the academic year dates which are 8/15/2016 to 5/14/2017. If ONLY the costing allocation end date is different than dates of the academic year, a costing allocation end date must be entered on the costing ONLY.
- iii. If GA is fiscal, 12 month - 12/12 AWP/DPP**, salary must be annual frequency and annual amount. The compensation actual end date and employment end date must correspond with actual employment dates. If ONLY the costing allocation end date is different than the actual employment dates, a costing allocation end date must be entered on the costing ONLY.

b. Compensation Actual End Dates and Employment End Dates (position end date) must be the same. Costing allocation date can be different.

- i.** If you have a 9 month employee but their costing allocation is only valid through 12/14/16, the end date of the employment and compensation would still be 5/14. HOWEVER, the costing allocation would have an end date of 12/14/16. In December, costing would be adjusted through “maintain costing allocation” to update accordingly.
- ii.** DO NOT change defaulted fields, i.e. frequency, compensation guidelines, etc. These fields are defaulted from the job profile selected and editing such defaults will result in errors.
- iii.** Fixed terms employees (GA’s Transients and WAE’s) MUST have a compensation actual end date and an employment end date (position end date.) You may be able to continue them, however the employment and compensation must always have an end date. Students who are graduating can have an end date as well.

8. Entering in the incorrect employee type for GA’s

- a.** When creating a job requisition), make sure you are entering the correct values for a graduate assistantship. Select a GA or A TA profile and in the worker sub-type, select Graduate Assistant – Fixed Term.

9. Faculty Continuations & Appointments

- a.** If the position is not in Workday, the Create Position, Create Job Requisition and Hire steps will all be required.
 - i.** Erroneous selection of Annual Work Period/Disbursement Plan Period, salary rate, pay frequency.
- Academic Employees:**

- ii. **If employment is for 12 months**, AWP/DPP should coincide with the effective date of the appointment. i.e., effective date 8/1, AWP/DPP should be August to July.
 - iii. Frequency will be ANNUAL for everyone, except one semester only (4/4) appointments. i.e., an academic year appointment will still have the ANNUAL frequency, not 9 month. 9 month or 10 month frequency will not pay the individual correctly and have been created for specific positions only.
 - b. Check the Employee Compensation Status Report and/or Compensation Ending Within Date Report **weekly** to see who may have costing, compensation and/or employment (position) end dates. This should be run regularly. NOTE: if “O” compensation or you see an actual compensation end date, the employee WILL NOT be paid!
 - c. Professorships did not convert in Workday. To apply or continue a professorship, you must add or update the academic appointment for that individual.
- 10. For Continuations of Professional Employees, the wrong reason code is being selected.**
- a. A Change Job must be done for Continuations using the reason code Change Job Details to ensure it goes to Payroll.
- 11. The Default Weekly Hours are being changed.**
- a. **NEVER** change the Default Weekly hours. It should always remain 40. You will change the Scheduled Weekly hours to match the workers weekly hours.
 - b. If the defaulted weekly hours were changed, it will not show the correct full time effort (FTE).
- 12. Missing company service date**
- a. This is the date of the most recent hire. This is not being entered and is required.
- 13. Benefits service date entered incorrectly.**
- a. If appointment is less than 120 days, enter benefits service date of final date of employment.
 - b. If appointment is more than 120 days, leave blank.
- 14. If using a pseudo SSN (Ex. 999 number), new SSN is not being entered**
- a. The valid SSN must be entered ASAP as it will delay benefits enrollment.
 - b. The Pseudo SSN must then be entered in the next step, **Edit Government IDs**. Do not enter the student’s international ID or passport instead of the pseudo SSN.
- 15. Time off service date entered incorrectly.**
- a. If eligible to accrue, enter date of appointment (or when they become eligible i.e. WAE to permanent appointment).
 - b. If not eligible to accrue, leave blank.
- 16. Onboarding Information is not completed.**

- a. Onboarding information must be complete! Visa information is not being entered. Personal information such as gender, DOB, etc. not being entered. Candidate must select citizenship status

17. Unable to see comments in a process.

- a. If you are not seeing comments, you must review the process tab.

18. Unable to Cancel a Transaction in Progress

- a. Click on **Related Actions Icon** off the BP you want to cancel, hover over **Business Process** and select **Cancel**. You can find your transaction in one of the following places:
 - i. **Your Archive:** locate the original action submitted, click Process.
 - ii. **In Worker History Tab:** In the student's profile, look for your transaction to cancel.
 - iii. **In the Staffing Tab:** For hires, requisitions and position creations in process, search for your transaction in the Staffing Tab of your Supervisory Organization you created your position in.