



DPSCS - Researching Pay and Time Issues Quick Reference Guide

Questions for employees reporting incorrect pay or a paycheck that is short hours worked:

1. Why do you suspect a shortage of pay?
2. Where did you see the incorrect hours, or pay?
 - On the Pay Advice statement on POSC (hours, gross amount or net amount)?
 - On the completed timesheet for the pay period in Workday?
 - In your bank deposit amount? (Net pay)

Payroll Partner: Check the Gross Pay for the Payroll Period End (PPE) in question in Workday and compare to the Central Payroll Bureau (CPB) check Registry Gross Pay. If the amounts are the same, you know that CPB paid the amount Workday calculated.

Timekeeper/Payroll Partner: Check the employees **Pay Group** on the employee's Workday Profile under the Pay tab. The Pay Group must have the word "internal" in the Pay Group Name for pay results to be sent to CPB.

Timekeeper/Payroll Partner: Check to see if the employee's timesheet has any unpaid leave hours for this period using the **Review time by week for Worker**.

Timekeeper/HRC: Check to see if the employee had any Leave of Absence events during the pay period(s) in question; you can check this by looking at the **Time Off and Leave tab and/or Worker History**. Check the effective date of the Leave of Absence and the effective date of the Return from the Leave of Absence. If there is no return from the Leave of Absence, this could impact the pay results.

3. For employees reporting no pay check or \$0 pay:

HRC/Timekeeper: If this is a new or recent employee, check the date of the HR event "Hire" in Workday to see when the hire would have been sent to CPB. Refer to the CPB/SPS Processing schedule to see the deadline dates and file dates to CPB.

HRC: Check to see if there was some HR event (Move Worker, Transfer, Termination, etc.) that would have caused an interruption in pay. Rescinded Hires or Assign Pay Group events could cause no pay situations.

Timekeeper/Payroll Partner: Check the employees **Pay Group** on the employee's Workday Profile under the Pay tab. The Pay Group must have the word "internal" in the Pay Group Name for pay results to be sent to CPB.

Timekeeper/HRC: Check to see if the employee had any Leave of Absence events during the pay period(s) in question; you can check this by looking at the **Time Off and Leave tab and /or Worker History**. Check the effective date of the Leave of Absence and the effective date of the Return from the Leave of Absence. If there is no return from the Leave of Absence, this could affect the pay results.



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Researching and Explaining Pay Results

Go to the employee's Pay Results tab

Click on the magnifying glass icon on the left-hand side of the row on the pay period you want to look at
Notes:

- anything that is in () is a negative amount to be taken back from the employee's previous pay
- the Retro Pay column only shows up if there was some retro calculation from a previous pay period in these results
- if there is retro pay in () look for another row that is for the same date range and pay type that will offset the negative amount due to a retro adjustment on the timesheet
- If there are too many rows you can export to Excel to look at the details more clearly with the filter
- if you want to see all the dates and time and amounts for each day in the pay results, click on the **Time Entry tab**, you can export to Excel to look at the details more clearly with the filter
- when there is a Leave of Absence event involved, look for two pay results rows for the same date pay period

If you see the 8 and 80 Difference in the first column and there is a dollar amount on that row, you will know that this employee's timesheet was not completed on time and we made up the difference in pay for 80 hours. The calculation for this difference is:

80 hours – leave without pay hours - (regular hours, overtime hours, paid leave hours) = Difference to be added to the employee's pay

For example:

| | Wed | Thurs | Fri | Sat | Sun | Mon | Tue | Reg | OT |
|--------|-----|-------|-----|-----------------|-----|-----|-----|-----|----|
| Week 1 | 12 | 12 | 12 | 12 | WL | WL | WL | 32 | 16 |
| Week 2 | 12 | 8 | 8 | No Time Entered | WL | WL | WL | 24 | 4 |

In the above example the employee has 56 regular hours (approved), 20 overtime hours (approved) than the employee would get a difference of 4 hours of pay.

Once the employee's time sheet for Saturday is fully completed and approved a retro calculation will take away the difference of pay and pay 64 regular and 20 over time hours as shown below.

| | Wed | Thurs | Fri | Sat | Sun | Mon | Tue | Reg | OT |
|--------|-----|-------|-----|-----|-----|-----|-----|-----|----|
| Week 1 | 12 | 12 | 12 | 12 | WL | WL | WL | 32 | 16 |
| Week 2 | 12 | 8 | 8 | 8 | WL | WL | WL | 32 | 4 |