

—SPS ALERT—

Special Alert 178: All Workday Roles

Release date: 7/15/2021

Special Alert:

SPS-Workday is experiencing some issues with reporting. We, and Workday, are aware of the issues and are investigating. Please **do not** submit an SPS Support ticket for this issue.

Please **do not** rerun reports that have failed. We will let you know when you will be able to rerun your reports.

Also, be aware that other events may take longer to process. Please make sure you are not processing the same events over again, wait for each event to go to the next step and check the Worker History if you are unsure of what has been completed.

Thank you for your cooperation and patience.

SPS Special Alert 178

UPDATE:

All Workday Roles

Release date: 7/15/2021

Special Alert:

We are continuing to investigate the report run issues we experienced today. Please remember the following if you are running reports:

- Please make sure your date range is appropriate for the data you need, check the dates are not back to 2020 or 2019 if this is not what you need. Longer date ranges will cause the report to run for a long time.
- Please select "Notify Me Later" when that option comes up. This means that it will take some time for the report to complete. You should never leave the report running without clicking "Notify Me Later".
- Please do not run the same report again and again, if it does not complete right away or if you have selected the "Notify Me Later". This will create a backlog of reports and will cause delays.
- If you are running SPMS Time and/or Payroll reports, please run them for one pay period at a time.

Please put in a SPS ticket if your report does not finish, include the name of the report, the date range, the time you started the report and if you selected "Notify Me Later" for the report.

We apologize for any inconvenience. Thank you for your continued cooperation.
