Workday Integration

Troubleshooting Guide

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Authorizations and Amendments History

Version	Authored	Remarks	Next Review Date
1.3	Revan Nanaware Carmen Wiedmann	Added Global Payroll Reconciliation FAQ section	
1.2	Revan Nanaware Carmen Wiedmann	Added Global Payroll Reconciliation	
1.0	Jyothi Pujari	Created the Original Document	As Required

Table of Contents

Terminology

Term	Definition
EDI	Event Driven Integration
G2	GlobalView Gateway
GlobalView	GlobalView
Integration System	The object in Workday that is used to store the configuration for integration such as Cloud Connect for 3rd Party Payroll.
LSLD	During PECI processing the "*Last Successful Run Date*" value is updated as the GlobalView *Last Successful Load Date* allowing Global Payroll Reconciliation to extract the correct employee changes for pay period comparisons.
LSRD	PECI "*Last Successful Run Date*" links the files' content to the PECI creation date.
MULESOFT	Integration platform used for connecting different applications and invoking TALEND jobs
PECI	**P**ayroll **E**ffective **C**hange **I**nterface is a standard extract provided by Workday in XML format. This extract is transformed in G2 by GlobalView® using Talend as middle ware.
PICOF	**P**ayroll **I**nterface **C**ommon **O**utput **F**ile - Workday Payroll Connector Interface File
Reconciliation	The Global Payroll Reconciliation reduces the manual effort spent keeping Workday and GlobalView systems in sync. GlobalView changes for a specific pay period are sent to Workday enabling the display of differences in employee headcount and in field values.
TALEND	Data Transformation Tool used as the middleware to convert the PICOF to G2

Overview

This Trouble shooting guide covers frequently encountered errors in Workday-GlobalView Integration, along with the suggested resolutions to resolve them. Scenarios where the proposed resolution doesn't yield successful results, or if an error occurs which is not documented in this guide, submit an Internal Product Ticket in CRM and assigned the ticket to the Workday Integration Product Development Team (3884) including all the pertinent details of the error.

The errors are classified as below based on the phase, at which they occur for easy reference.

- Workday Integration Errors, such as file extraction errors occurring in Workday.
- Integration File Transformation: Middleware (Mulesoft or Talend) Errors
- Upload Issues: G2 Errors

This document also includes
- ❖ Quick links to the Documentation for further reference
- ❖ Links to various Job-Aid slide decks that are helpful in configuring and preparing the GlobalView environment for a Workday Client.
- ❖ Answers to a list of Frequently Asked Questions (FAQs)

Scope

This document, though covers the errors that occur in various phases of GlobalView Workday Integration, majorly focuses on the errors that might arise at GlobalView side, for example, while processing TALEND job or relevant errors that occur while uploading G2 file.

Please contact Workday Implementation partners for extra support at Workday end and ADP's Workday Integration team (3884) for any assistance regarding PECI/PICOF transformation and G2 file uploading.

PECI/PICOF INTEGRATION ERRORS

This section covers known errors that might occur during either PECI or PICOF extraction at Workday. All the resolutions suggested here require re-running the Integration to extract a corrected PICOF. If you encounter any other errors other than the ones listed here, suggested to contact Workday Implementation partners for the resolution.

Another good resource is: Workday and ADP Global Payroll technical integration setup

1. SFTP ERROR

There has been an SFTP error that did not allow for delivery of the file or there were file level errors where the process was aborted in Workday.

✓ **SUGGESTED RESOLUTION**

If the file was extracted but not successfully sent to ADP: Create an Internal Ticket in CRM assigned to team 9 with the following information

- Client and ADP target landscape system (PQx or PPx, etc.)
- File name of the extract

If there was a problem extracting the file there is an Integration System Instance issue: Re-run the integration manually using Primary Integration System. Have the Workday Administrator use **Last Successful Run** to recreate the file. This is the date time that was used for the Last Successful Run for the file that is being recreated.

2. FILE LEVEL EXTRACT ERROR

There has been a file level import failure by WD-GlobalView connector.

✓ **SUGGESTED RESOLUTION**

Integration System Instance: Re-run the integration using Secondary Integration System

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CRITERIA

- **Pay Group Members** – Since the intent is to recreate the entire file exactly as it was before (except for any corrections made in Workday for data related issues), the Pay Group Members may be blank. Workday will then include all members of the pay group by default.

- **Exclude Members/Only Include Members** – Defaults to "Only include specified members" which is used in conjunction with the prior criteria to include all pay group members.

- **Last Successful Run** – This is the date time that was used for the Last Successful Run for the file that is being recreated. You can find this on the Integration Events for the file when it was originally generated.

- **Basic Staffing Transaction Log Types** – This may be left blank as it is desired to present the transactions detected by change detection and not force a transaction type.

- **Change Detection** – Choose the option of "Automatically select appropriate behavior based on date of last successful run". This is the default if left blank.

Example

3. RECORD LEVEL EXTRACT ERROR

There has been a record level import failure by WD-GlobalView connector or record level validation error in Workday. For example, mandatory missing fields during an extract will trigger this error condition.

✓ **SUGGESTED RESOLUTION**

Integration System Instance: Re-run the integration using Secondary Integration System

CRITERIA

- **Pay Group Members** – Each pay group member that had an error should be selected.
- **Exclude Members/Only Include Members** – Defaults to "Only include specified members" which is used in conjunction with the prior criteria to include all pay group members.
- **Last Successful Run** – This is the date time that was used for the Last Successful Run for the file that is being recreated. You can find this on the Integration Events for the file when it was originally generated.
- **Basic Staffing Transaction Log Types** – This may be left blank as it is desired to present the transactions detected by change detection and not force a transaction type.
- **Change Detection** – Choose the option of "Automatically select appropriate behavior based on date of last successful run".

EXAMPLE

4. WORKDAY FILE DOES NOT REACH ADP

There has been PECI/PICOF file sent by Workday to GlobalView but the file did not reach the PUT folder.

✓ **SUGGESTED RESOLUTION**

GlobalView: Open an Internal Product Ticket in CRM and assigned the ticket to ITS Operations (Team 9) and investigate if there is an issue with the SFTP setup. <check if there is more info in Rob's document.>

Integration File Transformation & Upload Issues

This section lists various errors encountered while transforming the Workday xml file into a G2 file and explains the suggested solution to each of them.

5. FILE NAMING CONVENTION ERROR

The Workday XML file is placed into the GlobalView /PUT directory, but the file is not picked up by the Daily scheduled WDI – Batch automation program.

✓ **PROBABLE REASON**

There could be an issue with Workday XML file name.

Batch automation program expects the Workday XML file name exactly as per the below naming convention otherwise the Batch automation program job will reject that file.

Naming Convention:

WDI_SIDCCC_YYYYMMDDHHMMSS_LLRRRR_XXXX01_DUT8G2I.SAP

WDI	→ Workday Integration
SID	→ System ID
CCC	→ GlobalView Client Number
YYYYMMDD	→ File Transfer Date
HHMMSS	→ File Transfer Time
LL	→ ISO Two Char Country Code
RRRR	→ Client Source point code: source point WDAY for PICOF or PECI for PECI
XXXX	→ Data Type Code (HRMD or TIME)
01	→ Sequence Number
D	→ Run ID; D = Daily
UT8	→ File Data Encoding (Workday will send only the UTF-8 file)
G2I	→ File type; G2I = G2 Interface File

✓ **SUGGESTED RESOLUTION**

Workday: Please contact Workday Implementation partner to rerun the Integration to generate Workday XML file with the correct naming convention.

6. JOB DID NOT PICKUP WORKDAY XML FILE

The Workday XML file with the correct naming convention (see above) is placed into the GlobalView /PUT directory but the file is still not picked up by the scheduled WDI – Batch automation program.

✓ **PROBABLE REASON**

Further investigation is needed to find out the issue.

✓ **SUGGESTED RESOLUTION**

GlobalView: Contact GlobalView Product Development (Team 3884) via CRM to find out the root cause for the issue and provide a fix. Thereupon the Consultant team can run the single File transformation program to generate the G2 interface file.

   ✓ **SUGGESTED RESOLUTION**

Create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o   Client and system (PQx or PPx)

o   Workday XML file name

Alternately, load the file manually using the Single File Processor utility.

7. APPLICATION SERVER ERROR

```
Inbound Integration Batch File Processor

🏠 Track File Conversion Process


Customer name          : ADP TEMPLATE
Input DIR name         : /interfaces/TD3/GVE002/put/
Batch Variant          : ID TEST
Process ID             : 201708300535079i6A4P
Run Date / Time        : 30.08.2017 / 05:35:07
Run Id                 : D    - Daily General Data Load (All Rec Types)
Batch Group            : GENR - Generic Common Group
Run Type               : Production Run


SL No  Integration File name                                 Status

  1    WDI_TD3002_201708817011910_IDPECI_HRMD01_DUT8G2I.SAP  This File was already loaded
  2    WDI_TD3002_201708817011930_IDPECI_HRMD01_DUT8G2I.SAP  This File was already loaded
  3    WDI_TD3002_201708817021920_IDPECI_HRMD01_DUT8G2I.SAP  Submitted to MULE For Processsing


                     Integration Files for Transformation  - Summary


Inbound File Name     WDI_TD3002_201708817021920_IDPECI_HRMD01_DUT8G2I.SAP
Process Run ID        201708300535079i6A4F
Process Date          30.08.2017
Process Time          05:35:07
Country               Indonesia
Mule Response Id
Mule Process Status   ERROR
Status Text           Connection Broken
```

Load summary report can be used to know more details about the issue:

1. Take the Process Run ID from the batch file processor output
2. Navigate to ZCON' → Utilities → ZTADP_M99_CON_LOADRC - Load Summary Report
3. Input the Process Run ID in the Process ID field
4. Click execute.

MNC Integration - Load Summary Report

Period Selection

Processing Date		to	
Processing Time	00:00:00	to	00:00:00

Data Selection

Country	
Process ID	201708300535079i6...
Mulesoft Transaction ID	
Solution	
Source File Name	
User Name	
G2 Load ID	
File Process Status	
Initiation Trigger	

Workday Integration File Load Summary Report

Refresh

Run Id	Integration File Name	G2 File Name	Status	Status Description
201708300535079i6A4P	WDI_TD3002_20170817021920_IDPECI_HRMD01_DUT8G2I.SAP		ERROR	Connection Broken

Mule Request & Response | File Conversion Log | G2 Log

Integration Solution	:	WD PECI
Country	:	Indonesia
Sender System	:	globalview-rddev
MULE Response ID	:	
Status	:	ERROR
Status Description	:	\<html>\<head>\<title>Application Server Error\</title>##\<style type="text/css">##bo

A Mule error occurred when the Workday XML file was due to internal connection issues, for example a connection with the ADP GlobalView server.

- ✓ **PROBABLE REASON**

  Connection error at MULE, this might be because of MULE application downtime.

- ✓ **SUGGESTED RESOLUTION**

  Create an Internal Product Ticket in CRM assigned to team 3884 with the following information
  - o   Client and system (PQx or PPx)
  - o   Workday XML file name

8. METHOD NOT ALLOWED

Inbound Integration Batch File Processor

Track File Conversion Process

```
Customer name       : ADP TEMPLATE
Input DIR name      : /interfaces/TD3/GVE002/put/
Batch Variant       : ID TEST
Process ID          : 20170830050150Qi25pa
Run Date / Time     : 30.08.2017 / 05:01:50
Run Id              : D    - Daily General Data Load (All Rec Types)
Batch Group         : GENR - Generic Common Group
Run Type            : Production Run
```

SL No	Integration File name	Status
1	WDI_TD3002_20170817011910_IDPECI_HRMD01_DUT8G2I.SAP	This File was already loaded
2	WDI_TD3002_20170817011930_IDPECI_HRMD01_DUT8G2I.SAP	This File was already loaded
3	WDI_TD3002_20170817021920_IDPECI_HRMD01_DUT8G2I.SAP	Submitted to MULE For Processsing

Integration Files for Transformation - Summary

Inbound File Name	WDI_TD3002_20170817021920_IDPECI_HRMD01_DUT8G2I.SAP
Process Run ID	20170830050150Qi25pa
Process Date	30.08.2017
Process Time	05:01:50
Country	Indonesia
Mule Response Id	
Mule Process Status	ERROR
Status Text	Method Not Allowed

A Mule error occurs when the Workday XML file is submitted not due to a connection issue but possibly an issue in MULE application.

✓ **PROBABLE REASON**

   MULE is not responding, there might be issue in Main MULE application.

✓ **SUGGESTED RESOLUTION**

   MULE Environment: Contact Product Development (Team 3884) via CRM ticket to identify the root cause. Then product team will check the MULE application

9. INVALID XML input data

Inbound Integration Batch File Processor

🔒 Track File Conversion Process

```
Customer name          : ADP TEMPLATE
Input DIR name         : /interfaces/TD3/GVE002/put/
Batch Variant          : ID TEST
Process ID             : 20170830051811o42BmV
Run Date / Time        : 30.08.2017 / 05:18:11
Run Id                 : D    - Daily General Data Load (All Rec Types)
Batch Group            : GENR - Generic Common Group
Run Type               : Production Run
```

SL No	Integration File name	Status
1	WDI_TD3002_20170817011910_IDPECI_HRMD01_DUT8G2I.SAP	Submitted to MULE For Processsing
2	WDI_TD3002_20170817011930_IDPECI_HRMD01_DUT8G2I.SAP	NEW
3	WDI_TD3002_20170817021920_IDPECI_HRMD01_DUT8G2I.SAP	NEW

Integration Files for Transformation - Summary

```
Inbound File Name    WDI_TD3002_20170817011910_IDPECI_HRMD01_DUT8G2I.SAP
Process Run ID       20170830051811o42BmV
Process Date         30.08.2017
Process Time         05:18:11
Country              Indonesia
Mule Response Id
Mule Process Status  ERROR
Status Text          Invalid XML input data
```

Load summary report can be used to know more details about the issue:

Step1: Take the Process ID from the batch file processor output

Step2: Go to T-code 'ZTADP_M99_CON_LOADRC' and provide the process ID and execute.

MNC Integration - Load Summary Report

Period Selection

Processing Date		to	
Processing Time	00:00:00	to	00:00:00

Data Selection

Country	
Process ID	20170830051811o42...
Mulesoft Transaction ID	
Solution	
Source File Name	
User Name	
G2 Load ID	
File Process Status	
Initiation Trigger	

MNC Integration - Load Summary Report

Total number of files processed – 1
Number files errored - 1

Run Id	Process Start Date	Process Start Time	Process End Date	Process End Time	Job Name	Status	Status Description
20170830051811o42BmV	30.08.2017	05:18:11		00:00:00	Manual Process	ERROR	Invalid XML input data

Step3: Double click on the Run Id.

Workday Integration File Load Summary Report

Run Id	Integration File Name	G2 File Name	Status	Status Description
20170830051811o42BmV	WDI_TD3002_20170817011910_IDPECI_HRMD01_DUT8G2I.SAP		ERROR	Invalid XML input data

Mule Request & Response | File Conversion Log | G2 Log

Integration Solution	:	WD PECI
Country	:	Indonesia
Sender System	:	globalview-rddev
MULE Response ID	:	
Status	:	ERROR
Status Description	:	`<?xml version='1.0' encoding='UTF-8'?>#<RESPONSE># <MESSAGE>Invalid XML input d`

✓ **PROBABLE REASON**

There is an issue in Workday XML File, for example the file may be incomplete, or have invalid data.

✓ **SUGGESTED RESOLUTION**

Integration System Instance: Re-run the integration to receive the proper Workday XML File with complete data.

10.   HTTP CALL SETTINGS ERROR:

```
Customer name          : ADP TEMPLATE
Input DIR name         : /interfaces/TD3/GVE002/put/
Batch Variant          : ID TEST
Process ID             : 20170830055344KtfTFF
Run Date / Time        : 30.08.2017 / 05:53:44
Run Id                 : D    - Daily General Data Load (All Rec Types)
Batch Group            : GENR - Generic Common Group
Run Type               : Production Run
```

SL No	Integration File name	Status
1	WDI_TD3002_20170817011910_IDPECI_HRMD01_DUT8G2I.SAP	This File was already loaded
2	WDI_TD3002_20170817011930_IDPECI_HRMD01_DUT8G2I.SAP	Submitted to MULE For Processsing
3	WDI_TD3002_20170817021920_IDPECI_HRMD01_DUT8G2I.SAP	NEW

Integration Files for Transformation - Summary

Inbound File Name	WDI_TD3002_20170817011930_IDPECI_HRMD01_DUT8G2I.SAP
Process Run ID	20170830055344KtfTFF
Process Date	30.08.2017
Process Time	05:53:44
Country	Indonesia
Mule Response Id	
Mule Process Status	ERROR
Status Text	HTTP call settings error

Load summary report can be used to know more details about the issue:

Step1: Take the Process ID from the batch file processor output

Step2: Go to T-code 'ZTADP_M99_CON_LOADRC' and provide the process ID and execute.

Workday Integration File Load Summary Report

Run Id	Integration File Name	G2 File Name	Status	Status Description
20170830055344KtfTFF	WDI_TD3002_20170817011930_IDPECI_HRMD01_DUT8G2I.SAP		ERROR	HTTP call settings error

Mule Request & Response | File Conversion Log | G2 Log

Integration Solution	:	WD PECI
Country	:	Indonesia
Sender System	:	globalview-rddev
MULE Response ID	:	
Status	:	ERROR
Status Description	:	Http Destination Not Found

✓ **PROBABLE REASON**

There is an issue in the *http* call, might be because of the incorrect http configurations between SAP and Mulesoft.

✓ **SUGGESTED RESOLUTION**

GlobalView Environment: Contact Product Development (Team 3884) via CRM ticket then Product team will check the http connection configuration between SAP and Mulesoft.

11. Runtime Exception. Please Contact Administrator:

Inbound Integration Batch File Processor

🏠 Track File Conversion Process

```
Customer name         : ADP TEMPLATE
Input DIR name        : /interfaces/TD3/GVE002/put/
Batch Variant         : PL TEST
Process ID            : 201708300828398QKLqe
Run Date / Time       : 30.08.2017 / 08:28:37
Run Id                : D    - Daily General Data Load (All Rec Types)
Batch Group           : GENR - Generic Common Group
Run Type              : Production Run
```

SL No	Integration File name	Status
1	WDI_TD3002_20170818030919_PLPECI_HRMD13_DUT8G2I	Input file doesnot satisfy naming convenstion
2	WDI_TD3002_20170830011910_PLPECI_HRMD01_DUT8G2I.SAP	Submitted to MULE For Processsing

Integration Files for Transformation - Summary

Inbound File Name	WDI_TD3002_20170830011910_PLPECI_HRMD01_DUT8G2I.SAP
Process Run ID	201708300828398QKLqe
Process Date	30.08.2017
Process Time	08:28:39
Country	Poland
Mule Response Id	
Mule Process Status	ERROR
Status Text	Runtime Exception. Please Contact Administrator

Load summary report can be used to know more details about the issue:

Step1: Take the Process ID from the batch file processor output

Step2: Go to T-code 'ZTADP_M99_CON_LOADRC' and provide the process ID and execute.

Workday Integration File Load Summary Report

Run Id	Integration File Name	G2 File Name	Status	Status Description
2017083008283398QKLqe	WDI_TD3002_20170830011910_PLPECI_HRMD01_DUT8G2I.SAP		ERROR	Runtime Exception. Please Contact Administrator

Mule Request & Response | File Conversion Log | G2 Log

Integration Solution	:	WD PECI
Country	:	Poland
Sender System	:	globalview-rddev
MULE Response ID	:	
Status	:	ERROR
Status Description	:	<?xml version='1.0' encoding='UTF-8'?>#<RESPONSE># <MESSAGE>Runtime Exception.

✓ **PROBABLE REASON**

Issue in processing the request at MULE, this might be due to

1. Either missing request parameters to MULE,

2. Or input file is blank.

✓ **SUGGESTED RESOLUTION**

MULE Environment: Contact Product Development (Team 3884) via CRM ticket to identify the root cause. If it is related to missing parameters, then Product Development fixes the error and or if it is related to blank input file then it will be removed from input directory with the help of ITS team.

12.　　Error in reading the file:

NOTE: the example below is to demonstrate the SAP UI with an error but not necessarily the error "Error in reading file name".

Inbound Integration Batch File Processor

📂 Track File Conversion Process

```
Customer name          : ADP TEMPLATE
Input DIR name         : /interfaces/TD3/GVE002/put/
Batch Variant          : PL TEST
Process ID             : 2017083006110191vHDh
Run Date / Time        : 30.08.2017 / 06:11:01
Run Id                 : D   - Daily General Data Load (All Rec Types)
Batch Group            : GENR - Generic Common Group
Run Type               : Production Run
```

SL No	Integration File name	Status
1	WDI_TD3002_20170818030919_PLPECI_HRMD13_DUT8G2I	Input file doesnot satisfy naming convenstion
2	WDI_TD3002_20170830011910_PLPECI_HRMD01_DUT8G2I.SAP	Submitted to MULE For Processsing

Integration Files for Transformation - Summary

```
Inbound File Name    WDI_TD3002_20170830011910_PLPECI_HRMD01_DUT8G2I.SAP
Process Run ID       2017083006110191vHDh
Process Date         30.08.2017
Process Time         06:11:01
Country              Poland
Mule Response Id
Mule Process Status  ERROR
Status Text          Error in reading the file
```

✓ **PROBABLE REASON**

If the file name has already been verified as following the expected naming convention this error may occur due to various reasons like

- file encoding is not correct,
- incompatibility with file format, for example ANSI instead of UTF8
- or file is not available due to other issues.

✓ **SUGGESTED RESOLUTION**

GlobalView Environment: Contact Product Development (Team 3884) via CRM ticket to identify the root cause. If it is related to file reading then Product Development fixes the error with the help of ITS Team.

13.   FILE LEVEL ERROR IN TALEND JOB

The Workday file has been submitted to Talend transformation job and file transformation is completed with file level ERROR. File conversion log can be viewed through Load summary report. If there are any TALEND errors, refer transformation log for more details.

Workday Integration File Load Summary Report

Refresh

Run Id	Integration File Name	G2 File Name	Status	Status Description
20170830102621X68ZEV	WDI_TD3002_20170830055150_MYWDAY_HRMD15_DUT8G2I.SAP		ERROR	java.lang.RuntimeException: Error occured in talend job (javax.script.ScriptExce

Mule Request & Response | File Conversion Log | G2 Log

```
Setting a value for the key "CountryName" has failed. Error message: null
Exception in component tMap_1
java.lang.NullPointerException
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tFileInputXML_2Process(RUN_PICOF_G2.java:19566)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tFileInputXML_1Process(RUN_PICOF_G2.java:18315)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tJava_4Process(RUN_PICOF_G2.java:9842)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tXSDValidator_1Process(RUN_PICOF_G2.java:9731)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tJava_3Process(RUN_PICOF_G2.java:9486)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tJava_2Process(RUN_PICOF_G2.java:9337)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.tPrejob_1Process(RUN_PICOF_G2.java:9218)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.runJobInTOS(RUN_PICOF_G2.java:36845)
    at wdi_g2_di_all.run_picof_g2_0_1.RUN_PICOF_G2.runJob(RUN_PICOF_G2.java:36207)
    at com.adp.mncpd.mule.util.TalendInvoker.onCall(TalendInvoker.java:69)
    at org.mule.model.resolvers.CallableEntryPointResolver.invoke(CallableEntryPointResolver.java:46)
    at org.mule.model.resolvers.DefaultEntryPointResolverSet.invoke(DefaultEntryPointResolverSet.java:36)
    at org.mule.component.DefaultComponentLifecycleAdapter.invoke(DefaultComponentLifecycleAdapter.java:346)
    at org.mule.component.AbstractJavaComponent.invokeComponentInstance(AbstractJavaComponent.java:82)
    at org.mule.component.AbstractJavaComponent.doInvoke(AbstractJavaComponent.java:73)
    at org.mule.component.AbstractComponent.invokeInternal(AbstractComponent.java:120)
    at org.mule.component.AbstractComponent.access$000(AbstractComponent.java:55)
    at org.mule.component.AbstractComponent$1$1.process(AbstractComponent.java:236)
    at org.mule.execution.ExceptionToMessagingExceptionExecutionInterceptor.execute(ExceptionToMessagingExceptionExecutionIntercepto
    at org.mule.execution.MessageProcessorNotificationExecutionInterceptor.execute(MessageProcessorNotificationExecutionInterceptor.
    at org.mule.execution.MessageProcessorExecutionTemplate.execute(MessageProcessorExecutionTemplate.java:44)
    at org.mule.processor.BlockingProcessorExecutor.executeNext(BlockingProcessorExecutor.java:88)
    at org.mule.processor.BlockingProcessorExecutor.execute(BlockingProcessorExecutor.java:59)
    at org.mule.processor.chain.DefaultMessageProcessorChain.doProcess(DefaultMessageProcessorChain.java:80)
    at org.mule.processor.chain.AbstractMessageProcessorChain.process(AbstractMessageProcessorChain.java:74)
```

✓ **PROBABLE REASON**

File Level errors in TALEND can occur due to various reasons like due to TALEND environment setup issues like missing server directories, missing XML configuration file or error in the TALEND job and even incomplete file loads. Further investigation is needed to find out the issue.

✓ **SUGGESTED RESOLUTION**

GlobalView Environment: Contact Product Development (Team 3884) via CRM ticket to identify the root cause. If it is related to missing directories or Talend job errors then Product Development fixes the error with the help of ITS Team.

Most of the times, by looking at Talend transformation log it is possible to determine if the issue is related to configuration.

14. MISSING SUPPLEMENTAL G2 FILE ERROR

In an In-Country Transfer scenario, Talend has generated only one G2 file and did not generate the Supplemental G2 file with IT709/IT0032 record.

✓ PROBABLE REASON

GlobalView: There might be an issue with the GlobalView ZCON configuration.

✓ SUGGESTED RESOLUTION

GlobalView: Configuration as specified below is required for In-Country transfer solution

- The PCO value mapping for Staffing_Event must be mapped to 10 (Termination) and PCI to 01 (Hiring).

Country Grouping	25			
WDI Field Name	Action_Type			

Value Transformation				
Condition Code	Seq...	WorkDay Value	GV/GVS Mapping Value	
	1	HIR	01	
	3	PCO	10	
	5	REH	12	
C25_Employment_StatusA	2	PCI	01	
C25_Employment_StatusA	4	PGI	02	
C25_Employment_StatusT	6	TRM	10	

- Or, for PECI the ZCON switch TERMHIRE or ZCON constant TERMHIRE_SWITCH (PICOF) is not defined.
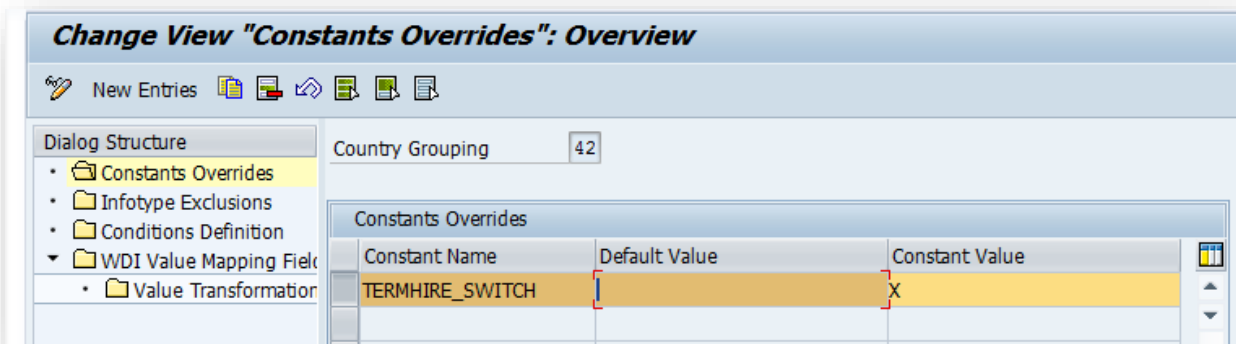
✓ **ADDITIONAL RESOURCES**

Please read the complete Configuration requirement for this scenario in Consultant Guide under '*Design Decisions → In-Country Transfers*' section.

15. TRANSFORMATION ERRORS IN TALEND

The PICOF file transformation has been completed successfully and output G2 file is generated. However there are some record level transformation errors due to which specific records are not loaded or loaded with errors.

✓ **PROBABLE REASON**

GlobalView: The record level transformation errors mostly occur due to the below reason.

- Value transformation is not maintained or wrongly maintained for specific entities in GlobalView configuration environment.

✓ **SUGGESTED RESOLUTION**

GlobalView: Highly recommended to refer Consultant Guide and setup the configuration appropriately.

Note: Be sure to re-generate the XML configuration file and run the single File transformation program to generate the G2 interface file.

G2 FILE ERRORS

This section focuses on highlighting the specific errors related to Workday Integration that might occur in G2 upload along with plausible fix in Workday to overcome them. However, this section does not include all possible G2 errors. If you encounter any error which is not listed here, it is suggested to raise a CRM ticket to G2 team (Team 3120) with specific issue description for their appropriate action.

16.   JOB DID NOT PICK UP G2 FILE

The PICOF file transformation has been completed successfully and output G2 file is generated. But the G2 file is not been picked up by G2 batch automation program.

✓ PROBABLE REASON

GlobalView: There seems to be an issue with G2 batch automation setup.

✓ SUGGESTED RESOLUTION

GlobalView: Consultants can correct the error in setup or can contact G2 team for more details.

17.   HEADER RECORD ERROR IN G2

G2 generates below Header Record error while uploading the G2 file.

Messages	
Type	Text
E	Error in Record Process – File Meta data (HEADR Record) not available – File Rejected

✓ PROBABLE REASON

GlobalView: There could be an issue with G2 File 'Header Record' configuration.

✓ **SUGGESTED RESOLUTION**

GlobalView: Please revisit all the required Constant definitions as depicted in the below screen shot.

Constant Name	Constant Value
G2USERID	GVXADP
G2USRERNM	GV Template System
PAYGRP_EMAIL	gvxadp@adp.com
PAYGRP_PERSON	GVADP Support team
PAYGRP_PHONE	99-9999-9999

18.   MISSING ADDITIONAL_INFORMATION ERROR

G2 file processing errors out in IT0001 or IT0008.

Client ID	Cty	Assignment ID	Rec No	Pers No	Info Type	Subtype	Obj Id	L Ind	Start Date	End date	Seq No	Reason For Change	MD Op.	Status	Last P Date	Last P Time	Message
21717	14		001	00000000	0001				02.04.2015	31.12.9999	000		INS	ERROR	15.09.2015	12:11:18	E->ZG2->055->Employee group for Personnel area L015 was not fou

✓ **PROBABLE REASON**

Workday: This could be an issue with PICOF. Some or all of the below mandatory tags could be missing in PICOF in Additional_Information section.

- Employee_Group
- Employee_Subgroup
- Payscale_Type
- Payscale_Area
- Payscale_Level
- Payscale_Group
- Personnel_Area
- Personnel_Subarea

✓ **SUGGESTED RESOLUTION**

Workday: Please contact Workday Implementation partner to rerun the Integration to generate PICOF with the required tags intact as highlighted in the below example to resolve this error.

✓ **ADDITIONAL RESOURCES**

Please find complete information on this topic in Implementation Guide under 'Cloud Connect for 3rd Party Payroll → Integration Field Overrides → Field Overrides' section.

19.   ERROR IN IT0002

G2 file processing has ended with an error in IT0002 record with the below message.

e	Client ID	Cty	Assignment ID	Rec No	Pers No	Info Type	Subtype	Obj Id	L Ind	Start Date	End date	Seq No	Reason For Change	MD Op.	Status	Last P Date	Last P Time	Message
	21717	10		001	00000000	0000				02.04.2015	31.12.9999	000		INS	ERROR	15.09.2015	12:23:17	E->ZG2->017->Error in Basic infotypes, employee cannot be crea
	21717	10		002	00000000	0002				01.01.1960	31.12.9999	000		INS	ERROR	15.09.2015	12:23:17	E->00->055->Fill in all required entry fields
	21717	10		003	00000000	0001				02.04.2015	31.12.9999	000		INS	ERROR	15.09.2015	12:23:17	E->ZG2->017->Error in Basic infotypes, employee cannot be crea
	21717	10		004	00000000	0041				02.04.2015	31.12.9999	000		INS	ERROR	15.09.2015	12:23:17	E->ZG2->017->Error in Basic infotypes, employee cannot be crea

✓ **PROBABLE REASON**

Workday: There could be an issue with PICOF. For certain countries like USA, Identifier section is mandatory to bring in the SSN for New Hire.

✓ **SUGGESTED RESOLUTION**

Workday: Please contact Workday Implementation partner to rerun the Integration to generate PICOF along with Identifier section as highlighted in the below screen shot to resolve this error.

```
<pi:Identifier>
  <pi:Operation>ADD</pi:Operation>
  <pi:Identifier_Type pi:PriorValue="">SSN</pi:Identifier_Type>
  <pi:Identifier_Value pi:PriorValue="">112325225</pi:Identifier_Value>
</pi:Identifier>
```

20.   MGRLK ERROR

G2 file processing has encountered an error in Manager Link with a message as below.

E->ZG2->030->Incorrect Link Type in the data

✓ **PROBABLE REASON**

GlobalView: There could be an issue with Configuration done in GlobalView. Manager Link types need to be configured in ZXADP_SWX_CONFIG table.

✓ **SUGGESTED RESOLUTION**

GlobalView: Configure the entries as highlighted in sample below and run the single File transformation program to generate the G2 interface file.

Fld Name	Val.	Technical Field Name	Value Unconverted
Client	002	MANDT	002
GG User ID	GVXADP	USRID	GVXADP
Customer name	ADP TEMPLATE	CUSTNAME	ADP TEMPLATE
Changed on	14.09.2015	AEDTM	14.09.2015
Changed by	GVEA0438	UNAME	GVEA0438
URL to Workplace	https://lt1.ehc.adp.com/irj/portal	WPURL	https://lt1.ehc.adp.com/irj/portal
Work Place Name (ESS)	GlobalView ESS	WPNAME	GlobalView ESS
Employee/Manager ID type	PERNR	IDTYPE	PERNR
Manager Link Type - Default	MAIL	DEFLTY	MAIL
Link Type - Leave Approval	LEAV	LEALTY	LEAV
Link Type-Overtime Approval	OVTM	OVTLTY	OVTM
Link Type - Proxy manager	PROX	PROLTY	PROX
Read Default Link Type	X	READDEF	X
Days for approval deadline	0	DEADLN	0
Delayed Mail		DDMAIL	
Use SAP Org Struct. for Workflows	X	SAPORG	X
Org Manager function		ORG_FUNC	
R3 user name determination	C	R3USR	C
ESS user name determination	C	ESSUSR	C
Indicator: ESS User Password	B	ESSPWD	B
ESS User name description		USRDESC	
Automatic Duration for batch proc...	999	APRID	999
Automation Duration Type	012	APRDT	012
Function Module		USREX1	

21.   OTHER ERRORS IN G2 UPLOAD

The G2 file processing ended with an error other than ones listed in this document.

✓ **PROBABLE REASON**
Further investigation is needed to identify the root cause.

✓ **SUGGESTED RESOLUTION**
GlobalView: Contact G2 team (Team 3120) via CRM ticket for the appropriate resolution.

EVENT DRIVEN INTEGRATION

As part of EDI, ADP has developed two REST APIs that will allow partners to submit new hire/re-hire data and retrieve error messages via HTTP.

This section lists various errors encountered while Event Driven Integration (EDI) run and explains the suggested solution to each of them.

Currently EDI is supporting only Hiring/Rehiring, this will be extended further in next phase.

Common Errors

22.   Missing WDAY EDI setup Errors:

a. Service not enabled for EDI:
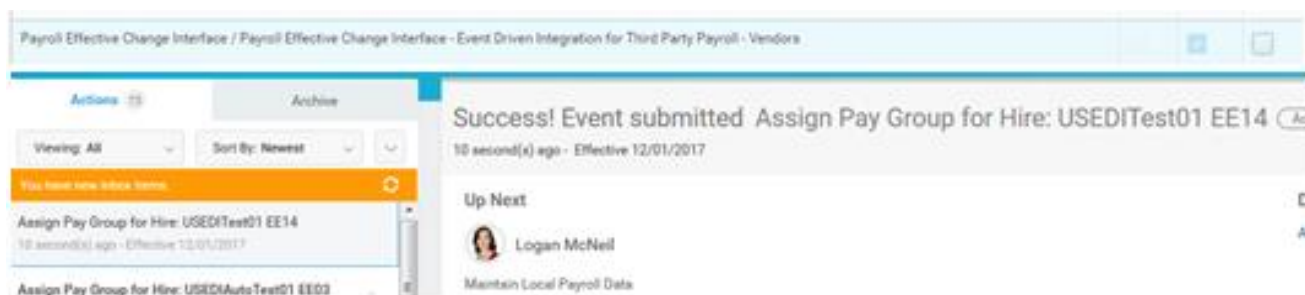
Process	Step	Status	Completed On	Du Da
Propose Compensation Hire	Propose Compensation Hire	Manually Skipped	01/18/2018 01:27:23 AM	
Personal Information Change	Personal Information Change	Submitted	01/18/2018 01:56:40 AM	
Change Organization Assignments for Worker	Change Organization Assignments for Worker	Submitted	01/18/2018 01:56:54 AM	
Edit Government IDs	Edit Government IDs	Approved	01/18/2018 01:57:42 AM	
Service Dates Change	Service Dates Change	Manually Skipped	01/18/2018 01:58:11 AM	
Request One-Time Payment	Request One-Time Payment	Manually Skipped	01/18/2018 01:58:18 AM	
Assign Pay Group	Assign Pay Group	Submitted	01/18/2018 02:06:35 AM	
Change Organization Assignments for Worker	To Do: Absence Accrual Eligibility	Not Required		
Hire	Service: Transmit ~Employee~ Data to Third Party Payroll	Not Required		
Hire	Review Event Driven Integration for Third Party Payroll	Not Required		
Maintain Local Payroll Data		Awaiting Action		

✓ **PROBABLE REASON**

Service is not enabled for EDI

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check the settings at Workday end

b. Integration Attributes not maintained:

Payroll Effective Change Interface - Event Driven Integration for Third Party Payroll - Vendors	External Payroll Vendor	Select the vendor for the Event Driven Integration for Third Party Payroll.	Required for Launch	

Review Event Driven Integration for Third Party Payroll

31 second(s) ago - Effective 12/01/2017

Employee	USEDIAutoTest01 EE03
Position	Senior Workstation Engineer - USEDIAutoTest01 EE03
Event Date	12/01/2017
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE1
Background Process	Event Driven Integration
Status	Not Processed

Integration Event

Integration System	EDI - ADP GPY USA PECI Extract
Integration Event Status	Not Run due to Exceptions on Future Process
Initiated at	01/18/2018 10:12:02.780 AM

Not Resubmittable Text [ ]

enter your comment

Process History

Logan McNeil
Review Event Driven Integration for Third Party Payroll- Awaiting Action

[Submit] [Resend to Payroll] [Cancel]

✓ **PROBABLE REASON**

EDI Integration attributes are not maintained at Workday

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check Workday Integration attributes.

c. EDI not configured in pay group:

- ✓ **PROBABLE REASON**

  EDI not configured for pay group

- ✓ **SUGGESTED RESOLUTION**

  Workday Environment: Check Workday pay group configuration.

d. Integration System-Extract date set to past date:

- ✓ **PROBABLE REASON**

  Extraction date set to past date

✓ **SUGGESTED RESOLUTION**

Workday Environment: Please Check Workday System Extract creation time.

e. Pay Group Vendor Associations missing for Pay Group:

✓ **PROBABLE REASON**

Pay group either removed from Pay group vendor association or not yet maintained.

✓ **SUGGESTED RESOLUTION**

Workday Environment: Please Check Workday system pay group vendor Association configuration.

f. Period schedule not available for Hire month:

	Period Number	Period Start Date	Period End Date	Payroll Payment Date	Calculation Status	Accounting Status
	3	12/01/2017	12/31/2017	12/29/2017	Complete	Not Started
	2	11/01/2017	11/30/2017	11/30/2017	Complete	Not Started
	1	10/01/2017	10/31/2017	10/31/2017	Complete	Not Started

Review Event Driven Integration for Third Party Payroll

6 second(s) ago - Effective 01/15/2018

Employee	USEDITest01 EE19
Position	Accounting Specialist - AP - USEDITest01 EE19
Event Date	01/15/2018
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE2
Background Process	Event Driven Integration
Status	Not Processed

Integration Event

Integration System	EDI - ADP GPY USA PECI Extract
Integration Event Status	Not Run due to Exceptions on Future Process
Initiated at	01/19/2018 12:26:25.046 PM

Not Resubmittable Text

enter your comment

Process History

Logan McNeil
Review Event Driven Integration for Third Party Payroll- Awaiting Action

Submit   Resend to Payroll   Cancel

Severity	Message
🛇 Critical	PECI was unable to determine pay period for pay group, GPC USA Paygroup Monthly-Fx-1000-RE2, utilizing the Pay period selection launch parameter of Use Earliest Open Pay Period

- ✓ **PROBABLE REASON**

  Period scheduled either not maintained or removed.

- ✓ **SUGGESTED RESOLUTION**

  Workday Environment: Please Check Period Schedules for hiring month.

g. Extract with warning Message:

Review Event Driven Integration for Third Party Payroll

44 second(s) ago - Effective 12/01/2017

Employee	USEDIAutoTest01 EE06
Position	Senior Workstation Engineer - USEDIAutoTest01 EE06
Event Date	12/01/2017
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE1
Background Process	Event Driven Integration
Status	Errors

Examine the Error Report. Correct the errors. Examine the payroll errors and warnings listed below. Correct them. Select Resend to Payroll.

Error Report

Payroll Vendor Errors and Warnings

Errors

Fill in all required entry fields

Vendor Functional Area	Personal data
Diagnosis	You have attempted to update data or start an action. However, not all required information was specified.
Action	Enter all required information. Fields in which you must enter data are prefilled with a checkmark or question mark ("?") by the system. If t

Error in Basic infotypes, employee cannot be created

Vendor Functional Area	Actions

Incorrect Link Type in the data

Vendor Functional Area	Manager Link

Position not found in the config table T528B

Submit   **Resend to Payroll**   Cancel

- ✓ **PROBABLE REASON**

  Validation warning in integration event observed and the same error reported along with error from Global view

- ✓ **SUGGESTED RESOLUTION**

  Workday Environment: Check the integration validation warnings before

  Submitting the data

h. Incorrect File Name setup in Integration system:

Format/Syntax *

WDI_TQ3002_[yyyy][MM][dd][HH][mm][ss]_USPECI_HRMD01_DUT8G2.pgp

Maintain Local Payroll Data

9 second(s) ago - Effective 01/15/2018

Worker	USEDITest01 EE17
Position	Accounting Specialist - AP - USEDITest01 EE17
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE1
Event Date	01/15/2018

Maintain Local Payroll Data

enter your comment

Process History

Logan McNeil
Maintain Local Payroll Data- Awaiting Action

Background Processes   24 Items

Started Date and Time	Process Type	Process	Request	Status
01/19/2018 05:05 AM	Integration	EDI - ADP GPY USA PECI Extract	EDI - ADP GPY USA PECI Extract	Failed [Parent: Terminated Continue]

View Integration Message 01/19/2018 05:06:05.946 Critical - An error occurred while attempting to deliver the EDI document to the vendor.

Received	01/19/2018 05:06:05.946 AM
Severity	Critical
Integration System	EDI - ADP GPY USA PECI Extract
Integration Event	Integration ESB Invocation (EDI - ADP GPY USA PECI Extract - 01/19/2018 05:05:31.091 (Failed))
Summary	An error occurred while attempting to deliver the EDI document to the vendor.

Detail	error from returned HTTP status: 500 {
	    "id": ""
	}

✓ **PROBABLE REASON**

Incorrect filename set up for system Id or filename extension

✓ **SUGGESTED RESOLUTION**

Workday Environment: Please check the filename setup in workday system.

23. Error in 'Organizational Assignment' data:

a. Employee Group Issue:

Review Event Driven Integration for Third Party Payroll

1 minute(s) ago - Effective 01/01/2018

Employee	USEDIAutoTest01 EE37
Position	Systems Analyst – USEDIAutoTest01 EE37
Event Date	01/01/2018
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE1
Payroll Vendor Status	Errors

Payroll Vendor Errors and Warnings

Errors

Functional Area   Actions

Employee group for Personnel area U000 was not found
Functional Area   Organizational assignment

Incorrect Link Type in the data
Functional Area   Manager Link

Position not found in the config table T528B
Functional Area   WDI workers comp US

The Workday Account field does not contain a value and an ESSU record could therefore not be generated.
Functional Area   WD Transformation Errors

✓ **PROBABLE REASON**

There is an issue with "Employee Group"

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check whether employee Group is assigned if so, please Contact Product Development (Team 3884) via CRM ticket then team will check the Configuration in GlobalView environment.

b. Incorrect Personal Area/Personal Sub Area/Company Code

Review Event Driven Integration for Third Party Payroll

1 minute(s) ago - Effective 01/01/2018

Employee	USEDIAutoTest01 EE39
Position	Systems Analyst - USEDIAutoTest01 EE39
Event Date	01/01/2018
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE1
Payroll Vendor Status	Errors

Payroll Vendor Errors and Warnings

Errors

Functional Area   Actions

Company code for personnel area was not found

Functional Area   Organizational assignment

Diagnosis   There is no company code for the personnel area in table T500P.

Incorrect Link Type in the data

Functional Area   Manager Link

Position not found in the config table T528B

Functional Area   WDI workers comp US

The Workday Account field does not contain a value and an ESSU record could therefore not be generated.

Functional Area   WD Transformation Errors

✓ **PROBABLE REASON**

The values provided for personal area, personal sub area or company code may be incorrect.

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check whether the above parameters been assigned with

Correct values if so, *Contact* Product Development (Team 3884) via CRM ticket

Then team will check the Configuration in GlobalView environment.

c.   Pay group value mapping missing

Review Event Driven Integration for Third Party Payroll

1 minute(s) ago - Effective 02/27/2018

Employee	Mat Che (24142)
Position	Intelligent Integration Engineer - Mat Che (24142)
Pay Group	EDI Singapore Pay Group GV Monthly-TQ3
Event Date	02/27/2018
Payroll Vendor Status	Successfully sent to Payroll with Messages

Payroll Vendor Errors and Warnings

Errors

Data for required field : ABKRS not available Info type can not be processed.

Functional Area   Organizational assignment

Wage type 1101 is not valid on 27.02.2018 in Wage Types table (T511)

Functional Area   Basic Pay

Diagnosis   There is no entry under the current <DS:DE.MOLGA>Country Grouping</> (*) for 1101 wage type on 27.02.2018 in t

Action   Check your entry.Check the entries in the above-mentioned table view if necessary.

Functional Area   WD Transformation Errors

- ✓ **PROBABLE REASON**

  Pay group value is either incorrect or not provided

- ✓ **SUGGESTED RESOLUTION**

  Workday Environment: Check whether the above parameters been assigned with
  Correct values if so, *Contact* Product Development (Team 3884) via CRM ticket
  Then team will check the Configuration in GlobalView environment.

d. Incorrect Cost Center

Review Event Driven Integration for Third Party Payroll

46 second(s) ago - Effective 01/01/2018

Employee	USEDIAutoTest01 EE40
Position	Systems Analyst - USEDIAutoTest01 EE40
Event Date	01/01/2018
Pay Group	GPC USA Paygroup Monthly-Fx-1000-RE1
Payroll Vendor Status	Errors

Payroll Vendor Errors and Warnings

Errors

Entry 10 PE does not exist in T542A (check entry)

Functional Area   Organizational assignment

Diagnosis   Input values must be defined in Table . The value or values ' ' are notspecified in this table.

Action   Check whether the input is correct and correct if necessary.Procedure for System AdministrationIf this is not an incorrect entry, check thet

Error in Basic infotypes, employee cannot be created

Functional Area   Actions

Incorrect Link Type in the data

Functional Area   Manager Link

- ✓ **PROBABLE REASON**

  The values provided for cost centre is either incorrect or not existing in the system.

- ✓ **SUGGESTED RESOLUTION**

  Workday Environment: Check whether the above parameters been assigned with Correct values if so, *Contact* Product Development (Team 3884) via CRM ticket Then team will check the Configuration in GlobalView environment.

24.   Error in 'Personal' data:

a. SSN or Other Mandatory information is missing:

✓ **PROBABLE REASON**

There is an issue with input data

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check whether all the required information is assigned if so,
Please Contact Product Development (Team 3884) via CRM ticket then team will check
The Configuration in GlobalView environment.

b. Incorrect Personal data

Review Event Driven Integration for Third Party Payroll

8 second(s) ago - Effective 01/31/2018

Employee	Cam Ken (23799)
Position	Senior Data Analyst - Cam Ken (23799)
Event Date	01/31/2018
Pay Group	EDI GPC USA PayGroup Monthly-Fx-1000
Payroll Vendor Status	Errors

Payroll Vendor Errors and Warnings

Errors

⌄ No entry in T535N for supplement type Z and name supplement Jr.

Functional Area   Personal data

⌄ Error in Personal details

✓ **PROBABLE REASON**

The values provided for personal area, personal sub area or company code may be incorrect.

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check whether the above parameters been assigned with

Correct values if so, *Contact* Product Development (Team 3884) via CRM ticket

Then team will check the Configuration in GlobalView environment.

25.   Error in 'Date Specifications' data:

a. Hire reason and Hire date incorrectly mapped:

✓ **PROBABLE REASON**

There is an issue with Hire reason or Hire date mapping

✓ **SUGGESTED RESOLUTION**

Workday Environment: Check whether Hire date assigned correctly if so, please Contact Product Development (Team 3884) via CRM ticket then team will check the Configuration in GlobalView environment.

GLOBAL PAYROLL RECONCILIATION

Overview

This feature requires the use of the PECI standard connector or EDI.

As part of Global Payroll Reconciliation, ADP has developed three REST APIs that will allow partners to submit requests for pay period changes and retrieve those changes via HTTP.

This chapter lists various errors which may be encountered while using Workday's Global Payroll Reconciliation tool. Most errors fall into these categories:

- Problems producing reconciliation results
- The unexpected reconciliation differences

Here are some other nuances to keep in mind when using his tool.

- The GlobalView data scope for reconciliation is more limited than Workday's scope. Refer to the GlobalView Integration Consultant Guide or the GlobalView Data Field Listing utility for the list of Reconciliation fields.

- Reconciliation will not run in GlobalView if there are outstanding PECI files waiting to process. Additionally, where data is loaded manually during the Main Corrections phase, those changes are not considered for the last successful load date and therefore differences are to be expected.

- In general, for fields with n:1 mapping, the first available Workday value in the "n" set will be reported for all employees with this mapping regardless of the actual Workday source value.

  In the example below, 3 employees with different Workday locations are being mapped to the same Employee Group in payroll. The GlobalView reconciliation results will report all three employees as having location "1" because this is the first value of the n:1 mapping set for Employee Group. The exception is for Pay Group which has a dedicated External Payroll Area field in IT0001.

Employee	Workday locations	GlobalView's Employee Group	GV Reconciliation values	Reconciliation Result
Ramesh	1	A	1	Match
Alberto	2	A	1	Discrepancy
Kim	3	A	1	Discrepancy

- Going forward, PEC processing will update IT01 PTEXT capturing the Workday original values to facilitate reporting of discrepancies by sending the PTEXT values to Workday instead of the actual GlobalView values. Until PTEXT values exist discrepancies may be expected.

- For mapped fields, GlobalView performs a reverse transformation to facilitate Workday's comparisons for reconciliation. Therefore, reconciliations run after a ZCON change may result in discrepancies for previously updated employees because the reverse mapping will not consider the original ZCON mapped values.

Example:

02-Jan-2019: ZCON: Workday Location "1" = GlobalView Employee Group "A".

ZCON Mapping Configuration	
WD (source)	GV (target)
1	A

02-Jan-2019: PECI sent for Joe with Location "1".

	Employee Values	
JOE	WD Location (source)	GV Employee Group (target)
	1	A

10-Jan-2019: ZCON changes Workday Location "1" to be GlobalView Employee Group "X".

ZCON Mapping Configuration	
WD (source)	GV (target)
1	~~"A"~~ "X"

12-Jan-2019: PECI sent for Sue with Location "1".

	Employee Values	
SUE	WD Location (source)	GV Employee Group (target)
	1	X

17-Jan-2019: Reconciliation request is sent to GlobalView. Reverse transformation sends "X" for Sue and a "1" for Joe resulting in a reconciliation discrepancy for Joe.

	Employee Group Value	Current ZCON Mapping	Reverse Transformation sent to Workday	Workday Reconciliation Result
Joe	A	X	A (no mapping exists)	☒ Discrepancy
Sue	X	X	X becomes 1	✓ Match

How to find Workday for Integration Errors

Instruct the client to provide the following information.

From the Workday Inbox, search for the Global Payroll Reconciliation Notification and select the event.

- The Messages tab contains
    - o   the reconciliation process ID
    - o   the consolidated report
    - o   the raw response from initial callout

Problems Producing Reconciliation Results

26. Cannot perform the reconciliation for provided pay group.

Workday displays this error message for all GPR integration events in a "completed with Errors" status. The specific reason can be found in the Severity-Tab info for the integration event.

Date and Time	Severity	Message	Background Process
07/22/2019 08:17:55.554 AM	Error	Cannot perform the reconciliation for provided pay group	Integration ESB Invocation (Global Payroll Reconciliation Comparison Post-Processor - 07/22/2019 08:16:42.622 (Completed With Errors))

✓ **PROBABLE REASONS**

1. Workday user is not authorized to run reconciliation
2. Unloaded files from an earlier period
3. Reconciliation skipped from GV
4. 4xx/5xx Error
5. API failure
6. Unpassable data at WD
7. missing/incorrect config in WD etc.

✓ **SUGGESTED RESOLUTION**

Have the client confirm the person is authorized to reconcile data, meaning they are included in the Workday Domain Security Policies authorized persons list controlling:

- who can run reconciliation
- and who can view reconciliation results.

For reasons 2 through 6 check look at other scenarios in this Global Payroll Reconciliation section.

27. GlobalView could not execute the reconciliation process

For most of these scenarios, check Workday's integration event Messages tab.

---

28. A JSONObject text must begin with '{' at character 0 of "

This is an authorization failure may occur during the initial setup for reconciliation.

✓ **PROBABLE REASON**

This is an authorization failure which occurs within the middleware application.

✓ **SUGGESTED RESOLUTION**

Create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o Process ID from the message

o Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

29. A file is currently being processed for this pay group

Whenever a PECI batch file or EDI file is being loaded for the same country GlobalView will stop reconciliation and send this message: 'A file is currently being processed for this pay group. Please try again later.' Look for this explanation:

skipReconciliationReason = true and is reported with this reason. No further processing for request.

09/05/2018 04:20:52.758 AM	ℹ️ Info	Raw response from initial callout:{ "skipReconciliation": "true", "skipReconciliationReason": "A file is currently being processed for this country.Please try again later.", "id": "201809051120527R6ZhL", "lastSuccessfulLoadDate": "", "estimatedDuration": "" }

✓ **PROBABLE REASON**

Check if the Load Summary Report has a PECI Batch file or EDI file upload in progress

Integration File Nam	Run Id	Process Start Date	Process Start Time	Process End Date	Process End Time	Job Name	Status	Status Description
WDI_TD3002_20180905040952_SGPECI_HRMD01_DUT8G2I.SAP	201809051118339mkWsH	05.09.2018	11:18:33		00:00:00	Manually Processed	PROGRESS	Submitted to MULE

✓ **SUGGESTED RESOLUTION**

Retry the reconciliation after the completion of the batch or the EDI file upload.

30. Unloaded file(s) exist for an earlier period.

Whenever an unloaded PECI batch file exists for this period, reconciliation will not be allowed by GlobalView. GlobalView will respond to Workday with the following message: 'Unloaded file(s) exist for an earlier period. Please contact ADP or try again later.

| 09/05/2018 06:04:24.206 AM | 🛈 Info | Raw response from initial callout:{ "skipReconciliation": "true", "skipReconciliationReason": "Unloaded file(s) exists for an earlier period. Please contact ADP or try again later.", "id": "2018 0905130423hNTx5X", "lastSuccessfulLoadDate": "", "estimatedDuration": "" } |

✓ **PROBABLE REASON**

Unloaded PECI batch file exits for this country.

Directory: /interfaces/TD3/GVE002//put/

seable	View...	Chang...	Length	Owner	Lastchange	Lastchan...	File Name
🗗			122880	td3adm	05.09.2018	14:49:42	.
			1691	td3adm			WDI_TD3002_20180831040954_SGPECI_HRMD01_DUT8G2I.SAP

✓ **SUGGESTED RESOLUTION**

Retry reconciliation after the outstanding batch files are processed or after removing the files from the /PUT folder.

31.   One or more specified worker(s) do not exist in ADP system

| 09/05/2018 02:50:21.958 AM | 🛈 Info | Raw response from initial callout:{ "skipReconciliation": "true", "skipReconciliationReason": "One or more of the specified Worker(s) do not exist in the ADP system. Please check and resend.", "id": "201 80905094955pCFx2w", "lastSuccessfulLoadDate": "2018-08-23T22:22:21", "estimatedDuration": "" } |

✓ **PROBABLE REASON**

Reconciliation was requested for one or more specific workers who do not exist in ADP system.

Field	Value Type	Value
Pay Group	Specify Value	GPC Singapore Pay Group Monthly-2500-RN
Pay Period Selection Option	Specify Value	Use Pay Period for Current Date
Pay Group Members	Specify Value	✕ Eelyn Kok (22189)
Exclude Members/Only Include Members	Specify Value	Only include specified members
Integration System	Specify Value	GPC - Certified ADP GPY SGP PECI Extract 1.00

Process Messages 8 items

✓ **SUGGESTED RESOLUTION**

Avoid using Workday's Pay Group Member selection to verify headcount between Workday and GlobalView since the tool already reconciles employees who exist in one system but not both. This will avoid a situation where GlobalView skips the reconciliation.

Reserve the Pay Group Member selection when doing field comparisons for a particular employee or set of employees.

Polling & HTTP Errors

The reconciliation process ends in error in these scenarios:

- If Workday stops checking for reconciliation results before GlobalView finishes extracting changes the reconciliation

- If the Workday Reconciliation parameters do not exist in GlobalView.

This message is seen when clicking on an actual message hyperlink from the Messages tab.

32.   Empty message received on step id Copy

Received	11/19/2018 03:37:39.326 PM
Severity	🛑 Critical
Integration System	Global Payroll Reconciliation Comparison Post-Processor
Integration Event	Integration ESB Invocation (Global Payroll Reconciliation Comparison Post-Processor - 11/19/2018 12:31:00.268 (Failed))
Summary	The following unexpected error has occurred: Empty message received on step id Copy.
Detail	The following unexpected error has occurred: Empty message received on step id Copy. at: setVendorOutputMessage.request.0.Copy

✓ **PROBABLE REASON**

WORKDAY stopped polling for results while the extraction process is still in progress in GlobalView.

✓ **SUGGESTED RESOLUTION**

Create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o Process ID from the message

o Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

33.   An Invalid Pay Group has been provided (Status code-400)

09/05/2018 06:31:14.637 AM	ℹ️ Info	Error in communication with vendor (HTTP status code 400): An Invalid Pay Group has been provided. Please check and resend.

✓ **PROBABLE REASON**

Pay group mapping not maintained or Incorrect Pay group used in reconciliation request

Code	RM|

ADP Field Name	Pay_Group_Code {Summary}		

Value Mapping Transformation

Seq. Nr	Condition Code	Source Value	Target Value
0001	C25_PC_2510	GPC-SG-MO-2510-RN	RM
0002		GPC-SG-SMonthly2	RS
0003	C25_PC_2500	GPC-SG-MO-2500-RN	RM
0004		GPC-SG-MO-GVS	SG01
0005		GPC-SG-MO1	RM
0006		GPC-SG-MO	RM
0007		GPC-SG-MO2	RM

External Payroll Area	RM

✓ **SUGGESTED RESOLUTION**

Check if request contains the expected pay group. If the expected Pay group was sent then confirm if the value mapping for this pay group is correctly configured in GlobalView.

34.   The Payroll period dates do not align (Status Code – 400)

09/05/2018 06:25:27.600 AM	ℹ️ Info	Error in communication with vendor (HTTP status code 400): The Payroll period dates do not align. Please check the configuration in the Workday system or contact ADP.

✓ **PROBABLE REASON**

The Workday reconciliation period start date (startDate) and period end date (endDate) provided do not align with an existing GlobalView payroll period.

The image below is from Workday's Period Schedule.

> **Payroll**   > **Absence**

Periods 27 items

Period		Period Number	Period Start Date	Period End Date
🔍		3	02/01/2019	02/15/2019
🔍		2	01/16/2019	01/31/2019
🔍		1	01/01/2019	01/15/2019

✓ **SUGGESTED RESOLUTION**

Ensure the Period date configuration (Period schedule) in the Workday system matches the period date in GlobalView (T549Q) and make corrections in either system as appropriate.

NOTE: these schedules must be aligned in order to achieve correct payroll results.

MANDT	PERMO	PABRJ	PABRP	VABRJ	VABRP	BEGDA	ENDDA
002	23	2019	01	2018	24	01.01.2019	15.01.2019
002	23	2019	02	2019	01	16.01.2019	31.01.2019
002	23	2019	03	2019	02	01.02.2019	15.02.2019

35.   Invalid ID (Status code-400)

This is a rare scenario because it indicates the original reconciliation process ID value sent by API was somehow changed. This would indicate a software issue.

09/06/2018 12:06:29.702 AM	ℹ️ Info	Error in communication with vendor (HTTP status code 400): Invalid ID. Please try again with a valid ID.

✓ **PROBABLE REASON**

Id parameter from result request does not exist in ADP system it may be due to Id reported from WORKDAY is incorrect or ADP system unable to parse Id value.

✓ **SUGGESTED RESOLUTION**

Create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o   Process ID from the message tab

o   Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

36.   No data exists for this page (Status code-400)

This may be unlikely scenario but the issue can either be:

- GlobalView did not update the employee data in the reconciliation data table

- Workday is requesting additional pages which do not exist.

Either case would indicate a software issue.

09/06/2018 12:58:30.381 AM	ℹ️ Info	Error in communication with vendor (HTTP status code 400): No data exists for this page.

✓ **PROBABLE REASON**

-Data extraction process at ADP failed to update extracted data in table

-WORKDAY requested result data with a higher page number (pageNumber) than what exists in GlobalView.

✓ **SUGGESTED RESOLUTION**

Create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o Process ID from the message tab

o Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

37. There is no XSD available for given process id (Status Code-404)

09/06/2018 03:21:30.631 AM	ℹ️ Info	Error in communication with vendor (HTTP status code 404): There is no XSD available for given process id

✓ **PROBABLE REASON**

Scheme file/data not uploaded for requested country interface. This file contains the list of PECI fields supported by GlobalView.

Data Browser: Table ZXADP_CON_RXSD Select Entries   8
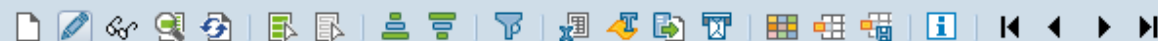
MANDT	DTIME	CFGID	DTXSD
002	20181115070902	PECI40	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2
002	20181115071943	PECI08	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2
002	20181227131726	PECI01	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2
002	20181227131803	PECI06	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2
002	20181227131830	PECI37	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2
002	20181227131845	PECI99	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4KPHhzZDpzY2hlb
002	20181227134448	PECI04	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2
002	20181231091921	PECI25	PD94bWwgdmVyc2lvbj0iMS4wIiBlbmNvZGluZz0idXRmLTgiPz4NCjx4c2Q6c2No2

✓ **SUGGESTED RESOLUTION**

Create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o Process ID from the message tab

o Consolidated Log from the Integration Event (see Consolidated Report & Log for the Workday Global Payroll Reconciliation event page.

38.   The Extract job was cancelled (Status code-500)

09/06/2018 12:35:57.543 AM	ℹ️ Info	Error in communication with vendor (HTTP status code 500): The Extract job was cancelled. Please contact ADP.

✓ **PROBABLE REASON**

Interface Id not activated

✓ **SUGGESTED RESOLUTION**

Activate Interface Id for that country using the instructions documented in the GlobalView Consultant Guide's Global Payroll Reconciliation chapter.

If Interface Id is already active then create an Internal Product Ticket in CRM assigned to team 3884 with the following information

o Process ID from the message tab

o Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

Dialog Structure	Interface IDs						
▼ 📁 Interface Type	Intf.ID	Description	Int.Type	Conf.Set	Nr. of Snp	Mths Retro	Active
• 📁 Interface Events	PECI01	Workday Reconciliation - Germany	ZPECI1	PECI01	0	0	☑
• 📁 Configurable Screens	PECI04	Workday Reconciliation - Spain	ZPECI1	PECI04	0	0	☑
• 📁 Send Mail Configurati	PECI06	Workday Reconciliation - France	ZPECI1	PECI06	0	0	☑
▼ 📁 Interface IDs	PECI07	Workday Reconciliation - Canada	ZPECI1	PECI07	0	0	☐
• 📁 Communication File D	PECI08	Workday Reconciliation - Great Britain	ZPECI1	PECI08	0	0	☑
• 📁 Communication Log	PECI10	Workday Reconciliation - United States	ZPECI1	PECI10	0	0	☐
▼ 📁 Configuration Sets	PECI13	Workday Reconciliation - Australia	ZPECI1	PECI13	0	0	☐
• 📁 Versions	PECI15	Workday Reconciliation - Italy	ZPECI1	PECI15	0	0	☐
▼ 📁 Record Types	PECI22	Workday Reconciliation - Japan	ZPECI1	PECI22	0	0	☐
• 📁 Field Definition	PECI25	Workday Reconciliation - Singapore	ZPECI1	PECI25	0	0	☑
• 📁 Field Links	PECI28	Workday Reconciliation - China	ZPECI1	PECI28	0	0	☐
• 📁 Filters	PECI29	Workday Reconciliation - Argentina	ZPECI1	PECI29	0	0	☐
• 📁 Structure Mapping	PECI32	Workday Reconciliation - Mexico	ZPECI1	PECI32	0	0	☑
• 📁 Additional Extraction	PECI37	Workday Reconciliation - Brazil	ZPECI1	PECI37	0	0	☑
• 📁 Record Level Overrid	PECI40	Workday Reconciliation - India	ZPECI1	PECI40	0	0	☑
• 📁 Value Mapping	PECI99	Workday Reconciliation - Global	ZPECI1	PECI99	0	0	☑
• 📁 Product Transformation							
• 📁 Customisable Transforma							

39.   Server could not be connected (Status code-503)

| 09/06/2018 04:08:29.205 AM | ℹ Info | Error in communication with vendor (HTTP status code 503): The server could not be contacted |

  - ✓ **PROBABLE REASON**

Unable to connect to the back-end due to server issues or GlobalView maintenance or deployment is in progress.

  - ✓ **SUGGESTED RESOLUTION**

Check the News & Announcement Confluence Site for any known environment issues or maintenance activity currently in progress. If there is no announcement create an Internal Product Ticket in CRM assigned to team 3884 with the Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

40.   –Empty PECI files
  - ✓ **PROBABLE REASON**

  - ✓ **SUGGESTED RESOLUTION**

Follow these Workday instructions to eliminate producing empty PECI files when reconciliation is triggered.

... Configure condition rules on the integration system's business process steps (particularly the Document Delivery steps) which should not be executed during the reconciliation process . Use the *Initiating Integration Template* report field (which is associated with the Integration Process Event business object)

An example condition rule setup:

1. Navigate to the PECI or PECI-Merge integration system that is being used in reconciliation. Scroll down to the "Business Process Definitions" tab at the bottom of the page

2. Click on the listed business process definition; this will show a list of all the steps executed

3. For any steps that should not be executed during reconciliation (e.g. Document Delivery steps), go to the related actions on the magnifying glass and navigate to Business Process > Create Condition Rule. This will open a page that has a "Rule Conditions" table. In here, please configure the following:

   a. **Source External Field** or **Condition Rule**: Initiating Integration Template (this is the report field mentioned above)

      b. **Relational Operator**: not in the selection list

      c. **Comparison Type**: Value specified in this filter

      d. **Comparison Value**: Global Payroll Reconciliation (this is the integration template for reconciliation)

4. Navigate to the step to be skipped > Related Actions > Business Process > Maintain Step Conditions. Under the "Entry Conditions" tab, add the condition rule created above

5. Repeat step #4 for any other steps that should be skipped during the reconciliation process

More Workday Community information on step conditions can be found here:
https://doc.workday.com/reader/3DMnG~27o049IYFWETFtTQ/CRu8uLw8MPmWFq3NeY28Kg

Unexpected Reconciliation Differences

Workday's Global Payroll Reconciliation Notification shows (1) employees missing from payroll, (2) employees missing in Workday, and (3) employees with field values discrepancies. This section addresses unexpected differences. Also refer to the FAQ section RECONCILIATION VARIANCES.

41.   Difference for Basic Pay Wage Type/Amount reported

Even though Workday compensation data was updated in GlobalView successfully the Reconciliation Field Comparison contains incorrect/missing basic pay wage type or basic pay differences are reported.

✓ **PROBABLE REASON**

Compensation basic pay wage type is missing from the reconciliation configuration table.

Conf.Set	Record Type	Rec.Subtype	Extract Field	Seq.Nr.	Parameter 1
PECI01	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401
PECI04	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401,1100
PECI06	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401,1110
PECI08	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401
PECI25	COMPENSATION		BASIC_PAY	1	1000,1S00,1101,1003,1401
PECI37	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401
PECI40	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401
PECI99	COMPENSATION		BASIC_PAY	1	1000,1S00,1003,1101,1401

Entry 1 of 8

✓ **SUGGESTED RESOLUTION**

Update wagetype in ZCON->Outbound->Workday->RaaS Configuration table using the instructions documented in the GlobalView Consultant Guide's Global Payroll Reconciliation chapter.

42. Reconciliation notification not received in Workday

The Workday Process Monitor shows the integration event in is completed state however there is no notification in the Workday Inbox.

✓ **PROBABLE REASON**

Workday's reconciliation integration may be missing a business process security policy required to send notifications.

✓ **SUGGESTED RESOLUTION**

Configure the Reconciliation Integration Notification in Workday using the document provided by Workday Global Payroll Reconciliation PDF following instructions to:

    a. Business Process Security Policy task must include Global Payroll Reconciliation and the security group(s) who should receive the notifications

b. The Security Policy Changes must include the Global Payroll Reconciliation business process

c. Business Process Definition must have the *Global Payroll Reconciliation Notification* step.

43.   Differences reported for Field/Section even if all the data was updated correctly in GlobalView.

✓ **PROBABLE REASONS**

Field value is truncated (as-is) while being updated in GlobalView.
Example-PECI contains '1000-Test Sub Area' but GlobalView only accepts and updates the first four characters: '1000'

✓ **SUGGESTED RESOLUTION**

Reconciliation for as-is values means the values must be an exact match in both systems. If truncation can't be avoided then use value mapping configuration instead of the using as-is method.

✓ **PROBABLE REASONS**

Many to one value mapping exists for this field (see the *n:1 mapping example* in this chapter.)

✓ **SUGGESTED RESOLUTION**

Avoid n:1 mapping where possible.

✓ **PROBABLE REASONS**

Incorrect LSLD sent from GlobalView back to Workday with the reconciliation results

✓ **SUGGESTED RESOLUTION**

The time stamp portion of the PECI file name is the key for the LSLD value which Workday requires to locate the employee comparison data. If the file name is accidentally altered during a Single File Processor manual update it may cause GlobalView to send a non-existing LSLD value causing many unexplainable differences to be reported by Workday

✓ **PROBABLE REASONS**

A GlobalView issue caused the extraction to generate incorrectly.

✓ **SUGGESTED RESOLUTION**

If none of the above resolutions apply then create an Internal Product Ticket in CRM assigned to team 3884 with the following information

- o Process ID from the message tab
- o Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).
- o From the reconciliation integration event from the Output tab
    - PECI from Workday
    - AggregatedVendorOutput.xml which contains the reconciliation results from GlobalView
- o From the Workday Inbox, get the reconciliation differences and export them in excel or supply screen captures.

44.   Differences not reported for field/section in reconciliation report

Differences exist for employees for the field or section however those discrepancies are not reported in reconciliation report.

✓ **PROBABLE REASON**

Fields/Section selected in Workday for reconciliation are not in scope for GlobalView reconciliation

✓ **SUGGESTED RESOLUTION**

Review the GlobalView Data Field Listing report to check which fields are supported for Reconciliation.

✓ **PROBABLE REASON**

PECI connector Field/Section Attributes are not configured properly in Workday

✓ **SUGGESTED RESOLUTION**

PECI connector Field/Section Attributes are not configured in as instructed in the <u>Workday Global Payroll Reconciliation</u> PDF

✓ **PROBABLE REASON**

Field/Section not configured in scheme/Interface for that country in GlobaView or it appears the GlobalView extraction was not correctly generated.

✓ **SUGGESTED RESOLUTION**

If the Field/Section in scheme/Interface is missing, or to correct the scheme and upload/correct the interface configuration, create an Internal Product Ticket in CRM assigned to team 3884 with the following information

- o Process ID from the message tab
- o Consolidated Log from the Integration Event (see Consolidated Reports & Log in Workday).

Rarely Occurring Errors

These issues rarely occur if ever. Should you encounter these in Workday's process monitor for the integration event then create an Internal Product Ticket in CRM assigned to team 3884 and include the Process ID and the Consolidated Log from the Integration Event. The Workday Integration product development team will reach out to Workday as needed.

1. A <startDate/endDate/payGroup> has not been provided.

2. Employees may not be included and excluded at the same time.

3. An estimated duration could not be determined.

4. The Page Size parameter is required for the first page

5. The Page number parameter must be provided.

6. The Page size parameter has changed since the initial call

7. The Extract job initiation has failed (Status code-500)

Workday Global Payroll Reconciliation PDF	Global Payroll Reconciliation (003).pd

LINKS TO DOCUMENTATION

Link to Integration Releases

Click here and navigate to the Integration Release row item of appropriate Country and Version you are interested. All the relevant documentation is linked to each row.

Please see an example below which shows Integration release row of Argentina V1.0 connector.

JOB AIDS

There are various Job-Aids developed to assist the Consultants which provide step-by-step instructions to configure a Client for this Workday – GlobalView Integration.

All the below mentioned Job Aid documents can be found at this link.

45.　　FOUNDATIONAL OBJECTS

This document provides complete details on Foundational Objects (Organisational Units, Positions, and Cost Centers) and how they are handled in this Integration.

46.　　CONFIGURATION

This is a one-stop document for the entire GlobalView Configuration that is needed for this Workday Integration with clear instructions on how to perform all the below configurations in our system.

- Value Mapping
- Conditional Mapping
- Constant Overrides
- Infotype Exclusions
- Identifier Configuration

47.　　PAY SLIPS

This Job-Aid explains all the information related to implementation of Pay Slip solution.

Frequently Asked Questions

GENERAL

2. Will Organisational Management data be included as part of the interface?

    No. It is expected that Workday will be the System of Record for managing the Organisational Structure. As this data is not required for processing payroll, the data will not be included as part of the interface.

    Integration between Personnel Administration (PA) and Organisational Management (OM) will be switched OFF.

3. If Position Data is required for legislative reporting in some countries and OM is not in scope as part of the integration between the two systems, where will the Position data be stored?

    GlobalView provides the ability to store position data in a database table that is used specifically for Personnel Administration Processes. All positions will be loaded into this table and then assigned to employees via the Organisational Assignment Infotype (0001)

4. How will GlobalView paid employees be distinguished from Streamline Paid employees in the interface?

    The Payroll Company ID will be used to identify if the employee is to be paid by GlobalView or paid by Streamline. Streamline employees need to be loaded into a GlobalView Payroll Area so that they can be picked up by the UHRA.

5. How will employees be identified in each individual system so that the data can be linked to the appropriate records when sent in the interface?

    Employees will be identified using the Global ID. The Global ID is a unique ID that is assigned to an employee regardless of the country in which s/he belongs. The Global ID is stored in Infotype 0709/0032 in the GlobalView system.

PICOF FILE

6. Will it be possible to launch the PICOF extraction manually if there are errors in the daily run?

   Yes this is possible. It is also possible to exclude employees from the integration file if only a select group of employees should be included.

7. How often will the interface be running and how are employees grouped together to be included in the interface?

   It is anticipated that the interface file will be run on a daily basis. The selection of which employees will be included in the interface is based on the Pay Group the employee is assigned against in the Workday system. The Pay Group represents the payroll cycle (e.g. Monthly, Weekly, Bi-Weekly etc.).

8. How will the interface file handle rescinds or deletions in the Workday system?

   The PICOF does have the capability of sending deletions (DEL) as part of the interface file however it has been strongly recommended by the Workday team that any deletions or corrections in the Workday system be manually checked in the GlobalView system as they cannot guarantee the data will be interfaced correctly.

9. As PICOF doesn't provide End Dates for Earnings_Deductions section, how is the End-Date for IT0014 handled in Workday Connector?

   The End-Date will be defaulted to SAP high date (31.12.9999) for the first time an allowance(Wage) is received and in the subsequent operations on that allowance, the incoming date in '*First_Day_No_Longer_Applies*' tag will be used to delimit the existing allowance.

```xml
<pi:Earnings_Deductions>
    <pi:Operation>REMOVE</pi:Operation>
    <pi:Code>3C05</pi:Code>
    <pi:Start_Date pi:PriorValue="20140401">20150823</pi:Start_Date>
    <pi:First_Day_No_Longer_Applies pi:PriorValue="">20150826</pi:First_Day_No_Longer_Applies>
    <pi:Amount>30</pi:Amount>
    <pi:Currency>CNY</pi:Currency>
</pi:Earnings_Deductions>
```

10. How are the Hourly Employees differentiated from Monthly Employees in PICOF file?

The below highlighted '*Compensation_Summary_Data*' section in PICOF indicates an Hourly Employee and GlobalView accordingly processes the corresponding Employee data.

```
▼<pi:Compensation_Summary_Data>
    <pi:Operation>ADD</pi:Operation>
    <pi:Summarization_Format pi:PriorValue="">Hourly Frequency</pi:Summarization_Format>
    <pi:Total_Base_Pay pi:PriorValue="">100</pi:Total_Base_Pay>
    <pi:Currency pi:PriorValue="">EUR</pi:Currency>
    <pi:Frequency pi:PriorValue="">Hourly</pi:Frequency>
</pi:Compensation_Summary_Data>
```

FIELD OVERRIDES

11. What Field Overrides are supported in version 1.0 connector release?

Below listed fields are supported in version 1.0 release. There are 21 fields which are supported and used for various data needs for GlobalView.

SL	Field Name
1	Employee Group
2	Employee Subgroup
3	Paygroup Country
4	Payscale Type
5	Payscale Area
6	Payscale Level
7	Payscale Group
8	Time Workflow Approver
9	Supervisory Org Name
10	Cost Center Name
11	Position Name
12	Personnel Area
13	Personnel Subarea
14	IA Transfer Status
15	Organizational Key
16	Business Area
17	Work Contract
18	Administrator Group
19	HR Admin
20	TM Admin
21	PY Admin

12. What Field Overrides are supported in version 2.0 connector release?

Below listed fields are supported in version 2.0 release. There are 27 fields which are supported and used for various data needs for GlobalView.

SL	Field Name
1	Employee Group
2	Employee Subgroup
3	Paygroup Country
4	Payscale Type
5	Payscale Area
6	Payscale Level
7	Payscale Group
8	Time Workflow Approver
9	Supervisory Org Name
10	Cost Center Name
11	Position Name
12	Personnel Area
13	Personnel Subarea
14	IA Transfer Status
15	Organizational Key
16	Business Area
17	Work Contract
18	Administrator Group
19	HR Admin
20	TM Admin
21	PY Admin
22	Work Schedule
23	Employment Percentage
24	Weekly Workdays
25	Capacity Utilization Level
26	Working Hours per Payroll Period

SL	Field Name
27	Job_Classification

13. For some countries I am using v1.0 and for others I am using v2.0. I see "Field Override Service > Field Names" are updated with the latest changes. How to overcome this?

There shouldn't be any impact on v1.0 as, you will not be able to use them efficiently as, they are not supported. It is recommended to create 2 separate "Field Override Service" and include the fields which are supported in v1.0 and v2.0.

Note: - This is something that will be taken care off and addressed in future releases.

INITIAL DATA LOAD

14. How will employees be loaded into the GlobalView system of the initial data load for new countries being implemented on the Workday system?

   The initial data load for all employees will need to be loaded via G2 or SSL. The Workday PICOF is not designed to provide data for the initial data load of employees into the payroll system.

15. Is Foundational objects information loaded in GlobalView through separate file, prior to master data load? What are the requirements?

   Yes. The foundational objects file should consist of 'FGSCD' field value as 'WDAY' in Header record as it is an identifier to G2 to treat that file is Workday related and follow the conversion rules.

   As an Example See below –

```
HEADR|"GVXADP|"|"GBR Support team|"02-9999-9999|"gbr.gvxadp@adp.com|"WDI_TD3002_20150310124004_GBDEMO_HRMD24_DUT8G2I.xml|"20150310|"124004|"P|"01|"*|"*|"|"|"|"|"|"|"WDAY
MGRLK|"EN|"|"|"21532|"21001|"|"MAIL|"|"
MGRLK|"EN|"|"|"21532|"21001|"|"LEAV|"|"
```

   Please go through the Job Aid on Foundational Objects (refer Job Aids section above for the link) for complete end to end information.

MULTIPLE WAGE TYPES

16. Can we bring multiple Wage types from Workday through this integration? If so, what is the needed setup?

   Yes. It is possible to bring in multiple Wage types. Additional Wage types are read from Earnings_Deductions section of PICOF from Workday. This also mandates configuration in GlobalView which can done in Area menu ZWDI as shown below. Refer Consultant guide under "*Design Decisions → Special Infotypes → Infotype 0008 Enhancements"* for more details
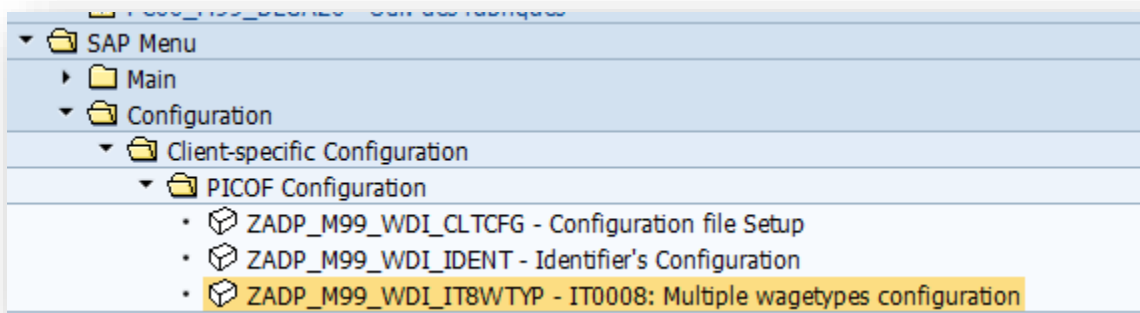
17. I've configured 'Multiple Wage types' configuration to map a wage type code in Earnings_Deduction section to IT0008. However that wage-type earning is still mapped to IT0014 record instead of to IT0008 record in the transformed G2 file. How to correct this?

   This is as expected. The G2 file will still consist of IT0014 records for the wage types configured in Multiple Wage Types. G2 system will consume the configuration while uploading the G2 file and internally assigns IT0014 records to IT0008 in the system

ORGANIZATIONAL TRANFERS

18. How will International Assignments be managed across the two systems?

Please refer to Consultant Guide under '*Design Decisions → International Assignments*' section

19. How are In-Country transfers handled in this Integration?

Please refer to Consultant Guide under '*Design Decisions → In-Country Transfers*' section.

RECONCILIATION VARIANCES

20. –General value variances.

Field Name	Effective Date	Workday Value	Vendor Value	M
Employee Group	8/1/2019	3	6	D

Check if there is value mapping for this field and look for incorrect mappings including:

- Missing mapping configurations

- Unsupported many to one mapping scenarios

- Unnecessary mapping (the Workday value needs to be updated as-is in GlobalView)

- Inverted source and target values (see sample)

Ctry Grouping	08
Solution	WD PECI
ADP Field Name	Employee_Group {Position}

Value Mapping Transformation

Seq. Nr	Condition Code	Source Value	Target Value
001		1	1
003		4	X
005		6	3
006		7	9
007		8	U

21. –Legal Name variance when GlobalView has no Middle Name value.

Field Name	Effective Date	Workday Value	Vendor Value
Middle Name	8/1/2019	Charles	

Check if the value exists in GlobalView.

Name

FOA key	1 Mr			
Last name	Bates	Birth name		
First name	Albert	Initials	AC	
Middle name				
Title				
		Nickname		
Name Format	0 Form-of-Address Key, Titl...	Name	Mr Albert Bates	

22. – Checking Workday Working Hours Payroll vs. Working Hours per Period?

Field Name	Effective Date	Workday Value	Vendor Value
Working Hours Payroll	8/1/2019	162.50	163.00

Calculating hours can introduce differences due to rounding. Workday's "*Allowable Difference Due to Rounding* " attribute can minimize acceptable differences.

Subtype	0	Basic contract			
Pay scale					
Reason		No reason	Cap.util.lvl	100,00	
PS type	01	Professional	WkHrs/period	163,00	Monthly
PS Area	01	Nationwide	Next inc.		
PS group	G	Level 00	Ann.salary	88.200,00	GBP
W	Wage Type Long Text	O Amount	Curr I A Number/Unit Unit		

23. –Work Address vs. Home Address variance.

Field Name	Effective Date	Workday Value	Vendor Value
Usage Type	8/1/2019	WORK	
Address Line 1	8/1/2019	Chertsey Road	
City	8/1/2019	Sunbury-On-Thames	
Postal Code	8/1/2019	TW16 7LN	
Country	8/1/2019	GB	
Usage Type	8/1/2019		HOME
Address Line 1	8/1/2019		31 Rowtown
City	8/1/2019		Addlestone
Postal Code	8/1/2019		KT15 1EF
Country	8/1/2019		GB

Check if **Usage_Type {Address}** is mapped in GlobalView and avoid many to one value mapping. Reconciliation does not support many-to-one mapping as shown below. Alternatively, reconcile just HOME or WORK but not both.

Ctry Grouping	08
Solution	WD PECI
ADP Field Name	Usage_Type {Address}

Value Mapping Transformation

Seq. Nr	Condition Code	Source Value	Target Value
001	C08_AddressUsage_1	HOME	1
002	C08_AddressUsage_5	HOME	5
003	C08_AddressUsage_1	WORK	1
004	C08_AddressUsage_5	WORK	5
005		HOME	1
006		Work	SA4