



# Hybrid Work Policy : HCM Walkthrough

JAPAC Region - Excluding ANZ

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## Initiating HCM Workspace Change Request

### Initiating Change Requests

This document provides guidelines and process for making changes in workspace category and associated work location.

#### 1. Default assignment & Subsequent Changes

- All employees will be on “assigned” when workspace category module is enabled in HCM for a country.
- Employee needs to raise a transaction in HCM if they need to change the workspace category for a duration greater than 12 months.
- Currently HCM workspace category transaction can be raised only by the employee. In cases where the manager intends to raise a change for the employee, the transaction has to be initiated by the employee.

#### 2. Pre-initiation Action

- Read and understand the Remote and Flexible Work policy applicable to the employee. By submitting the transaction, the employee acknowledges that they provide their consent for the change in the workspace category.
- Employees desirous of changing their current workspace category or managers requiring a change in the workspace category for their teams or part of the team are required to mutually consult on the potential request before initiating the transaction.

#### 3. Approval process

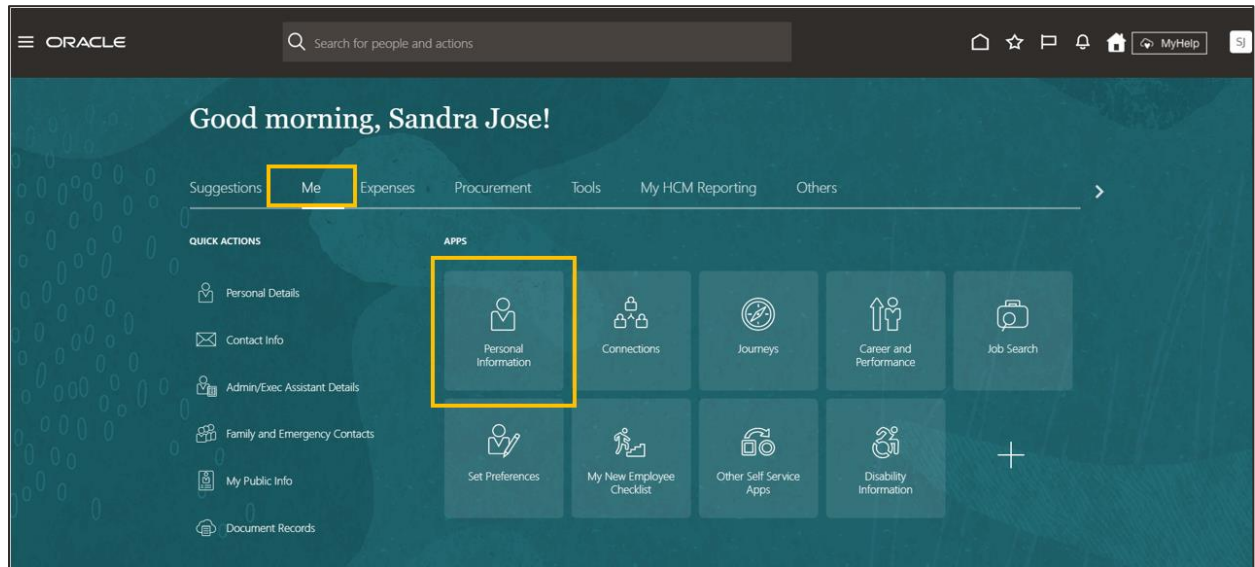
- The approval workflow is given below
  - Employee >> Manager >> HR Rep >> RE&F >> EHS (only for KR) >> LoB Management upto M6
  - Once all the review by teams and approvals are completed, the employee will be notified and can start working in the new workspace category.

## Walkthrough – Workspace Category (WSC) Change

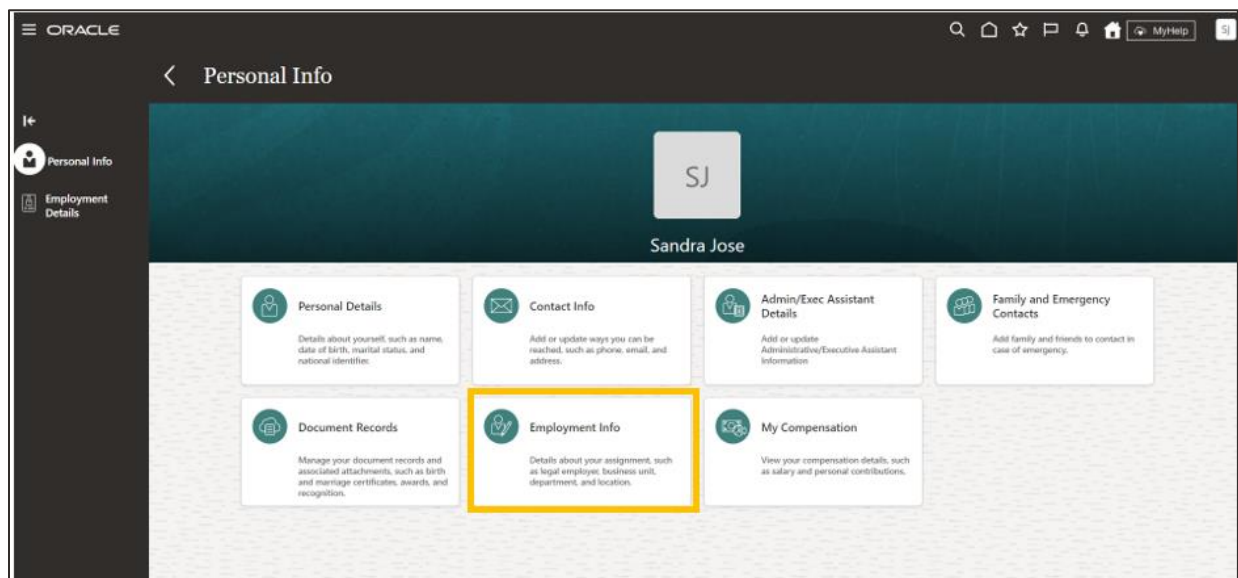
### 1. Check current Workspace Category

#### 1.A. Employee checking their own WSC

1.A.1. Employee should navigate to “Personal Information” section under “Me” category in [HCM](#).



1.A.2. The Employment Info section will have the details of the employee’s assignment and workspace category.



1.A.3. The employee can view the workspace category under the Assignment section and view the details in the Employment History section.

**Employment Info**  
Sandra Jose

**Assignment**

**Legal Employer**  
Oracle India Private Limited, IDC

**Business Unit**  
ORCL IN IDC

**Job**  
60520.HR Consultant 2,IC2

**Business Title**  
HR Consultant

**Department**  
702735 - 559 - JAPAC & IDC Human Resources

**Location**  
IN-Bengaluru-Oracle Tech Hub Block A, D & E

**Person Number**  
1461911

**Workspace Category**  
Assigned

**Managers**

RJ Rambabu Jagatha  
Director - HR Operations  
Line Manager

**Seniority Dates**

Note: Employment History is available as of 2012. [Click here to download](#)

**Employment History**  
Sandra Jose

Start Date	Action Name	Business Title	Job	Manager	Location	Workspace Category	Legacy Cost Center/Department
08/09/2022	Location / Cost Center Change	HR Consultant	60520.HR Consultant 2,IC2	rambabu.jagatha@oracle.com	IN-Bengaluru-Oracle Tech Hub Block A, D & E	Assigned	F121 - Local HR - Benefits (Communication Lead)

## 1.B. Manager checking the WSC of their employees

Managers can check the WSC of their direct employees in [HCM](#).

### 1.B.1. Manager should navigate to “My Team” section under “My Team”.

Good afternoon, Rambabu Jagatha!

Suggestions Me **My Team** My Hiring Expenses Procurement My Client Group Risk Man >

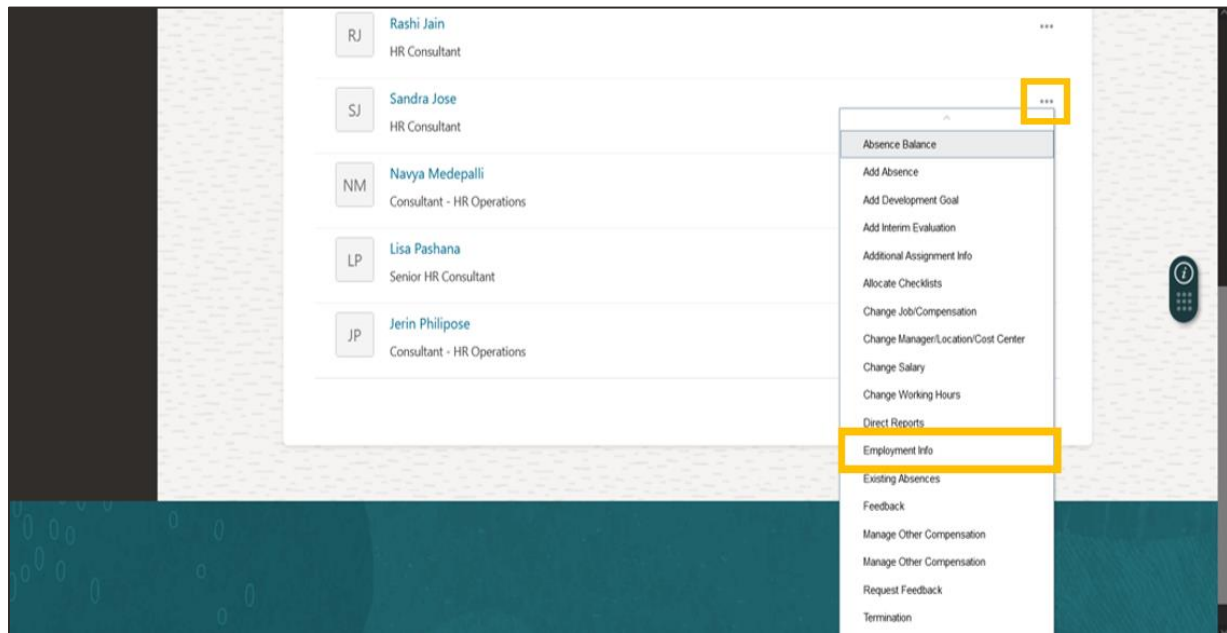
**QUICK ACTIONS**

- Employee Summary
- Change Job/Compensation
- Change Manager/Location/Cost Center
- Employment Info
- Change Assignment
- Termination
- Direct Reports

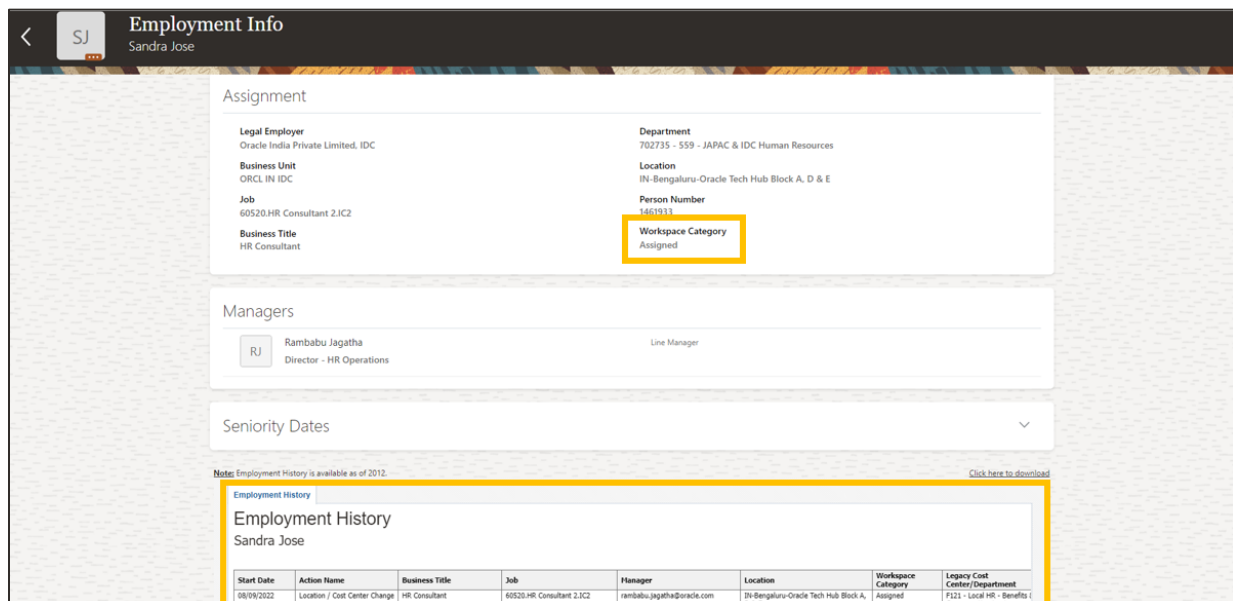
**APPS**

- My Team**
- Goals and Performance Overview
- Annual Evaluations
- Talent Review
- Workforce Compensation
- Manage Non-Billable Contractors
- Engage a Contingent Worker
- Other Self Service Apps

1.B.2. Managers can choose the Action button for the respective employee and choose Employment Info.



1.B.3. The Manager can view the workspace category under the Assignment section and view the details in the Employment History section.





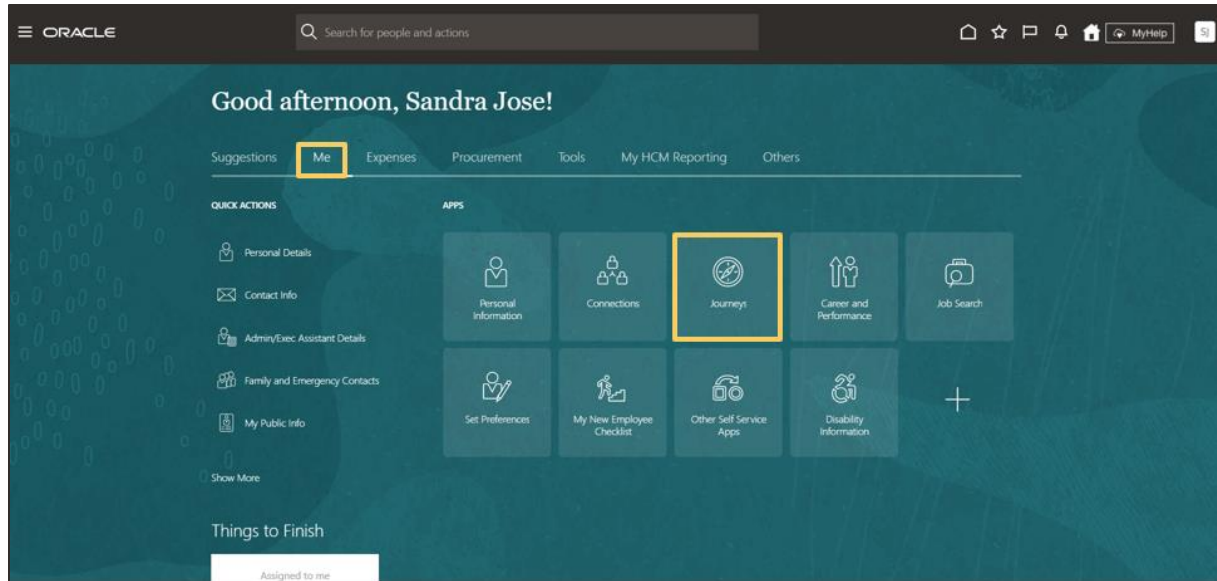
## 2. Initial Request for Workspace Category Change (applying for the first time)

### 2.A. Initiate Workspace Category Change transaction

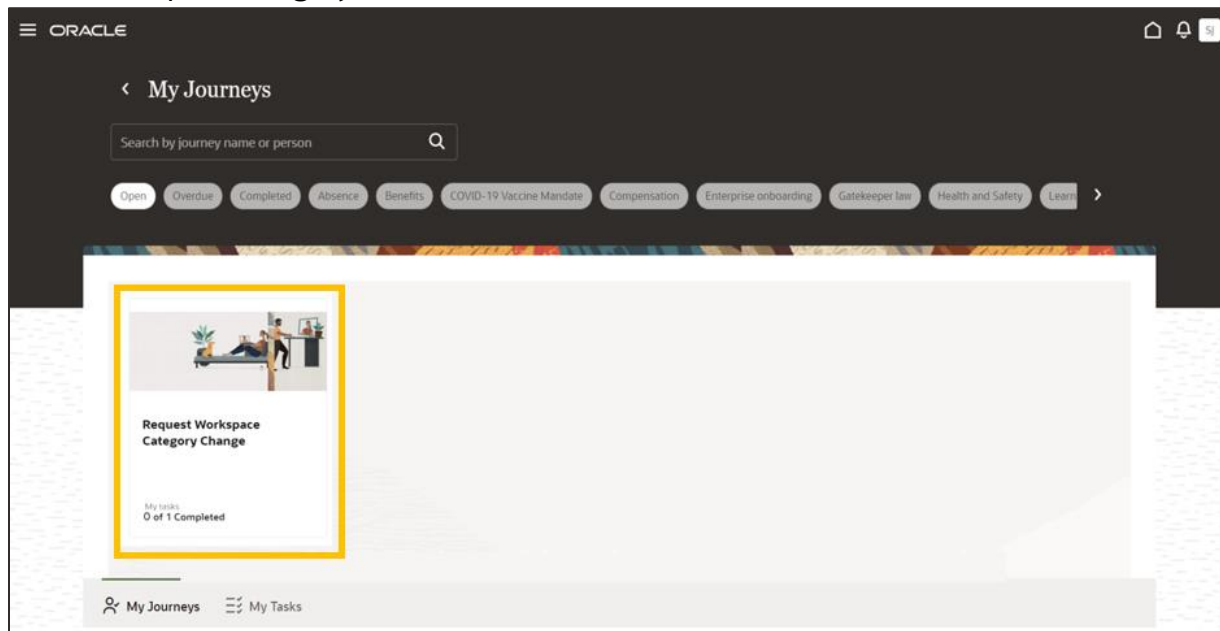
Employee can initiate a WSC change transaction as shown below in the following circumstances:

- Change in WSC transaction from Assigned to Flex or Remote
- Change in WSC transaction accompanied with a change in Office Location

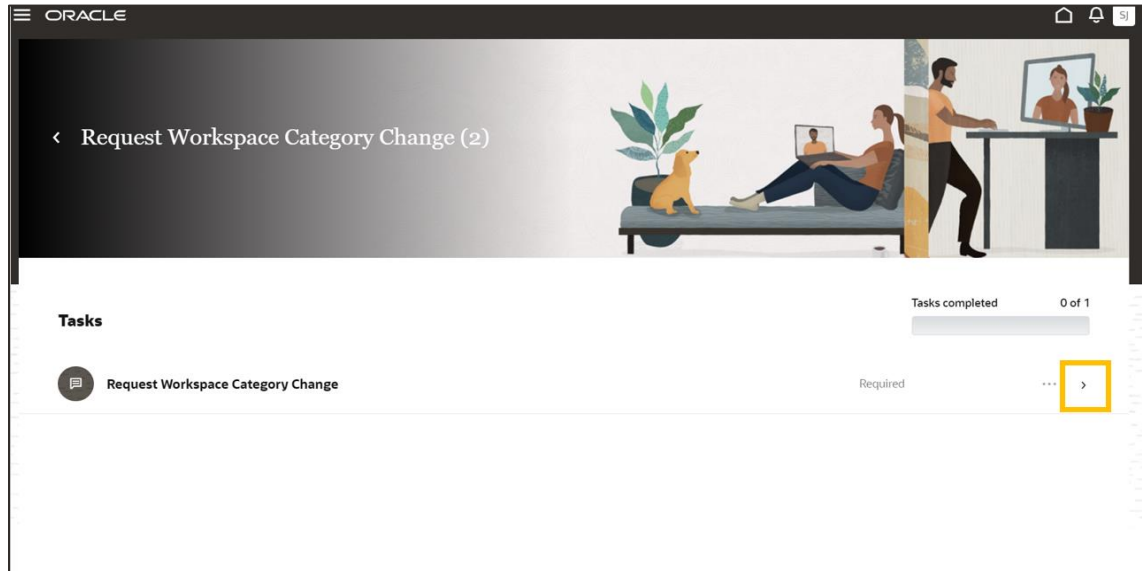
2.A.1. As an employee, navigate to “Journeys” under “Me” category in [HCM](#).



2.A.2. Select “Request Workspace Category Change” journey to initiate a request for a change in the workspace category.



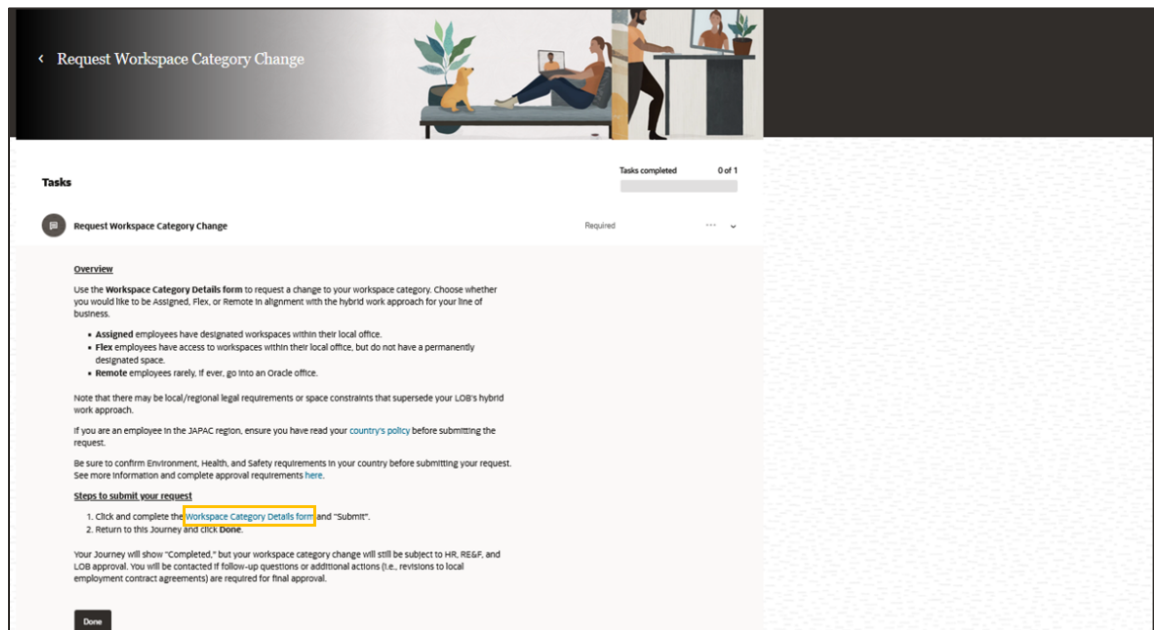
This will take the employee to the workspace category change home page. The employee must choose the arrow icon to view the details on the page.



2.A.2.1. Review the guidelines on the page.

2.A.2.2. The [Remote and Flexible worksite](#) hyperlink will direct you to the global Remote and Flexible Work page. Navigate to your region and country to review the respective policies.

2.A.2.3. After reviewing the policies, employee is required to return to the WSC change journey page and initiate the change transaction by selecting the Workspace Category Details form. This will redirect the employee to the Document module.



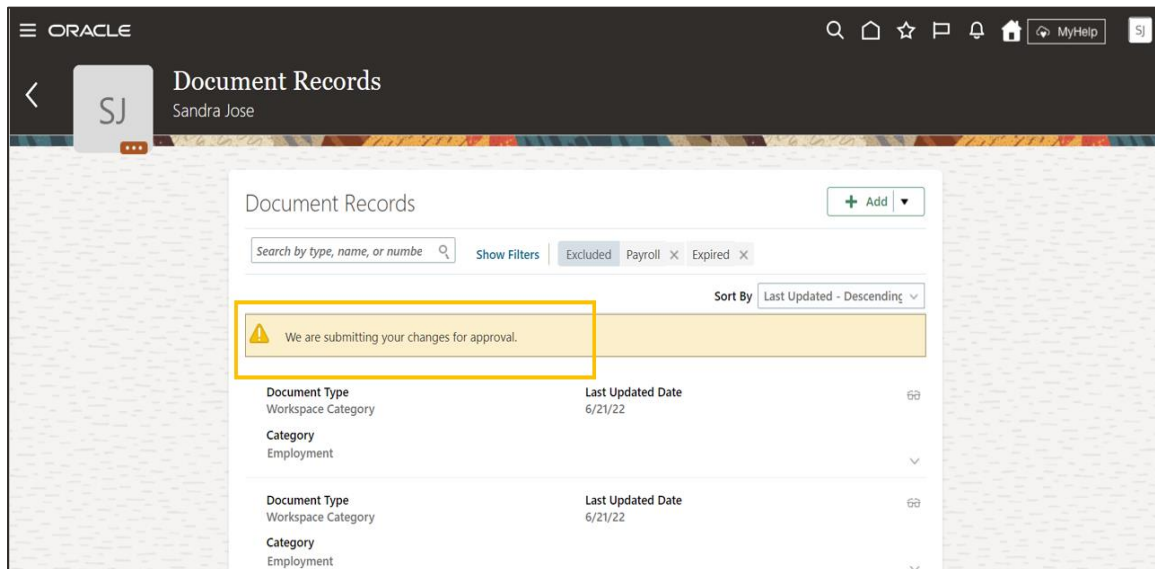


2.A.3. Complete the details on the page and Submit the form. Guidelines for submission:

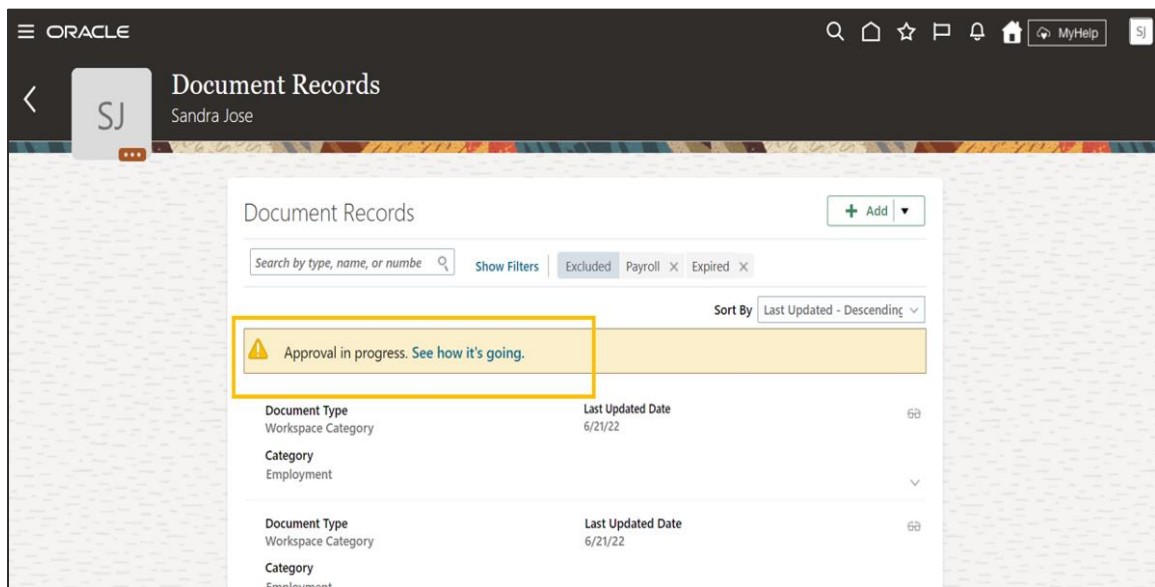
- **Document Type** – will be defaulted to Workspace Category
- **Proposed effective date of change** - Should be future dated. Recommended is 1 month from the date of raising the transaction. E.g. - If the employee wants to work from a new category on 1st Sep 2022, they should raise the transaction by 1st Aug 2022.
- **Work Location** – From the dropdown choose the office location to which the employee is attached. All employees, irrespective of their WSC, will have a base office location. To check the employee's current work location, navigate to [HCM](#) >> [Me](#) >> [Personal Information](#) >> [Employment Info](#) >> [Assignment](#) >> [Location](#)
- **Workspace Category** – Choose the proposed category as discussed with the Manager
- **No. of days working from home per week (EMEA only)** – Do not enter/fill this field
- **Employee Remote Work Location Address (JAPAC only)** – Provide the complete home address including city, province and state as applicable, when the proposed Workspace Category is either "Flex" or "Remote".

The screenshot shows the Oracle HCM 'Add Document' interface for user Sandra Jose. The form is titled 'Document Details' and is divided into two main columns. The left column contains fields for 'Document Type' (set to 'Workspace Category'), 'Proposed Effective Date of Change' (set to 'm/d/yy'), 'Work Location', 'Workspace Category', and 'No. of days working from home per week (EMEA Only)'. The right column contains fields for 'Category' (set to 'Employment'), 'Country' (set to 'All Countries'), 'Employee Remote Work Location Address (JAPAC Only)', and 'Comments'. At the bottom, there is an 'Attachments' section with a drag-and-drop area. A yellow box highlights the 'Submit' button in the top right corner.

Once submitted, the employee will be able to view a message stating that the changes are being submitted for approval.



When the page is refreshed in a minute's time, the message will be updated stating that the approval is in progress. The approval flow is thus initiated.



2.A.4. Employee should return to the [WSC change journey](#) and select Done indicating that they have completed the required actions.

< Request Workspace Category Change

Tasks

Tasks completed 0 of 1

Request Workspace Category Change

Required

**Overview**

Use the **Workspace Category Details** form to request a change to your workspace category. Choose whether you would like to be Assigned, Flex, or Remote in alignment with the hybrid work approach for your line of business.

- **Assigned** employees have designated workspaces within their local office.
- **Flex** employees have access to workspaces within their local office, but do not have a permanently designated space.
- **Remote** employees rarely, if ever, go into an Oracle office.

Note that there may be local/regional legal requirements or space constraints that supersede your LOB's hybrid work approach.

If you are an employee in the JAPAC region, ensure you have read your [country's policy](#) before submitting the request.

Be sure to confirm Environment, Health, and Safety requirements in your country before submitting your request. See more information and complete approval requirements [here](#).

**Steps to submit your request**

1. Click and complete the **Workspace Category Details** form and "Submit".
2. Return to this Journey and click **Done**.

Your Journey will show "Completed," but your workspace category change will still be subject to HR, REGAF, and LOB approval. You will be contacted if follow-up questions or additional actions (i.e., revisions to local employment contract agreements) are required for final approval.

Done

The Workspace Category change journey will be marked Completed after this action and will be visible under the Completed tab in HCM Journeys.

ORACLE

< My Journeys

Search by journey name or person

Open Overdue Completed Absence Benefits COVID-19 Vaccine Mandate Compensation Enterprise onboarding Gatekeeper law Health and Safety Learn

**Request Workspace Category Change**

Completed

My tasks  
1 of 1 Completed

My Journeys My Tasks

## 2.B. Approving/Rejecting/Reassigning/Requesting Information for the transaction

Once the transaction is submitted by the employee, a notification email is sent to the approver in the approval chain for actioning. The approver can approve or reject the transaction by choosing the Approve or Reject action button in the email.

The approval hierarchy will be as follows: *Employee >> Manager >> HR Rep >> RE&F >> EHS (only for KR) >> LoB Management upto M6*

Manage Document Records

**Sandesh Murchy**  
611224

**New Document Record**

Type	Workspace Category
Proposed Effective Date of Change	6/30/22
Work Location	KR-Taegu-Textile Bldg
Workspace Category	Flex
Employee Remote Work Location Address (JAPAC Only)	3333

**Employee Details**

Email Address	sandesh.murchy@oracle.com
Manager Name	Allen Mathew
Assignment Number	E611224-2
Job	60550.HR Consultant 5.IC5
Grade	IN.1BX.32
Department	702735 - 559 - JAPAC & IDC Human Resources
Location	AR-Capital Federal-Humberto Primo 59

**Approvers**

Allen Mathew ref-wscategoryapprv-jpac ww	
Assigned to Rambabu Jagatha	6/15/22 3:49 AM
Approved by Allen Mathew approve	6/15/22 3:49 AM
Submitted by Sandesh Murchy	6/12/22 9:30 PM

For Korea:

Manage Document Records

**Hanna Kim**  
1165386

**New Document Record**

Type	Workspace Category
Country	All Countries
Category	Employment
Proposed Effective Date of Change	2022-09-09
한택스트	GLB_WORKSPACE_CATEGORY
Work Location	KR-Seoul-Trade Center ASEM Tower
Work Category	Flex
Comments	N/A

**Employee Details**

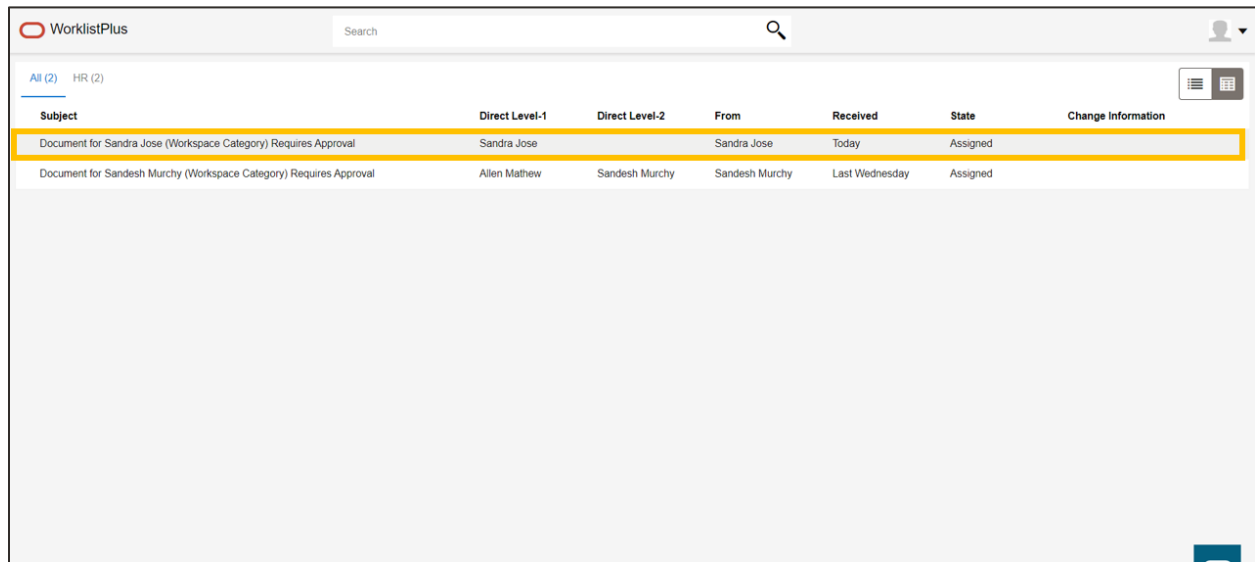
Assignment Number	E1165386
Job	60530.HR Consultant 3.IC3
Grade	KR.1XX.18

**Approvers**

Approved by Rachna Sampayo Action: approve	6/8/22 7:45 PM
Approved by Stewart Lee	6/8/22 7:44 PM
Approved by eha-wscategoryapprv-jpac ww Action: approve	6/8/22 7:44 PM
Approved by ref-wscategoryapprv-jpac ww Action: approve	6/8/22 7:39 PM
Approved by Christy Lee Action: approve	6/8/22 7:34 PM
Approved by Stewart Lee Action: approve	6/8/22 7:19 PM
Submitted by Hanna Kim	6/7/22 8:41 PM

The approver also has the option to approve, reject, reassign or request information for the transaction in [WorklistPlus](#).

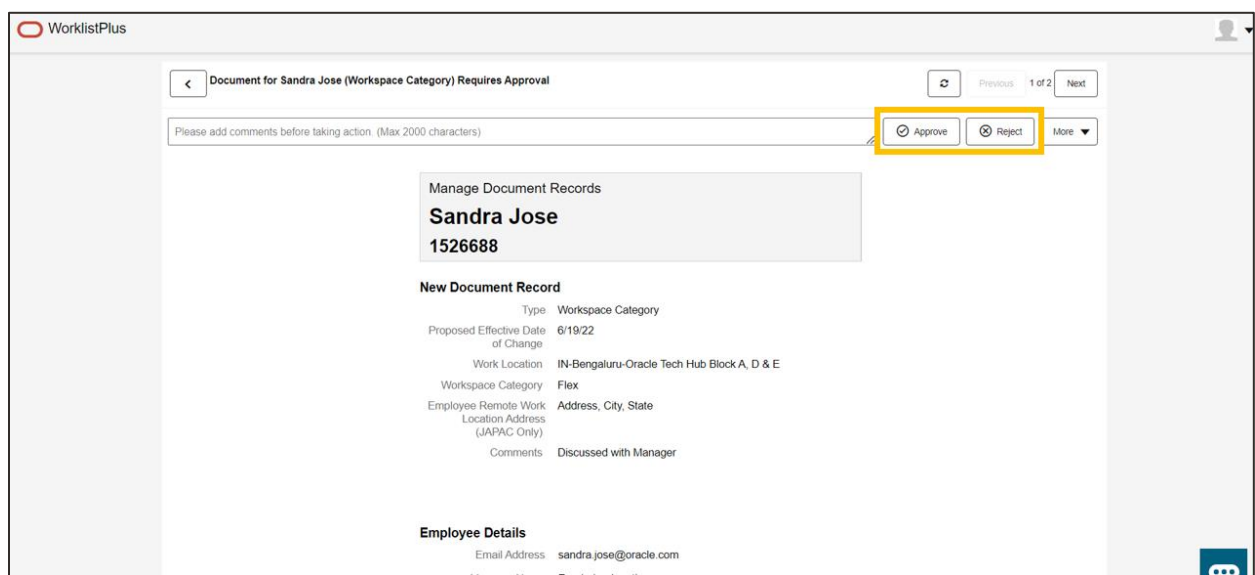
### 2.B.1. Choose the transaction that requires to be actioned



Subject	Direct Level-1	Direct Level-2	From	Received	State	Change Information
Document for Sandra Jose (Workspace Category) Requires Approval	Sandra Jose		Sandra Jose	Today	Assigned	
Document for Sandesh Murchy (Workspace Category) Requires Approval	Allen Mathew	Sandesh Murchy	Sandesh Murchy	Last Wednesday	Assigned	

2.B.2. The approver should Approve or Reject the transaction after reviewing the details provided by the employee in the New Document Record section.

They can add comments if required while approving or rejecting the transaction.



Document for Sandra Jose (Workspace Category) Requires Approval

Please add comments before taking action. (Max 2000 characters)

Approve Reject More

Manage Document Records

**Sandra Jose**  
1526688

**New Document Record**

Type: Workspace Category  
Proposed Effective Date of Change: 6/19/22  
Work Location: IN-Bengaluru-Oracle Tech Hub Block A, D & E  
Workspace Category: Flex  
Employee Remote Work Location Address (JAPAC Only): Address, City, State  
Comments: Discussed with Manager

**Employee Details**  
Email Address: sandra.jose@oracle.com

## 2.B.3. For transactions where the approver needs to reassign or request information:

2.B.3.1. Choose “Reassign” from the “More” options to reassign the transaction to another eligible approver.

The screenshot shows the WorklistPlus interface. At the top, it says "Document for Sandra Jose (Workspace Category) Requires Approval". Below this is a text area for comments: "Please add comments before taking action. (Max 2000 characters)". To the right of the comments area are buttons for "Approve", "Reject", and a "More" dropdown menu. The "More" menu is open, showing options: "Reassign", "Request Info", "Withdraw", "Add Comment", and "Add Attachment". The "Reassign" option is highlighted with a yellow box. Below the menu, there is a section titled "Manage Document Records" for Sandra Jose (ID 1526688). Underneath is a "New Document Record" table with fields: Type (Workspace Category), Proposed Effective Date of Change (6/19/22), Work Location (IN-Bengaluru-Oracle Tech Hub Block A, D & E), Workspace Category (Flex), Employee Remote Work Location Address (Address, City, State), and Comments (Discussed with Manager). At the bottom, "Employee Details" show the email address: sandra.jose@oracle.com.

The approver can enter the comments, add the email id of the approver they would want to reassign to and submit.

The screenshot shows the same WorklistPlus interface, but with a "Reassign" dialog box open in the center. The dialog box has a title "Reassign" and a section "Enter comments for action" with a text input field labeled "Provide Comments". Below this is a section "Assign To (Search by First Name or Last Name or Email)" with a text input field and a note "Type in 4 or more characters to view results.". At the bottom of the dialog box are "Submit" and "Cancel" buttons. The background interface is dimmed.



2.B.3.2. Choose “Request Info” from the “More” options to request further information from the employee.

The screenshot shows the WorklistPlus interface. At the top, there's a header with the WorklistPlus logo and a user profile icon. Below the header, a navigation bar shows a back arrow, the document title "Document for Sandra Jose (Workspace Category) Requires Approval", and navigation buttons for "Previous", "1 of 2", and "Next". A text input field for comments is present with a placeholder "Please add comments before taking action. (Max 2000 characters)". To the right of the comments field are buttons for "Approve", "Reject", and a highlighted "More" button. The "More" dropdown menu is open, showing options: "Reassign", "Request Info" (highlighted with a yellow box), "Withdraw", "Add Comment", and "Add Attachment". The main content area displays "Manage Document Records" for "Sandra Jose" with ID "1526688". Below this, a "New Document Record" section lists details: Type (Workspace Category), Proposed Effective Date of Change (6/19/22), Work Location (IN-Bengaluru-Oracle Tech Hub Block A, D & E), Workspace Category (Flex), Employee Remote Work Location Address (Address, City, State), and Comments (Discussed with Manager). At the bottom, "Employee Details" shows the email address "sandra.jose@oracle.com".

The approver can ask the information they require from the employee in the Comments field and submit.

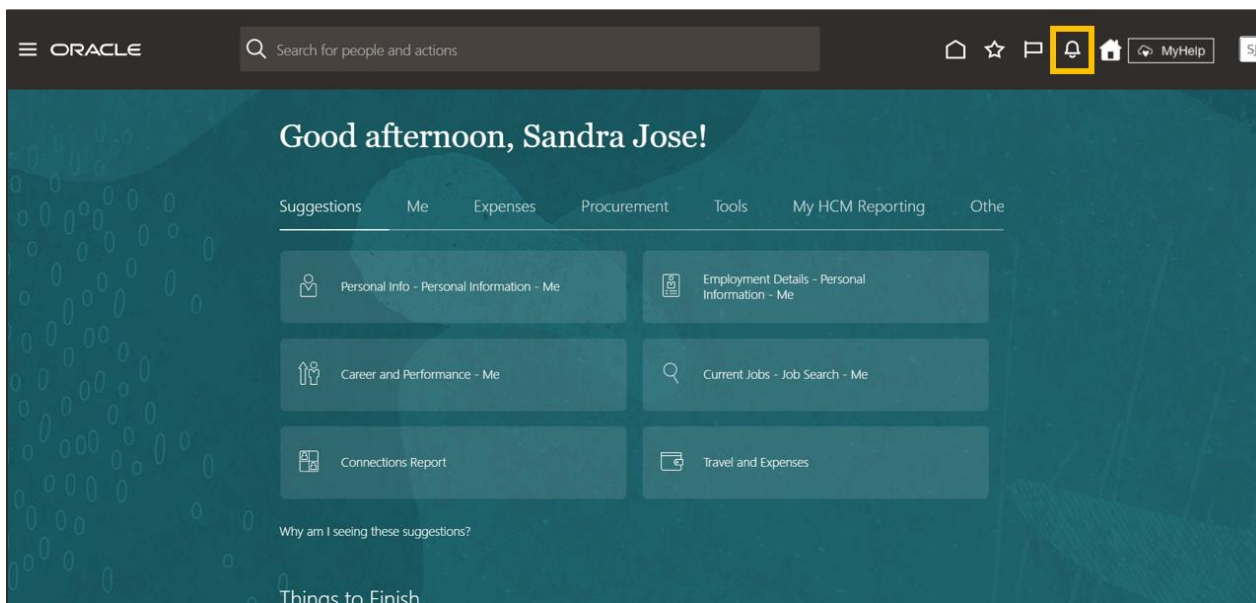
In case the information needs to be provided by another stakeholder outside of the approval hierarchy, the approver can enter the respective email id in the Assign To field.

The screenshot shows the same WorklistPlus interface as before, but with a "Details" dialog box open in the center. The dialog box has a title "Details" and a section "Return Options" with two radio buttons: "Route directly back to me" (selected) and "Require prior approvers to retake action". Below this is a section "Enter comments for action" with a text input field labeled "Provide Comments". Underneath is an "Assign To" section with the instruction "(Search by First Name or Last Name or Email)" and "Type in 4 or more characters to view results". A search result is displayed: "Sandesh Murchy (sandesh.murchy@oracle.com)". At the bottom of the dialog are "Submit" and "Cancel" buttons. The background interface is dimmed, showing the same document details for Sandra Jose.

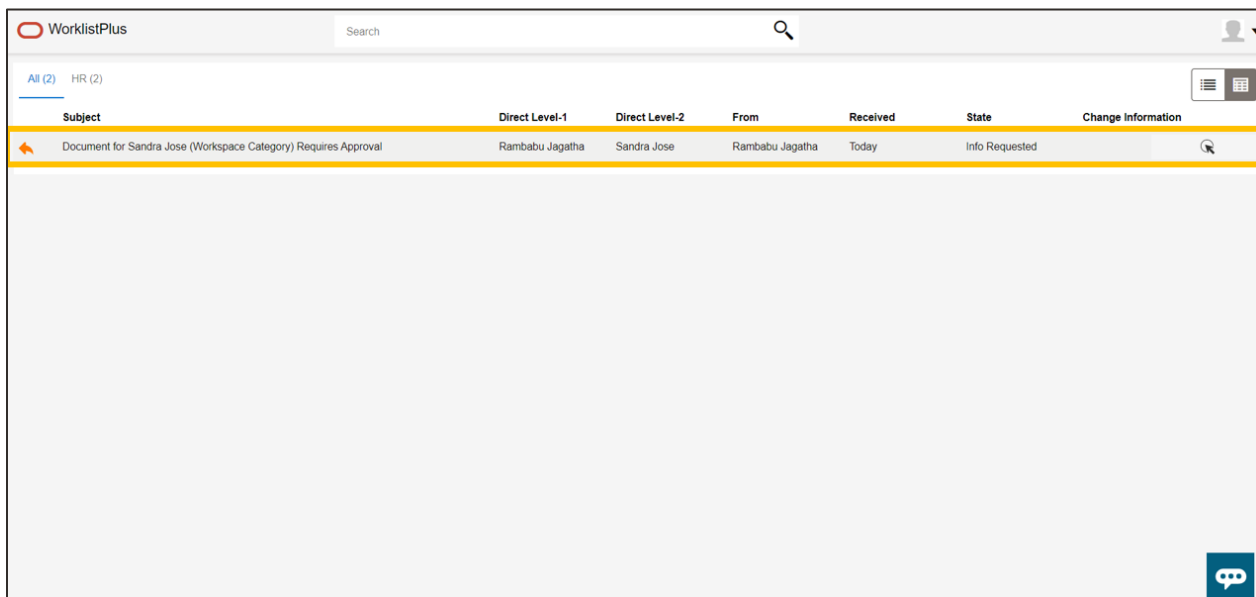
## 2.C. Responding to “Request Information” by an approver

Once the approver has requested information from the employee, the employee can respond back to the approver with the requested information.

2.C.1. Login to HCM and choose the notification icon (bell icon) to navigate to [WorklistPlus](#).



2.C.2. Employees should choose the transaction in their queue that requires them to furnish further information.



Management Document Record	
<b>Sandra Jose</b> <b>1526688</b>	
<b>New Document Record</b>	
Type	Workspace Category
Proposed Effective Date of Change	6/18/22
Work Location	RN-Bengaluru-Oracle Tech Hub Block A, D & E
Workspace Category	Flex
Employee Remote Work Location Address (JAPAC Only)	#1235, House Name, City, State, Country
<b>Employee Details</b>	
Email Address	sandra.jose@oracle.com
Manager Name	Rambabu Jagatha
Assignment Number	ET1526688
Job	60520 HR Consultant 2 IC2
Grade	RN.IEX.12
Department	702735 - 559 - JAPAC & IDC Human Resources
Location	RN-KA-Bengaluru-16/3 Cambridge Road
<b>Approvers</b>	
Srikanti Subdina	
Sanikara Subramanian	
Rambabu Jagatha	
ref=mc/categories/apprv.jspac ww	
Rambabu Jagatha	
Rambabu Jagatha	
Rambabu Jagatha	
Rambabu Jagatha requested information from Sandra Jose	6/17/22 3:10 AM
Please confirm after discussing.	
Sandra Jose submitted information to Rambabu Jagatha	6/17/22 2:43 AM
City has been updated	
Rambabu Jagatha requested information from Sandra Jose	6/18/22 11:17 PM
Please provide city	
Submitted by Sandra Jose	6/18/22 11:03 PM

WorklistPlus

<

Document for Sandra Jose (Workspace Category) Requires Approval

↺

Previous

1 of 1

Next

Please add comments before taking action. (Max 2000 characters)

↩ Reply

🔄 Reassign

More ▾

Manage Document Records

Sandra Jose

1526688

New Document Record

Type	Workspace Category
Proposed Effective Date of Change	6/19/22
Work Location	IN-Bengaluru-Oracle Tech Hub Block A, D & E
Workspace Category	Flex
Employee Remote Work Location Address (JAPAC Only)	Address, City, State
Comments	Discussed with Manager

Employee Details

Email Addresssandra.jose@oracle.com

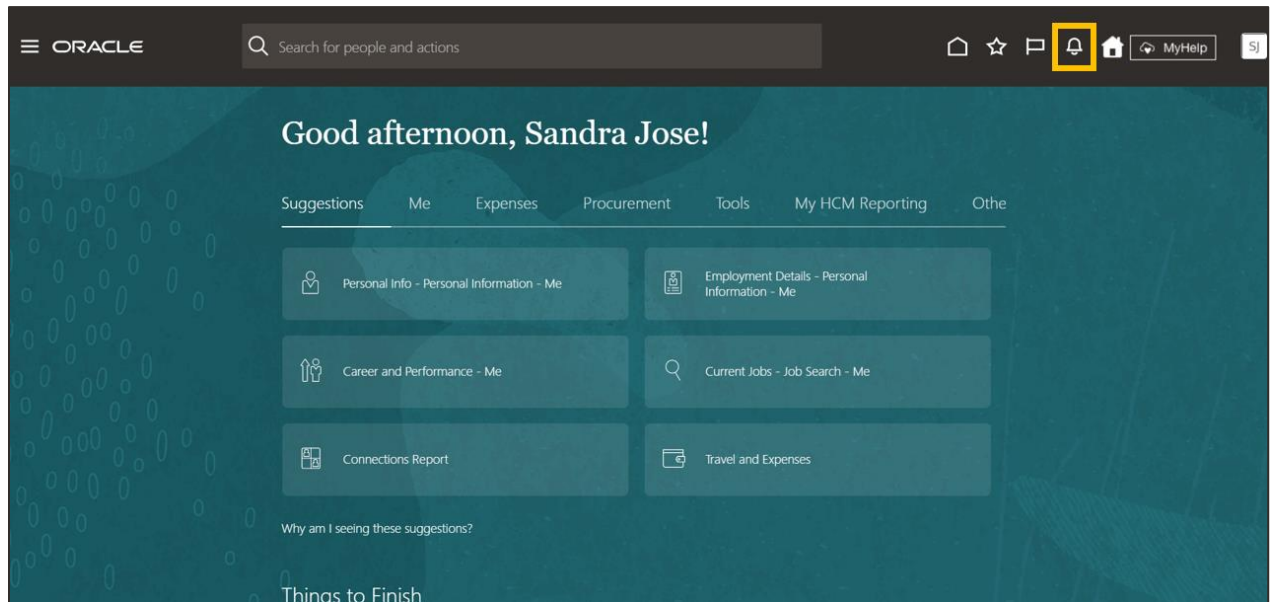
The employee can insert the information required in the Comments field and Submit the response.

The screenshot displays the WorklistPlus application interface. At the top, a navigation bar shows 'WorklistPlus' and a user profile icon. Below this, a breadcrumb trail reads '< Document for Sandra Jose (Workspace Category) Requires Approval'. To the right of the breadcrumb are buttons for 'Previous', '1 of 2', and 'Next'. A main content area contains a text input field with the placeholder 'Please add comments before taking action. (Max 2000 characters)'. Below the input field, a red error message states 'Comments are mandatory' and 'You must enter a value.'. To the right of the input field are buttons for 'Reply', 'Reassign', and 'More'. A modal window titled 'Details' is open in the center, outlined with a yellow border. The modal contains the text 'Reply to Rambabu Jagatha' and 'Enter comments for action'. Below this is a text input field with the placeholder 'Provide Comments' and a character count '2000'. Underneath the input field is a 'Drag and Drop' section with the text 'Select a file or drop one here' and a plus icon. At the bottom of the modal are 'Submit' and 'Cancel' buttons. Below the modal, the text 'Employee Details' is visible, followed by 'Email Address: sandra.jose@oracle.com'. In the bottom right corner of the application, there is a blue chat icon.

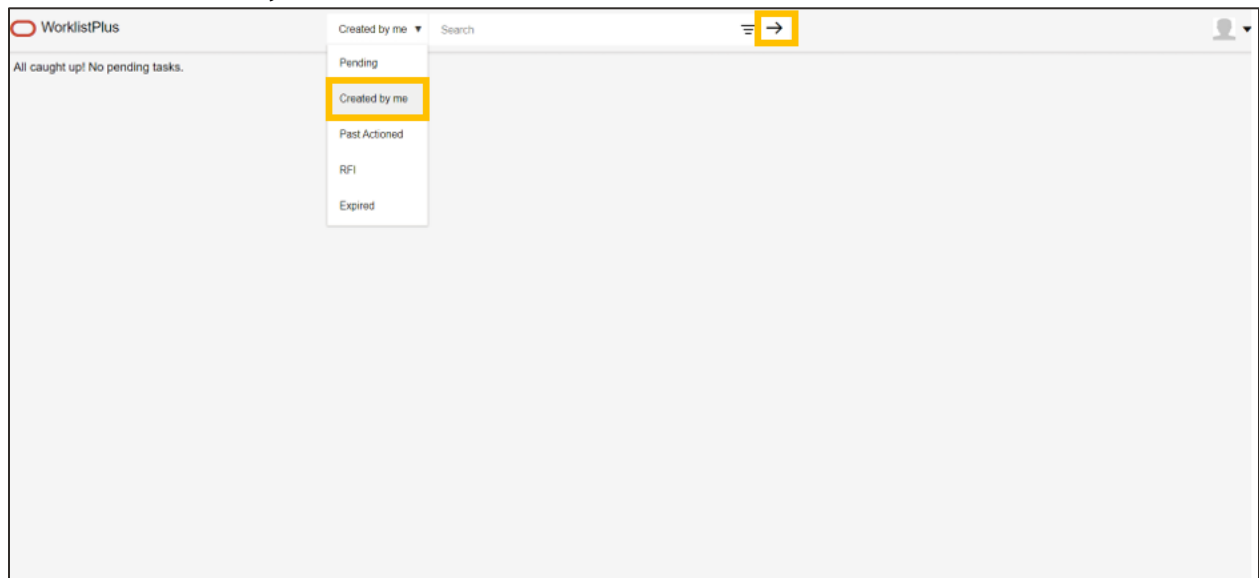
## 2.D. Withdrawing the transaction

Employees have the option to withdraw the transaction in [WorklistPlus](#).

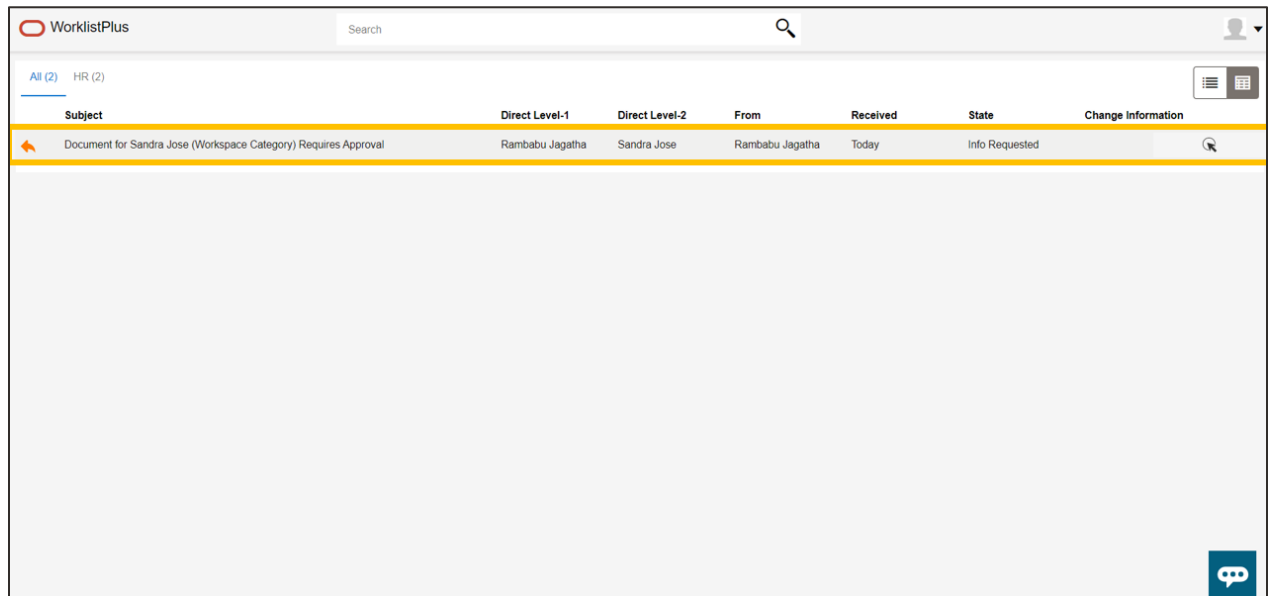
2.D.1. Login to HCM and choose the notification icon (bell icon) to navigate to [WorklistPlus](#).



2.D.2. The employee should choose “Created By Me” from the Search bar dropdown to view the transaction raised by them.



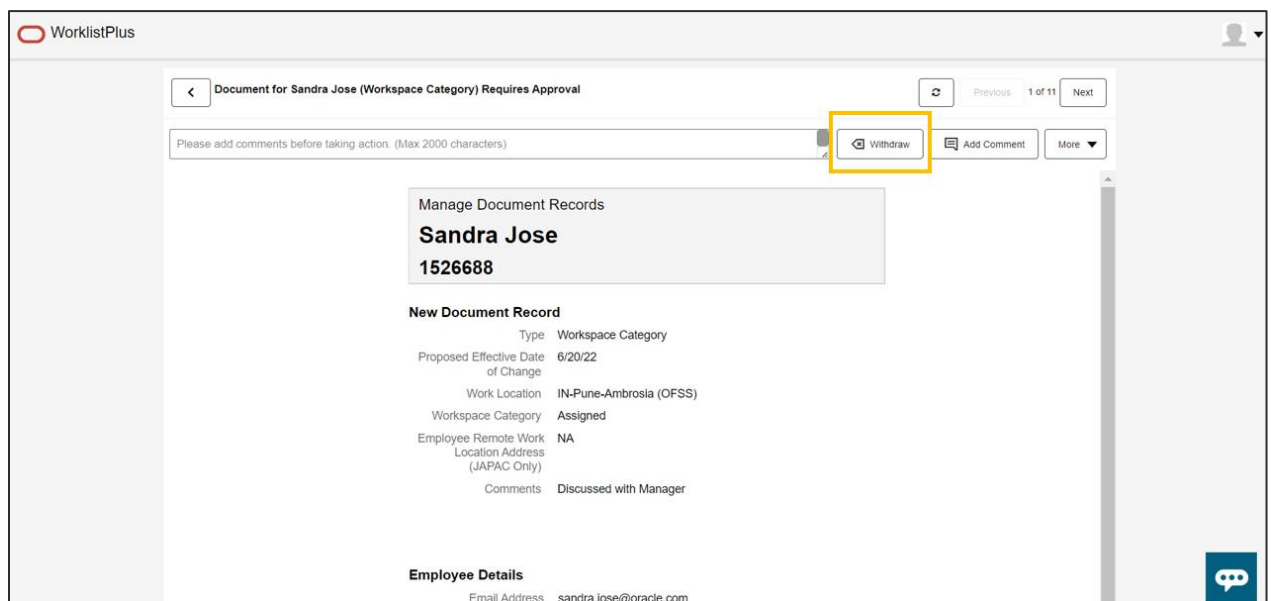
2.D.3. Employees should choose the transaction in their queue that they want to withdraw.



The screenshot shows the WorklistPlus interface. At the top, there is a search bar and a user profile icon. Below the header, there is a table with the following columns: Subject, Direct Level-1, Direct Level-2, From, Received, State, and Change Information. The table contains one row with the following data: Subject: Document for Sandra Jose (Workspace Category) Requires Approval, Direct Level-1: Rambabu Jagatha, Direct Level-2: Sandra Jose, From: Rambabu Jagatha, Received: Today, State: Info Requested, and Change Information: (empty). A blue chat icon is visible in the bottom right corner.

Subject	Direct Level-1	Direct Level-2	From	Received	State	Change Information
Document for Sandra Jose (Workspace Category) Requires Approval	Rambabu Jagatha	Sandra Jose	Rambabu Jagatha	Today	Info Requested	

2.D.4. Employees can choose the Withdraw option to withdraw the transaction.



The screenshot shows the WorklistPlus interface with the details of a transaction. The transaction title is "Document for Sandra Jose (Workspace Category) Requires Approval". Below the title, there is a text area for comments with the placeholder "Please add comments before taking action. (Max 2000 characters)". To the right of the text area, there is a "Withdraw" button highlighted with a yellow box, along with "Add Comment" and "More" buttons. Below the text area, there is a section titled "Manage Document Records" with the name "Sandra Jose" and the ID "1526688". Below this, there is a section titled "New Document Record" with the following details: Type: Workspace Category, Proposed Effective Date of Change: 6/20/22, Work Location: IN-Pune-Ambrosia (OFSS), Workspace Category: Assigned, Employee Remote Work Location Address (JAPAC Only): NA, and Comments: Discussed with Manager. At the bottom, there is a section titled "Employee Details" with the email address "sandra.jose@oracle.com". A blue chat icon is visible in the bottom right corner.

< Document for Sandra Jose (Workspace Category) Requires Approval

Please add comments before taking action. (Max 2000 characters)

Withdraw Add Comment More

Manage Document Records

**Sandra Jose**  
1526688

**New Document Record**

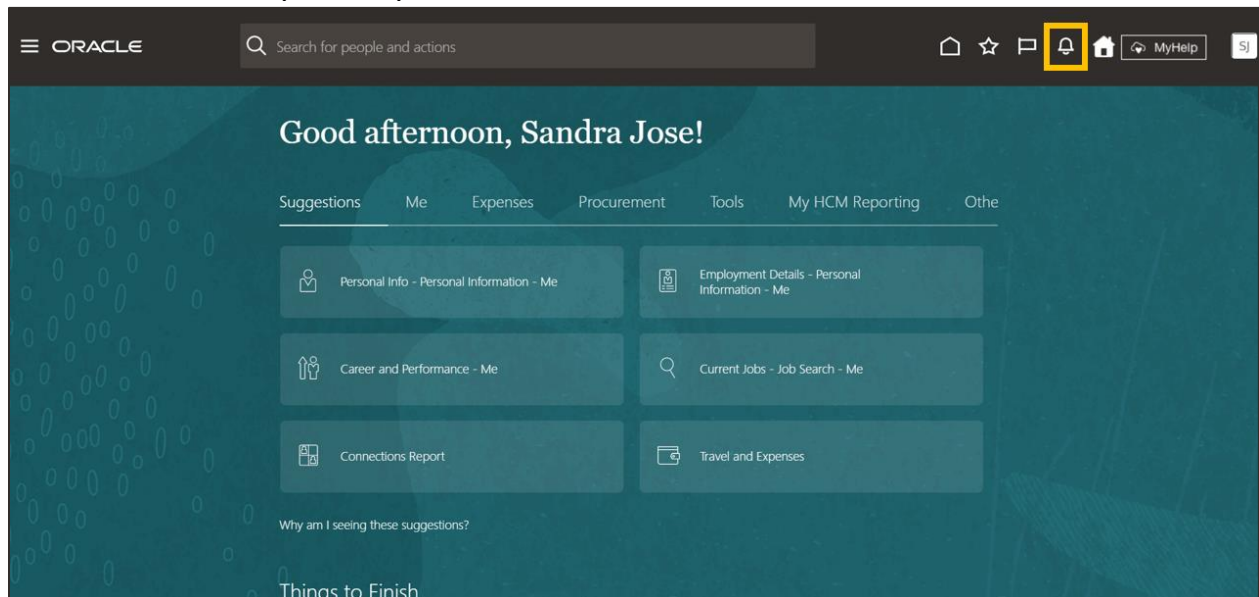
Type: Workspace Category  
Proposed Effective Date of Change: 6/20/22  
Work Location: IN-Pune-Ambrosia (OFSS)  
Workspace Category: Assigned  
Employee Remote Work Location Address (JAPAC Only): NA  
Comments: Discussed with Manager

**Employee Details**  
Email Address: sandra.jose@oracle.com

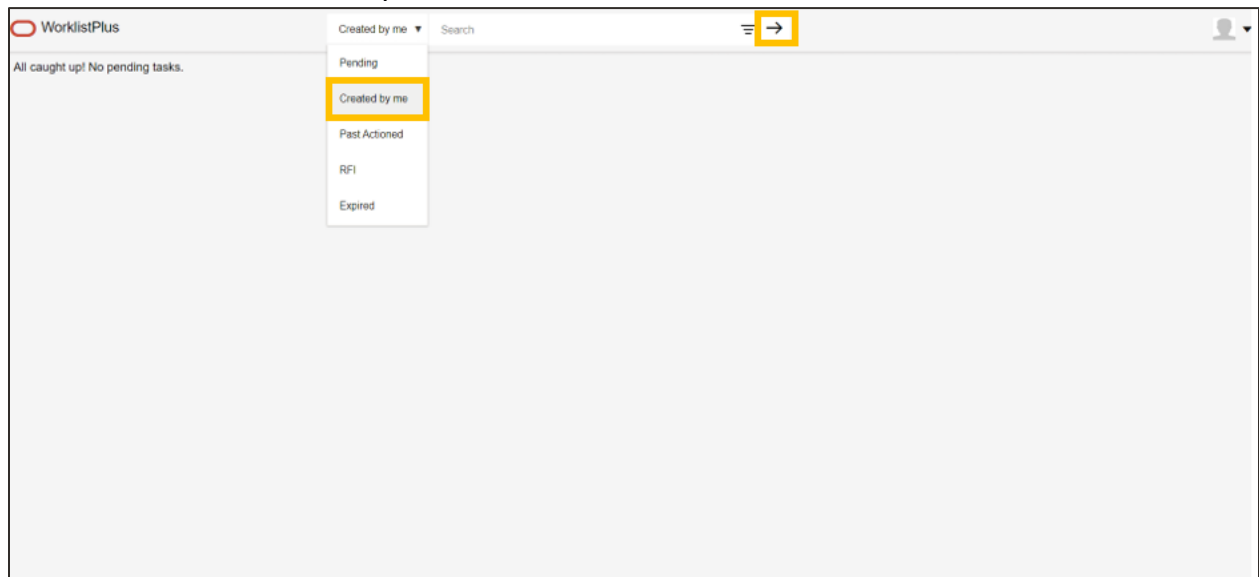


## 2.E. Checking the status of the transaction - WorklistPlus

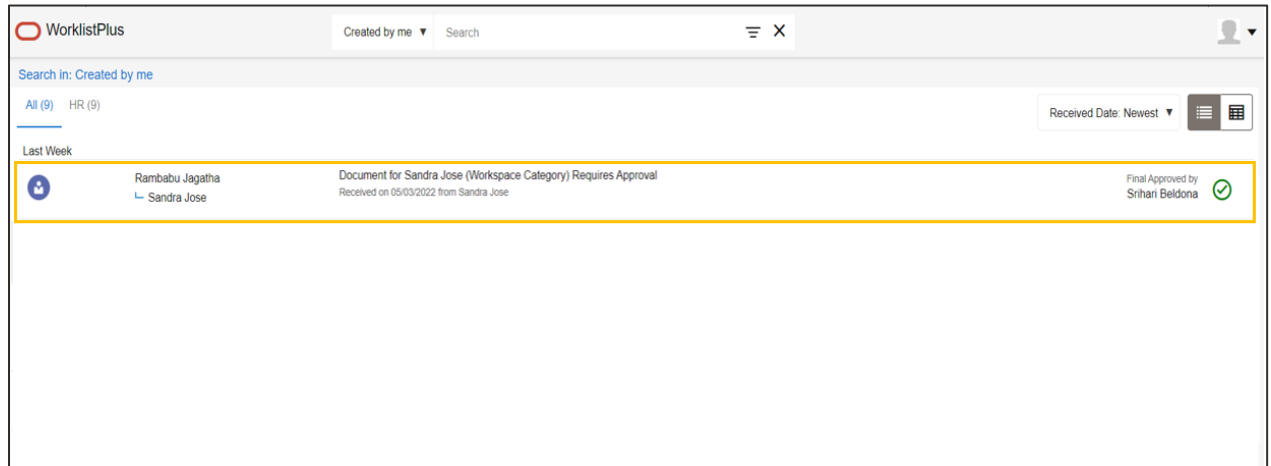
2.E.1. Employees can view the approval status of the transaction in [WorklistPlus](#) by selecting the notification icon (bell icon) in HCM.



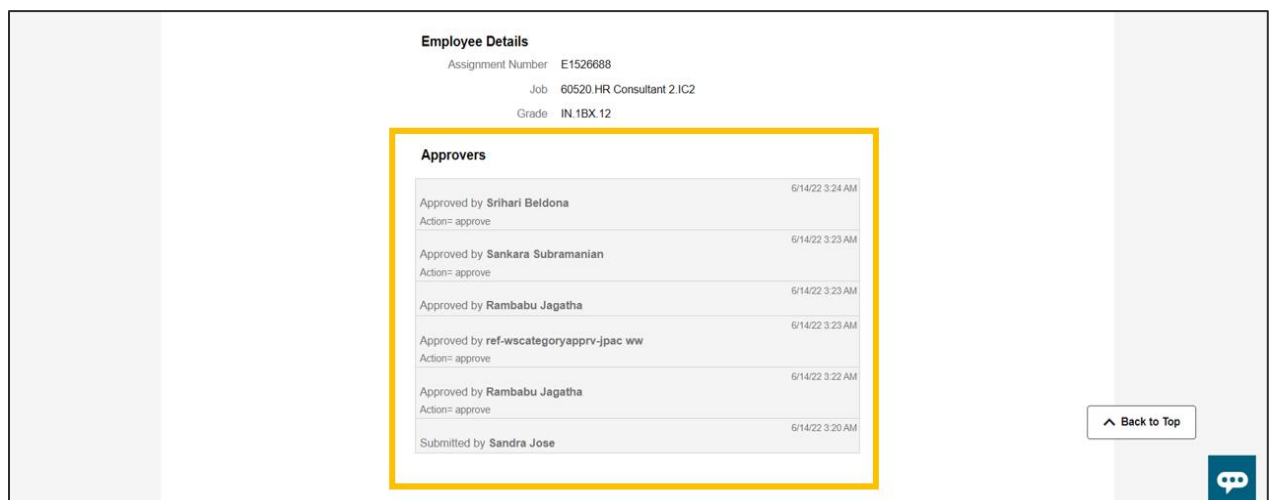
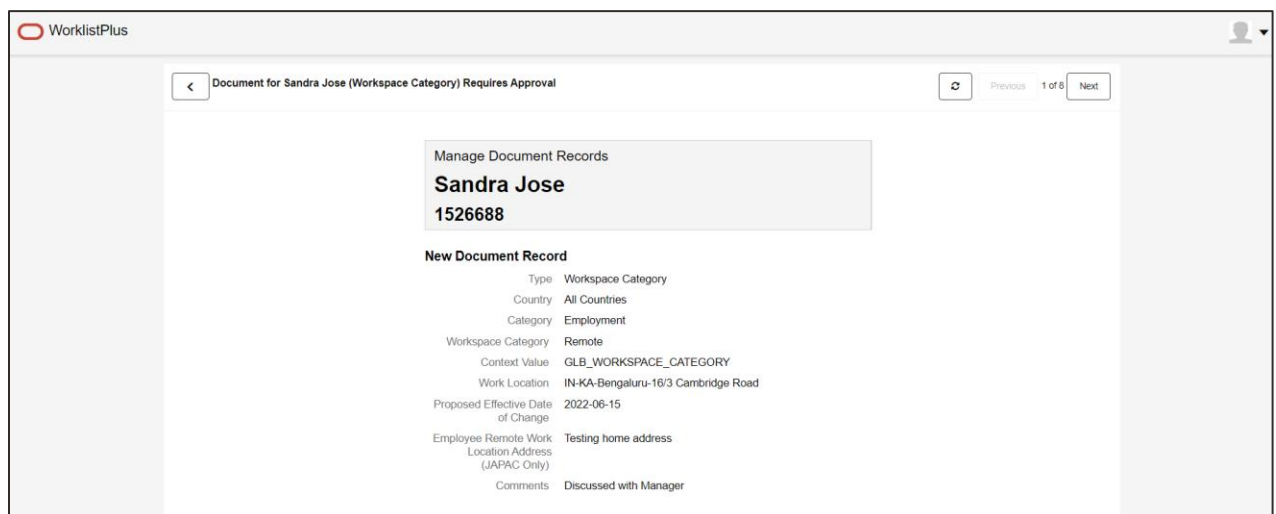
2.E.2. To view the status of the submitted transaction, the employee should choose “Created By Me” from the Search bar dropdown.



2.E.3. The employee should choose the submitted transaction to view the details of the transaction.



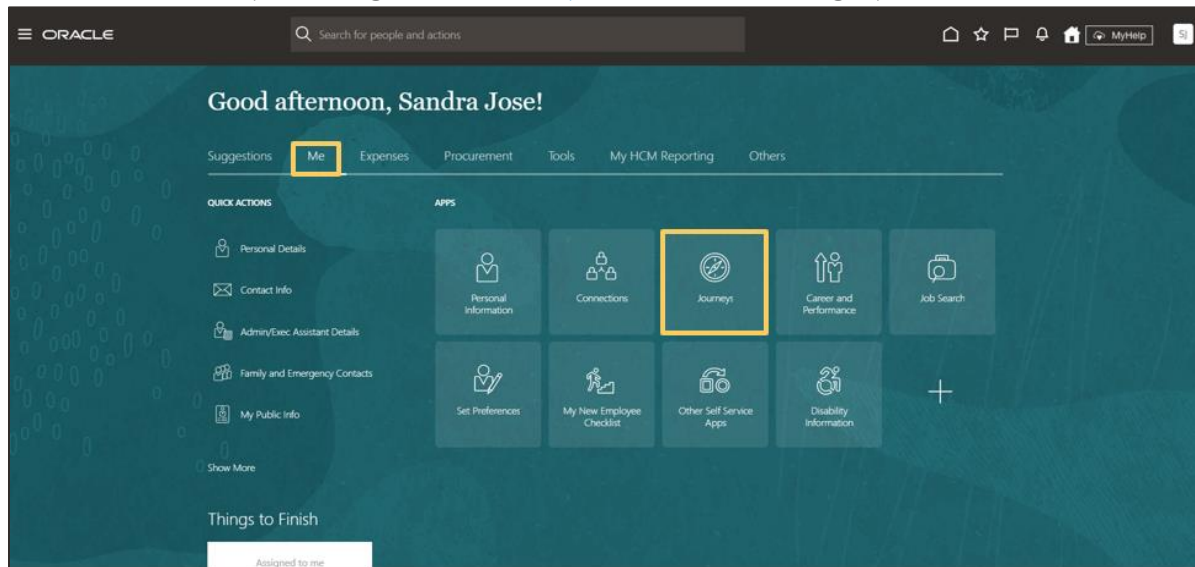
The approval matrix and status information can be tracked in WorklistPlus.



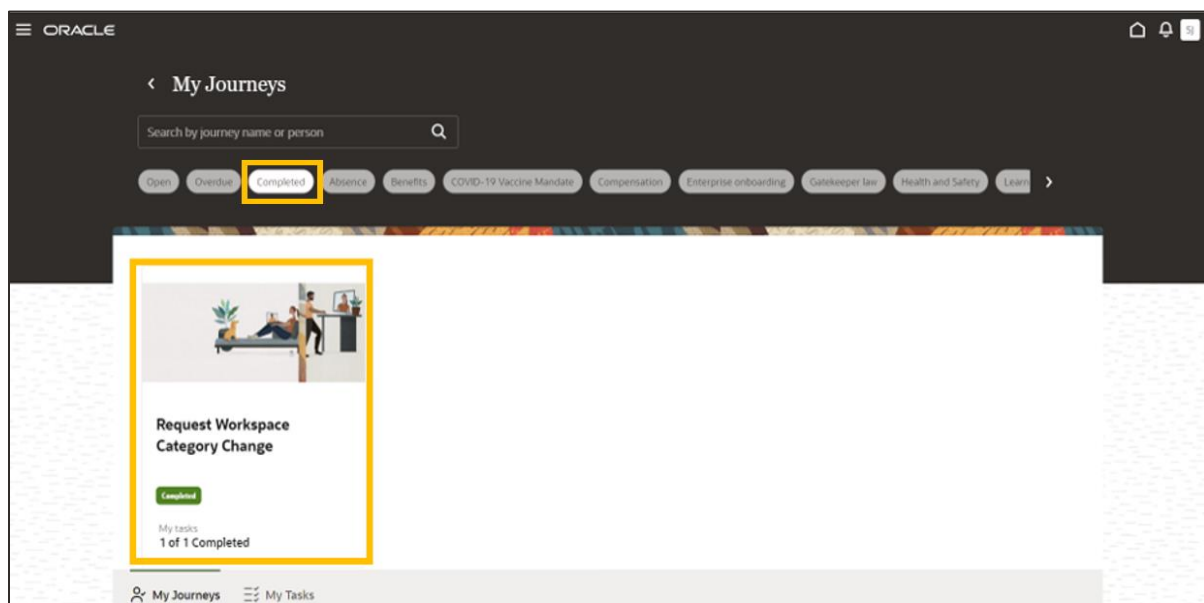
## 2.F. Resubmitting a rejected Workspace Category transaction

If the workspace category change transaction was rejected by an approver, the employee should resubmit a new workspace category transaction.

2.F.1. As an employee, navigate to “[Journeys](#)” under “Me” category in HCM.



2.F.2. The “Request Workspace Category Change” journey option will be available under the “Completed” section.



The employee is required to follow the steps outlined in the section [Select “Request Workspace Category Change” journey to initiate a request for a change in the workspace category.](#)

## 2.G. Checking the change of WSC after receiving final approval notification in Employment Information section

After the transaction has been fully approved, the employee will receive a final approval notification. The employee can view the updated details of the workspace category by following the steps outlined in [Check Workspace Category](#). This change will be reflected from the proposed effective date of change or date of final approval, whichever is later.

## 3. Initiating Changes to an Approved Workspace Category

If the employee requires to change their workspace category, follow the steps outlined in [Resubmitting WSC transaction](#).

Employees need to initiate a new transaction when there is a

- Change in home address when their WSC transaction is Remote or Flex
  - Employees will follow the steps outlined in [Resubmitting WSC transaction](#).
  - Employees will enter the reason for initiating the WSC as home address change in comments section
- Change in WSC with a change in Location from an Oracle office to a Co-location or Client location
  - Employees will follow the steps outlined in [Resubmitting WSC transaction](#).
    - When moving to Flex or Remote WSC
      - Employee raises WSC transaction. Enters home address in JAPAC home address section.
      - In comments they indicate that they are deployed at Client site. Name of Client not required.
    - When moving to Assigned WSC
      - In comments they indicate that they are deployed at Client site. Name of Client not required.
- Change in WSC with a change in Location from a Co-location or Client location to an Oracle office
  - Employees will follow the steps outlined in [Resubmitting WSC transaction](#).
    - When moving to Flex or Remote WSC
      - Employee raises WSC transaction. Enters home address in JAPAC home address section.
      - In comments they indicate that they are returning to Oracle location.
    - When moving to Assigned WSC
      - In comments they indicate that they are returning to Oracle location.