Workday to PeopleSoft to Kronos FAQ Script 4.4.2022 v3

Article ID: KB0022031
Created: 2024-06-13 12:49:40
Updated: 2024-06-13 12:51:30
Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/50fe2801db677c18c65b6e03ca961928',
'value': '50fe2801db677c18c65b6e03ca961928'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/5d0af6a91b4369503a8e0dc0604bcbac',
'value': '5d0af6a91b4369503a8e0dc0604bcbac'}

Enterprise System -

Kronos

Process-

WD to Kronos HR Updates

Team: Help Desk L1

Version: v3

Last Updated: 4.4.2022

Published By: Deloitte-Kronos Team

Approved By: Denise Kitko/Sherry Hill-Ragsdale

Purpose: The Help Desk should follow this process to troubleshoot the following:

"FAQ regarding Workday to Kronos HR records that may have affected a supervisor's view of employees in Kronos"

Inputs:

· Help Desk request – Cannot see my direct/indirect report(s) in Kronos after an access/new hire or transfer was input to Workday

Outputs:

· Possible ServiceNow ticket submission

· Possible referral to Workday Resources and Support Pages or (ESC) Employee Service Center

Metrics:

Step by Step Process:

1

Can you see the employee's data change in Workday?

1.1) Yes

1.1.a) If yes, Kronos will update in 24-48 hours and direct/indirect reports should be able to be seen in Kronos. Be sure to visit the Workday Resources and Support page, (found: Employee Hub > scroll down to Workday Support Resources & Support Icon) to ensure Workday input/changes were

performed accurately

1.1.b) If not seen in Kronos in 48 hours, refer to: Employee Hub > scroll down to Workday Support Resources & Support Icon to ensure input/change is correct – or - contact the (ESC) Employee Service Center for assistance at: 855 362-6247. Hold time may be extensive due to the volume of calls in the queue -or-

Send an email to: EmployeeServiceCenterAskHr@freseniusmedicalcare.com

2

Can you see the employee's data change in Workday? {THURSDAY BEFORE PAYROLL MONDAY}

2.1) Yes

2.1.a) If a change has been submitted in Workday too close to payroll blackout dates (Workday changes must be submitted, by noon, Thursday before payroll Monday), then the Manager must wait until payroll opens to see if they can see the employee's data change in Workday/Kronos (Usually Wednesday/Thursday after payroll Monday)

2.1.b) If changes are not seen in Workday by Thursday after payroll Monday then, call Employee Service Center for assistance at: 855 362-6247. Hold time may be extensive due to the volume of calls in the queue. An email can also be sent to: EmployeeServiceCenterAskHr@freseniusmedicalcare.com

3

Can you see the employee's data in Workday?

3.1) No

3.1.a) No update/change in Workday can be seen, refer to: Employee Hub > scroll down to Workday Support Resources & Support Icon to ensure input/change is correct - or - contact the (ESC) Employee Service Center for assistance at: 855 362-6247. Hold time may be extensive due to the volume of calls in the queue. An email can also be sent to: EmployeeServiceCenterAskHr@freseniusmedicalcare.com

3.1.b) Has the change/update/new hire information been input into Workday by the manager who is assigned responsibility to do so?

3.1.c) If No, the employee's manager needs to submit a data change to Workday so that the Kronos database will update. Kronos cannot make changes to Workday or PeopleSoft Hub

END OF SCRIPT

4

JOB AID/REFERENCE:

2022 PAYROLL BLACKOUT DATES (THURSDAY BEFORE PAYROLL MONDAY)

Blackout Dates:

1/6/2022

1/20/2022

2/3/2022

2/17/2022

3/3/2022

3/17/2022

3/31/2022

4/14/2022

4/28/2022

5/12/2022

5/26/2022

6/9/2022

6/23/2022

7/7/2022

7/21/2022

8/4/2022

8/18/2022

9/1/2022

9/15/2022

9/29/2022

10/13/2022

10/27/2022

11/10/2022

11/24/2022

12/8/2022

12/22/2022