

ADEX-ENT Kronos Workday to Kronos FAQ

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ADEX-ENT Kronos WD to Kronos FAQ

Document Name

WD to Kronos FAQ

Author(s)

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Document Purpose

The purpose of this document is to assess where an HR record is at in the HR flow from Workday through PeopleSoft Hub into Kronos database

Overview

There are times when an HR record has been updated in Workday, but the record change cannot be seen in Kronos database and so L1 receives inquiries as to what happened to the Kronos record

Required Information

1. Caller name –
2. Contact number
3. E-Mail address
4. Issue –
5. Reason for request (question may or not apply)
6. Hourly or Salary
7. Job Title
8. Work location (actual state/location)

Any recent HR change (EG: promotion, new-hire, demotion)

Other Information

- Possible ServiceNow ticket submission
- Possible referral to Workday Resources and Support Pages or (ESC) Employee Service Center

· See Job Aid/Reference below for Payroll blackout dates

Process

1. Supervisor can see employee(s) in Workday but not Kronos

A. Kronos will update in 24-48 hours and direct/indirect reports should be able to be seen in Kronos after this time. 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

B. If not seen in Kronos after 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. {THURSDAY BEFORE PAYROLL MONDAY} Supervisor can see employee(s) in Workday but not Kronos

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 back up to see if they can see the employee's data change in Workday/Kronos (Usually Wednesday/Thursday after payroll Monday)

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. Supervisor cannot see the employee's updated HR data in Workday

If 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

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

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

Job aid

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