Business process guide

The business process guide gives instructions on approving, returning and canceling a worklist transaction.

Please refer to the Data Management staff directory for the Data Management specialist responsible for your department.

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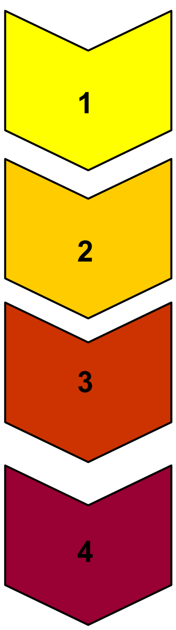
Introduction

The Personnel Transaction Request is the front-end application used to submit job data, payroll transactions, and process-related transactions in PeopleSoft. The employee's job and payroll information are submitted through the PTR application and sent to the cost center or grant manager in your department for approval. Depending on the transaction type, it may also be sent to other designated approvers. Once approved by the appropriate levels, the PTR is sent for further processing or uploaded to PeopleSoft.

Position Management is a front-end application to submit position transactions that can be marked ready for recruitment. These transactions also use workflow and appear on the worklist of the cost center or grant managers and others in the department for approval.

Process diagram for the workflow



A department user originates PTR or position.

A specific set of workflow pathways will be generated for the transaction per the current matrix.

In order, each step must be approved by one of the listed approvers for that step.

The transaction is sent for further processing or is staged for future updates. The PTR updates the job data once fully approved, and the position integrates with Kenexa at the subsequent integration.

Preparation

Security roles you will need

The security roles should be distributed according to your department's internal business processes. Some users will have all roles, while others will have a few and need to work with other users in the department to complete the entire process.

Each system — PTR, position and workflow — requires specific roles to complete the necessary transactions.

Also listed in this guide are several roles for other systems that may be necessary before the PTR creation. These roles may be performed by the person who originates the PTR or by another person in the department.

How to apply for these roles

To check which roles you currently have:

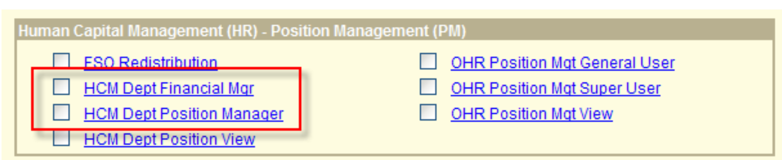
1. Log in to PeopleSoft.
2. Navigate to ASU Customizations.
3. Click ASU Security.
4. Select Manage Security requests.
5. Click My Security Access Roles.

You may also choose PeopleSoft — submit a role request in ServiceNow. It will prompt you to log in to PeopleSoft if you are not already.

Position management security roles

HCM department financial manager — this role allows you to create, modify or review a position and update the funding tied to a position number. Access to the position worklist is also granted with this role.

HCM department position manager — this role allows you to create, modify or review a position number. Access to the position worklist is also granted with this role.



PTR originator — this role allows you to submit personnel transactions through the PTR.

Security training

The above roles require training to gain access. The classes are available in Career EDGE. To access the training:

1. Click Browse Training, or under the learning menu header, select “learner home.”
2. Search for the desired classes.
    a. HRIS: Department Position Manager.
    b. Kenexa Access Training — Prior to Gaining Access.
    c. Using the Personnel Transaction Request.
3. Click the launch button to start the course.

Repeat these steps to enroll in each class and follow the instructions to gain access to your role.

Workflow roles

You do not need formal training for these roles but viewing the training documents online is helpful.

PTR approver — this role provides access to the worklist to approve transactions at the cost center or grant manager level. The user must be listed as a PeopleSoft HR cost center and PeopleSoft HR grant manager in Workday to apply for this role.

Use the approver role request on the Workday landing page to request the PeopleSoft HR cost center or grant manager role.

PTR Dean/VP Approver — this role provides access to the worklist to approve transactions at the dean or VP level for both Position Management and PTR. Members of this role must be the dean or VP or someone who is designated by the dean or VP to perform approvals on their behalf.

PTR Provost EVP — this role provides access to the worklist to approve transactions at the provost or EVP level for PTR and Position Management. Membership is limited and will only be granted if the provost or EVP designates you to access this role.

Note: Other security roles are required to make the PTR process flow smoothly. Different roles are specific to areas within the Office of Human Resources, Financial Services or Student Administration and should be requested by individuals outside those groups.

General overview of worklist

Select worklist page

To access the “Select Worklist” page from the main menu, click:

1. ASU Customizations.
2. ASU HCM Custom.
3. ASU HR.
4. Personnel Transaction Request.
5. PTR Worklist.

The Select Worklist page is the default landing page when navigating the PTR Worklist and Position Worklist. The page will display the total number of transactions. You can navigate to either worklist from the Select Worklist page by clicking the link or using the tabs at the top.

Select Worklist | PTR Worklist | Position Worklist

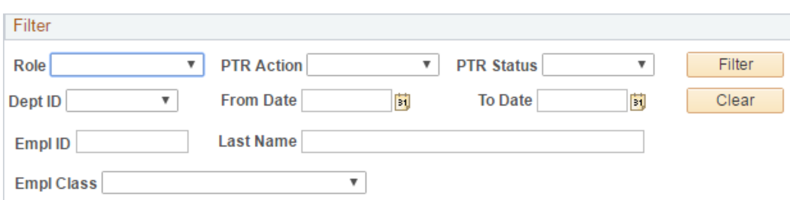
Pending Approvals

	Transactions on Worklist	Transactions as Approver	Transactions as Originator
PTR Worklist	48	39	9
Position Worklist	72	0	72

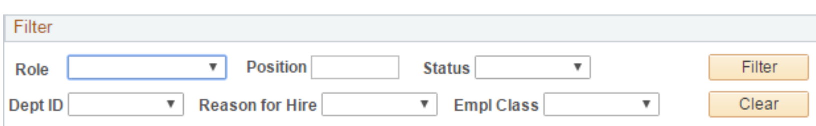
PTR and position worklist overview

At the top of the worklist, you will find a series of filters to narrow your worklist and view only certain items. You can select more than one filter at a time.

PTR filters



Position filters



A legend is provided at the top and bottom of the worklist to help determine which options are available for each transaction. As an originator, you can approve, cancel and review information about the workflow step.

Approve PTR   Return PTR   Cancel PTR   View/ Approve PTR

The details tab on the worklist can be used to view other information about the transaction.

PTR statuses

Each PTR is given a status. View the chart below to see all of the statuses and what they mean to you:

Status	What this means
Approved — A	The PTR has gone through all workflows and is approved.
Batch — B	For a PTR with a work-in-process status, a batch status appears for individual pieces of a job when you click on the status hyperlink. It means the PTR was approved by all levels and is staged in this status until the effective date of the PTR is met or payroll has closed.
Canceled — X	The originator canceled the PTR and is waiting for the archive process to run to archive the information.
CI error — E	All levels have approved the PTR, but a system error occurred, and it could not upload to PeopleSoft. Data Management will manually process the transaction.
CI in progress — U	The PTR should only appear briefly in this status when applied to the job. Before the automatic processing starts, the PTR status is set to this value. If an error occurs, it should be set to "E." If it is successfully processed, the status should be set to "P."
Draft — D	A PTR was started by you but is not yet submitted for approval.
In-progress — I	The PTR is waiting for all approvals to be gathered for the transaction before it can be processed. To determine which specific approval level is needed, click on the "view approvers" icon.
Manual — M	All levels have approved the PTR, but an exception was identified for the PTR or pieces of it. Data Management will manually process your transaction.
Processed — P	The PTR has been successfully uploaded to PeopleSoft, and the transaction will be archived when the archive process runs.
Returned — R	The PTR was returned by one of the approvers because it needs editing.
Work in progress — W	This status is used when the PTR is fully approved but not yet fully processed.

The PTR will automatically archive items that have been fully processed, canceled or returned after four days from the date it reached one of those statuses. Drafts will be automatically archived after 30 days.

Position statuses

Each position is given a status. View the chart below to see all the statuses and what they mean to you:

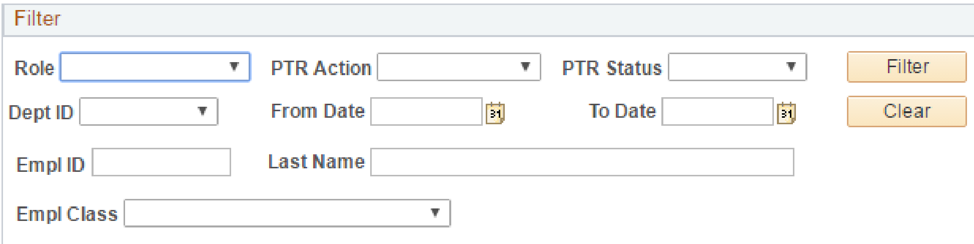
Status	What this means
Batch — B	The position has an effective date set for the future and will process at that time or payroll is open and the position will process after payroll closes.
Error — E	A problem occurred during processing that will need to be addressed by Data Management.
Manual — M	This position requires manual intervention by Data Management.
Not submitted — NS	The position has not been submitted and will not process until you save and submit it. This status occurs when you modify a position and leave the page without saving.
Processed — P	The position has been updated with the requested modifications. If the position was marked for recruitment, it should integrate to Kenexa BrassRing in 15–30 minutes.
Returned — R	An approver or Data Management has denied the position, and it has been returned for your review. You must edit and resubmit to continue processing, or you can choose to cancel the transaction by withdrawing the position.
Submitted — S	The position has been submitted, but funding has not yet been added. The position will not continue processing until funding is added or confirmed.
WF approve — K	A position has been marked for recruitment, funding has been added or confirmed, and it has been submitted for workflow approvals. The position will appear on the originator's worklist.
Withdrawn — W	Changes you have made no longer exist, and the transaction will be removed from your work-in-progress folder. The status occurs when you choose to withdraw a position. You can only withdraw a position with NS status or R status.

Positions in recruitment will remain on the worklist until they are no longer in recruitment. This can happen by the position being unmarked and ready for recruitment by the PTR or manually by recruitment and selection.

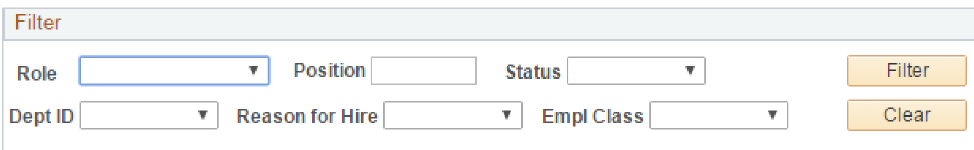
Approver's worklist overview

At the top of the worklist, you will find a series of filters to narrow your worklist to view specific items. You can use more than one filter at a time.

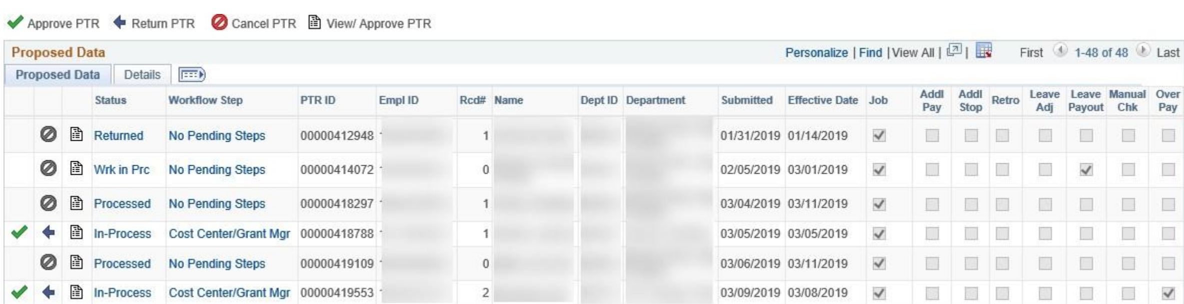
PTR filters



Position filters

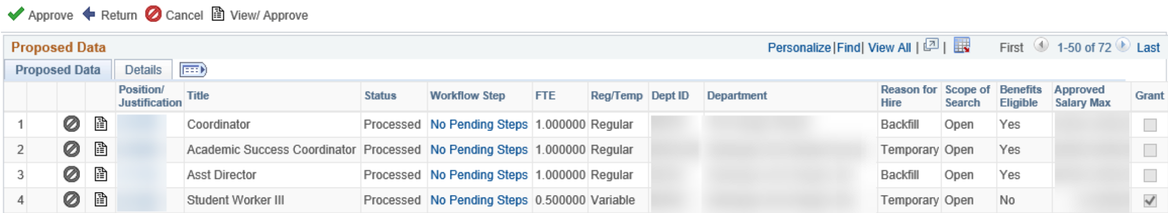


A legend is provided at the top and bottom of the worklist to help determine which options are available for each transaction. As an approver, you will only be able to approve, return and review information about the workflow step.



It is highly recommended that you use the "View and Approve" link to view the transaction before deciding whether to approve the transaction or return it to the originator. You are the originator's second set of eyes to ensure the data entered into the system is correct.

For position approvals, it is also recommended to use the "View and Approve" link to view the recruitment details and review position justification by clicking on the position number link on the worklist.



Approve Return Cancel View/ Approve

Proposed Data — Personalize | Find | View All | First 1-50 of 72 Last

Proposed Data | Details

	Position/ Justification	Title	Status	Workflow Step	FTE	Reg/Temp	Dept ID	Department	Reason for Hire	Scope of Search	Benefits Eligible	Approved Salary Max	Grant
1		Coordinator	Processed	No Pending Steps	1.000000	Regular			Backfill	Open	Yes		
2		Academic Success Coordinator	Processed	No Pending Steps	1.000000	Regular			Temporary	Open	Yes		
3		Asst Director	Processed	No Pending Steps	1.000000	Regular			Backfill	Open	Yes		
4		Student Worker III	Processed	No Pending Steps	0.500000	Variable			Temporary	Open	No		✓

Because a transaction requires your approval, it will appear on your worklist, and you will be notified via email that you have a transaction to view. As you approve or return the transaction, the transaction will disappear from your worklist.

When a step has multiple approvers listed for a given transaction, only one of those approvers must approve or return the transaction. An email will be generated to all approvers at a given step. Once one approval is applied to the transaction, it will no longer appear on the other approvers' worklists.

Approve Return Cancel View/ Approve

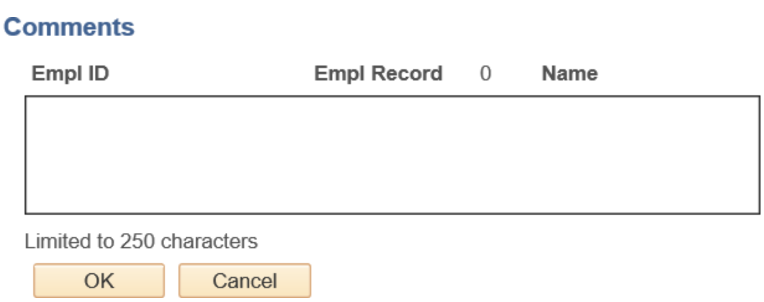
Proposed Data — Personalize | Find | View All

Proposed Data | Details

	Position/ Justification	Title	Status	Workflow Step	FTE	Reg/Temp	DeptID	Department	Reason for Hire	Scope of Search	Benefits Eligible
1		Web Application Developer (IT)	WF Approve	Dean Backfill/Temporary	0.500000	Regular			Backfill	Open	Yes
2		Student Worker III	WF Approve	Account Signer	0.250000	LT Temp			Backfill	Open	No

As an approver, you will be allowed to write comments if you decide to approve or return a transaction. Comments are optional on approvals. If you choose to comment, all the proceeding approvers can view your comments if there are multiple approval steps.

Comments are required if you return a transaction. These comments should be explicit to the originator explaining exactly why the transaction is being returned and what action the originator must take. The comment box is limited to 250 characters.



Comments

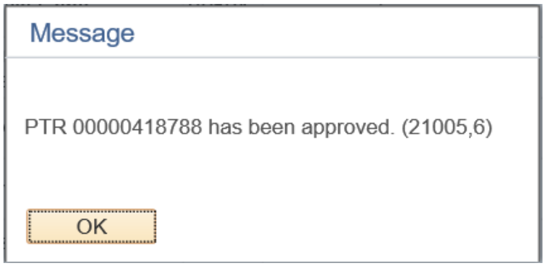
Empl ID Empl Record 0 Name

Limited to 250 characters

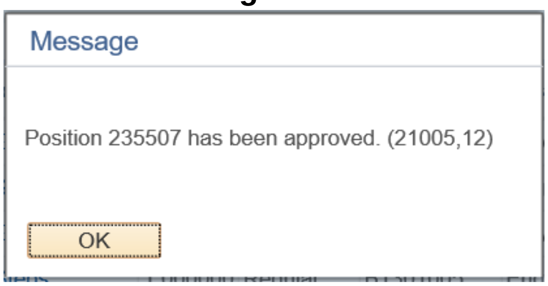
OK Cancel

After you type your comments or if you choose not to comment, click the "OK" button. You will then receive the following message:

PTR message

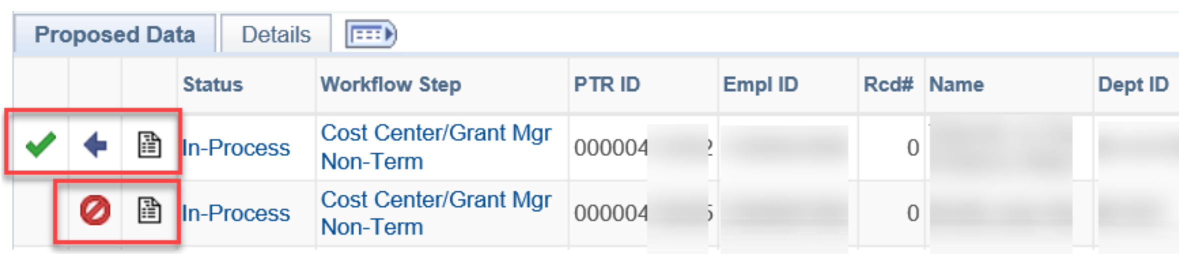


Position message



Once you click the “OK” button, you will be returned to the worklist. The transaction you approved will be removed from the worklist.

Note: If you hold both originator and approver roles, your worklist will contain both types of worklist items. Your view could differ depending on the transaction type and if you hold any additional approval roles.



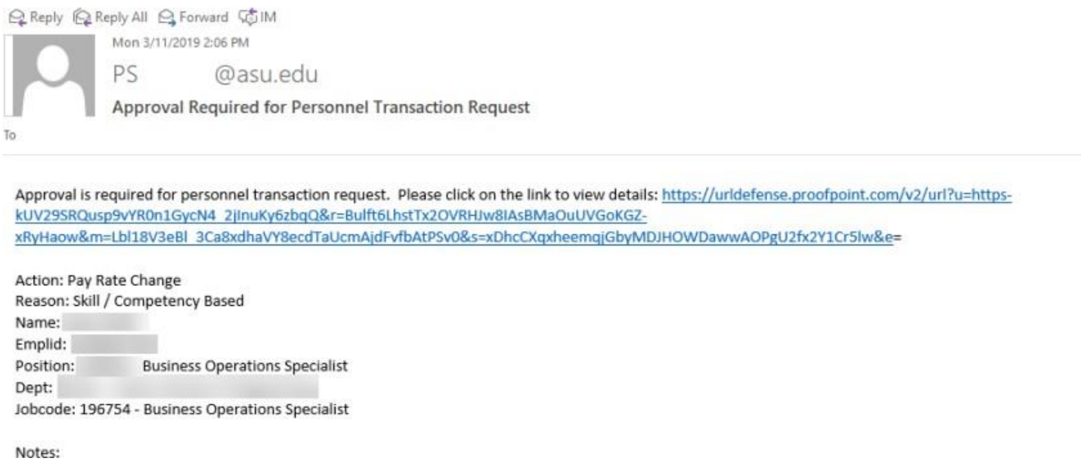
In the example above, both transactions are waiting for the action to be taken. Since you are in the approver role, you must approve or return the top transaction. Once you do so, it will be removed from your worklist. The bottom transaction is one that you originated. You may cancel the request or review the PTR details during the process. It will remain on your worklist until all approvers have approved the transaction, processed it into job data, and the automatic archive process runs or the position is no longer ready for recruitment.

Step-by-step worklist

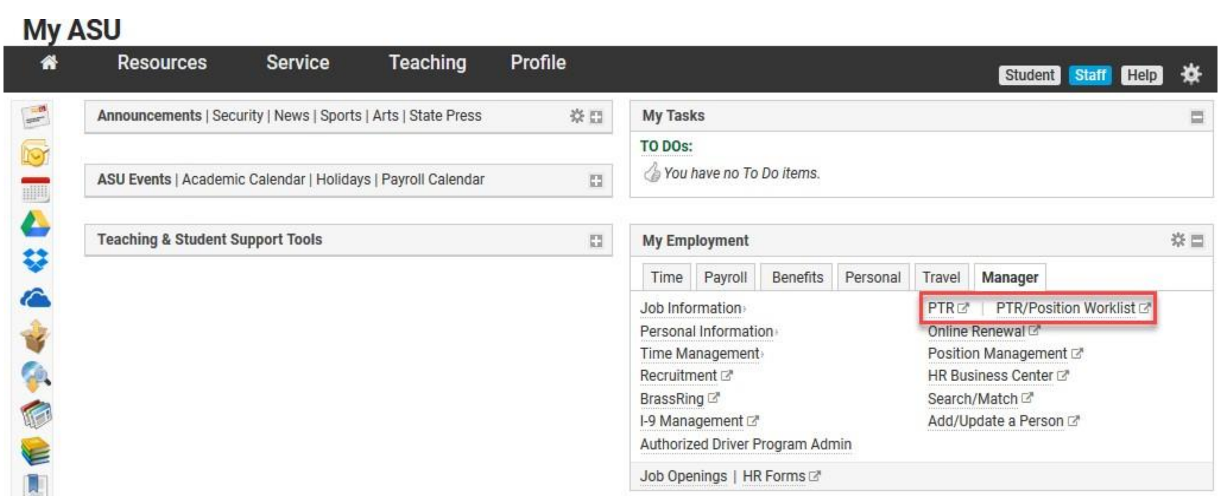
Managing PTR and position transactions on your worklist is very similar. The steps below should be used for either worklist.

How to approve a PTR or position worklist transaction

You should receive an email indicating that you have a transaction to approve. Use the link in the email to navigate to the worklist.



If you cannot use the email link to access the worklist, you can [navigate to the worklist through My ASU]().



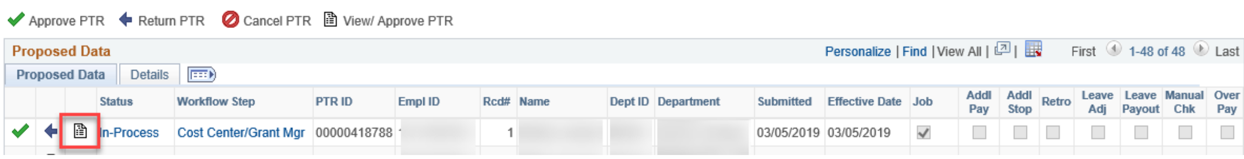
Please use the following navigation path when accessing the worklist directly through PeopleSoft. Click:

1. ASU Customizations.
2. ASU HCM Custom.
3. ASU HR.
4. Personnel Transaction Request.
5. PTR Worklist.

After accessing your worklist via PeopleSoft, follow these steps to access specific transactions:

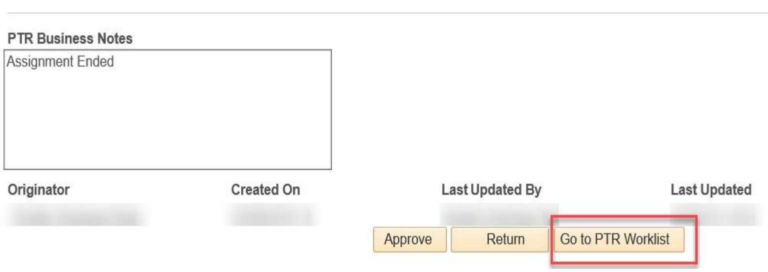
Step one: Locate the transaction you are trying to approve on your worklist. Use the filters at the top of the page narrow your worklist view to see specific items.

Step two: Use the view and approve icon to view the PTR or position submitted for your approval. Ensure you review the information for errors.

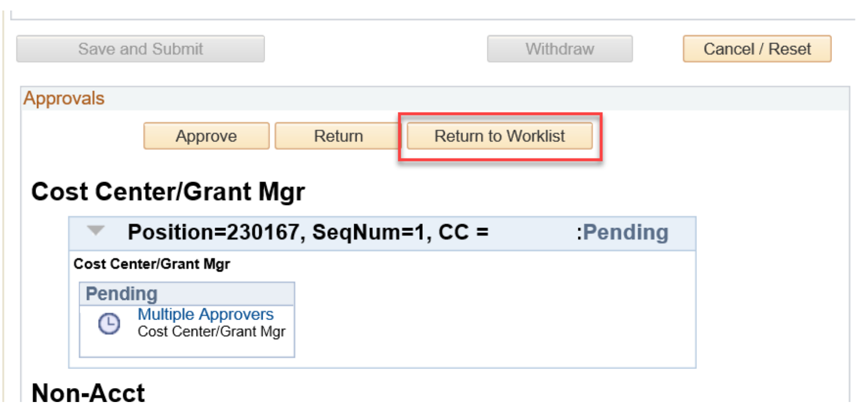


Step three: Click the “Go to PTR Worklist” button to return to your worklist.

View on the main PTR page



View on the position cross-reference page

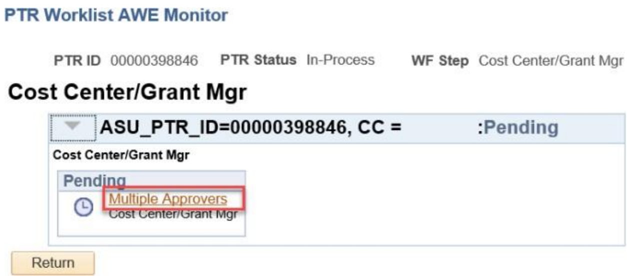


Step four: Click on the workflow step link to view the list of approvers from the worklist.

View on the PTR worklist

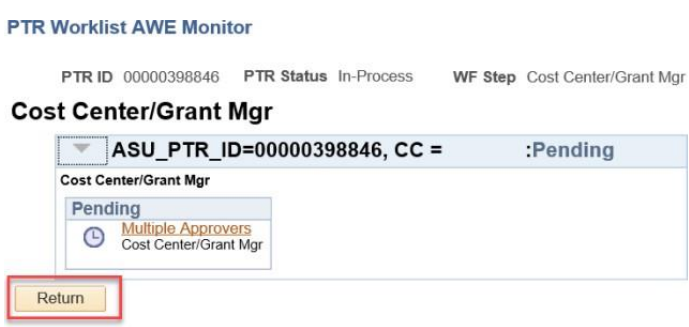
View on the position worklist

To see the list of approvers, click on the “Multiple Approvers” link.



A window containing all approvers at the selected level will appear.

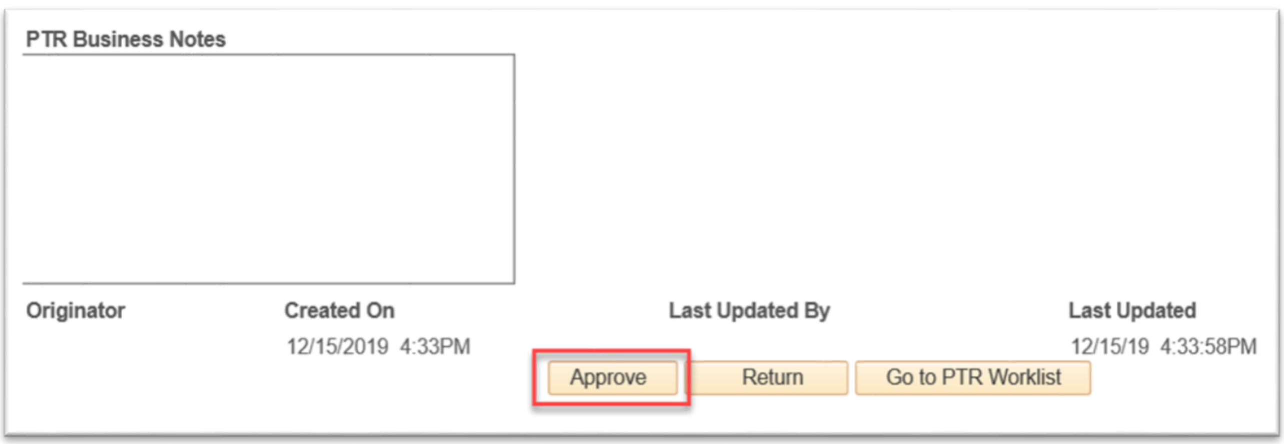
Step five: Click the “Return” button to return to your worklist.



Step six: Click on the “Approve” icon.

View the PTR worklist

You may also approve the PTR by clicking on the “Approve” button at the bottom of the PTR.

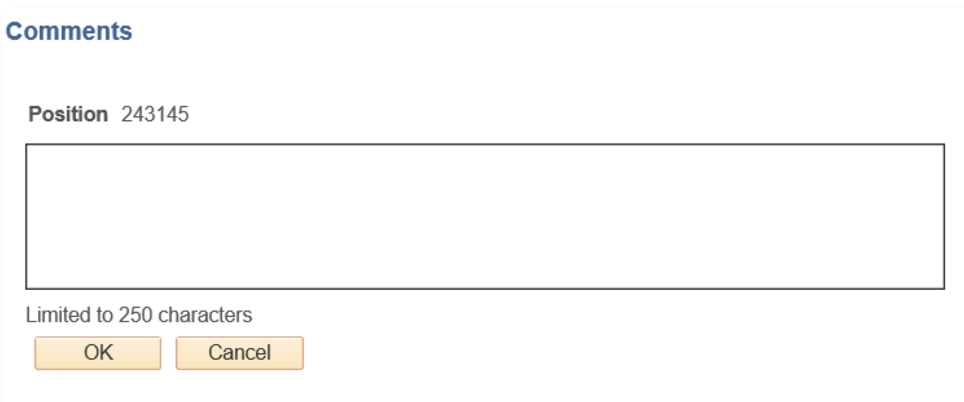


View the position worklist

You may also approve the position by clicking on the “Approve” button at the bottom of the position cross reference.

Step seven: You will be prompted to enter comments on your approval. Please type your comments and press the “OK” button.

Comments are not required for approval. If you do not want to comment, leave the comment field blank and click the “OK” button.



You will receive a message that indicates the approval has been processed for the specific employee you select. Click the “OK” button to continue.

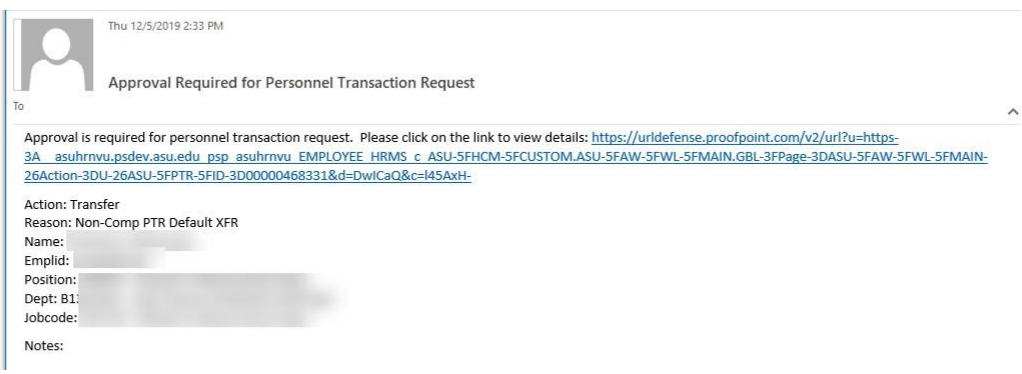
View of the PTR message

View of the position message

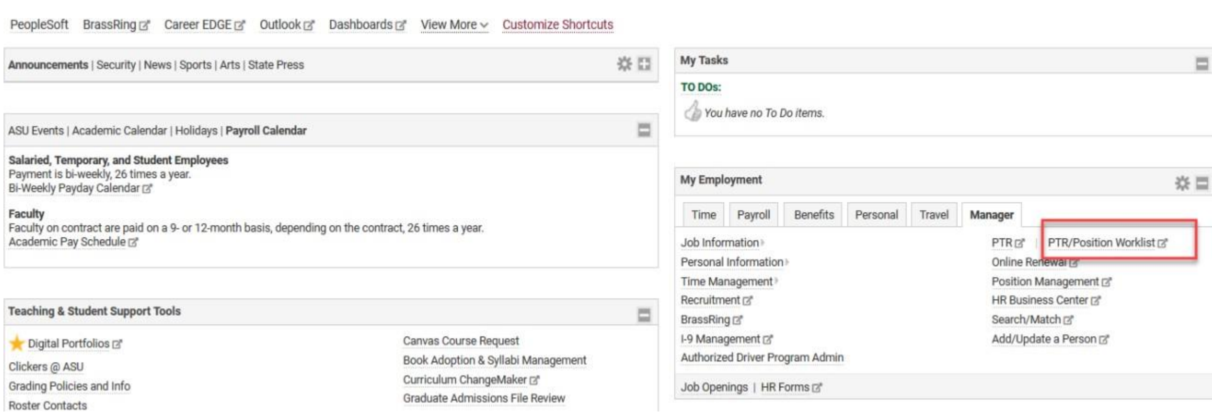
Step eight: Repeat the steps above and approve another transaction or sign out of PeopleSoft.

How to return a PTR or position transaction from your worklist

You should receive an email saying there is a transaction to approve. Click on the link in the email to navigate to the worklist.



If you cannot use the email link to access the worklist, you can [navigate to the worklist through My ASU].



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5. PTR Worklist.

After accessing your worklist via PeopleSoft, follow these steps to access specific transactions:

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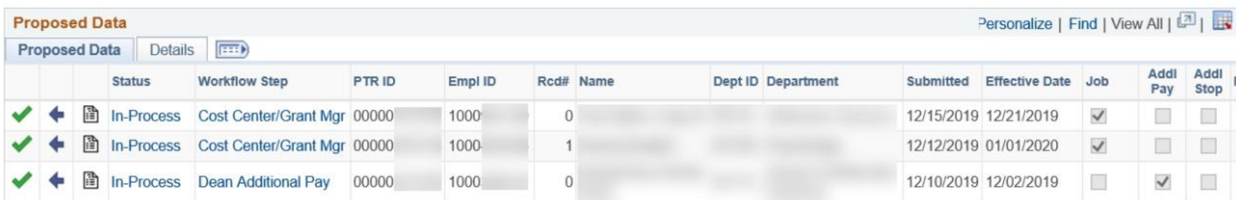
View of the PTR worklist

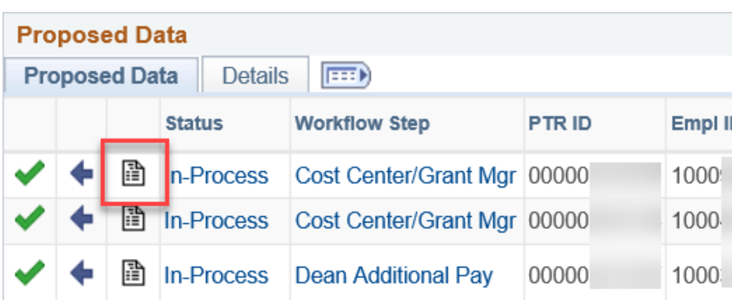


Status	Workflow Step	PTR ID	Empl ID	Rcd#	Name	Dept ID	Department	Submitted	Effective Date	Job	Addl Pay	Addl Stop
In-Process	Cost Center/Grant Mgr	00000	1000	0				12/15/2019	12/21/2019	✓		
In-Process	Cost Center/Grant Mgr	00000	1000	1				12/12/2019	01/01/2020	✓		
In-Process	Dean Additional Pay	00000	1000	0				12/10/2019	12/02/2019		✓	

View of the position worklist

	Position/ Justification	Title	Status	Workflow Step	FTE	Reg/Temp	Dept ID	Department	Reason for Hire	Scope of Search
1	244532	Research Analyst	WF Approve	Dean Backfill/Temporary	0.500	Regular			Backfill	Open
2	244437	Research Technician	WF Approve	Dean Increase	1.000	Variable			Headcount	WavOfRe
3	243145	Coordinator	WF Approve	Cost Center/Grant Mgr	1.000	Regular			Backfill	Open
4	235855	Student Worker III	WF Approve	Cost Center/Grant Mgr	0.500	Variable			Backfill	Addl Hire

Step two: Use the view or approve icon to view the PTR or position submitted for your approval. Ensure you review the information for errors.

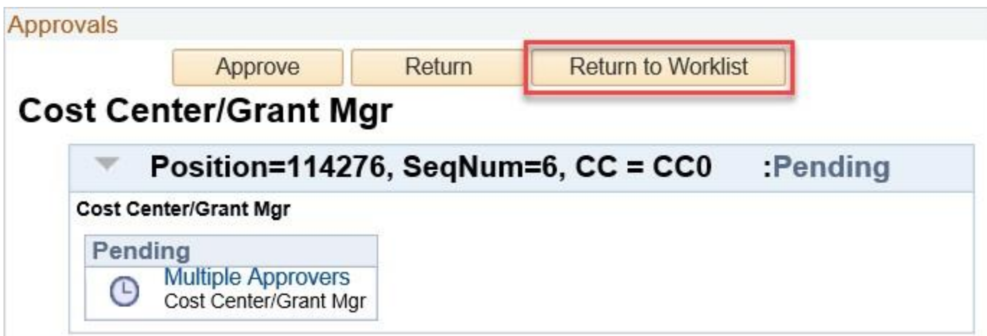


Status	Workflow Step	PTR ID	Empl ID
In-Process	Cost Center/Grant Mgr	00000	1000
In-Process	Cost Center/Grant Mgr	00000	1000
In-Process	Dean Additional Pay	00000	1000

Step three: Click the “Go to PTR Worklist” button to return to your worklist.

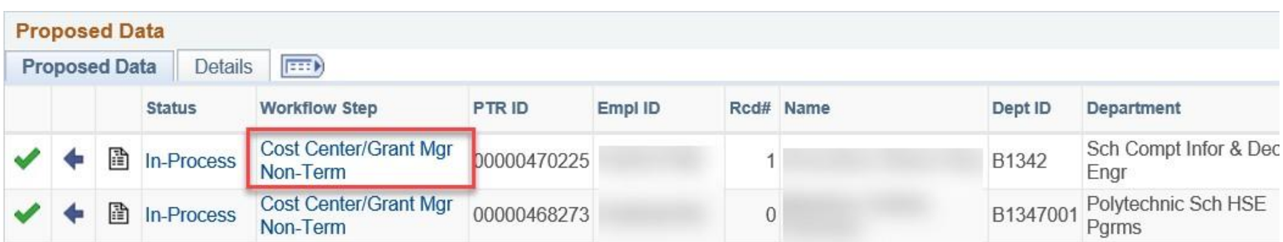
View on the main PTR page

View on the position cross-reference page

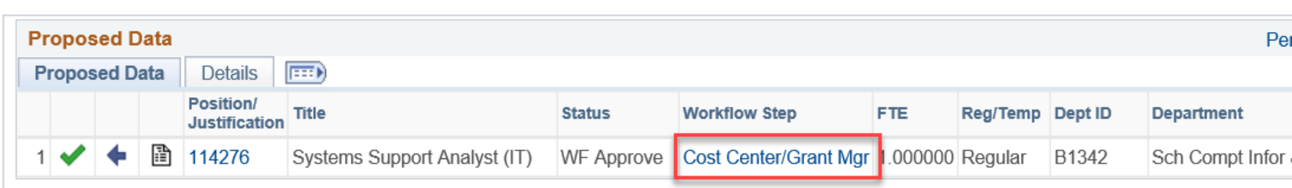


Step four: To view the list of approvers, click on the “Workflow Step” link.

View the PTR worklist

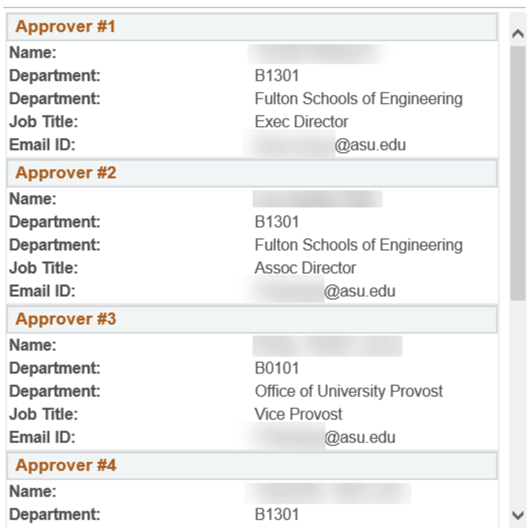


View the position worklist



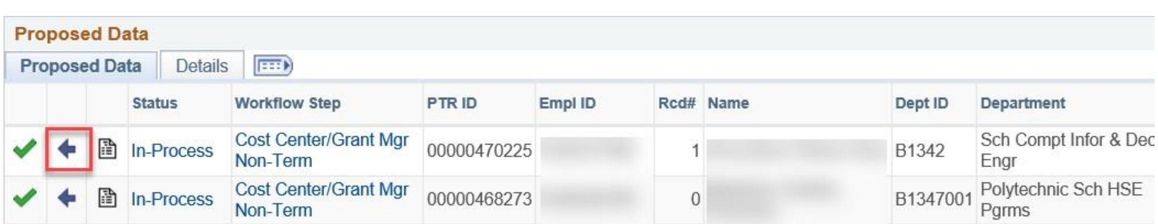
To see the list of approvers, click on the “Multiple Approvers” link.

A window will appear that lists the approvers at the level selected.



Step five: Click the “Return” button to return to your worklist.

Step six: Click on the return icon.

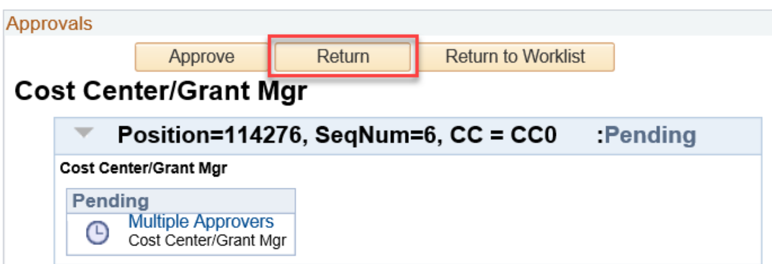


You may also return the PTR by clicking on the “Return” button at the bottom of the PTR.

View of the PTR worklist

View of the position worklist

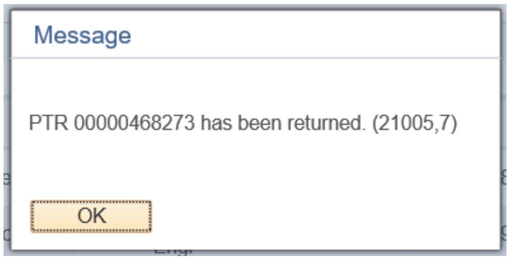
You may also return the position by clicking on the “Return” button at the bottom of “Position cross-reference.”



Step seven: You will be prompted to enter comments. These required comments should reflect why you returned the transaction and what you would like the originator to do. Once the comments are entered, click the “OK” button.

You will receive a message indicating the return has been processed for the selected employee.

View of the PTR message

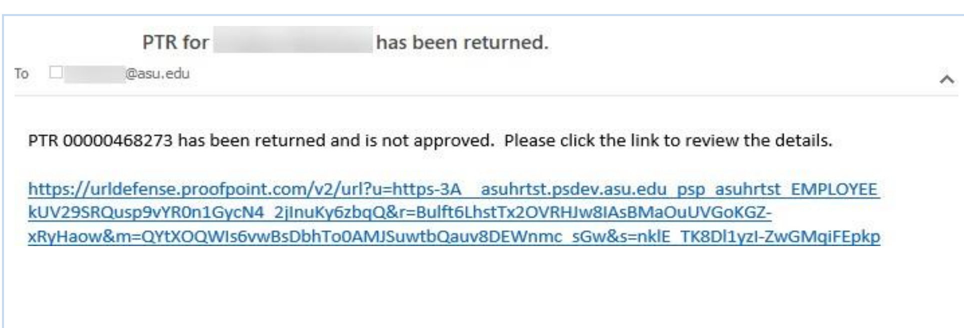


View of the position comments screen

View of the position message

The originator will receive an automatically generated email to let them know you have returned the PTR or position.

Step eight: Repeat the steps above and return another transaction or log out of PeopleSoft.



Position 114276 has been returned

To @asu.edu

Position 114276 has been returned and is not approved. Please review the return reason listed below and use the 'Work-in-Progress' radio button in "Create/Modify Positions" to take corrective action.

Return Reason:

How to cancel a PTR or position transaction from the worklist

The ability to cancel a transaction is granted only to the originator of that transaction. PTR transactions that an originator has submitted or saved as a draft will appear on the worklist until they are fully approved, canceled, archived or returned. Originators can cancel a transaction at any point before the transaction has received all approvals.

Submitted position transactions will appear on the worklist until fully approved, archived, canceled or returned. Originators can only cancel new positions before the transaction has received all approvals. The cancel button will be greyed out for modified positions. These positions must be returned and withdrawn to be canceled.

Step one: Locate the transaction you are trying to cancel on your worklist. Various filters are at the top of the page to narrow your worklist to specific items.

PTR worklist — status must be in-process to cancel

Proposed Data

Proposed Data | Details

Status	Workflow Step	PTR ID	Empl ID	Rcd#	Name	Dept ID	Department
In-Process	Cost Center/Grant Mgr Non-Term	00000470225		1		B1342	Sch Compt Infor & Engr
Manual	No Pending Steps	00000470203		3		E0101011	Strategic Marketin Comms

Position worklist — the position must be new, and the status must be "WF Approve" to cancel

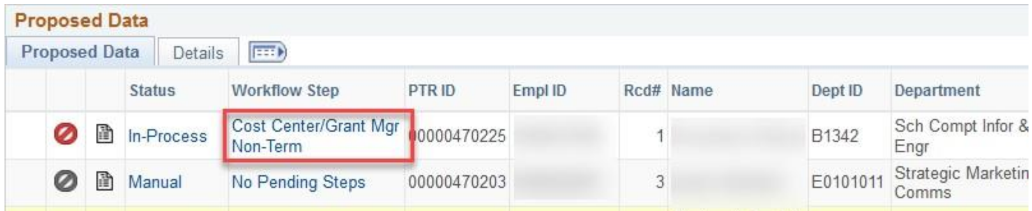
Proposed Data

Proposed Data | Details

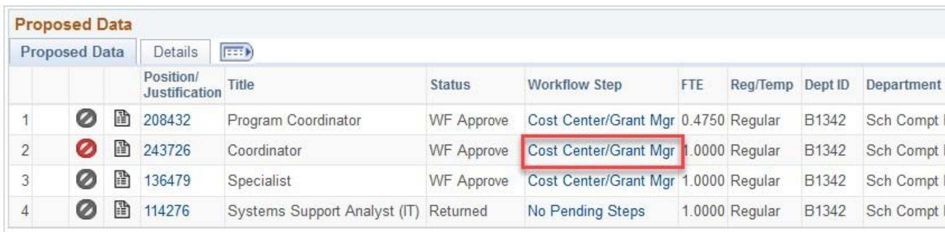
	Position/ Justification	Title	Status	Workflow Step	FTE	Reg/Temp	Dept ID	Department
1	208432	Program Coordinator	WF Approve	Cost Center/Grant Mgr	0.4750	Regular	B1342	Sch Compt I
2	243726	Coordinator	WF Approve	Cost Center/Grant Mgr	1.0000	Regular	B1342	Sch Compt I
3	136479	Specialist	WF Approve	Cost Center/Grant Mgr	1.0000	Regular	B1342	Sch Compt I
4	114276	Systems Support Analyst (IT)	Returned	No Pending Steps	1.0000	Regular	B1342	Sch Compt I

Step two: Click on the "Workflow Step" to view the comments of other people who have approved the transaction.

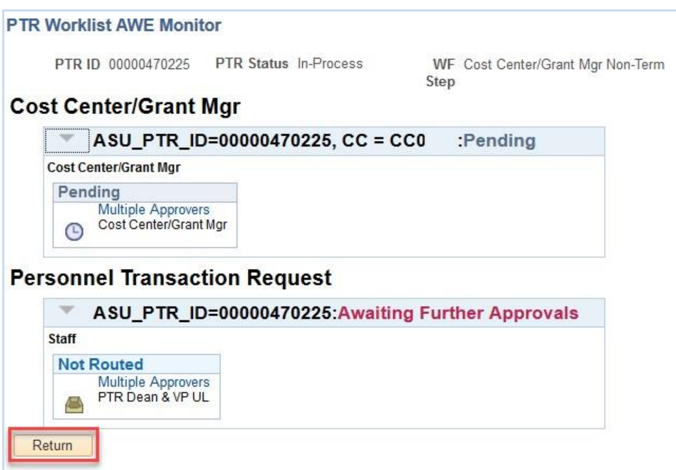
View of the PTR worklist



View of the position worklist

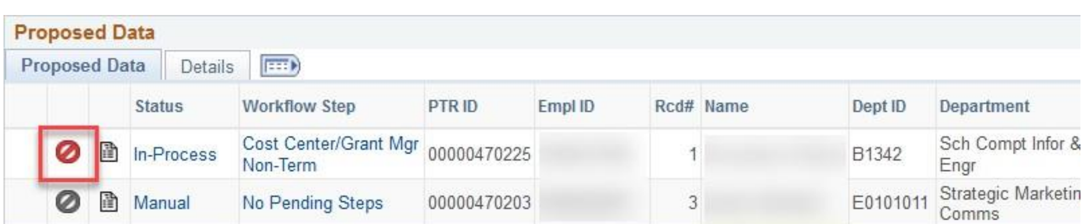


Step three: Click the “Return” button to return to your worklist.

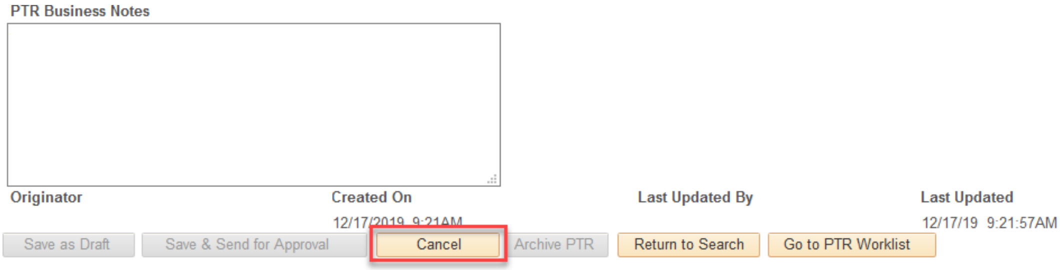


Step four: Click the “Cancel” icon.

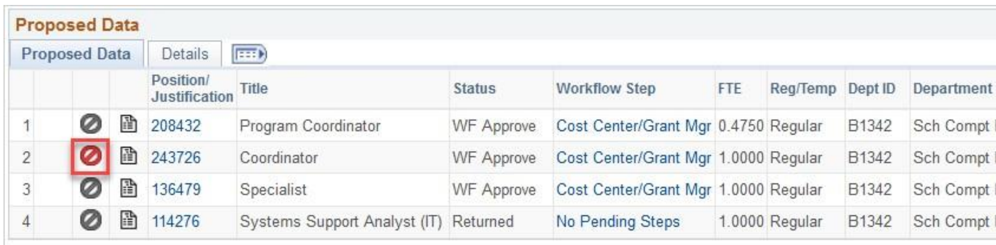
View of the PTR worklist



You may also cancel the PTR by clicking on the “Cancel” button at the bottom of the PTR.



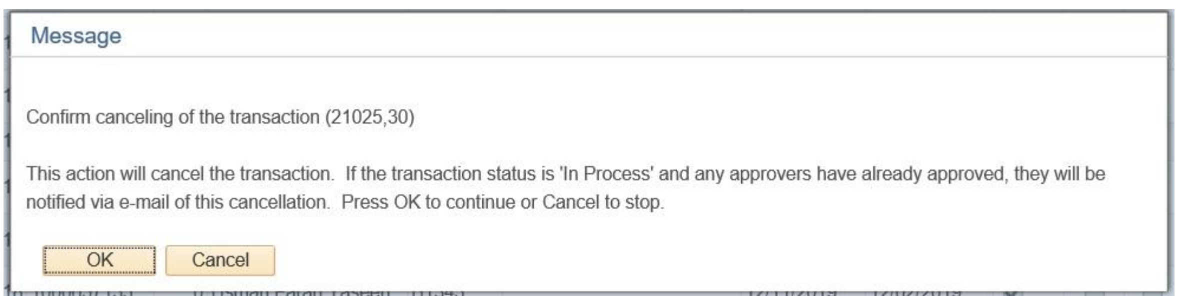
View of the position worklist — the only way to cancel a position



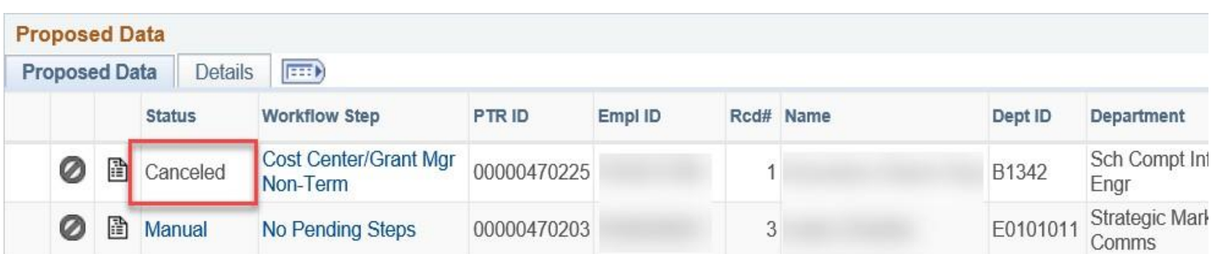
Proposed Data

			Position/ Justification	Title	Status	Workflow Step	FTE	Reg/Temp	Dept ID	Department
1			208432	Program Coordinator	WF Approve	Cost Center/Grant Mgr	0.4750	Regular	B1342	Sch Compt I
2			243726	Coordinator	WF Approve	Cost Center/Grant Mgr	1.0000	Regular	B1342	Sch Compt I
3			136479	Specialist	WF Approve	Cost Center/Grant Mgr	1.0000	Regular	B1342	Sch Compt I
4			114276	Systems Support Analyst (IT)	Returned	No Pending Steps	1.0000	Regular	B1342	Sch Compt I

Step five: You will be prompted to confirm that you want to cancel the PTR or position. Click the “OK” button if you want to proceed.



Note: The PTR worklist status will automatically change to cancel. The canceled position will automatically be removed from the worklist.

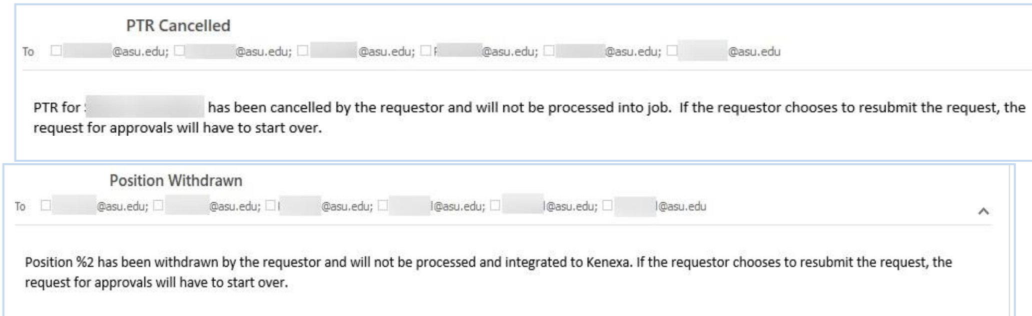


Proposed Data

		Status	Workflow Step	PTR ID	Empl ID	Rcd#	Name	Dept ID	Department
		Canceled	Cost Center/Grant Mgr Non-Term	00000470225	[redacted]	1	[redacted]	B1342	Sch Compt Int Engr
		Manual	No Pending Steps	00000470203	[redacted]	3	[redacted]	E0101011	Strategic Mark Comms

The PTR will be automatically archived five days after this action is taken. If you want to archive the transaction manually, you must go to the main PTR page. If you manually archive your PTR, the employee record will be available immediately for further action to be taken by you or another originator in your department.

All individuals who have approved the transaction previously will be notified via email that the transaction has been canceled.



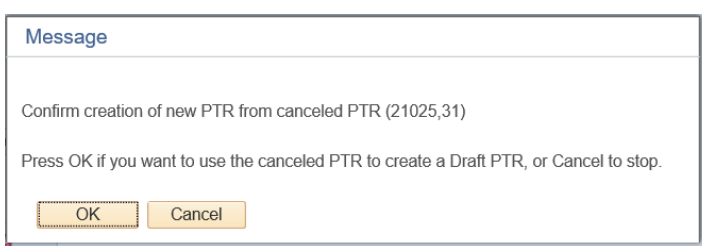
If no approvers had approved the transaction before the originator's cancel action, they would not have been sent an email. When the approver reaches the worklist page, a transaction will no longer be available for them to approve.

Other functionalities

Edit the PTR function

As an originator, there may be cases in which you would like to resubmit a PTR you have canceled. You can resubmit the PTR by clicking on the "Edit PTR" button at the bottom of the main PTR page.

You will receive a message indicating that a new PTR must be created to regenerate the workflow associated with the new transaction.



This will cause the PTR fields to be opened for data entry. You can then make any changes and click on the "Save and Send for Approval" button at the bottom of the page.

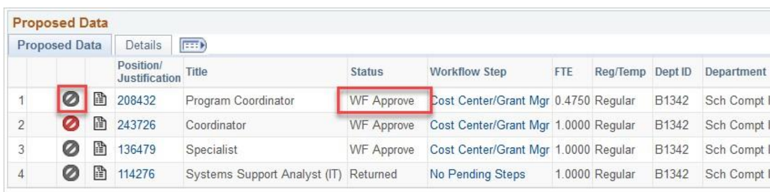
If you have modified position details or position accounting details, you must remove the position number tab from the field and replace it so that the PTR reflects the changed values. Failure to do so may result in errors.

Withdraw a position

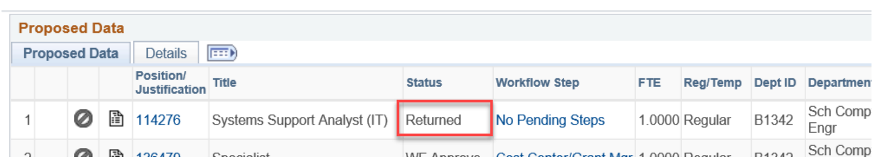
As an originator, you can cancel any newly created positions before they are fully approved, but you cannot cancel a transaction for a modified position. You can withdraw this transaction before the workflow is initiated or if it has been returned to you by an approver or data management.

The position number must be either in a “Not Saved” or “Returned” status to withdraw a position request. You can therefore withdraw while you are in the middle of creating or modifying a position by clicking the cancel or reset button at the bottom of the page. You can also reenter a position with a “Not Saved” status that modified without submitting and click the “Withdraw” button, or you can enter a “Returned” position to withdraw.

On the position worklist, only a modified position will show the cancel button grey out while the status is in “WF Approve.” If you need to cancel this transaction, contact an approver and request that the transaction is returned to you.

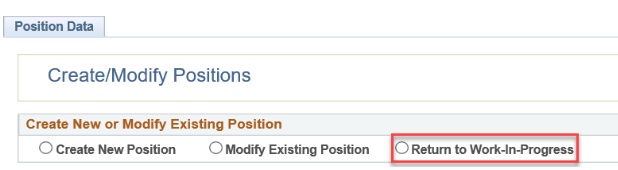


Once you receive the return notification, you can view the transaction in your worklist.



To withdraw, navigate to your “Return to Work-In-Progress” menu using the following navigations:

1. ASU Customizations.
2. ASU HCM Custom.
3. ASU Position Management.
4. Create/Modify Positions.



Click on the position link for the position in a “Returned” status.

Click on the “Withdraw” button at the bottom of the page.

A new window will open. Click “Continue Withdrawal” to complete the withdrawal. The position will be removed from the “Work-In-Progress” list.

Workflow matrix

Visit the PTR workflow matrix for more information. It is important to note that this matrix can be changed at any time, which will also be reflected in the position and PTR workflow. If changes are made to the workflow, these changes apply to any PTR or position submitted after the effective date of the workflow changes. Previously submitted PTRs or positions are not subject to any workflow change rules. If you have a question regarding how a transaction is routed, it is advisable to check the current matrix.

Contact your Data Management representative if the transaction seems to be routing inappropriately.

Resources

Review resources on the Data Management webpage or contact Data Management for questions.