



This document addresses the most common questions and errors related to employee data management.

Table of Contents

PTR access and approvals	2
PTR general functionality	3
After submitting	5
Workflow approval and security	6
Common error codes	8
Online renewals	9
Position management	10
Additional pay or cancelation	12
Termination VPO and CPO	13
Manual checks	13
Time reporting	13

PTR access and approvals

Which roles do I need?

The security roles available are described below:

Role	Description
PTR originator	This role allows you to submit personnel transactions through the Personnel Transaction Request.
PTR approver	This role provides access to the work list to approve transactions at the cost center or grant manager level. To apply for this role, the user must be listed as a PeopleSoft HR cost center and PeopleSoft grant manager in Workday.
PTR dean/vp	This role provides access to the work list to approve transactions at the dean or vice president level. Members of this role must be the dean or vice president or someone who the dean or vice president has designated to perform approvals on their behalf.
PTR provost/evp	This role provides access to the work list to approve transactions at the provost or executive vice president level. Membership is limited and will only be granted if the provost or executive vice president has designated you to obtain access to this role.

How do I request access to these roles?

Role requests are [submitted in PeopleSoft](#). A link is also available in ServiceNow by navigating to:

1. [Service Catalog](#).
2. Security.
3. Identity and Access Management.
4. PeopleSoft Security.
5. PeopleSoft — Submit a Role Request.

For additional instructions, please [refer to the PTR business process guide](#).

How do I become a cost center or grant manager approver in Workday?

[Use the Approve Role Request on the Workday landing page](#) to request the PeopleSoft HR cost center or grant manager role in Workday.

How do I request department access?

[Submit a ticket via ServiceNow](#) to request department access. Provide department codes and business justification in the “Additional Details” field in the ticket. To navigate to the catalog item, go to:

1. [Service Catalog](#).
2. Security.
3. Identity and Access Management.
4. PeopleSoft Security.
5. PeopleSoft Security Department Access Request.

Will training be available or required?

Self-paced online training is [available on Career EDGE](#) for new users to obtain security access to the PTR originator role. The class also contains helpful information for approvers.

To navigate to the training:

1. Click “Browse Training,” or under the “learning” menu header, select “learner home.”
2. Search for “PTR” and select the class “Using the Personnel Transaction Request.”
3. Click the “launch” button to start the course.

PTR general functionality

The [PTR process guide](#) provides additional details regarding the subjects mentioned below.

Can the PTR be used for all employee classes — faculty, graduate, staff and student workers?

Yes. For faculty, academic professionals and graduates, all job transactions — hires, transfers, promotions, terminations, etc. — and payroll transactions — additional pay, vacation payout, manual check, etc. — will be submitted using the PTR. Most of the transactions for staff and students will also be submitted using the PTR.

There are some exceptions for staff and students since certain PTRs are automated through the hiring process in Kenexa BrassRing. For staff or students, competitive hire, promotion, reassignment and transfer transactions will not be allowed through the PTR. Competitive recruitments and waivers for these employee types are processed through Kenexa, and once a candidate is moved into a position, the appropriate PTR transaction will automatically be created. If you attempt to make such competitive transactions through the PTR, the action will not be available on the splash page, or you will receive an error message for the position, and the PTR will not submit.

What do I do with the paperwork from the employee — new employee payroll pack, including the I-9?

The paper packet should be returned to Human Resources in person. [Refer to the instructions within the domestic new hire packet](#) or the [International New Hire Packet](#) for addresses and contact information. The packet — including the I-9 — must be submitted to HR on or before the employee’s first workday. The I-9 should indicate the first workday. [Contact the Office of Human Resources](#) for questions or more information.

Should I process a DMX or a PTR?

The Action Reason Process chart is available to help determine which process should be used for a request. Unless the chart indicates that a DMX is required, the best practice is to attempt to submit a PTR first. You should use a PTR exception form if you cannot submit the job change request via PTR. You may also [contact your Data Management specialist](#) to determine the correct process.

What if the PTR cannot process my transaction, or there is an exception?

Use the PTR exception form for job data exceptions and transactions you cannot complete through the PTR. Please note that transactions may take longer to process with this route since it is manual. [Review the DMX guide](#) for additional information about completing and submitting an exception form. You may also [contact your Data Management specialist](#) regarding PTR errors.

What signatures do I need for the DMX?

A DMX needs the same approvals as a PTR. The required signatures will depend on the action/reason you are requesting. Please [refer to the PTR workflow approval matrix](#) to determine which signatures you will need. If appropriate signatures are not obtained, the DMX will not be processed.

What does the action/reason mean?

Please [refer to the PTR business process guide](#) for more information on action/reason definitions.

The PTR will not let me change the pay rate when correcting the FTE. How do I submit both changes?

The PTR automatically changes salary for exempt and salaried employees in proportion to the FTE change. If an employee has an FTE change — with proportionate pay change — and a separate pay change effective on the same date, they are two individual transactions. If the disproportionate FTE or pay change is effective in the current pay period, two PTRs must be submitted. The first PTR is for the FTE change, and the second PTR is submitted to correct the pay. If the disproportionate FTE or pay change is backdated to a prior pay period, [submit a DMX](#).

Can multiple PTRs be created for the same employee?

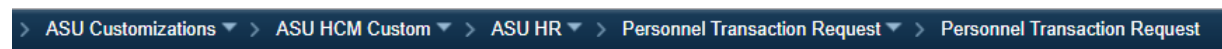
An employee record can have two open PTR transactions at a given time. However, one must be a job transaction such as promotion, and the other must be a payroll transaction such as additional pay. If a PTR exists with a job and pay transaction, such as a backdated promotion with retroactive pay, you will not be able to submit another request for job or pay changes on that employee record. Transactions can be processed on each record for employees with multiple job records, if applicable. You can also create numerous additional jobs for the same employee.

What is the limit of backdating or future dating a PTR?

There is a limit of 200 days for a backdated transaction and 120 days for future-dated transactions.

How do I archive a canceled or returned PTR?

The archive option will not appear when the PTR is accessed through the worklist. Navigate to the PTR search page, and the archive option will appear if the PTR is opened from the search page.



Why are my PTR options greyed out?

Either the employee has an active PTR that must be archived, or specific PTR options are not available based on the pay group, employee type or payroll status. If you need assistance archiving a PTR, please [contact Data Management](#).

Is it okay if my PTR is future-dated?

Yes, however, unless it is a hire PTR, it will not process job data until the date has been met. Hire PTRs can process up to ten days before the effective date. Be aware that if the PTR has been approved for a future date, no other PTRs can be submitted for the employee record until it is processed.

Which date should I use on the PTR?



Please contact your HR representative or manager if you are unsure which date to use on the PTR. Termination effective dates are the last day worked plus one. If their last day performing work was Feb. 24, their termination effective date should be Feb. 25.

I approved my PTR during a lockout or when payroll was open. Will it be processed?

Unless there is a risk of overpayment, the PTR will not be processed until after the payroll lockout. If there is a risk of overpayment, please notify your Data Management and Payroll representatives immediately.

The PTR will not allow me to submit a job data change with a mid-pay period effective date. How do I submit changes mid-pay period?

The PTR limits the effective date to the pay period beginning for ACD, GRD and FSW employees to ensure they are paid properly for their contract. Using a mid-pay period date will make the employee's pay prorated. If the intention is to prorate their pay or the PPB date cannot be used due to immigration documentation, you may [submit the request via DMX](#). Please [refer to the DMX guide](#) for more information.

After submitting

Why does my PTR now reflect "hourly/non-exempt" compensation details when I submit with "salaried/exempt" details?

When submitting or approving a transfer, promotion or reassignment PTR which changes an employee's FLSA status, the PTR will retain the employee's former pay group and FLSA status until it can be systematically evaluated and set by the system. Each night, a batch process runs to assess and update the values on job data based on job code attributes and the FLSA salary threshold for this limited group of impacted employees. This will apply whether the employee's pay rate is changing or not.

How long will it take to update the job data after the PTR is approved?

Most PTR transactions will automatically update job data or additional pay as soon as the final approval is complete, except for transactions with a future effective date, containing a manual component or if the transaction is submitted during payroll processing procedures.

Will I be able to track a PTR once it has been approved and archived?

You can [use the PTR Analytics report](#) to review PTRs by employee or department, including archived requests.

All approvers have signed off on a PTR, but the transaction is still "Awaiting Further Approvals" or "Pending." My approval won't "stick." What is the issue?

This error commonly occurs when a transaction is submitted and the funding source is changed before all approvals are applied. To remedy this, please cancel the PTR and resubmit it. In the future, submit changes to position accounting before submitting a PTR.

Do the PTR pay data notes appear in the email with the PTR business notes?

No, not at this time.

What does this PTR status mean?

Status	What it means to you
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Approved (A)	The PTR has gone through all workflows and is approved but not yet processed.
Batch (B)	For a PTR with a “work in progress” status, this status appears for an individual piece of a job when you click on the status hyperlink. It means the PTR was approved by all levels of approval but is open for a future effective date or payroll. These PTRs are staged in this status until the effective date the PTR is met or payroll has closed. The originator can still cancel PTRs in this status.
Canceled (X)	The originator canceled the PTR and is waiting for the archive process to run to archive the information.
CI error (E)	The PTR is fully approved, but a system error occurred, and it could not upload to PeopleSoft. Data Management will manually process the transaction.
CI in process (U)	A PTR should only appear briefly in this status when applied to the job. Before the CI processing starts, the PTR status will be set to this value. If it errors, it should be set to “E,” and 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 to be uploaded into job data. 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 the PTR. Data Management will manually process your transaction or contact you regarding the issue.
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 the PTR needs editing.
Work in progress (W)	Used when partial transactions are processed and when the PTR updater starts to process the PTR.

Workflow approval and security

Is the PTR originator driven by department access?

The PTR originator role uses department access to determine which employees and transactions will be available to you. Checking the “My Departments” box allows the user to only access people within their department security. If the “My Departments” box is unchecked, the originator has access to all affiliates within the university, but the types of transactions are limited.

How does department access affect approval routing?

Although the HR department code drives access to roles, it does not impact the PTR approver role. If you are the cost center or grant manager for the funding source used and you have the role, you will be able to approve. The HR department code access will impact the originator and dean or vice president role. Individuals in those roles can only enter and approve for HR department codes they have access to in PeopleSoft.

What if I requested the role but have not completed training; will I be able to create and submit transactions?

You should complete training as soon as possible. Once approved, you can create and submit PTRs. If you do not complete training soon after requesting the role, your request will be revoked, and you will have to reapply for the role.

Must all approvers have security roles?

Yes. Any approver requires a security role based on their level of approval. They may have multiple roles.

- **PTR approver:** This role requires that the approver also be a signer in Workday on the cost center or grants listed in the PTR regarding payroll for their department.
- **PTR dean or vice president approver:** This role is restricted to deans, vice presidents and their designees.
- **PTR provost or executive vice president:** This role is restricted to the provost, executive vice presidents and their designees.

I am trying to add the PTR originator and PTR approval to my security roles, and it keeps telling me that something has already been initiated.

There is an outstanding request that has not been approved. You may withdraw the request and submit a new one.

When requesting roles, can we still have access to all departments in our school?

Department access is requested separately from position and PTR roles. Please submit department access requests and inquiries via [ServiceNow](#). Those at the top of their department tree should request access to a particular vice president's area. Others in the department may only have access to a specific department.

Is the PTR system linked to Workday to verify that the PTR approver is currently a cost center or grant manager for the funding sources linked to the position?

Yes, based on the current position distribution. A daily file updates the Workday approver information in PeopleSoft.

Will the approver list in the PTR be automatically updated if an approver transfers out of the department?

Yes. The PTR approvers are tied to cost centers and grants in Workday. An employee's access is revoked when specific job changes occur, such as a promotion, transfer or termination. If applicable, the employee will need to reapply for Workday access with their new department. The Workday approver information is updated in PeopleSoft once daily.

Do the PTR dean and vice president role also need to be a cost center or grant manager in Workday?

No. Dean and vice president routing is based on the role and department access.

If a PTR action — hire, promotion or transfer — is funded from multiple sources, will the PTR approver need to be listed as an approver for all cost centers or grants?

No, but the PTR will automatically route to approvers for all cost centers or grants. If, for example, there are two cost centers with different approver lists, the transactions will require approval from each group.

Can one person have the PTR originator and PTR approver role?

Yes, but the person cannot use both roles in a single transaction.

Can you have the PTR originator and PTR dean and vice president role?

Yes.

Can someone who submits as a PTR originator also apply for the PTR dean and vice president approval?

Yes. They cannot be an originator and the first-level approver on the same transaction, but they can be the originator and the dean approver in the same transaction.

Can someone have the PTR approver and PTR dean and vice president level role?

Yes, as long as they are a cost center or grant manager in Workday and their dean has designated them for the role. They can act in both roles on any given transaction.

Can one person have the PTR originator, PTR approver and PTR dean and vice president roles?

Yes, but they cannot act on the same transaction in all roles. There must be a separation of duties between the originator and approver.

Can a PTR approver submit PTR dean and vice president approval for the same transaction?

Yes, you can be an approver and a dean and vice president-level approver on the same transaction.

I am not receiving emails for approval or cannot see the PTR on my worklist.

Confirm with the originator that you are listed as an approver, check your junk mail and [notify Data Management](#) if the emails are not being received. If the PTR has several approvers, only one approval of the same level is needed. Once approved, you will no longer see it on your worklist.

Common error codes

Data being added conflicts with existing data 18,2

This error usually means conflicting data in the employee's data. In "Modify a Person," review their regional data and if you find multiple ethnic group codes are marked as primary, send the employee's name and ID to [Kenexa support](#). If you are not able to review their data or you do not find multiple primary values, send the name and employee ID to [Data Management](#).

Invalid value 15,11

The value entered in the field does not match one of the allowable values. You can see the acceptable values by pressing the "Prompt" button.



An "invalid value" message may occur for a position for several reasons. To determine the cause, you should:

1. Navigate to Position Management and make sure that the position is marked as "Active."
 - a. If it is "Inactive," you can request that Data Management activate it.
2. Ensure that the position's effective date has passed. A position with a future-dated effective date cannot be used until that date is reached.
3. Make sure the position is not classified, and if it is, modify it to a university staff job code.

4. Ensure that the position and job code are assigned an employee class that allows the PTR to be used for your selected transaction. For example, student workers cannot be hired via PTR. You must use Kenexa.
5. Confirm that the position is not in recruitment.

If you continue to receive this error, [email Data Management](#).

Data being updated does not exist 18,4

This is usually a system error. [Contact Data Management](#) if you receive the error.

Confirm creation of new PTR from canceled 21025,31

This is usually a system error. [Contact Data Management](#) if you receive this message, and you are not attempting to create a new PTR from a canceled PTR.

CI error

All approval levels have approved the PTR, but a system error occurred, and it could not upload to PeopleSoft. Data Management will manually process the transaction or reach out to you if the request must be modified or resubmitted.

Online renewals

The [online renewal guide](#) provides additional details regarding each subject mentioned below.

How does the online renewal process work?

The online renewal pages allow you to renew all or some of your employees who are currently on a short work break or will be on a short work break at the end of the current academic session. You can indicate a start date, new pay frequency and the new appointment period salary on the renewal page. Documentation must be maintained by your department and does not need to be submitted to Data Management.

Renewal submission and renewal approval are accessed on two separate pages. A user may have the roles to access both pages, but approval for a given request cannot be applied by the user who submitted the renewal.

Should I process “renewals” through the online renewal module or through the PTR?

The online renewal module in PeopleSoft is the preferred process because it is more straightforward, allows mass renewal, and is usually faster. However, online renewal may only renew an employee record once per semester. For example, if you use online renewal for session A, you must use the PTR to renew for session B on a given record in a semester. The PTR allows more flexibility and must be used when a position, job code or standard hours are changing for renewal. You must also enter retroactive requests via PTR.

What if I already processed a renewal via the online module, but I also need an FTE change? How can I fix this?

If the renewal is already processed with the new salary, then the FTE correction must be [submitted via the DMX form](#). If the online renewal has not been processed yet, submit a Return from Short Work Break via PTR using the correct FTE and salary.

Position management**If I update the position, will it automatically update job data?**

Only the department code, reports to, and location will update. All other changes must be completed through PTR.

Is Position Management part of the PTR?

No. Position creation and changes are processed through position management in PeopleSoft. Job data will pull the department code, reports to and location. You must request job data changes via the PTR. The PTR will not update the data in position management.

How do I change the title that appears on Outlook?

If the employee's job changes, first update the job code on their position and then submit a PTR to update their job data. The corresponding working title will automatically update in Outlook within 24–48 hours. If their job is not changing, but you want to refine the working title, you can do so through “Create/Modify Positions.”

Use these guidelines when modifying a working/detailed title:

- Do not paste values in this field, as it causes system errors.
- It cannot be more than 35 characters. Outlook and the ASU Directory will display only the first 35 characters. Spaces and punctuation are counted in the character limit.
- It cannot be the actual job title of a different job code.
- It should be an enhancement to the job code title, structured so that the enhancement follows the original title.
- Titles that contain “chief” or “managing director” require approval from the president's office. Please [contact Classification and Compensation](#) for questions.

If I promote, reassign or transfer an employee by changing the job code and keeping the position the same, will all changes be reflected immediately?

Yes, you should update the position to reflect the new job code before submitting the PTR. After the PTR has been processed, job data will reflect the new job code, so the new title, grade, etc., will be updated appropriately and reflected on the employee's paycheck.

I am not receiving my emails for approval, or I cannot see the PTR on my worklist.

Check your junk mail first. It is also possible another account signer has approved first. If the PTR has multiple approvers, only one approval of the same level is needed. Once approved, you will no longer see it on your worklist.

Why don't the changes in my position have to be effective on the same day as my transaction?

For backdated job data changes, the PTR will use the most recent position information in PeopleSoft, even if the job data change is farther back than the position change. The exception is when the position has just been created and needs to be backdated to the hire date.

Who can uncheck or unlock my position?

You will need to determine the status of the position first. If the position is still in a staged status, like "Submitted" or "WF Approve," or locked by another user, [Data Management](#) can return it to you to withdraw. If the position is processed and marked for recruitment, [Kenexa Support](#) can uncheck it. You can review position status in "Position Cross-Reference" or, if you are the submitter, in your "Work in Progress" list in "Create/Modify Positions."

How do I withdraw a returned position?

On the "Create/Modify Positions" page, click on the "Work in Progress" tab. Your position should appear with the "Returned" status. Click on the position number, and a "Withdraw" button will appear near the bottom of the page.

Retro**For audit purposes, how can I properly document a retro calculation that is set to manual?**

Your Payroll representative will contact you with the calculated amount for a manual retro.

If I selected to pay a retro amount with the next on-cycle but need to request a manual check instead, how can I communicate this information to Payroll?

If you attempt to change to a manual check during a lockout — while payroll is open — it may be too late to process this change. If you are switching to a manual check before the deadline, you should [contact your Payroll representative](#) and may need to submit a Payroll Action Request. Remember, a service fee is associated with a manual check.

How do I submit a PAR?

[Refer to the Payroll Action Request guide](#) and please [contact your Payroll representative](#) for assistance with submitting PARs.

When we have specific questions or problems about pay data, who should we contact?

Please [contact your Payroll representative](#) for assistance regarding pay data like additional pay, vacation or compensatory time payout, time reporter or a manual check.

Additional pay or cancelation

I want to set up a non-taxable tech subsidy, but I do not see it in the menu.

The non-taxable tech subsidy is unavailable on the PTR due to automatic processing, which conflicts with federal requirements. To create this type of additional pay for an individual, please submit a PAR. If you have several employees requiring this earnings code, please send a spreadsheet to your Payroll representative indicating the beginning and end date, monthly amount and total goal amount.

How does pay work with additional payments canceled mid-period — not on a pay period end date?

Additional payments do not prorate, so the employee will be paid the entire amount for the final check, even if terminated early in the pay period. If you want to prorate the final additional pay, please explain in the PTR notes and [notify your Payroll representative](#). To avoid paying additional pay on the last check, please submit an additional pay cancelation PTR for the pay period before the upcoming termination.

I need to change the additional pay goal amount for my employee before the end date.

For an existing additional pay, please ensure that the last payment has been fully paid and submit a PTR to cancel the current payment using the previous pay period's end date. Once approved, you can submit another PTR for a new payment.

I need to cancel an additional pay for my employee before the end date.

To cancel an additional pay, please ensure that the employee has received the last payment and submit a PTR using the previous pay period's end date before the deadline so this may process timely.

Can I extend the end date on my employee's current additional pay?

You may wait until the current additional pay has been completely paid, then submit a new request or submit a PTR to cancel the existing additional pay. Once approved, you may submit a new PTR additional pay request.

Why do I receive an error when I click "Pay on Different Position"?

You should only use the button to pay an employee from an outside department on one of your positions or an external department to pay one of your employees on one of their positions for a short-term service performed. Suppose you wish to pay a specific earnings code from a different position within your department. In that case, you should go to "Maintain Position Accounting" and set up earnings-specific distribution for the earnings code on the employee's current position.

Can I set up a TEC payment for the year through a PTR?

Yes, select "Additional Pay" on the splash page and enter the start date and the appropriate amount of pay periods for the year.

I have a large group that needs additional pay set up. Can I send a spreadsheet to Payroll to set these up on my behalf?

Please use the PTR for individual employees' additional pay requests or [contact your Payroll representative](#) to discuss.

Termination VPO and CPO

If an employee's vacation or compensatory time balance is incorrect and I plan to process a termination, how should I address this?

If an employee's balance is greater than the maximum payout and will be after being corrected, then it is a non-issue. If this is not the case, departments should submit a PTR for a leave accrual adjustment to correct the balance(s) before submitting the termination PTR.

How should I address a vacation balance that is above the maximum payout upon terminating an employee; how can I ensure the excess hours will be zeroed?

Payroll manually processes vacation payouts, and any excess hours will be corrected during the review.

If I submit an involuntary termination, how can I ensure the final check will be paid within seven days, as required?

Payroll runs a daily report to find involuntary terminations and will be responsible for producing the final check promptly. Departments must select an action/reason that is "involuntary" for the report to pull correctly.

Manual checks

How can I avoid paying an employee twice when attempting to request a manual check?

Hours should be entered and approved in time and labor. The manual check request must be approved by the regular payroll deadline, Thursday at 5 p.m. [Visit the payroll calendar webpage](#) for more information on the holiday schedule. Otherwise, these hours will pull into the current payroll and pay on the upcoming payday.

Time reporting

If an employee earns overtime during a pay period and our department wishes to pay this out immediately, which steps should be taken?

For this situation, please [contact your Payroll representative](#). Depending on your circumstances, you may need to address this in time and labor using special time reporting codes.