

How to process a Payroll Action Request

The Payroll Action Request guide provides instructions to request payroll transactions that cannot be submitted via the PTR or DMX. Please [refer to the Payroll staff directory](#) for your department’s payroll specialist.

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Introduction

PeopleSoft maintains ASU employees' payroll information. Most changes that affect employee pay information are requested via the Personnel Transaction Request. Sometimes, this application cannot be used due to system limitations or errors.

Two exception forms are available in case of PTR errors or constraints: the DMX or the PAR. The DMX updates job data and may result in a payroll adjustment, like retro pay. The PAR is used for payroll actions like A12 payout, additional pay, timesheet adjustments and overpayments. [Refer to the Action Reason Process Chart](#) for more information on the proper request method.

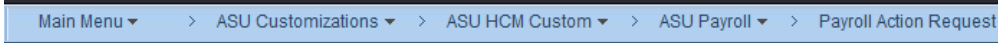
This guide will provide a PAR overview and details about individual transactions. The guide also includes a list of roles to create or approve PARs.

Note: Remember that this form must be processed manually. Please allow 3–5 business days, excluding lockout dates, for processing. Review lockout dates and payroll deadlines in the [bi-weekly payroll calendars](#). Departments are responsible for maintaining a copy of requests using this form for their personnel records.

Preparation

The PAR is available using the following navigations in PeopleSoft:

- Select Main Menu.
- Click ASU Customizations.
- Click ASU HCM Custom.
- Select ASU Payroll.
- Click Payroll Action Request.



Security roles

There are two PAR security roles. These are distinct from PTR security roles. Therefore, users with PTR access will need additional roles to use the PAR as a submitter or approver. Many users will have access to all roles, and some will only have access to one.

Each submitter will need to work with other users in the department to complete the entire process. Transactions require a separation of duties for the submitter and approval level. You will also need department access to an employee record to initiate a request.

- [Learn how to request a role.](#)
- [Request department access.](#)

The **Payroll Action Submitter** role allows users to access the PAR form and initiate requests for employees within their department access.

Human Capital Management (HR) - Payroll (PY)	
<input type="checkbox"/> Departmental Gen Ded. Approver	<input type="checkbox"/> OHR Payroll Accountant
<input type="checkbox"/> Departmental Gen Ded. User	<input type="checkbox"/> OHR Payroll Administrator WF
<input type="checkbox"/> FSO Create Additional Pay	<input type="checkbox"/> OHR Payroll Cl_PYP SHUP_LOAD
<input type="checkbox"/> FSO Gen Ded. Setup and Approve	<input type="checkbox"/> OHR Payroll General User
<input type="checkbox"/> FSO NRA/Glacier View Only	<input type="checkbox"/> OHR Payroll Mgr Super User
<input type="checkbox"/> FSO Out of State Tax User	<input type="checkbox"/> OHR Payroll NRA
<input type="checkbox"/> FSO Paycheck View	<input type="checkbox"/> OHR Payroll Set Up
<input type="checkbox"/> FSO Payroll Action Cleanup	<input type="checkbox"/> OHR Payroll Super User
<input type="checkbox"/> FSO Payroll Confirmation	<input type="checkbox"/> OHR Payroll View
<input type="checkbox"/> FSO Payroll Students	<input type="checkbox"/> OHR Payroll YR End Super User
<input type="checkbox"/> FSO Payroll W2 View	<input type="checkbox"/> OHR Time Labor Configuration
<input type="checkbox"/> FSO Tax Services Director	<input type="checkbox"/> OHR/FSO Payroll Check Reversal
<input type="checkbox"/> FSO Tax Services Users	<input type="checkbox"/> Payroll Action Approver
<input type="checkbox"/> FSO Tax Users View Only	<input type="checkbox"/> Payroll Action Submitter
<input type="checkbox"/> FSO Tuition Waiver Processing	<input type="checkbox"/> Payroll Direct Deposit Setup
<input type="checkbox"/> FSO/OHR View ESS Paycheck	<input type="checkbox"/> Retro Page Update

The **Payroll Action Approver** role allows users to access the PAR form and approve or deny requests. Approvers must also have department access to the employee record used in a form they are listed as an approver on.

Human Capital Management (HR) - Payroll (PY)	
<input type="checkbox"/> Departmental Gen Ded. Approver	<input type="checkbox"/> OHR Payroll Accountant
<input type="checkbox"/> Departmental Gen Ded. User	<input type="checkbox"/> OHR Payroll Administrator WF
<input type="checkbox"/> FSO Create Additional Pay	<input type="checkbox"/> OHR Payroll Cl_PYP SHUP_LOAD
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<input type="checkbox"/> FSO/OHR View ESS Paycheck	<input type="checkbox"/> Retro Page Update

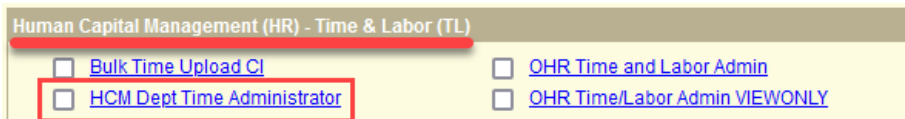
Note: Approvals required for a given transaction will depend on the employee and transaction type. The [PTR Workflow Approval Matrix](#) is available to determine which levels of approval are required.

The following roles also provide some access to create or approve PARs, so users with these roles may not need to request the previously mentioned PAR roles separately.

The **HCM Dept Pay Manager** role provides access to save, submit, approve or deny a PAR. Users must have department access. The role also allows users to review paychecks, except during payroll confirmation.



The **HCM Dept Time Administrator** role allows users to view and submit PARs. They also have access to view, modify and approve the timesheet. Users must have department access.



Before you start

Please remember that the PTR is the preferred method for submitting personnel transactions. The PTR generates some calculations automatically and ensures that appropriate approvals are captured electronically. If an exception form is submitted when the PTR should be used, the department will be notified of the correct process and asked to resubmit via PTR.

Department procedures

This training guide instructs how to process actions after preliminary work within the department has been completed. Departments should follow their internal business processes to obtain internal approvals and documentation. Typically, an appropriate method includes notifying or working with the primary business officer within your dean's office.



University requirements on approval and documentation

Departments must follow their internal business process to obtain approvals acceptable to their department standards. The [PTR Workflow Approval Matrix](#) outlines the approvals submitted with an exception form based on each employee and transaction type.

Supporting documentation must be provided with an exception request. The required documentation will vary based on the transaction type, but in most cases will be the offer letter or other formal notification signed by the employee.

PAR exception form overview

Find an existing value

When you navigate to the PAR, the initial view allows you to search for a PAR that has already been submitted. The following search criteria can be used:

1. Transaction Number: "=."
2. Empl ID: "begins with."
3. Empl Record: "=."
4. Name: "begins with."
5. Department: "begins with."
6. Status: "=."
7. Paycheck Issue Date: "=."

Payroll Action Request

Enter any information you have and click Search. Leave fields blank for a list of all values.

Transaction Number

Empl ID

Empl Record

Name

Department

Over Payment

Status

Paycheck Issue Date

Case Sensitive

Limit the number of results to (up to 300):

The search will only find results if a PAR has previously been submitted for the employee and you have department access for the request.



Add a new value

To create a new PAR, click on the tab "Add a New Value."

Payroll Action Request

Enter any information you have and click Search. Leave fields blank for a list of all values.

The screenshot shows the top part of the form. There are two tabs: "Find an Existing Value" and "Add a New Value". The "Add a New Value" tab is highlighted with a red box. Below the tabs is a "Search Criteria" section with a dropdown arrow and the text "Search Criteria". Underneath, there is a label "Transaction Number" followed by an equals sign, a dropdown menu with a downward arrow, and an empty text input field.

Add the Empl ID and Empl Record and click "Add." The transaction number will be automatically assigned.

Payroll Action Request

The screenshot shows the "Add a New Value" tab selected. The "Transaction Number" field now contains the number "0". Below it, the "Empl ID" field is empty and has a magnifying glass icon to its right. The "Empl Record" field contains the number "0" and also has a magnifying glass icon to its right. At the bottom of the form is an orange "Add" button.

Completing the form

Some employee or job details are automatically populated when a new request is created. Please review the details carefully. If any information is incorrect, you may need to work with Financial Services Data Management to update job data, or you may have selected an employee record in error.

Optional and required fields will vary based on whether the employee record is hourly or salaried. The form fields will also be slightly different when an overpayment is indicated.



Salaried employee record:

Payroll Action Request

Transaction Number 0 Created Date 02/25/2022 Manual Check Requested
 Status Open Submitted Date Process on Next On-Cycle
 Approval Date Check Date

Over Payment

Employee Information

Empl ID Position Number
 Empl Record 0 Department ID B1344
 Name Department Sch Elect Compr & Energy Engr
 Empl Class Graduate Assistant/Associate Earn Prog GRD Graduate

Salaried Employees Personalize | Find | View All | First 1 of 1 Last

Position Number	Date to be Adjusted	Hours To Be Adjusted	Earnings Code	Amount
1				

*Reason for Payment

Submitter/Approver Comments Payroll Comments

*Route to Approver Route to VP

Actions

Name	Department
Title	Telephone

Save Submit Approve Deny Cancel Delete

Hourly employee record:

Employee Information

Empl ID Position Number
 Empl Record 1 Department ID
 Name Department Fiscal & Business Ops
 Empl Class University Staff Earn Prog HRY Hourly

Hourly Employees Personalize | Find | View All | First 1 of 1 Last

Position Number	Earnings Code	Hourly Rate	Date to be Adjusted	Begin Work Time	Out Time	In Time	End Work Time	Total Hours
1								

Total Hours

Hourly (Flat Rate) Employees Personalize | Find | View All | First 1 of 1 Last

Position Number	Earnings Code	Date to be Adjusted	Hours To Be Adjusted	Amount
1				

Overpayment:

Over Payment

Employee Information

Empl ID Position Number
 Empl Record 0 Department ID B1344
 Name Department Sch Elect Compr & Energy Engr
 Empl Class Graduate Assistant/Associate Earn Prog GRD Graduate

Overpayments Personalize | Find | View All | First 1 of 1 Last

Department Payroll

Earnings Code	Overpayment Amount Gross	Fiscal Year	Pay Period Affected From	Pay Period Affected To	Over Payment Reason
1					

Total Overpayment Gross Amount
 Total Net

The "Reason for Payment" field indicates why a PAR is required and, in some cases, identifies the responsible party. Contact your Payroll representative if you need assistance selecting an appropriate reason.

Comments

Comments may provide context for the request to indicate special instructions for approvers or the Payroll team. They are not required but highly recommended. Supporting documentation should be emailed to the Payroll representative when a request is submitted. Payroll will reach out via email if documentation is required but not provided, which may delay processing.

The Payroll representative may add notes to the form when processing the PAR. Department users, like the PAR submitter, can view the Payroll comments.

Approvals

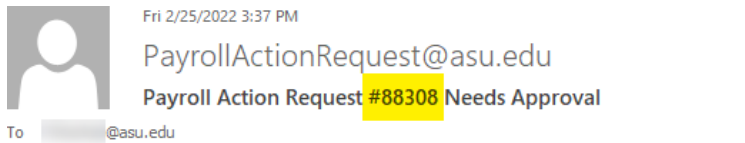
The submitter will select the transaction approver(s). You can type the approver's ASURITE or use the magnifying glass to search and choose from a list. The lookup list is not limited by roles or access. Please confirm the approver before you submit.

Name	Department	Title	Telephone
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[Review the PTR workflow approval matrix](#) for a list of required approvals based on the transaction and employee type. Approvers must have the necessary role and department access. Separation of duties is required. Therefore, the PAR submitter cannot function as the approver in a transaction.

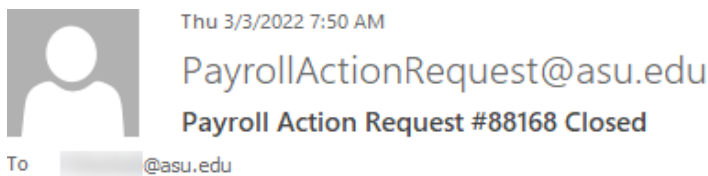
Notifications

The PAR approver receives an email notification that a request is pending action. The PAR transaction number is included in the email subject and will be used to find the transaction.



A Payroll Action Request has been submitted which requires your approval.

When Payroll processes a PAR and the status changes to closed, the PAR submitter receives an email.



Payroll Action Request #88168 has been closed by payroll.

If Payroll cancels a PAR because it's beyond the point that the department can cancel it, or if there's another reason to cancel the request, the below email is automatically sent to the PAR submitter. The Payroll representative will also notify the department via email.



Thu 3/3/2022 9:28 AM

PayrollActionRequest@asu.edu

Payroll Action Request #88310 Cancelled

To [redacted]@asu.edu

Payroll Action Request #88310 has been cancelled by payroll.

Reviewing and approving submitted forms

A submitter can review their transactions by returning to the PAR page and using the search criteria to "Find an Existing Value." Approvers will navigate to the PAR page and search for the transaction using the transaction ID listed in the email subject.

Payroll Action Request

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Transaction Number = [dropdown] [input]

Empl ID begins with [dropdown] [input]

Empl Record = [dropdown] [input]

Name begins with [dropdown] [input]

Department begins with [dropdown] [input]

Over Payment

Status = [dropdown] [input]

Paycheck Issue Date = [dropdown] [input]

Case Sensitive

Limit the number of results to (up to 300): [input value="300"]

Search | Clear | Basic Search | Save Search Criteria

If only one transaction meets your search criteria, it will open automatically. You can review the request details and determine whether any action is needed. If you search by employee ID or department, there may be several transactions to review to find the relevant request. The PAR status displays in the search results and may help find the most recent transaction.

The "Approve" and "Deny" buttons will be available for the person listed as the approver if they have the necessary roles.

*Route to Approver [input value="approver"] Route to VP [input]

Actions

Created 03/04/2022 4:37:07PM

Name **Submitter** Department D0204

Title HR Specialist Telephone 480/555-4103

Submitted 03/04/2022 4:37:18PM

Name **Submitter** Department D0204

Title HR Specialist Telephone 480/555-4103

Save | Submit | Approve | Deny | Cancel | Delete



How to process a Payroll Action Request

When a PAR is finalized, you will see the names of the submitter, approver and Payroll staff that worked on the transaction.

Actions	
Created	01/07/2022 4:00:11PM
Name	Submitter
Title	HR Specialist
Department	B1341
Telephone	480/555-9446
Submitted	01/07/2022 4:00:38PM
Name	Submitter
Title	HR Specialist
Department	B1341
Telephone	480/555-9446
Approved	01/07/2022 4:08:31PM
Name	Approver
Title	HR Specialist
Department	B1341
Telephone	480/555-9446
In Progress	01/10/2022 6:59:17AM
Name	Payroll Rep
Title	Financial/HRIS Data Analyst Sr
Department	D0205
Telephone	480/555-6420
Closed	03/03/2022 7:50:26AM
Name	Payroll Rep
Title	Manager Payroll Administration
Department	D0205
Telephone	480/555-3647

Contact your Payroll representative if you have questions about the status of your request.

Frequently asked questions

- 1. I submitted a DMX. Do I also need to submit a PAR?**
 - a. A DMX that results in a payroll action like VPO or retro payment is sent to Payroll once job data is updated, so a PAR is unnecessary. A PAR must be submitted if a DMX results in an overpayment that cannot be reported via PTR.

- 2. Whom should I list as the approver?**
 - a. Usually, the business operations manager or department HR manager is listed.

- 3. Why can't I find my approver in the search results?**
 - a. The approver list should allow you to select any active employee. They will not be able to approve unless they have the necessary role and department code. Please review their job data if you cannot find an approver in the list.

- 4. The approver I listed is out sick or cannot access the form. Can I change the approver?**
 - a. Yes, you can use the lookup tool or type in the new approver's information.

- 5. I'm receiving an error: "Could not find the email address for" or "Could not find the email address for 1%."**
 - a. This typically occurs if a transaction uses a new department code or an inactive one. Please [contact your Payroll representative](#). They will ensure the department is assigned to a representative in the PAR setup and determine whether you must resubmit the transaction or obtain email approval.

- 6. Can I submit multiple requests for an employee?**
 - a. Yes, the PAR does not limit transactions for a given employee or record. You should indicate in the comments or [notify your Payroll representative](#) if a new request affects or conflicts with another pending request.

- 7. What should I do if my submitted PAR needs to be edited?**
 - a. If the PAR has not been approved, the submitter may edit it.

- 8. Can I cancel a PAR before it's approved?**
 - a. Yes, the PAR submitter can cancel a request in the submitted status.



9. Can I cancel an approved PAR?

- a. Once the PAR has been approved, it is too late to cancel. [Contact your Payroll representative](#) for further assistance.

10. How can I check the status of a PAR I submitted?

- a. You can search for the PAR by transaction number or other search criteria under "Find an Existing Value." A status column and description will appear in the search results. The status is also on the top left of the page when you open a transaction from the search results.

11. What does the PAR status mean?

- a. **Approved** — the department has approved the PAR, pending Payroll's review before processing.
- b. **Canceled** — the transaction has been canceled by the department or Payroll and will not be processed.
- c. **Closed** — Payroll has completed the transaction, and no further action will be taken. If a payment were processed, the paycheck date would be populated.
- d. **In progress** — the Payroll representative reviews or processes the request and will reach out if there are issues.
- e. **Submitted** — the PAR was created, and the approver has been notified, but the request is not yet approved.