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.

Table of contents

Introduction ........................................................................................................................................... 2
Preparation ........................................................................................................................................ 2
  Security roles .................................................................................................................................. 2
Before you start .................................................................................................................................. 4
  Department procedures .................................................................................................................... 4
  University requirements on approval and documentation ............................................................... 5
PAR exception form overview ........................................................................................................... 5
  Completing the form ....................................................................................................................... 6
  Comments ........................................................................................................................................ 8
  Approvals ......................................................................................................................................... 9
  Notifications ..................................................................................................................................... 9
  Reviewing and approving submitted forms ..................................................................................... 10
Frequently asked questions ............................................................................................................... 12
**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.

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.

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: "="

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

Find an Existing Value  Add a New Value

Search Criteria

Transaction Number =  

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

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.
How to process a Payroll Action Request

**Salaried employee record:**

![Payroll Action Request form for salaried employees]

**Hourly employee record:**

![Payroll Action Request form for hourly employees]

**Overpayment:**

![Payroll Action Request form for overpayment]

Financial Services
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.

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.
How to process a Payroll Action Request

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.

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

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.