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EMPLOYEE SERVICES

Frequently Asked Questions

HCM Transactions and Approvals

This guide contains questions and answers related to transactions in HCM.

Note: This document may be updated as more questions are identified. If you have questions that are not addressed in this document, email system.training@cu.edu.

Q. What are transactions in HCM?

A. A transaction is a request to enter or update data that can affect one or more data tables in the system. A transaction may require approval before the data is written to the database. In HCM, transactions can be submitted through the following methods:

- **Template Based Transactions (TBTs):** Certain transactions are created through a TBT and submitted for approval. The templates provide a streamlined method of data entry. TBTs include hires, rehires, additional jobs, and transfers.

- **Standard requests:** Updates that are submitted through delivered PeopleSoft pages, meaning without any customization to the delivered code, such as PETs and position updates.

- **Electronic Personnel Action Requests (ePARs):** Transactions submitted through custom forms, sometimes referred to as SMART forms. ePARs include pay rate changes, additional pay, and reappointments.

Refer to *Approving Transactions Step-by-Step Guide* for additional details.

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Initiators

Q. What do I do if I am entering a TBT and see that the position number is not set up correctly?

A. Stop. Choose **Save as Draft**. Update, save and submit the position. After the position update is approved, you can return to the saved transaction. You will need to repopulate the position number for the system to retrieve the corrected position information. Then, complete the TBT and submit it for approval. Refer to *Updating a Position Step-by-Step Guide* for more information.

Q. What do I do if I am entering a transaction and want to verify the funding of a position?

A. While entering a TBT, select **Position Funding** from the **Related Content** menu to find the funding information associated with a position.

For other transactions, go to the HCM Community User dashboard and select the **Pay Actions** tile. Then select **CU PETs and Funding**> **CU Position Funding History** to see funding information associated with a position.

Refer to *Creating a Funding Entry Step-by-Step Guide* for an overview of position funding and additional details.

Q. Can I save a template transaction to complete at a later time?

A. Yes. Choose **Save as Draft** and complete the transaction later.

Q. How do I find my draft transaction?

A. Depending on the transaction:

- If you saved a TBT as a draft:
    1. From the Transaction Launch Page, select **Transactions Status** from the **Related Content** menu.
    2. Select **New Window** to display the Transaction Status page in a new tab.
    3. Select **Template Based Transactions** at the bottom of the page. The Template Based Transactions page appears with your list of Transactions in Progress at the bottom.

       Or,
    - From the NavBar, select **Navigator**> **Workforce Administration**> **Template Based Transactions**> **Template Based Transactions**.
- For a saved ePAR, select **NavBar**> **Navigator**> **Smart PAF**> **Inquire ePAR Transactions**. The ePAR Global Inquiry page appears where you can enter search criteria to find your ePAR.

Q. How can I find the status of transactions I have submitted?

A. Depending on the transaction:

- For a TBT, you have the following options:
    - From the HCM Community Users dashboard, select either the **Pay Actions** or **Non-Pay Actions** tile, and then select **Transaction Status**.
    - From the Transaction Launch Page, select **Transaction Status** from the **Related Content** menu, enter search criteria and click **Refresh**. To see a list of approvers, right-click a **Related Actions** indicator ◣, and select **View Approval Chain**.

- For an ePAR, select **NavBar**> **Navigator**> **Smart PAF**> **Inquire ePAR Transactions**. The ePAR Global Inquiry page appears where you can enter search criteria for your ePAR.

Q. How will I know that a transaction has been pushed back for correction?

A. You will receive an email notification from the approver who pushed the transaction back, which will include the approver's comments. If this was a TBT, it will also show up on your Transactions in Progress listing on the Template Based Transactions page. (Navigator> Workforce Administration> Template Based Transactions> Template Based Transactions)

Q. What should I do if a transaction goes into error status?

A. Submit a ticket at hcm_community@cu.edu or call 303-860-4200, option 2.

Q. Who do I contact if a transaction is approved, but has errors?

A. Submit a ticket at hcm_community@cu.edu or call 303-860-4200, option 2.

Approvers

Q. How do I approve a transaction?

A. Approval depends on the transaction:

- TBTs and standard requests can be approved from the Pending Approvals page.
  Navigation: **HCM Community Users**> **Approvals**> **Template** (Hire/Rehire/Transfer).

- ePARs can be approved through the Approval Inbox.
  Navigation: **NavBar: Navigator**> **Smart Solutions**> **Smart Workflow**> **Transaction Approval**> **Approval Inbox**.

Refer to *Approving Transactions Step-by-Step Guide* for additional details.

Q. What happens if I deny a transaction?

A. The deny function on TBTs terminates the transaction. The system sends a notification email to the initiator of the transaction that includes your comments. The initiator will not be able to correct and resubmit the TBT. If you want the initiator to correct and resubmit the transaction, choose **Pushback** instead.

Q. What happens when I pushback a transaction?

A. The system sends a notification email to the initiator of the transaction that includes your comments. The initiator will also see this in their Transactions in Progress listing of the Template Based Transactions page. The initiator should update the transaction and resubmit it for approval.

Q. Can I update a transaction while in approval status?

A. Once a transaction has been submitted for approval, the approver will have to push it back for the initiator to make any changes.

Q. What should I do if the transaction is incorrect?

A. Enter comments about what is incorrect and choose **Pushback**. The initiator receives a notification email with your comments.

Q. Can I limit the transactions I see in my Approval Inbox?

A. You can search for TBTs and use filters. You cannot remove them.

Department Managers and Supervisors

Q. Can I see TBTs that were not requested by my full team?

A. Yes, if they are in your row level security, run the Transaction Query:

1. From the Transaction Launch Page, select **Related Content**.
2. Select **Transaction Query**. You may want to resize the Related Content area too see it better.
3. Specify search criteria, such as Transaction Type and Transaction Status.
4. Click **View Results**.

All Users

Q. When do I use rehire versus reappointment for faculty?

A. A reappointment is a pay rate change to an existing employee while creating a new contract for the employee. In some cases, you may want to rehire a contract employee who was terminated. You should run the Job List query (CUES_HCM_JOB_LIST) to see whether there is a terminated job record. If there is a terminated job record, you can use that record to rehire the employee. However, if the contract end date and payment end date occur after the new contract begin and payment begin dates, you will need to create a new job record and contract parameters, otherwise the system will error and the new contract will not load into the system.

Refer to *Working with Contracts Step-by-Step Guide* for more information about reappointments and consult with your campus HR for specific guidelines and decision points.

If you are hiring a new employee on a contract, or rehiring a contract employee on a terminated record, refer to *Hiring an Employee Step-by-Step Guide*.

Q. Why doesn't HCM automatically approve Graduate Student hires?

A. There are compliance rules that require any monthly paid employee to have two sets of eyes on any transaction.

Q. How do I determine effective dates for position creation/updates?

A. Some people like to use the first of the month to give them time to make updates, some use a couple days, it all depends. Ideally you simply create a new position prior to the start date. If you are updating a vacant position, the same rules apply; but if you are updating a filled position, the effective date should be when the change should take effect.

Q. How do I determine effective dates for new direct hire personal information?

A. Same as the previous answer.

Updated Resources

Q. What documents have been updated or added for the latest update of HCM?

A. The following documents have been updated and are available from the HCM Community webpage:

- *Getting Started with HCM Step-by-Step Guide*

- *Hiring an Employee Step-by-Step Guide* (includes rehire, additional job, and contract hire)

- *Transferring an Employee Step-by-Step Guide* (now a TBT from Transaction Launch Page)

- *Updating a Position Step-by-Step Guide* (Reports To must have a value)

- *Working with Contracts Step-by-Step Guide*

- *Approving Transactions Step-by-Step Guide*

- *Viewing Related Content Step-by-Step Guide*

- *Transaction Pages and Action Reasons Job Aid*