Oracle HCM Cloud Payroll
How to Bypass Old/Unwanted Retro Event Notifications

Creation Date: September 23, 2021

ORACLE Platinum Partner

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PURPOSE

This paper will provide a workaround to help users bypass unwanted retro notifications that are causing errors in the system when processing 'Recalculate Payroll for Retroactivity Changes' process.
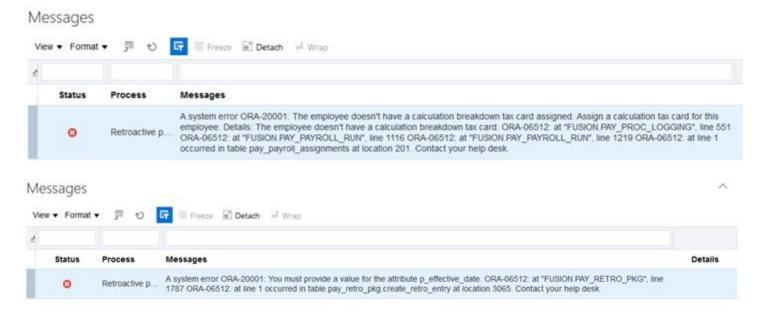
SUMMARY OF THE ISSUE

At times there are old unwanted retro event notifications that may be causing errors for an employee(s). This error may be preventing the employee's more recent retros from processing. This paper will provide steps to help users bypass the retro event notification only when the retro does not need to be processed in the system. This workaround process should only be used if client is not wanting/needing to process or payout the retro in question.

Example:

Client has an employee with an old retro that continues to error when running the 'Recalculate Payroll for Retroactivity Changes' process. When looking at the Event Notification for the employee(s), the employee has 'Completed with Error' status for an old Event Notification.

Possible error(s) in this scenario:

BACKGROUND

Event notifications are created for employees when some action in the system causes a retroactive change in Payroll. These events are sometimes created with effective dates being in the past prior to other event notifications. Due to the timing of the retro and possible other changes to employee record (i.e., assignment change, payroll change, etc.), the system will create the retro but will fail due to data/timing issues. In these cases, the user should first attempt to resolve the issue for the event notification so the system can process the notification and apply the retro appropriately.

At times, the user may not be able to resolve the error and apply some type of workaround to fix the employee on Payroll (i.e., Balance adjustments, new element entry, etc.) The retro is never successfully processed in these cases and remains in the system even though the employee payroll amounts have already been fixed. The notification will continue to fail until either fixed or bypassed.

In these cases, where the retro notification is causing errors, and there is no longer a need to be processed, the user can apply this workaround. This workaround will cause the system to view the notification as processed /completed and will no longer cause errors when running the 'Recalculate Payroll for Retroactivity Changes' process.

SOLUTION

As with all workarounds, apply first in Test and then apply in Production.

The steps and information below show how to bypass and process the employee record successfully going forward. By applying these steps for the employee, the client will be able to set Event Notification status to 'Complete' and process record without issues.

#1 - Steps to create needed 'Payroll Process Configuration' Group:

1. Go to My Client Groups > Show More > 'Payroll Process Configuration' task
2. While in the Group Override tab, Click on Add icon (+ sign)
3. Give the Configuration Group a Name (i.e., Event Notification Override)
4. Find the newly created Configuration Group and click on the row, so it is highlighted
5. Within the 'Configuration Group Details:' section, click on Add icon (+ sign)
6. Search for Parameter Name = "Earliest Retroactive Processing Date. In YYYY/MM/DD format. The earliest date that the Retroactive process starts calculations. Updates made before this date are not recalculated."
7. In the 'Override Value', enter in a date later than the Event Notification date for the employee. (i.e., retro effective with issue is 2020/06/06, then enter in 2020/06/07)
8. Click 'Save and Close'

#2 - Steps to create Object Group:

1. Go to My Client Groups > Payroll > Object Groups
2. Click Add icon (+ sign)
3. Enter in required values
   a. Name = Create name as desired
   b. LDG = Enter in desired LDG
   c. Type = 'Payroll Relationship Group'
   d. Static or Dynamic = Dynamic
4. Click 'Continue'
5. Enter Start Date as desired
6. Click 'Next' (top right of screen)
7. Click Add icon (+ sign) within the Payroll Relationship section
8. Search for and add desired employee(s)
9. Click Submit

#3 - Steps to apply workaround:

1. Navigate to Payroll > Submit a Flow
2. Search for and click on Run the 'Recalculate Payroll for Retroactive Changes' process
3. Enter in Payroll Flow name
4. Enter in appropriate Process date
5. Select desired Payroll
6. Select the newly created Process Configuration Group name created in prior steps
7. Select the newly created Payroll Relationship Group name created in prior steps.
8. Click submit

#4 - Validation:

1. Once 'Recalculate Payroll for Retroactive Changes' process is completed, validate employee(s) in question did not error out.
2. Navigate to My Client Group > Show More > Event Notification task
3. Search for employee
4. Validate retro event notification is now in status = 'Completed.'

NOTE: By adding the 'Earliest Retroactive Processing Date...' value to a Payroll Process Configuration Group, the system will not process any Retros prior to that date and flag them all as 'Completed' when using that Process Configuration Group. Therefore, the paper includes the use of an Object Group, so the workaround will only be applied to the desired employee(s). If the Process Configuration Group is used without the Object Group, it will run for all employees, and any retro prior to the date being used will set the Event Notification to 'Complete,' and you will not be able to process that retro again.

Document Control

Change Record

Date	Author	Version	Change Reference
Sept. 23, 2021	Scott Mugleston	1.0	Initial Document

Reviewers

Name	Position

Approvals

Name	Date