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Use correct combination of compensation frequency, rate code; mismatch prevents transaction from completing [1]

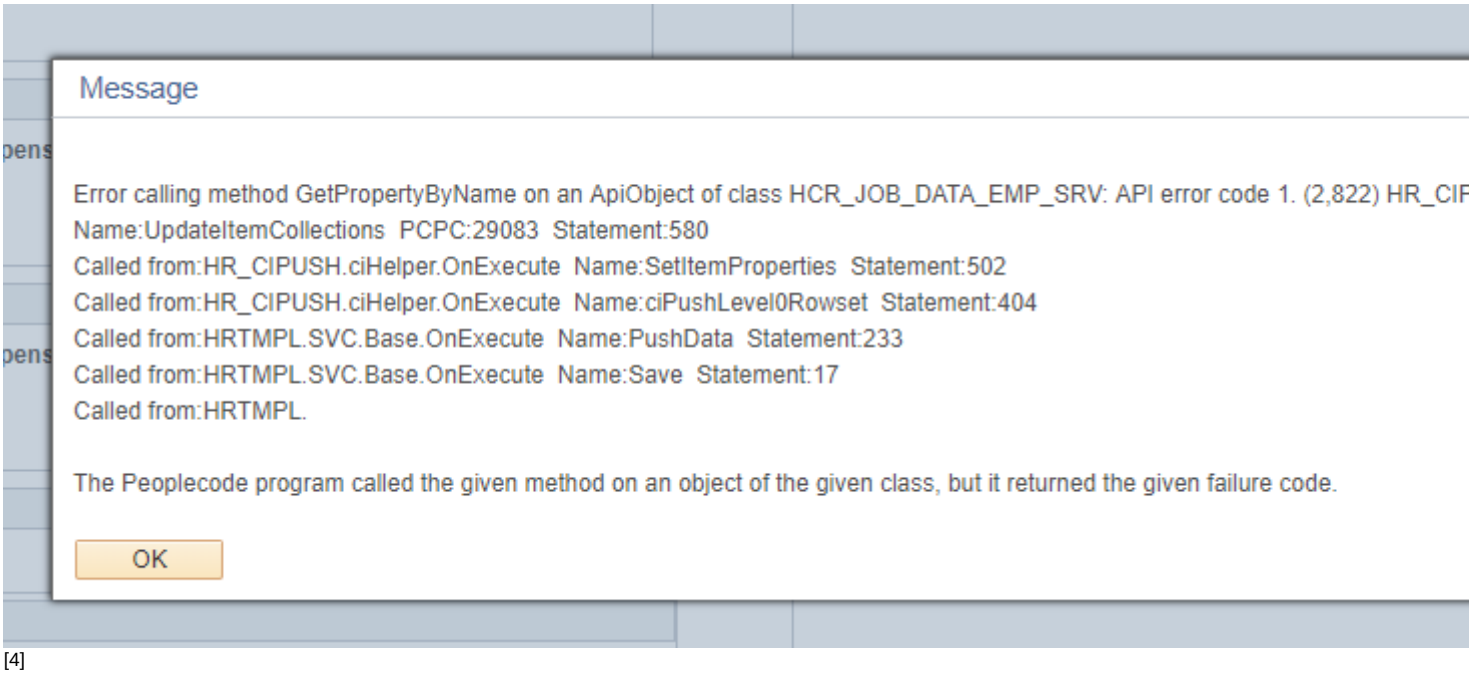
December 7, 2018 by Employee and Information Services [2]

HCM teams have identified a transaction error caused on hire, rehire, or additional job transactions when incorrect combinations of compensation frequency and compensation rate codes are used.

HCM teams observed that this is most prevalent with student hires/rehires and additional jobs. To avoid this issue, refer to this quick reference guide [3] for the correct combinations of compensation frequency and compensation rate code. If you've created hiring transactions this week, please check to ensure your transaction processed correctly.

How to identify the issue

Upon entering mismatched a frequency/rate code combination, you will see an error message but will be able to click through it.



[4]

This error message will display when a mismatched frequency/rate code combination is entered.

Upon clicking Save and Submit, the system will begin to process the transaction and provides a transaction ID. Users will receive a "submitted" message and an approval email as usual,

but no transaction exists nor has been written to job data. HCM prevents the transaction from completing due to the incorrect combination of compensation frequency and compensation rate code.

The way to identify if you need to recreate a hiring transaction: You will not be able to look up the transaction ID.

You will need to re-enter the transaction(s) with the correct frequency/rate code combination.

UIS is working on a way to alleviate this issue by limiting the values in the pick lists to allow only valid combinations. We will communicate when this is in place.

Rehire [5]
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