

User alert: known issues for job changes, recurring pay and contracts ^[1]

June 6, 2016 by [Employee Services](#) ^[2]

We've identified three system issues related to job changes, recurring pay and contracts.

Job Changes

Known issue: When entering job changes, the system enters a new row of job data that reverts to the old code, title and salary.

What to do: Although there is no workaround currently, and we are working with our third-party partners to develop a solution. We will communicate details on a fix or workaround as soon as they are available.

Recurring Payments

Known issue: Edits submitted through the additional pay transaction page are not working correctly, which may cause an over or underpayment.

What to do: To ensure entries are managed appropriately, Employee Services will make edits and modifications on your behalf. Please email HCM_Community@cu.edu ^[3] with your requested changes and the subject line: **Urgent—Recurring payment modification/edit requested**

Early terminations for employees paid on 9/12 contracts:

Known issue: The contract termination date on the Contract Pay for NA is not receiving updates when employee termination is processed.

What to do: For June or July terminations that require an ENP payout, please email HCM_Community@cu.edu ^[3] with the subject line: **ENP Payout for Early Termination.**

To process late ENP payouts, we suggest using the next available off-cycle payroll. Please remember to use the earnings code ENP as a positive amount. ENP balances can be found on the Contract Payment Details page (**Main menu**> **Payroll for North America**> **Employee Pay Data**> **Contract Payment Details**).

[HCM System Fixes](#) ^[4]

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User alert: known issues and workarounds for job changes, recurring pay and contracts

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