



Update Summary

UKG Dimensions[®] Release 9 Update 1

This document contains summary descriptions of the enhancements for this release and resolved issues.



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UKG Dimensions Release 9 Update 1

Continuing to build on years of Kronos workforce management experience and with the combined power of Ultimate Software, UKG Dimensions Release 9 brings a host of new features and enhancements to our already robust offerings. To familiarize you with the current state of the product, the release documentation is detailed as follows:

- This document is an "Update Summary" and provides information about the latest version of UKG Dimensions: R9 Update 1.
- The previously released Release Notes contain information about the first release of R9.
- Express Upgrades (for example, R9 Update 1, Express Upgrade 1) will be listed in the document of the release to which they apply: either the Release Notes or an Update Summary. Express Upgrades have their own sections in the "Resolved Issues" and "What's New" sections (when applicable).

What's New?

Note:

- Most UKG Dimensions features are not enabled by default, and need to be enabled (for example, via **Function Access Profiles** or **Data Access Profiles**). The exception is features that are incorporated within the existing product capabilities (for example, data being added to a Dataview, or API additions/updates).
- New and enhanced API operations are not listed in the What's New Table. However, they are listed in the Important Notes on the Developer Portal, and new API operations are listed in the New API Operations tables below.
- To view a list of Dataview/Report Data Object columns (the labels and descriptions), refer to the Data Dictionary, or search for the entity name in the Column Selection User Interface (UI) in **Application Setup > Display Preferences > Dataview Management**.

Release Notes / Update Summaries now available in HTML

The Release Notes / Update Summaries are also available now in HTML format and can be accessed through the online help.

New Version of Mobile App available

A new version of the Android mobile app client, version 2.6.8, is now available for download from the Google Play store. The iOS version of the app remains at version 2.6.7. This version requires devices to be running at least Android version 6 and iOS version 12. This version includes minor enhancements and bug fixes.

R9 Update 1, Express Upgrade 6

The following features were added for R9 Update 1, Express Update 6.

Extensions

Schedule Change Attestation Enhancement EXT-65

The Schedule Change Attestation extension now allows employees the option to Skip and Respond Later to schedule changes. It has also been optimized for use with the Punch tile.

Open Shift Pay Incentive Enhancement EXT-22

The Open Shift Pay Incentive can now exclude scheduled breaks from the open shift in the incentive calculation.

Gaming 3.1 New Features

New shift rate settings for retrieval sequences in Tip Compliance rates (GAME-18/DIM-365695)

There are two new options for shift when configuring Retrieval Sequences.

- Shift Punch In - Uses the shift rate associated with the punch in time.
- Shift Punch Out - Uses the shift rate associated with the punch out time.

In addition, the name for the existing option “Shift” has been renamed to “Shift Actually Worked”. The functionality is the same (that is, this option uses the rates for the actual worked shifts). For more information, see the *Retrieval Sequences* help topic.

Support for 4th and 5th Shifts (ETSS-10/DIM-330297)

In Shift Time Settings, you can now configure settings for a 4th and 5th shift. While settings for shifts 1-3 are required, settings for 4th and 5th shifts are optional. For existing settings, the 4th and 5th shifts are blank. You can either edit an existing setting to add 4th and 5th shifts, or you can create a new setting that includes 4th and 5th shift settings.

Shift settings must be contiguous. If you have a start time for a 5th shift, you must also have a start time for a 4th shift.

For more information, see the *Shift Time Settings* help topic.

Tip Compliance Report Enhancements (ETSS-69/ DIM-365696)

The Tip Compliance Report now includes the following columns:

- Location - The department and job that was worked for the shift.
- Shift Breakdowns - The worked shift, the number of hours worked, and the tip amount for each shift. If the worked job spanned more than one shift than both are listed.
- Tip Compliance Start/End Dates - The tip compliance start and end dates that are configured for the employee in Gaming People Information.

For more information, see the *Gaming Reports* help topic.

R9 Update 1, Express Upgrade 5

The following features were added for R9 Update 1, Express Update 5.

Extensions

Absence-Based Accrual Adjustment EXT-39

The Absence-Based Accrual Adjustment integration extension is an automated process that adjusts employee accrual balances based on the number of calendar days that the employee is absent in a month.

Jours de Fractionnement EXT-40

The labor law in France defines a legal period during which employees are encouraged to take a contiguous span of time as their main vacation. When situations arise that prevent them from doing so, employees are entitled to extra days of paid time; this is known as Jours de Fractionnement. This extension automatically validates whether an employee qualifies to receive Jours de Fractionnement, and then adjusts the accrual balance, as necessary.

Paid Sick - Yearly Bonus Payout EXT-50

The Paid Sick Yearly Bonus Payout extension automates the calculation and payout amount of an employee's eligible bonus for remaining paid sick days at the end of a calendar year.

Data Hub

Product Maintenance 9.1 DIM-339734

UKG Dimensions Data Hub Configuration Portal R9.1 includes the following new features and enhancements.

Audit History. Data Hub Configuration Portal has been enhanced to include audit history views which show details of configuration changes made for the Data Hub tenant. Monitor audit history to help troubleshoot problems, understand workflows, and see which user to follow up with if you have questions about a change.

Audit History pages show details including:

- What was modified and the type of action taken, either create, update, or delete
- The name of the Data Hub user who made the modification and the date and time it was made
- A search filter to see only modifications made within a specified date range and for a particular category
- A field-level comparison of values that changed, including the old value, the new value, and the complete record after the change

For more information, see *Audit History* in the *UKG Dimensions Data Hub Configuration Portal User Guide*.

Wrapper and Pipeline Release Stages (Beta, Limited Availability, General Availability). Wrappers and pipelines are released for use in Data Hub Configuration Portal in one of three stages:

- **Beta.** Recently introduced wrappers and pipelines not yet released in the product. Made available to a limited set of customers for use in a production environment. Beta wrapper and pipeline names are appended with (Beta). For example, Budgeting_Retail(Beta).
- **Limited Availability.** Recently introduced in the product, these wrappers and pipelines are made available to a limited set of customers for use in a production environment. Wrapper and pipeline names are appended with (Limited Availability). For example, getPayPeriod(Limited Availability).
- **General Availability.** These wrappers and pipelines are available in the product to all customers for use in a production environment. Because General Availability wrappers and pipelines are the most common, their names are not appended.

For more information, see *Wrapper and Pipeline Release Stages* in the *UKG Dimensions Data Hub Configuration Portal User Guide*.

Language Support. The Data Hub Configuration Portal interface supports the translation and locale settings applied in UKG Dimensions. When the display language is set for the UKG Dimensions server on the tenant, the Data Hub Configuration Portal interface inherits the change. The display language is reflected in the headings, buttons, tabs, and other text. 12 languages are available, including English.

Note: User data displayed in the interface and text in certain views are not translated. Chinese language translation is not available in Data Hub R9.1.

Pipeline Setting Filtering. When the pipeline setting `CDC_Enabled` (which determines whether change data capture (CDC) is used to process data) is set to True, configuration values for the `BCK_DAYS`, `FWD_DAYS`, and `WEEK_OFFSET` settings are unavailable for pipelines that support CDC.

Healthcare Productivity Wrapper. There is a new wrapper called Healthcare Productivity. It executes Healthcare Productivity work units, payroll detail, and daily and pay period productivity pipelines. The recommended frequency to execute this wrapper is once a day.

Note: If you use Healthcare Productivity, to ensure that Data Hub can deliver the productivity data, the function access profile (FAP) for the Data Hub integration account needs the Healthcare Productivity Service control point allowed.

Enhanced Change Indicator Service Support. Change indicator service (CIS) support has been enhanced to provide change indicators (CI) for the timecard, people, and schedule details domains. Data Hub pipelines consuming data from APIs that deliver data from these domains have been modified to use CDC logic based on CIs rather than drop and replace logic based on date ranges specified in pipeline settings.

Pipeline Settings. The following pipeline settings are new for Data Hub R9.1:

- Linked category support
- Multi-currency support
- Visibility of effective terminated employee/days

Data Hub R9.1 will be available in a release scheduled to be applied in early November 2022. For more information about Data Hub and to access the UKG Dimensions Data Hub Configuration Portal User Guide, see the UKG Community knowledgebase article *Getting Started with Data Hub in UKG Dimensions*.

Universal Device Management(UDM)

Grant and Revoke Access

Grant and Revoke Access is a security enhancement that enables administrators and managers to control which devices can interact with UDM. When a newly configured device is first connected, it will default to a state of revoked access. The additional step of manually granting access is required to for each device to communicate with UDM.

Two new options have been added to the Actions menu on the Device Dashboard to support this feature:

- Grant Device Access
- Revoke Device Access

A new device filter has been added to quickly display devices that do not have access to UDM:

- Grant Access

Note: Granting and revoking of access does not apply to 4500 devices or SI configured devices

R9 Update 1, Express Upgrade 4

The following features were added for R9 Update 1, Express Update 4.

Auctions application

The Auctions application provides the ability to offer items to employees that they can bid on based on their preference. For this release, auctions can be created to offer vacation time. When auctions become available, employees can bid on the vacation time that they want, based on their preference. In preference style auctions employees bid simultaneously, ranking their preferred items by number (1 indicating the first choice, 2 the second choice, and so on).

When the auction bidding timeframe is over (or at designated times) the auction is resolved, and rules are used to process bids and assign auction item winners. Time-off requests are then created for the items employees have won and if the items pass validation, they are awarded to the employees. Awarded items are then added to the employee's schedule and to their calendar.

Employees and managers access auctions and auction management through the My Auctions and Manage Auctions tiles on their home page.

For more information, see the following:

- To configure the Auctions application, including configuring the My Auctions and Manage Auctions tiles, see the *Auctions Application Configuration Guide*.
- To create and manage auctions, see the *Auctions* section in the online help.
- To place bids on an auction, see the *My Auctions* topic in the online help.

Note that this is an external application that is deployed separately from UKG Dimensions. Contact your UKG Representative for more information.

R9 Update 1, Express Upgrade 3

The following features were added for R9 Update 1, Express Update 3.

Extensions

Copy Schedule Enhancement EXT-66

The Copy Schedule extension now allows shift labels and comments to be copied from the source to the target schedule.

Working Time Directive Report Enhancement EXT-48

When processing the Working Time Directive Report, the calculation now automatically relies on worked hours for past weeks, and scheduled hours for current and future weeks.

What's new for R9, Update 1

The features below were added for R9, Update 1.

Activities

Start Kiosk Search Bar ACT-145

A new search bar has been added to the Start Kiosk page, allowing users to select specific locations when starting a kiosk instance.

Authentication

Multi-Factor Authentication (MFA) AUTH-55

Multi-factor authentication (MFA) improves security of access to the system.

Password Policy AUTH-54

A more strict password policy improves security of access to the system.

DSaaS (Data Science as a Service)

Proactive Guidance DSAAS-8

Proactive Guidance is a notification process that can be used to help guide certain employee behaviors. For example, for employees that frequently punch in late, Proactive Guidance can be configured to send a timely notification that reminds employees they have a shift coming up soon.

The behavior trends you can use Proactive Guidance to help guide are:

- Breaks – Employees take short or long breaks.
- Late In – Employees punch in late for shifts.
- Unexcused Absences – Employees do not show up for scheduled shifts.

When Proactive Guidance is configured, data gathered from timecard exceptions is reviewed on a weekly basis to determine if an employee's behavior qualifies for a Proactive Guidance notification. Once a behavior is detected, notifications are sent and continue to be sent until the data shows a change in behavior.

Notifications for breaks are sent 1 hour prior to the shift start time. Notifications for upcoming shifts (Late In and Unexcused Absences) are sent 8 hours prior to the shift start time. For more information, see the *Proactively guide employees* help topic.

Engines

Schedule Gradient ENGI-19

A new setting has been added to the Schedule Generation Strategy setup. The **Priority-based hours balancing (%)** setting is used to control how hours are distributed among employees relative to their seniority and can be used in conjunction with configured Employee Priority Groups.

For more information, see the *Configure a Schedule Generation Strategy* help topic.

Schedule Group Seniority ENGI-12

The Schedule Generation Strategy setup can now be configured to use Employee Priority Groups to determine hours distribution for employees. You can configure new Employee Priority Groups in the Schedule Group setup as new, non-inherited groups.

An Employee Priority Group contains a set of employees that are ordered based on certain attributes typically reflecting their seniority. Employee preferences, such as number of worked hours, shift lengths, shift starts, preferred availability, and preferred days off, are satisfied by prioritizing the higher priority employee first.

Employee Priority Groups can be used in conjunction with the new **Priority-based hours balancing (%)** setting in the Schedule Generation Strategy setup. For more information, see the *Configure Hours Distribution for Employee Priority Groups* help topic.

Forecasting

Minimum Headcount Optimization FCST-5

A new setting has been added to the Labor Forecast Limits configuration page. The new setting, Optimize Minimum Headcount, enables the Labor Forecast Engine to generate a labor forecast that is as close to the minimum headcount as possible.

Labor standard multiplier FCST-48

A new setting, Use Labor Standard Adjustment, located in the Labor Standards configuration page allows users to associate adjustment drivers with a labor standard for the purpose of using store specific values in the labor forecast calculation. You can assign up to five adjustment drivers to each labor standard.

Labor Period Override FCST-38

A new setting, Allow manager override of labor period, located in the Labor Period tab of the Labor Standard Configuration page offers the option to allow managers to override labor periods in a labor standard's configuration.

Borrow Hours FCST-23

The Borrow Hours feature allows you to define groups of jobs that could potentially share labor requirements. These groups can be defined across departments. Within the groups, jobs can be prioritized, for example, take hours from Job 1 before taking any hours from Job 2.

This feature can be configured using two new Forecasting configuration pages:

- Labor Distribution Groups - Provide the ability to borrow hours from one job or department and apply those hours to another job or department. The Labor Distribution Group cannot contain more than 20 lender jobs.
- Labor Distribution Groups Profiles - The Labor Distribution Group Profile configuration allows you to define labor distribution group profiles that can be assigned to locations. This definition allows groups of labor distribution groups to be assigned to a site level or above.

Control Access to Labor Standards FCST-125

New add and edit options have been added to the Store Specific Labor Standard and Generic Labor Standard access control points that enable managers and system administrators to control whether to allow store administrators to create, update or inactivate Generic Labor Standards or Store Specific Labor Standards. These access control points are located at Manager - Common Setup > Forecast Configuration > Labor Standard Components.

Negative Labor Standards FCST-124

The Negative Labor Standards feature allows the system to reduce the labor hours forecasted for a particular department or job. This functionality is beneficial for when hours generated for one job need to be allocated to another job. To configure labor standards with negative values, go to the Time Value tab of the Labor Standard configuration page and enter negative values to reduce the forecasted labor hours.

Hourly volume forecast edits - Reports and dataviews DIM-364240

A new Export option in the View Volume Forecast Details page allows you to export interval volume forecast data to Excel.

Healthcare Analytics

Daily Productivity Tile HCP-59

Healthcare Managers rely on key daily and pay-period labor metrics in reports to determine whether they are performing as expected. The Daily Productivity tile provides immediate, actionable insight on the home page into key productivity metrics and variances for work units that may have problem areas.

Healthcare Productivity Custom Reports

You can build and deploy the following custom productivity reports:

- **Work Unit View:** Reports productivity, payroll, and volume data by work unit; daily, for a range of days, or by pay period (symbolic time period).
- **Work Unit - Time Series:** Reports productivity and volume data by work unit; daily or by pay period increments.

Integrations

General Ledger Mapping Sort Order DIM-356968

General Ledger Mapping includes a Sort Order of input items.

Payroll Request Queue INT-37

If the number of executions are out of range, the Payroll Extract integration receives the execution requests in a queue.

Wildcards in General Ledger Mapping INTS-36

When you configure the mapping of general ledgers to payroll attributes, you can select items according to the business structure, enter the business structure path to the job, or enter the path but use one or more asterisks as wildcards to specify jobs or labor categories regardless of the hierarchy of the business structure.

PlanSource Demographic Export Gender Values HCMI-37

The PlanSource Demographic Export integration supports the following values for Gender:

- M = Male
- F = Female
- X = Undisclosed
- U = Unspecified

HCM Skills and Certifications Import Full and Delta Integrations Runs HCMI-13

The HCM Skills and Certifications Import integration now offers a Delta mode in which the integration updates only employee records for skills, certifications, and credentials that changed over a selectable number of Lookback Days in the past.

Multiple Position Support for Payroll Extract INTS-26

The Payroll Extract integration processes records for employees who are assigned multiple positions.

Data Import Tool INTS-22

The Data Import Tool is designed to allow users to import data with minimal intervention or support. The Data Import Tool is a self-service utility that enables users to load and edit large amounts of data into UKG Dimensionsthrough pre-defined file templates. The tool provides a three-step guided process for importing data:

1. Select a predefined configured template and add your data to the template file. The template is a file used to upload template-specific data to the Template Details page. Each template contains the appropriate column headers and field type information to correctly upload your data in a predefined format.
2. Upload the data file and use the Insert, Cut, Copy, Paste and Delete actions in the UI to edit your data before it is imported to UKG Dimensions. You can also choose to edit your data in Excel and then upload the edited template file.
3. Import your data into UKG Dimensions after making and saving the appropriate edits.

Microsoft Integrations

Support for horizontal scaling MSFT-9

Outlook Integration v3.1 scales automatically based on resource usage.

Platform

Translation Enhancement - All Languages DIM-320339

The Translation - User Interface page and the Translation - Setup Data page have been enhanced to improve translations in the user interface. Previously, when creating custom language locale policies, it was required that you use a core language as the baseline for the translation. This often caused confusion; for example, when using English as a baseline for a Portugal locale policy, date objects in the calendar were not translated and were shown in English. With this enhancement, the **Language** drop-down on the Translation - User Interface page and on the Translation - Setup Data page now includes all languages, which enables you to select any language as the baseline and ensures that the UI will be 100% translated.

Project Talk

Communications - UKG Talk Integration with UKG Dimensions PRT-10

UKG Talk is a communication and messaging tool that enables front-line employees to communicate in real-time with co-workers and management. Talk is integrated and synchronized with parent products UKG Dimensions and UKG Pro (integrated with UKG Dimensions).

Talk Features:

- **Activity Feed.** Real-time interaction feed showing messages from co-workers, managers, and administrators. React and comment on feed posts by adding media files, using hashtags, and tagging people with @mentions.
- **Groups.** Groups organize activities and messages by location, job title, interest, and other configurable categories. When you join a group, you see group-specific posts and announcements.
- **Direct Messaging.** Provides real-time communication to everyone or specific individuals and groups. Messaging supports the inline translation of over a hundred languages using Google Translate.
- **Engagement Apps.** Talk includes a set of default apps that help engage people, including Calendars, Events, Polls, Surveys, Recognition, and more. Submit feedback to polls, surveys, and challenges. Check your schedule in the Calendar app, then navigate from Talk to your UKG Dimensions calendar.

UKG Talk administrators manage and monitor Talk groups, content, interactions, and analytics in the Talk Admin Dashboard, a secure, browser-based application.

Talk Admin Dashboard Features:

- **Manage Groups.** Create and manage Talk user groups to encourage peer-to-peer and team collaboration. Define automation rules that create groups in bulk based on the people information mapped to and synchronized with the parent product.
- **Manage Content.** Monitor Talk groups, content, apps, and interactions. Publish and manage content including events, meeting invites, polls, surveys, pinned posts, and announcements. Admin users are assigned different roles and levels of access to manage Talk groups and content.
- **Monitor Analytics.** Gain insight into how people interact with Talk. Measure metrics such as message effectiveness, user engagement trends, and top contributors.

When the Communications license is applied, users access Talk from the new Communications tile on the Home page. For more information, see the help topics *Welcome to Communications with UKG Talk* (for users) and *Communications* (for administrators).

Communications - UKG Talk User License Management PRT-8

A new user license option, Communications, is now available in the Edit Licenses panel. Applying the Communications license enables UKG Dimensions users to access UKG Talk through the Communications tile on the Home page. For more information, see the *Assign Licenses to people* help topic.

Communications - UKG Talk Integration with UKG Dimensions PRT-13

A new Home page tile, Communications, is now available. The tile shows an at-a-glance view of UKG Talk activity and conversations. You can also open Talk from the tile. For more information, see the *Communications Tile* help topic.

Reporting

Relative Time Periods REP-56

Relative Time Periods allow customers to view and compare data across multiple time periods with a single report. Relative Time Period options can be configured when creating report data objects. For more

information, see the *Create report data objects* help topic.

Scheduling

Schedule Multi-Edit DSCHEd-42

A new Multi-Edit tool that managers can use to edit multiple shifts at one time is now available in the Schedule Planner. With this tool, you can specify filter criteria to define which shifts you want to edit, and then specify one or more actions, such as modifying the start time or adding comments, to perform on the selected shifts. The shifts available to edit are those from the currently loaded schedule.

To use this functionality, you must have the new **Multi-Edit** access control point set to **Allowed**.

For more information, see the *ACPs for Scheduler Functionality* and *Edit Multiple Shifts* help topics.

Automatic Break Adjustment in Partial Shift resulting from Partial Day Absence (Time Off / PCE) DSCHEd-326

A new setting – **Adjust Breaks Automatically** – was added to the Request Subtypes page for Time-Off request types. When this setting is selected, the system automatically adjusts the number of breaks and their placement within the shift (based on the employee's Automated Break Placement settings in their Work Rule) when a shift is partially overridden as a result of one of the following:

- A manager adds a paycode edit, by specifying a Duration that does not override the entire shift, and selects Override Shift > Partial Shift.
- An employee or a manager on behalf of an employee enters a partial day time-off request, by specifying a Duration that does not override the entire shift, and the request subtype has been configured to override shifts.

In addition, the **Assign Breaks** option was added to the Add Paycode and Add Leave Time sliders in the Schedule Planner, and the Add Paycode and Add Shift sliders in the Staffing Dashboard.

For more information, see the *Configure Request Subtypes* help topic.

Production Readiness - End-Dated Business Structure Nodes SCHED-325

If a Business Structure root node is end-dated as of the current date, the root node and its children are deleted. If a business structure node is referenced by another setup item, it cannot be deleted. For non-

blocking references, the system deletes both the reference and the business structure.

My Time Off tile supports specifying requests in hours DSCHEd-318

A new setting on the Request Subtypes page for Time-Off requests lets you display the Duration field in the My Time Off tile. The Duration field allows the employee to select any symbolic amounts you have specified for the Time-Off request subtype. If the the Hours symbolic amount is selected, the My Time Off tile displays Start Time and End Time fields. In previous releases, the My Time Off tile supported only full-day time-off requests.

See the Configure Request Subtypes help topic for more information.

Display Week Number DSCHEd-304

To enable you to see the week numbers that correspond to the calendar weeks in UKG Dimensions, a new setting has been added to the Locale Policy setup.

When the new **Display Week Number** setting is enabled, everyone who is assigned to the locale policy can see the week numbers displayed in the UI. The week numbers are based on the ISO 8601 standard calendar.

The week numbers display in the following areas in the UI:

Date picker and date range calendar

- Timecard
- Schedule Planner
- Absence Calendar
- Workload Planner
- Employee Self-Scheduling
- Forecasting

For more information, see the *Locale Policy* help topic.

Multiple Assignments Attributes in Schedule Planner DSCHEd-299

In the Schedule Planner, several areas were updated to support multiple assignment employees.

Managers can view an employee's assignment and/or select an employee's assignment from the **Assignment** drop-down in the following locations:

- Add Shift and Edit Shift sliders
- Add Paycode and Edit Paycode sliders
- Add Leave Time slider
- Enter Time Off slider
- Lock and Unlock sliders
- Insert Shift Transfer slider
- Schedule Pattern
- Override Availability
- Employee glance
- Day glance

In addition:

- In the Audit Add-on, a new **Assignment** column was added to the Schedule Audit.
- Dataview columns that are assignment-specific are populated using the employee's default assignment.
- In Quick Actions, when an entity is added to the schedule, the system uses the employee's default assignment.
- Days are shaded gray in the schedule when the employee's default assignment is inactive or they have no eligible assignment on that day.

For more information, see the *Multiple Assignments* help topic.

Skip Days with Scheduled Paycodes when Rolling out Schedule Patterns DSCHEd-294

To enable you to roll out new schedule patterns without having to manually remove redundant shifts, a new setting has been added to the Shift Builder Criteria setup. During the schedule pattern rollout process, this setting is used to check whether there is a Pay Code present in the schedule on a future date. If so, that day is skipped and the shift from the new schedule pattern is not applied.

In the new **Ignore shift rollout if pay code edit is derived from** setting, you can select an option to specify which days with existing scheduled Pay Codes to skip when rolling out a new schedule pattern:

- **None** (Default) – No days are skipped when rolling out shifts for a new schedule pattern.

- **Schedule Entry** – Shifts are not rolled out on days with an existing Pay Code that was entered in the Schedule Planner or was added from a Time-off Request. Shifts are rolled out on days with a Pay Code that came from a schedule pattern.

- **Group** – Shifts are not rolled out on days with an existing Pay Code that was inherited from a Schedule Group or Employment Terms.

- **All** – Shifts are not rolled out on days with an existing pay code that was entered in the Schedule Planner, was added from a Time-off Request, or was inherited from a Schedule Group or Employment Terms.

For more information, see the *Shift Builder Criteria* help topic.

External ID for Business Structure Locations and Jobs DSCHEd-269

The external ID for business structure locations (and jobs) is now visible in the user interface. It can be useful to know the external ID of a location (or job) when using integrations to perform actions on the business structure, such as a bulk move. An external ID is optional.

The external ID column is available on the Business Structure > Locations page after the feature switch is enabled. You can add or edit the external ID of a location or job using the Update option on the Locations page. External IDs do not require effective dating but they must be unique (if the ID is not unique an error message appears). Additionally, you can add an external ID when creating a new location.

To view or edit the external ID for a location or job:

1. Enable the feature switch:
 - a. Go to Application Setup > System Configuration > Feature Switch.
 - b. Find the feature switch “DisplayBusinessStructureExternalId” and then click Edit.
 - c. Select Yes to enable the feature and then save.
2. Go to Application Setup > Business Structure Setup > Jobs and Business Structure, and then select Manage > Locations. The External ID column contains IDs for the Locations and Jobs that have IDs.
3. Select a location or job and click Update to add or edit an external ID. The maximum length for an ID is 120 characters.

For more information, see the *Locations* or *Jobs* help topics.

Add Assignments to Employment Terms and Schedule Groups DSCHEd-264

Schedule Groups and Employment Terms have been updated to support multiple assignment employees.

When adding an employee to a Schedule Group, managers can select one of the employee's assignments to add. Inheritance uses the assignment linked to the Schedule Group. A Schedule Group cannot include more than one of an employee's assignments; however, each assignment can be added to multiple Schedule Groups.

For more information, see the *Schedule Groups* and *Add Employee to Group* help topics.

When assigning an employee to Employment Terms, managers can select one of the employee's assignment to assign. Inheritance uses the assignment linked to the Employment Terms. An employee's assignment can only be assigned to one Employment Terms in a given date range; however, each of an employee's assignments can be assigned to different Employment Terms.

Two new Scheduling access control points – **Assign Employment Terms** and **Unassign Employment Terms** – control the manager's ability to assign Employment Terms in the Schedule Planner.

For more information, see the *Employment Terms, ACPs for Scheduler Functionality*, and *Add Employee to Employment Terms Group* help topics.

Re-evaluate approvers for requests DSCHEd-184

By default, the system evaluates a request's approvers (reviewers) only at the start of each approval step. This evaluation can suspend a request in a submitted or pending state when an organizational change prevents the request from being approved because the original reviewers are no longer valid. This can happen when a reviewer is reassigned or terminated, for example.

Now you can configure the system to periodically re-evaluate the reviewers associated with requests that are in either a submitted or pending state. This re-evaluation is done every seven days from the time the request is submitted.

For the system to re-evaluate reviewers for submitted and pending requests, the request subtype must be specified to use an approval setting with appropriately configured approval step settings. Examples of request subtypes that can be configured to use approval settings include availability pattern change, cover, open shift, shift swap, and time-off.

Note: Availability pattern request subtypes are not supported in this release.

For more information, see the *Re-Evaluate Approvers for Submitted and Pending Requests* help topic.

Update time-off requests to support multiple assignments employees DSCHEd-300

Several areas associated with time-off requests have been updated to support multiple assignments employees:

- My Time Off tile. Employees can now select an assignment from the Assignment drop-down.
- Request Time Off slider. Employees can now select an assignment from the Assignment drop-down.
- My Calendar. The Events tab displays assignment information.
- Location Schedule. Available jobs and locations are filtered based on the value selected in the Assignment drop-down.

For more information, see the *Request Time Off* and *Show Location Schedule* help topics.

Shift Fill v3.0

SMS Shift Fill - Assignment Details Report SHF-10

A new report called Assignment Details is now available in SMS Shift Fill. This report enables you to measure your success rates of filling Open Shifts using SMS Shift Fill and to drill down to identify trends and employee adoption across business units.

For more information, see the *Fill open shifts using SMS Shift Fill* help topic.

SMS Shift Fill - Workflow Notifications for Configuration Errors ETSS-59

When error notifications are enabled in SMS Shift Fill, individuals who are designated as SMS Shift Fill administrators can now receive workflow notifications when there are configuration errors, such as required function access profiles that have not been correctly enabled. The notifications indicate what the error is and include steps for the administrator to resolve the issue.

For more information, see the *Configure SMS Shift Fill* help topic.

Timekeeping

Manual time entry button enhancements TKEEP-598

Manual time entry buttons have been enhanced for this release:

- The attestation button order displayed during manual time entry in My Timecard is now the same as the attestation button in the Punch tile.
- Attestation buttons no longer have to be associated with a workflow in order to be displayed during manual time entry in My Timecard.

For more information, see the *Attestation Profiles* and *Attestation Assignments* help topics.

Manual time entry paycode enhancements TKEEP-479

Manual time entry paycode scenarios have been enhanced to support the addition of paycode edits for meal breaks using manual time entry Attestation. This enhancement involved the introduction of two new manual time entry workflows:

- Attestation Paycode for Manual Time Entry
- Complex Meal Paycode for Manual Time Entry

For more information, see the *Attestation Models* help topic.

Effective-dated labor category entry lists TKEEP-201

When you need to make changes to a labor category entry list you can use effective dating. Using effective dating can help to ensure employees (and managers) have access to the labor category entries they need at the right time when performing a labor category transfer. It can also help to prevent unintended pending historical corrections.

For example, an employee works on projects A, B, C, and D but as of June 1 they no longer need access to project C. Using effective dating you can create the following effective-dated versions of the Project List labor category entry list:

- Project List (Beginning of time - 05/31/2022) - this version contains projects A, B, C, and D and is effective until May 31
- Project List (06/01/2022 - forever) - this version contains projects A, B, and D and is effective beginning June 1

The employee has access to the projects they need at the right time and there is no impact to their historical time worked. For more information, see the Labor Category Entry Lists help topic. To configure effective dating for labor category entry lists, you must first enable the feature. Contact support to open a case for this.

Note: If your organization currently uses an integration to update labor category entry lists, note that there are new API operations and batch limits to support this feature. Only enable this feature after the integration has been updated to use the new API operations and the new batch limits.

Known Issue: When viewing the list of effective-dated Labor Category Entry lists (in Version Effective Dates), the end date of one list may be the same as the start date of the next list. For example, Beginning of Time - 09/06/2022 and then 09/06/2022 - Forever. Even though the display shows the same dates, the end date of the first list is actually 09/05/2022. This is a known display issue that does not impact functionality and is planned to be fixed in a future release.

For more information, refer to the *API Release Notes*.

Multiple Assignments TKEEP-151

Note: Multiple Assignments is released with limited availability. Contact your UKG Representative for more information.

An assignment is a "role" an employee has within an organization that can have different person record attribute values than their other assignments. For example, a student at a university can work several jobs on campus, such as Pool Lifeguard, Dining Hall Server, or Tutor. An assignment can be configured for each of these jobs, with a unique reports-to manager for each, as well as other unique person record attributes.

Some of the benefits of creating an assignment for each "role" include:

- **Paying employees correctly for the assignments they work.** A base wage and base work rule can be set for each assignment, as well as many other person record attributes. All assignments are contained within the employee's person record but each assignment has a unique person record ID, which can help map the assignment to payroll.
- **Simplifying transfers.** When assignments are scheduled they are pre-selected for employees when they punch or enter time in their timecard (or the assignment can be selected if needed). Also, since each assignment has its own job transfer set, the list of jobs an employee can select from when transferring is specific to the scheduled (or selected) assignment.

Multiple assignment employees have one timecard and one schedule. For all of the time an employee works, and each shift they are scheduled for, the assignment is indicated (or can be selected) in the timecard and

schedule. Employees take time-off against their various assignments, and the time-off requests go to the reports-to manager of the assignment selected in the request.

For more information about Multiple Assignments, see the **Multiple Assignments** help topic.

Work with multiple assignments

When working with multiple assignments, there are many areas in the system where managers and employees will see and interact with assignments, including:

- Timecard
- Schedule
- Employee Self Service
- Attestation
- Dataviews
- Hyperfinds
- UDM

For more information about each of these areas, see the **Working with multiple assignments** help topic.

Configure multiple assignments

Assignments are configured in People Information. Before you can configure assignments, the feature switch and related FAPs must be enabled.

For more information, see the *Configure multiple assignments* help topic.

Accrual Policy Restore Taking enhancement TKEEP-142

When configuring an accrual policy, you can now select a reference day of week for when takings are restored. This option is available when the unit of time for the Restore Taking Amount is set to Weeks in the Accrual Policy. The reference day can be None, Prior Sunday, Prior Monday, Prior Tuesday, Prior Wednesday, Prior Thursday, Prior Friday, or Prior Saturday.

Use Case 1

Consider the following accrual policy settings:

- Restore Taking: All Takings From Start
- Amount: 52 weeks
- Reference day: Prior Sunday
- Taking date: December 21, 2021

Since the taking date is a Tuesday then the restore day is December 18, 2022 (Sunday).

Note: When None is selected, the reference day is the day of week for the original transaction. For example, in the above scenario if None was selected as the reference day, then the restore day would be December 20, 2022 (Tuesday, the same day of week as the original transaction).

Use Case 2

Consider the following accrual policy settings:

- Restore Taking: All Takings From Start
- Amount: 1 week
- Reference day: Prior Tuesday
- Taking dates: January 17, 2022 (a Monday) and January 18, 2022 (a Tuesday)

The restore dates for each taking are Tuesday, January 18, 2022 and Tuesday, January 25, 2022, respectively.

For more information, see the *Accrual Policies* online help topic.

Multiple assignments support for time stamps TKEEP-94

Multiple assignments employees now have the ability to specify the assignment they want to use when punching using the Punch tile and Quick Time Stamp (QTS). The **Assignment** drop-down displays the employee's scheduled assignment if there is one; otherwise, the employee's primary assignment. is displayed. An additional value, "Default Assignment" can be used if the employee is unsure which assignment to select. When this value is used for the punch, the system (to Totalizer) determines the appropriate assignment and punch type.

For more information, see the *Punch tile* and *Quick Time Stamp* help topics.

Use Wage Overrides for Adjustment and Percent Allocation Rules TKEEP-44

Adjustment Rules and Percent Allocation Rules use the employee's base wage as the basis for adjustments or allocations, even if an employee has a wage override in effect. If you want the wage override to be used instead of the employee's base wage, you can enable an effective-dated system setting so that Adjustment Rules and Percent Allocation Rules use the wage override (if one is in effect) as the wage to modify instead of the base wage.

To enable the behavior, enter an effective date for the following system setting (in Application Setup > System Configuration > System Settings > Timekeeping tab):

site.timekeeping.DateToEnableOverrideWagesForAdjustments

Keep in mind that if you enter a date that is earlier than the last signed-off pay period historical corrections may occur.

For more information, see the *Set up Percent Allocation rules* and *Set up Adjustment Rules* help topics.

User Experience

Global UI element style changes PIEX-21

Common controls and graphical symbols have been updated to provide a more uniform user experience throughout the system. Enhancements in this release include:

- Banner message icons have been simplified
- The color of the "loading" icon has been softened
- Button edges have been rounded

Enhancements to themes and branding PIEX-28

Numerous improvements have been made to branding and themes in this release:

- The Branding page now displays the main color, accent color, and logo specified for a theme. The logo used in reports is also displayed.

- You can now create a theme directly by selecting a main color and an accent color. The system uses the main and accent colors you specify to generate a color palette that complies with accessibility standards.
 - A new Generated Colors section displays the color palette based on the main and accent colors you have selected for a theme. It also shows the effect the main color's Gradient option has on the navigation bar.
 - When selecting main and accent colors, the system alerts you if the accent color is not in compliance with the main color you have chosen.
 - A new Preview mode lets you experience how a theme will be reflected in the UKG Dimensions user interface. Preview is available for existing themes, and you themes you are in the process of creating.
 - You can copy a logo from one theme to any customized theme. The system alerts you if the logo being used for reports specified in another theme will be overwritten by the copy action.
 - You can now delete any customized theme unless it is active. The system alerts you if you are deleting a theme that provides the reports logo.
 - The color controls have been reorganized and relabeled to assist with usability and remove redundancy.
- For more information, see the *Branding Themes* help topic.

Updated Home page tiles UIP-41

Several Home page tiles have been updated in this release:

- **Manage Attendance:** The Policy Actions Required field at the top of the tile displays a counter; actions requiring attention are listed from oldest to newest (up to 50) and display an avatar representing the associated employee. Clicking the a policy action displays the Details slider, from which you can address the policy action. For more information, see the *Manage Attendance Tile* help topic.
- **Manage Leave:** This tile lists in ascending alphabetical order all the employees to which you have access; employees are displayed with an avatar. To locate an employee, you can scroll the list, or use a new search feature. When you search, the list of employees is updated dynamically as you type. You can submit a leave of absence request directly from the the search results. For more information, see the *Manage Leave Tile* help topic.
- **Manage Timecards:** The tile now displays colored discs that identify the number of timecards in a given category (Clean, Must Fix, Need Review, and so on). You can configure the color used for the number for exception categories, and separately for Clean Timecards and Pending Changes categories. The system

generates a background color that complies with accessibility standards based on your selection. For more information, see the *Exception Categories*, *Exception Tile (Manage Timecards Tile)*, and *Manage Timecards Tile* help topics.

About employee avatars: Tiles that display employee avatars use a photograph if global photographs have been enabled. Otherwise, the tile displays a disc with the employee's first and last initials.

WFMaaS (Workforce Management as a Service)

Request Subtype Translation WFMAAS-12

You can now select the Request Subtype entity in **System Configuration > Translation > Setup Data** when specifying configured data to be translated. The fields that are translated for the Request Subtype entity are:

- Name
- Description
- Custom Duration Label
- Custom Pay Code Label

For more information, see the *Translation - Setup Data* help topic.

Feature Switch WFMAAS-108

You can now turn some features on and off in the **Application Setup > System Configuration > Feature Switch** page.

For more information, see the *Feature Switch* topic.

Workflow

Business Processes error log WFW-58

You can now enable logging on Business Processes. The logs record errors encountered on running Business Processes and include this information:

- Process Instance ID
- Component
- Error Description
- Log Time

Logs run for 30 minutes before they are stopped by the system, but you can stop them at any time. Logs are retained by the system for 48 hours. You can view and export logs. For more information, see the *Troubleshoot Business Processes* help topic.

Note: Business Processes logging might be disabled in some production environments.

Dynamic labels for workflow form fields WFW-122

Using an execution variable, you can dynamically specify labels for reference forms attached to user tasks for these form elements:

- Buttons
 - Cancel and Terminate
 - Next
 - Submit
- Header
- Hyperlink
- Read-only date

For more information, see the *Business Processes Developer's Guide*.

New API Operations

In addition, the following API operation(s) were added for R9 Update 1.

Domain	Resource	Operation	Method	URL endpoint
Common Resources I	Messaging Notifications	Delete Notifications by Cache Key	DELETE	/v2/commons/notifications/cache/{cacheKey}
Common Resources I	Transaction Assistant	Retrieve All Transaction Assistant Records	POST	/v1/commons/transaction_assistant/multi_read
Common Resources II > Business Structures	Location Attribute Start Day Of Week	Retrieve a Location Attribute Week Span	POST	/v1/commons/start_day_weeks/apply_read
Forecasting	Labor Period Overrides	Retrieve Labor Period Overrides	POST	/v1/forecasting/labor_period_overrides/multi_read
Forecasting	Labor Period Overrides	Create or Update Labor Period Overrides	POST	/v1/forecasting/labor_period_overrides/multi_upsert
Forecasting	Labor Period Overrides	Delete Labor Period Overrides	POST	/v1/forecasting/labor_period_overrides/multi_delete
Forecasting	Labor Period Overrides	Retrieve Overridable Tasks by Department	POST	/v1/forecasting/labor_period_overrides/overridable_department_tasks/apply_read
Forecasting Setup	Labor Distribution Groups	Retrieve All Labor Distribution Groups or by Name	GET	/v1/forecasting/labor_distribution_groups
Forecasting Setup	Labor Distribution Groups	Retrieve Labor Distribution Group by ID	GET	/v1/forecasting/labor_distribution_groups/{id}
Forecasting Setup	Labor Distribution Groups	Create Labor Distribution Group	POST	/v1/forecasting/labor_distribution_groups
Forecasting Setup	Labor Distribution Groups	Update Labor Distribution Group by ID	PUT	/v1/forecasting/labor_distribution_groups/{id}
Forecasting Setup	Labor Distribution Groups	Delete Labor Distribution Group by ID	DELETE	/v1/forecasting/labor_distribution_groups/{id}
Forecasting Setup	Labor Distribution Groups	Retrieve All Allocation Method Types	GET	/v1/forecasting/labor_distribution_groups/setup/allocation_method_types
Forecasting Setup	Labor Distribution	Retrieve All Borrow Hours	GET	/v1/forecasting/labor_distribution_

Domain	Resource	Operation	Method	URL endpoint
	Groups	Types		groups/setup/borrow_hours_types
Forecasting Setup	Labor Distribution Group Profiles	Retrieve All Labor Distribution Group Profiles or by Name	GET	/v1/forecasting/labor_distribution_group_profiles
Forecasting Setup	Labor Distribution Group Profiles	Retrieve Labor Distribution Group Profile by ID	GET	/v1/forecasting/labor_distribution_group_profiles/{id}
Forecasting Setup	Labor Distribution Group Profiles	Retrieve Labor Distribution Group Profile by Location	POST	/v1/forecasting/labor_distribution_group_profiles/apply_read
Forecasting Setup	Labor Distribution Group Profiles	Create Labor Distribution Group Profile	POST	/v1/forecasting/labor_distribution_group_profiles
Forecasting Setup	Labor Distribution Group Profiles	Update Labor Distribution Group Profile by ID	PUT	/v1/forecasting/labor_distribution_group_profiles/{id}
Forecasting Setup	Labor Distribution Group Profiles	Delete Labor Distribution Group Profile by ID	DELETE	/v1/forecasting/labor_distribution_group_profiles/{id}
Forecasting Setup	Labor Standards	Retrieve Labor Driver Adjustment Operations	GET	/v1/forecasting/labor_standards/labor_driver_operations
Healthcare Analytics	Billing Department and Work Unit Maps	Retrieve All Billing Department and Work Unit Maps	GET	/v1/hca/volume/billing_department_maps
Healthcare Analytics	Billing Department and Work Unit Maps	Create or Update Billing Department and Work Unit Maps	POST	/v1/hca/volume/billing_department_maps/multi_upsert
People	Persons	Retrieve All Persons	POST	/v1/commons/persons/apply_read
People	Persons	Retrieve Current User	GET	/v1/commons/persons/current_user_info
Platform > Integrations	File-based Integrations	Retrieve Integration Process by ID	GET	/v1/platform/integrations/{id}
Platform > Integrations	File-based Integrations	Create an Integration Process	POST	/v1/platform/integrations
Platform > Integrations	File-based Integrations	Update Integration by ID	PUT	/v1/platform/integrations/{id}
Platform > Integrations	Integration Executions	Retrieve Integration Executions	POST	/v1/platform/integration_executions/multi_read

Domain	Resource	Operation	Method	URL endpoint
Platform > Integrations	SFTP Connections	Retrieve All SFTP Connections	GET	/v1/platform/integrations/sftp_connections
Platform > Integrations	SFTP Connections	Retrieve SFTP Connection by ID	GET	/v1/platform/integrations/sftp_connections/{id}
Platform > Integrations	SFTP Connections	Test SFTP Connection by ID	GET	/v1/platform/integrations/sftp_connections/{id}/connection_status
Platform > Integrations	SFTP Connections	Update SFTP Connections for Integrations	POST	/v1/platform/integrations/sftp_connections/apply_update
Timekeeping Setup	Break Rules	Retrieve GDAP-filtered Break Rule by ID	GET	/v2/timekeeping/setup/break_rules/{id}
Timekeeping Setup	Break Rules	Retrieve GDAP-filtered Break Rules	GET	/v2/timekeeping/setup/break_rules

Note: This update contains version 2 API operations which replace deprecated version 1 operations. Refer to the table in the following topic for more information:

Version 2 resources and operations.

Important Note: We recommend you update your implementations to utilize version 2 operations as they provide better security, performance, and functionality.

The following version 2 operations replace deprecated version 1 operations:

Domain	Resource	Operation	Method	URL endpoint
Common Resources	Messaging Notifications	Retrieve Notifications	GET	/v2/commons/notifications

Online Help Modifications

R9 Update 1 Express Upgrade 10

The following documentation modifications were made for R9 Update 1 Express Upgrade 10

WFD-152072 -- Attestation Periodic Condition Not Functioning Due to Database Character Limit Restriction

The Periodic section in the Attestation Conditions online help topic (*Administration > Application Setup > Attestation > Attestation Conditions > Create a Condition > Periodic*) was updated to clarify the string value to use when specifying periodic conditions for Attestation questions and answers.

WFD-148754 -- Correction to the "Respond to Swap Requests" help topic.

Step 2 in the Respond to Swap Requests online help topic (*Schedule > Employee Self-Service > Employee > Respond to Swap Requests*) has been changed to:

"Click Home. In My Notifications, click **My Requests**."

The "My Requests" selection had been incorrectly documented as "Shift Swap".

WFD-147293 -- Shift Swap creates Schedule Tag without the Tags configured Work Rule Transfers

The Configure Schedule Tags to Display Shift Swaps online help topic (*Administration > Application Setup > Employee Self-Service > Configure Schedule Tags to Display Shift Swaps > About shift swap schedule tags*) was updated to clarify when schedule tags are created and how they are composed.

R9 Update 1

The following documentation modifications were made for R9 Update 1.

Historical Corrections and Payroll Processing

What are historical corrections and historical edits?

A historical correction is an adjustment to an employee's totals record that reflects a difference in hours, pay, or both. Historical corrections are caused by a historical edit (some change made to an employee's time record, in a signed-off time period, that impacts their totals). Historical corrections are needed for historical edits because the pay periods the edits occurred in have already gone through payroll processing. You can use the historical corrections to determine whether and how to process the difference in hours or pay for employees in the next payroll process.

When do historical edits occur and how do I resolve them?

While there are times when it is very clear when historical edits have occurred (for example, editing a timecard in a signed-off period), there may be instances when historical edits occur, resulting in pending historical corrections, that are not so obvious and may impact payroll processing, such as:

- An update to a person record that impacts totals for a signed-off period
- An update to configuration that impacts totals for a signed-off period
- Fixes introduced in a software update (rare)

For more information about how to identify and resolve these, see this article [Historical-Corrections-in-Workforce-Dimensions](#).

Online Help Resolved Issues

DIM-400808 To eliminate errors when you load cross-reference tables in integrations for the first time, the introductory note for each integration or iPack that has cross-reference tables is clarified as follows:

Caution: Before a cross-reference table can be downloaded when the integration is run, you must clear **Use Default** in **Process Property** > {ProcessName}_CRTConfig and enter the header names for each cross-reference table. If the header names are already in the field, copy them to the clipboard or a text file, delete the header names from the field, and paste the header names back into the field. Also, you must select **Override** in the steps that follow.

WFD-146776 The *Reserved Characters* help topic > *People Information* section was corrected as follows:

*Do not use the following characters in text fields: * % ? : ; () | # / \ & ! = < > [] , { }.*

WFD-144838 3370362 The definition of the Number(16:6) data type for Healthcare Productivity Analytics was clarified to explain that when imported payroll data contains 3 to 6 digits after the decimal, the data is valid but may not be visible in Excel.

WFD-143974 3348201 The Global Values System Settings help topic was updated to remove the obsolete **global.WtkScheduler.MaximumDaysInFutureToCreateShifts** setting.

WFD-143214 The character limit in the PAYROLL_PAYCD column in the Configure the Payroll Import for Healthcare Analytics help topic was corrected to 32 from 50.

WFD-142696 3311709 The *Configure the Fiscal Calendar Import for Healthcare Analytics* topic was updated to address confusion around supported month formats when importing the fiscal calendar.

WFD-142066 3296069 In the Cascading Policies help topic, information for the "Bypass individual taking restrictions" option was updated to clarify how the option works.

WFD-141248 Batching guidelines to minimize the response times for sustained batch operations have been added to the Integrations Design Guide.

WFD-141159 3276229 The Weight Sets help topic was updated to explain that the UI may display as either Weight Sets or Acuity Sets, depending on how the **site.workload.configurableterms.weight** Workload system setting is configured.

WFD-140220 3251871 In the Configure Pay from Schedule help topic, the definition for "Scheduled Pay Code Edits > Always apply" was updated to clarify the behavior.

WFD-139779 3251842 The Machine Learning help topic in Forecasting has been updated with information to describe feature calculation of batch tasks.

WFD-138363 3224812 Icons did not display in the Online Help.

WFD-137482 3206077 The link to the Full Online Help from from the Data Dictionary connected to a privacy trust alert.

Resolved Issues

Within each section, issues are listed in descending, numeric order by WFD tracking number. Salesforce case numbers are also included, when applicable.

R9 Update 1, Express Upgrade 12

The issues below were resolved for R9 Update 1, EU12

HCA

WFD-151227 03509936, 03561472 - The Employee Actual Hours Report was not displaying employees in which their float out hours were showing up in all possible Employment Status'.

Information Access

WFD-151011 03508952 - When a manager changed locale from an active session, then the Overtime Group Approvals Dataview was not returning any employees.

Scheduling

WFD-152936 03538848, 03550649 - 'Invalidated Request' notifications were not cleared out of the Control Center when multiple requests were selected at once and marked as read.

WFD-152473 03533108 - When there were multiple adjacent shifts the time off request was not replacing all shifts. The time off request had the correct number of hours for the shifts for the day but left one shift behind.

WFD-153125 INC4718955 -Call to /wfc/restcall/scheduling/v1/widget/manager/schedule/content was taking a long time to complete. Also, CPU was higher on server cust01-prd05-ins01-wfm11-bck-667893680-22 as a result.

Timekeeping

WFD-154115 03577173, 03589008 - When attempting to configure a dataview to leverage Accrual Balances, an issue occurred where data was not returned when adding multiple columns on specific accrual assignments.

WFD-150950 03504019, 03565553 - Updating the Display Profile resulted in an error where duplicate effective dates were not allowed in Manager Role-Assignments.

WFD-152565 03537373, 03562185 - A user had not been able to sign off on a timecard for a number of weeks, and the team member (Employee: 651747) had not pulled through any hours to the pay file.

WFD-152244 03537873, 03553055, 03557109 - When trying to open the Timekeeping standard HCM profile the error "Page Not Found An internal sever error occurred when retrieving profile resources. Contact your system administrator" was displaying. When trying to view employee groups in setup the error "Error An internal error has occurred" was displayed.

WFD-151302 03514329 - User was attempting to implement a dataview to pull data for multiple assignments. They were experiencing an issue where some of the custom fields were not coming through in the dataview.

R9 Update 1, Express Upgrade 11

The issues below were resolved for R9 Update 1, EU11

Activities

WFD-150803 03486464 - Multiple employees who had their Activity Tracking Status set correctly to Start Only were intermittently getting an error message at the clock "WFA-222389 Cannot submit Activity Start (Start-Only) form for Start and Stop employee."

Authentication

WFD-152228 03568562 - A 401 error was occurring, and the "Authentication Post Processing Classes" values were not getting populated.

Engines Forecasting and Scheduling

WFD-152461 03538053 - An error was occurring in Generation Strategy when the Shift Template contained a Comment, "Error Generator failed. The comment note ID should not be specified".

When a User clicked Generator Schedule, the following error appears, and no shifts are generated: "Generator Failed. The comment note ID should not be specified".

Forecasting

WFD-153499 03564487 - API call to v2/forecasting/tasks/multi_read were unsuccessful and returning an error code.

Gaming

WFD-154769 - Tips were not calculated for an employee that punched in during the third shift and punched out during the first shift.

WFD-154770 - When attempting to edit a Retrieval Sequence whose location name contained an ampersand (&) or comma (,), upon save an error message was received.

WFD-154928 - Special Events could not be saved if the location name contained a comma (,).

Integrations

WFD-151191 03502629 - User was trying to upload a file and it was not getting uploaded and showing no error in the UI.

Mobile

WFD-149919 03474118, 03509536, 03435252, 03523544, 03527517, 27827006, 03533573, 03574865, 03401861, 03534659, 27854902, 03541210, 27893347, 27860699, 03528050, 27922131, 28038027, 27858291, 27995467, 27963836, 28008604, 03594682 - Employees were intermittently missing the Punch Tile when this was working for several weeks prior.

Reporting

WFD-148878 03445611 - The user was getting an Internal Server Error when using "Manage Read-Only Reports".

When accessing it, they got the error "Error Some Internal Server Error Occurred. Please contact System Administrator".

Scheduling

WFD-148519 03433339 - The Manage Schedule Posting panel was showing an encrypted username, making the panel unusable for auditing which manager posted the schedule.

WFD-151737 03525528, 03604309 - After managers were acting upon employee requests, the control center count was not decreasing automatically as it used to.

WFD-151813 03524793 - The 3-letter abbreviation for the pay code was displaying as what was in the pay code definition and not what was specified in Excel.

WFD-141794 03274034 - When trying to select and assign the Schedule pattern template defined for days this error was displaying; "The start day of the week for this template is Sunday".

WFD-149514 03460296 - In the Dataview, the (Scheduled Weekly Hours) column was displaying 0:00 Hours. In the Schedule Planner the same Dataview column was returning different results.

WFD-141840 INC4112899 - There were a high number of idle in transactions coming from cust01-prd03-ins01-wfm10-bck-649140373-91.

WFD-151814 INC4629599 - There was a high CPU on cust01-prd07-ins01-wfm22-bck-667969726-9.

Timekeeping

WFD-133879 03112384 - Saved historical corrections (HC) kept returning as pending.

WFD-153789 03570468 - The workflow was failing on the API call to get an employee's adjustment rule. Users were getting an error: "Unexpected Error Data validation exception occurs due to bad input data while request processing. Please verify input data."

WFD-103903 03521054 - An error was displaying in the timecard, "A System Error was encountered during CT Call".

WFD-149965 03509816, 03531672 - Users were receiving excessive errors in log.

WFD-151830 03522139, 03534463 - When accessing an employee timecard, a user was receiving an error "Error A System Error was encountered during CT Call." Employee was stuck on the background processor.

WFD-148219 03326736 - User had an issue where edits made in a signed off period did not have a corresponding correction when totals were impacted.

UDM

WFD-149668 3471196 - When going to the UDM dashboard, the devices were painting very slowly, and only 4-5 at a time.

WFD-153272 03560309 - User was receiving the error; "Error: Unhandled exception when accessing the UDM dashboard or clock configuration" and no device was loading.

Ultipro Integration

WFD-154407 03552413 - User was not able to save new mappings on Payroll Code Mapping Page.

WFD-153286 03561031,03562620,03564047,03607713,03611220,03610101 - An employee was being included in the API call to fetch Dimensions data to transfer over to UKG Pro. This employee did not have an appropriate primary job assignment which was causing the whole payload to fail.

WFM

WFD-150711 03499877 - A user was hitting a "minutely quota limit exceeded" that needed to be increased urgently.

R9 Update 1, Express Upgrade 10

The issues below were resolved for R9 Update 1, EU 10

Common Components

WFD-147411 03418938 - User experienced issues with the "All Home and Transferred IN" hyperfind not returning the correct number of employees.

Data Science

WFD-151642 03519685, 03527366, 03527338, 03532610, 03533887, 03550527 - User had enabled the Auditor Feature Switch in PRD but the function access control points and KPI builder setup under Application Setup was still not available to configure Auditor.

Information Access

WFD-148748 03443720 - Reports which accessed schedule data should have returned data when Predictability tags were in use. Only the schedule tags were able to be retrieved.

WFD-15087403495670 - User was running into an issue where some locations within their business structure were causing "Some Internal Server Error Occurred" messages to display.

Scheduling

WFD-149267 INC4470059 - System issue was being caused by a Heapdump

WFD-150391 INC4543517 -Performance issue: job list search was taking too long to complete.

WFD-125991 INC3493010 -The open shift request/multi-read API was causing CPU issues.

WFD-147751 03422337 -User had configured a Call List that was used directly in the Schedule Planner and returned the expected list of employees. When the same call list was used as part of a Request to Cover request subtype, no employees were returned.

WFD-135855 03150716,03273405,03184098, 03332845, 03382435- Users were randomly receiving an error when attempting to approve requests in the Control Center.

Timekeeping

WFD-151830 03522139, 03534463 - When an employee timecard was accessed, User received an error. Employee was stuck on background processor.

WFD-150333 03297099 -When User added punch by API the punch was added successfully, but if adding it in UI, it was not allowed.

WFD-148129 999999 - Telstra in AUS stack had a very high Avg. and Max processing time for totalization.

WFD-151911 03530062, 03528503 - Error was received when attempting to access Employee Group assignment.

WFD-147646 03423241, 03442870, 03543300- User was opening a timecard for an employee and receiving an error

WFD-149639 03438173 - Users were being asked the "3.5-5 hours worked" attestation question at the clock when their Minutes Worked were 6-10hrs long.

WFD-147783 03424413 - User noticed the wages were incorrect for a few employees for the previous pay period.

R9 Update 1, Express Upgrade 9

The issues below were resolved for R9 Update 1, EU9

Absence Management

WFD-151368 03512889 - Employees were showing in the Manager Attendance tile even though they did not have an uncompleted Action in the last 90 days.

Activities

WFD-150217 03481636 - User went live under the understanding that Attestation could follow known IP ranges for attestation geofencing. This was not the case.

Authentication

WFD-140518 03259950, 03498591 - When employees were punching in and receiving an error message, it did not state what the actual error was.

Engines - Forecasting & Scheduling

WFD-151987 03527924, 03528340, 03529901 - An error was displayed when using Current Schedule Period or Previous Schedule Period with any HyperFind Query or Location Query.

HCA

WFD-150692 03473829 - Analytics Agency Export iPack was skipping employees that should have been included on the export.

Platform

WFD-150187 03470696,03483229 - A number of users were reporting intermittent Connection Lost errors.

Scheduling

WFD-149956 03468178 - When user attempted to submit a Time Off Request, they got the error: "Some Unknown Error Occurred. Error Details Not Available".

WFD-144051 03350360, 03350956 - Users received an Internal Server Error after trying to load Location into the Schedule Planner.

WFD-149539 03455452 - Team absences were not showing for employees after they changed schedule group and team definition.

Timekeeping

WFD-150312 03482698 - API endpoints were exhibiting performance issues. Requests were either run for several minutes or timed out with a HTTP 504 Gateway Timeout Error.

WFD-148069 03431639 - Four employees had multiple historical corrections.

WFD-146873 03410609, 03488761 - User received a System Error when trying to select the Adjustment Rules and SDM to a file.

WFD-149326 03452866 - Employees were not getting paid if paycode was added on the last day of pay period and the schedule cross day divide.

WFD-147783 03424413- User noticed the wages were incorrect for a few employees for the previous pay period.

UltiPro Integration

WFD-151828 03500418,03534978 -User was facing issue importing punch records in addition to the Override check box in the Boomi Environment Extensions being unchecked and not working.

WFD-149443 INC4482586 - Intermittent issue with logging into NAM TMS that gave a 499 error.

WFD-149973 03479236 -User attempted to run the payroll export for a select hyperfind query and received an error.

R9 Update 1, Express Upgrade 8

The issues below were resolved for R9 Update 1, EU8

Common Components

WFD-149435 03458009,03488429 - When location was selected using any date range, the following error appeared: "*The query result exceeded the maximum threshold of 70000*".

Integrations

WFD-151115 03503555 - Issues while migrating third party APIs from source to destination.

Platform

WFD-150789 03499177 - Hyperfind condition would not sort pay codes according to display order.

WFD-148402 03442320 - There were display color issues when importing the company branding into the tenant. When activated, the green color in the navigation bar was still there, and could not be removed.

WFD-148147 03426465 - A system Session Error occurred when attempting to log in as a delegate and enter the schedule planner.

Reporting

WFD-150562 03495167 - The installation of R9 Update 1 had introduced a defect where a report would return an error if the report was run with a HyperFind that did not return any employees.

Scheduling

WFD-151826 03527924, 03528381, 03528340 - The following error was displayed when Current Schedule Period or Previous Schedule Period was used with any HyperFind Query or Location Query: *Error Some Unknown Error Occurred. Error Details Not Available.*

WFD-150371 03490283 - Managers could not add a shift in the schedule on days when the employee was not within the manager's job transfer set.

WFD-150145 03444478 - Schedule hours data view column was incorrect even after a save and refresh.

WFD-142601 INC4146145 - System issue with heapdumps.

Timekeeping

WFD-150282 03487624 - Duration pay code caused actual events in timecard to stop pay from schedule.

WFD-150144 03483275 - An employee was not able to view the Location Schedule for certain dates due to an error message that appeared "*Error Some Unknown Error Occurred. Error Details Not Available*".

Universal Device Manager (UDM)

WFD-151452 03519473 - Intouch clock could not be initialized since it had been updated to latest firmware version.

R9 Update 1, Express Upgrade 7

The issues below were resolved for R9 Update 1, EU7

Engines

WFD-149928 03473538 - When managers tried to fill an open shift via the SMS Shift Fill tile/process, they intermittently received the error "*Employee list could not be retrieved. Rerun the Procedure Set*".

Gaming

WFD-149922 03411280 - Employees that had duplicate skills or certifications assigned were not able to punch in successfully.

WFD-149921 03409536 - A tip compliance event took a long time to run and did not complete the process.

WFD-149920 03401969 - One day of a daily token pool did not process for all employees in the token pool's hyperfind.

Integrations

WFD-150445 03481298 - Issue regarding migrating third party APIs from source to destination was persisting after the fix was deployed in Express Upgrade 5.

People

WFD-149182 03447527 - The MJTS Search bar was not visible.

Scheduling

WFD-149799 03300826, 03463234 - Schedule hours total in the Metrics tab were not matching up after adding shifts; showed different total count for different users.

WFD-147907 03406191 - When the Employee Visibility Periods functionality was used with Open Submission Period by Employee Priority, it was found that the employee notifications were exponentially increasing. The expectation was for only one notification per submission period.

WFD-147713 03423779 - Problem when trying to access Calendar Profiles. When attempting to access the configuration, the following error displayed: "*The ESSCalendar settings was not found with given reference [3000003]*"

WFD-143865 03344993 - When a user viewed an employee's accrual totals in Timecard, no totals were displayed for an accrual that grants daily as it should have.

WFD-139417 03230531 - When searching for and adding a particular Node on the business structure to Known Place configuration, jobs under that Node were being added that were not explicitly selected.

Timekeeping

WFD-150293 03482689 - Customer Labor Standard Import integration was failing due to API failure to pull and cache generic departments.

WFD-149941 03353227 - When running the "Compute Pendlings" API, the results produced were returning very different for each time it was run.

WFD-149325 03460889, 03508820 - User was receiving "*Some Unknown Error Occurred*" when attempting to access timecard.

WFD-148153 03434601 - Slowness when testing the Hyperfind query 'Casual Employee' resulting in an error.

WFD-148064 03431753, 03506853 - The following error was received when trying to view an employee's Previous Pay Period on timecard: "*Error A System Error was encountered during CT Call.*"

WFD-147897 03419698, 03443575 - If a manager that did not have the "PBJ Hours" Pay Code in their Paycode Edit Profile, the Dataview failed to retrieve data from providers and would not load.

WFD-145682 03384863 - A premium bonus was applied to an employee's Timecard via their Adjustment Rule Assignment. The premium bonus was doubled in the Timecard. This was occurring for multiple employees

WFD-145097 03353212, 03489862 - An employee was receiving a Holiday payout incorrectly and missing one other Holiday Payout.

WFD-130122 03276357, 03354919, 03361367,03452567,03438469 - The table *combhomeacct* had not been updated when changing the employee's Labor Category in People Information.

Universal Device Manager (UDM)

WFD-150791 03500406, INC4584527, 03498577 - Issue with **Update and Initialize** failing due to exceeding the 15k Employee limit. UDM guardrail was incorrectly counting all employees instead of just Active ones. This led to a discrepancy between what UDM believed was assigned to the device versus what was shown in the dataview. UDM showed the following error: *Download package building failed for Employees. Too many employees.*

R9 Update 1, Express Upgrade 6

Authentication

WFD-151042 03509802 - Users were not able to punch in using device attestation. Attestation punches were offline, and users were not being asked the questions.

WFD-125426 02909121 - The Integrated Product step on Rotate Password and Integrated Product Provisioning was failing with Invalid Username / Password issue.

CIS

WFD-149356 03461982 - When a request was submitted to the API `v1/platform/change_indicators/markers/apply_read`, the response appeared to be in a JSON format; however, the issue was the content-type header variable that showed `text/html`.

Gaming

WFD-149356 03461982 - When a request was submitted to the API `v1/platform/change_indicators/markers/apply_read`, the response appeared to be in a JSON format; however, the issue was the content-type header variable that showed `text/html`.

WFD-144419 - The seedadmin user was not able to run or access token pools.

WFD-144107 - When using the Gaming API and a value was not supplied for `certificationNumber` in the request, an error was returned.

WFD-143801 - An employee that was terminated and then rehired did not receive their token pool allocation from the daily token pool.

WFD-143721 - A paycode edit entered in the timecard was incorrectly added to the total hours worked for the token pool allocation.

WFD-143265 - Punches that were submitted when a timeclock was offline were not sent to the timecard.

WFD-142859 - A training job that was configured at the same level as another job was included in the token pool, even though it was not included in the hyperfind for the token pool.

WFD-141757 - Duplicate person number records in the database caused integrations to fail.

WFD-141663 - When viewing a tip compliance rate entry and then clicking save (even if no changes were made), the following error message was received:

“Error Effective date must be within the recent past, defined by the TipComplianceDaysAllowedInPast property.”

WFD-140323 - When running a Gaming Person Attribute import, the following error message was received:

“Internal Server Error”

WFD-138718 - Token pool processing for a specific token pool was failing to process for the previous pay period.

Information Access

WFD-146431 INC4346306 - System issue: JDBC connection pool exhausted.

Integrations

WFD-149559 03464066 - User was attempting to access records in "Retrieve All Transaction Assistant Records" API. API was showing a number of records that did not match the transaction assistant. Records displayed was 42 while API was 90.

Key Performance Indicators (KPI)

WFD-149364 03459463 - A report stopped returning any information since the upgrade to R9. Error: *WFM-Common-1234*.

Scheduling

WFD-150622 CHG0119106 - Nodes were getting stuck at *OrgNodeLoaderService* when the user launched new nodes.

WFD-150146 03453521, 03475844, 03490917 - When an employee's status history was before the Schedule Assignment Span and Assignment Effective Date, there was a failure.

WFD-150105 03483783 - The error "*Some Unknown Error Occurred. Error Details Not Available.*" appeared when a pay code was added to the schedule with a value less than (-33:15).

WFD-149799 03300826, 03463234 - Schedule hours total in the Metrics tab were not matching up after adding shifts, showing different total count for different users. Additionally, Scheduled Hours for Regular Shifts were not calculated correctly and edits made in Schedule Planner were not updating the totals after saving.

WFD-149552 03454449 - User was not getting an error when the request for an open shift (Partial Shift) was invalidated by the system. When clicking **Submit**, nothing happened and no error displayed. This occurred when user had a rule violation.

WFD-149133 03431288 - When manager ran batch job for Schedule Generation, it failed with the following error: '*com.kronos.scheduling.proxy.batch.impl.runner.RunnerHelper*'

WFD-147269 03418251, 03472780 - When using the Request subtype transition with attaching a Business process to Post Processing validation, the following error appeared:

"Database error during processing of task class..."

WFD-146110 03375860 - Canceling Approved time off was not canceling the pay code . This issue was happening for schedules that cross the day divide.

WFD-135040 0343598 - Over 100 jobs had missing data in schedule_span_workload table. Additional logging was added to help analyze the root cause.

WFD-125991 INC3493010 - Performance issues: excessive CPU usage.

Tenant Management System (TMS)

WFD-148722 03447867 - Tenant failed while cloning. No DB logs were present; appeared that it failed before even beginning the copy.

Timekeeping

WFD-148961 INC4458133 - Employee was getting excluded from totalization.

WFD-148731 03445803 - Associated Hour Pay Codes that were added to some Day Pay Codes had disappeared and resulted in only being able to add Duration Pay Codes.

WFD-148000 3429006 - Managers were getting exception notification emails concerning unexcused absences when they should not have been generating.

WFD-145810 03393527 - Toke Pool was failing for unknown reasons.

R9 Update 1, Express Upgrade 5

The issues below were resolved for R9 Update 1, EU5.

HCA (Healthcare Analytics)

WFD-148132 03364310 - Analytics Agency Export iPack was skipping employees that should have been included on the export. All employees with the appropriate pay rule, who are active and who worked during the timeframe should have been included.

Integrations

WFD-149081 03438997 - Errors when migrating third party APIs during tenant refresh.

WFD-149032 03446853 - Integrations error *WFP-105104*: Could not update the SFTP connection with "assignment" tasks.

Scheduling

WFD-149593 03433263 - When logged in as certain managers, the Schedule Planner would not load for their *All Home*.

WFD-147790 03427085 - Employee was unable to see details of Request to Cover requests in the Control Center. The page that appeared contained no data. The details of the employee request should have been visible when selecting via Events pane.

WFD-147269 03418251, 03472780 - When using the Request subtype transition with attaching a Business process to Post Processing validation, the following error occurred: "*WFS-102302 :: Database error during processing of task class...*"

WFD-146583 03266686 - Unable to end-date business structure locations.

WFD-144575 03360741 - Schedule Group change done from the People Editor was causing incorrect Shifts / Pay Codes being inherited in schedule.

WFD-143348 03283310, 03324669, 03423944 - Invalid schedule items were inherited from schedule group because of a synchronization problem between two database tables.

Timekeeping

WFD-149982 03475223 - Unable to update a person record due to the following WFP-01280 error: "*This field does not allow a null value. Field name: LaborAccountID.*"

WFD-148303 03363624 - Employee audits for adjustment rules were showing Empty Profile as being deleted each time the person import ran. The Empty Profile adjustment rules should not have been deleted and should have aligned with standard profile assignments.

WFD-148072 03411322 - When a Primary Labor Category was changed, the historical corrections tab in the employee timecard displayed an invalid pending historical date referencing a new labor category. This historical edit should not have been generated.

WFD-145482 03387266 - When trying to remove the sign-off when modifying an employee record, the following error appeared: "*Cannot remove sign off . Previous sign-off has not yet completed.*" The employee was not showing in **System Information->Background Processors** as needing totalization.

WFD-145149 03375881 - When trying to create new Combination Rule, the following error appeared: "*HTTP Status 400 - Bad Request.*"

WFD-143327 03322346 - Employees Accruals were not showing in the timecard after a certain date.

UDM (Universal Device Management)

WFD-146562 03406651 - Performance issues occurred after editing device profiles.

R9 Update 1, Express Upgrade 4

The issues below were resolved for R9 Update 1, EU4.

Activities

WFD-146331 03399948 - The customer has reported instances where Kiosk Mode was failing after a short while. The following failure was found on a Kiosk Mode request: "*Unable to commit against JDBC Connection.*"

Common Components

WFD-149731 03473017 - High CPU usage was causing major performance issues.

Integrations

WFD-147758 03422585 - Integrations notifications were not accepting email domains that contained a dash (or 'hyphen'). Example: *test@test-test.com*. The following message appeared: "*Please enter valid email address(es)*", and save was not allowed. This should have been allowed.

Key Performance Indicators (KPI)

WFD-148057 03431818, 03448031,03465076 - Could create a Metric or assign a Metric to a Mapping Category.

Scheduling

WFD-147534 03404989 - Selecting "*Forever*" as the end date in an Availability Pattern Change request was preventing notifications from triggering

WFD-147269 03418251, 03472780 - When using the Request subtype transition with attaching a Business process to Post Processing validation, the following error occurred: "*WFS-102302 :: Database error during processing of task class...*"

WFD-145877 03393149 - When performing a quick action on the open shifts in Schedule Planner, the page would automatically scroll back to the top of the Open Shifts list.

WFD-142097 INC4120847, 03443150, 03443195 - "Empty days" were causing out of memory errors when using the
`api /wfc/restcall/scheduling/v1/widget/manager/schedule/dataviews/columnValues.`

Timekeeping

WFD-147446 03420666,03443521 - Attestation was not prompting the "2nd question" using clock or PC. For example, you select "Clock Out" and the attestation asks; "Did you take all your rest periods during the Shift? If you answered Yes, you should have been directed to a 2nd question. This was not happening.

WFD-130122 03276357, 03354919, 03361367,03452567 - The *combhomeacct* database table was not updated when an employee's labor category was changed.

R9 Update 1, Express Upgrade 3

The issues below were resolved for R9 Update 1, EU3.

Comon Components

WFD-147411 03418938 - The "All Home and Transferred In" hyperfind was not returning the correct number of employees based on the manager's Employee Group.

Engines

WFD-147157 03306421 - Gaps in workload caused by adding an excluded Work Rule to a scheduled shift were not recognized by schedule generation strategies.

WFD-145910 03378286 - With an entire department opened, if you ran the Scheduled Generators one at a time for the various jobs, eventually the open shifts would change (without doing any 'clear open shifts' or other modifications). Open shifts should be consistent regardless of how many jobs are displayed.

Integrations

WFD-145366 03369985 - The integration *Holiday Adjustment* used the "Apply Updates to Accrual Balances for Multiple Employees" API (`/v1/timekeeping/accruals/updates`) to update the accrual balance. If the record errored out, the record could not be resubmitted from transaction assistant.

People

WFD-145036 03332808 - A caching issue was causing some employee records to not show correctly after some updates

Scheduling

WFD-147423 3421850 - The "Staffing Plan By Zone" report was exporting with units on a separate page rather than another column.

WFD-147181 03415804 - The Pattern Template Profile "Empty" had multiple pattern templates selected which could be "un-selected". Many managers have this set as default and it was causing issues since the managers were able to assign these.

WFD-144909 03369958, 03424809, 03419793 - The correct error message was not appearing when there was an issue with a Global Time off Request.

WFD-141512 03175313 Save button was enabled when it should not have been for a Report data object, if you select StartDate and EndDate as Week to date.

Timekeeping

WFD-148916 3433734 - Holiday zones were not being applied, resulting in timecards being calculated (and re-calculated) incorrectly.

WFD-146688 03373794 - Some employees were getting stuck in the Background Processor for a day or more. Other employee also get stuck but, upon reprocessing, got fixed.

WFD-145703 INC4309396, 03373794 - Background processor issue: One employee was getting excluded from totalization.

WFD-143048 03322582, 3382257, 340067 - Employee received two Toke Pool allocations for the same day (should have been one).

R9 Update 1, Express Upgrade 2

The issues below were resolved for R9 Update 1, EU2.

Platform

WFD-148499 - In Update 1, there was a change to the response from Rest API `GET /api/v1/commons/pay_period` and this resulted in `getPayPeriod` pipeline failing.

Scheduling

WFD-148125 - High CPU or high memory issues due to the rule "Number of unscheduled weekends required for a span of weeks" configured as 52 weeks in the employee rule override. This configuration of the rule required 2 years of data to be loaded.

WFD-147253 03283310, 03324669, 03423944 - Overlapping spans were causing desynchronization issues.

WFD-146779 03410720 - Many InTouch DX devices would not accept updates. The error message "*Download package building failed for Employees with schedules*" appeared. The update would work if "Employee without Schedules" was selected.

WFD-146163 03388526 - Could not update the Plan or Budget Hours in Workload Planner for "Today." This was due to the user's timezone and the default timezone of the tenant being different.

WFD-143054 03319137 - The Time Span drop down menu was blank when trying to create a new Staffing Dashboard.

Timekeeping

WFD-148076 3433734, 03434372, 03433107, 03440496, 03443642 - Holiday zone was not being applied, resulting in timecards being calculated (and re-calculated) incorrectly.

WFD-147794 03427095 - When trying to open the Payroll Code Mapping, it would not load.

WFD-147187 03403998, 03418802, 03378172, 03424624, 03424624 - Unable to remove pay codes from specific areas of a Pay Code Distribution.

WFD-145401 03370668 - Report was not working as expected depending on selected date range or period when viewing results in a Dataview. Certain pay-period selections or date ranges incorrectly returned no data when selected.

WFD-143700 03263026 - System issue with slow performance; improvements have been introduced.

WFD-143161 03319488,03352946 - The Data View "Smart Rostering - Live Data" was showing out of date schedule data for a particular employee, job, and date.

Universal Device Manager (UDM)

WFD-148343 03438997 - Tenant cloning was failing.

WFD-147179 3426949 - System issue: High CPU usage on UDM node.

WFD-147909 INC4407420, 03430577 - Heapdumps were causing Tomcat to fail.

R9 Update 1, Express Upgrade 1

The issues below were resolved for R9 Update 1, EU1.

Common Components

WFD-145774 03388085 - Error occurred when trying to delete Location Types with API `v1/commons/location_types`.

HCA

WFD-148280 - TMS *start_application* for NAM during *db_patcher* was failing.

Information Access

WFD-122305 INC3570031, 02974527, 02974851, 03112853, 03155021,03180842,03291251 - Out of Memory exceptions were occurring.

Platform

WFD-146897 3412501 - The Labor Forecast was failing to load and the following error appeared: "*An unexpected non-SQL system error has occurred.*"

WFD-145657 03386650 - Setup Data Manager (SDM) issue when attempting to transfer a Business Process, more precisely the "Time Off Validation_Previously Submitted AMT V18". SDM was used to transfer both the Process Model and the Business Process; however, when checking in the Application Setup, only the Process Model was transferred. Should have been able to see the imported Business Process in Application Setup.

WFD-145243 03382727, 03370259 - Redis-related connectivity issues.

Scheduling

WFD-145804 - More detailed logging has been added to address the following issue: Some shifts were being ignored / not deleted for unknown reasons following a schedule pattern end-dating or removal, causing data corruptions.

WFD-144756 03366900 - Schedule Generator was failing when 24-hour shifts were set in the Workload Shift Set. The following message appeared: "*Error Generator failed. Engine exception: Internal Error.*"

Timekeeping

WFD-136602 03174233 - When scheduling the Time Card Report after employee's shifts had ended, some of the shifts were not appearing on the nightly run of the report.

R9, Update 1

The issues below were resolved for R9, Update 1.

Activities

WFD-144829 3343371 - Activities licenses were listed under Analytics in the "Assign Licenses to People" online help topic.

WFD-144410 3316479 - When a Start Only employee clocked out for a short time during the day and later clocked back into the same activity, the clock out did not end the activity and 'Idle Time' was incorrectly displayed between the two punches in the timecard.

WFD-141786 3284039 - Enhanced the following Activities API operations with an optional property `dayDivideState` inside the `processedSegments` object in the request payload, which has the following options: 0=No Day Divide, 1=Before Day Divide, 2=After Day Divide, -1=Undetermined

- **Retrieve Activity Shifts** (POST /v1/work/activity_shifts/multi_read)
- **Retrieve Net Changes for Activity Shifts** (POST /v1/work/activity_shifts/net_changes/multi_read)
- **Retrieve Activity Transactions** (POST /v1/work/activity_transactions/multi_read)

WFD-140902 3265788 - Enhanced the following API operations with an `updatePartial` property in the request payload that, when set to true, changes most mandatory request parameters to optional, allowing activities to be created or updated with only a name and a description:

- **Create or Update Activities** (POST /v1/work/activities/multi_upsert)
- **Create Activity** (POST /v1/work/activities)

- **Create Activities** (POST /v1/work/activities/multi_create)

- **Update Activity by ID** (PUT /v1/work/activities/{id})

- **Update Activities** (POST /v1/work/activities/multi_update)

WFD-139582 3237504 - Kiosk sessions were timing out before a labor category could be selected. The time out period has been adjusted from 30 seconds to 60 seconds.

WFD-137975 3208158 - When selecting Activities from the employees timecard, a duplicate key error was displayed when an orphan shift was incorrectly generated.

Analytics

WFD-143202 3323382 - The Healthcare Analytics Volume File Import integration no longer fails when imported files have exceptions.

WFD-140547 3265865 - The Healthcare Analytics Agency Export integration now exports the Work_Unit_ID column.

Attendance

WFD-143189 3320750 - When applying Attendance Rules from a Dataview the rules did not apply to all selected employees.

WFD-138475 3206187 - Attendance Actions could not be completed from a Dataview.

WFD-138417 3150558 - Field on Attendance configuration pages exported or imported via SDM did not consistently follow Reserved Character rules.

WFD-138215 3157958 - Attendance Events with a comment previously configured, now configured with no comment generated an error for missing comment text.

WFD-132734 - Managers received old action attendance alerts with incorrect attendance point allocations.

Common Components

WFD-145275 3377459 - When running the OrgSetImport job, the following error appeared when making API call to /v1/commons/location_sets/: *"An unknown error occurred"*.

WFD-143563 3336996 - In the timecard, when using the Zoom feature on the actions bar, the minus sign enlarged some buttons rather than reducing them (as expected).

WFD-142980 3307739 - The **Update Job Preferences for Multiple Employees** (POST /v1/commons/persons/job_preferences/multi_update) API operation could fail with an HTTP status code 504 Gateway Timeout error when 100 or more records were passed in the request payload.

WFD-142697 3295096 - When using the test feature in a Hyperfind and then testing another Hyperfind the data from the previous test displayed.

WFD-141624 3287917 - The **Retrieve Locations** (POST /v1/commons/locations/multi_read) API operation did not always return the same business structure shown in the UI.

WFD-141269 3279051 - When attempting to create a new Job Group that contained more than one job, a duplicate key error appeared on the setup page. This occurred even if the tenant had never created a Job Group before.

WFD-140994 3267995 - Some jobs had been randomly removed from an Organizational Set.

WFD-140645 3243360 - When performing a business structure transfer from the timecard, after entering a location name in the search field with quotes no results were listed.

WFD-139646 3224679 - The Overtime help topic incorrectly included a reference to labor categories in the description for Overtime Allocation > Prorated.

WFD-139417 3230531 - When searching for and adding a particular Node on the business structure to Known Place configuration, jobs under that Node that were not explicitly selected were being added.

WFD-138917 3230079 - The **Create or Update Location Set** (POST /v1/commons/location_sets/apply_upsert) API operation returned improperly formatted JSON in the response bodies of HTTP status code 207 Partial Success responses.

Config App

WFD-142246 3286651 - Java errors were returned when attempting to move Holiday and Unscheduled Day Request settings using Setup Data Manager.

DSaaS (Data Science as a Service)

WFD-141928 3284472 - When users clicked the GoTo link from the Auditor application, the system generated an Unauthorized Error message.

Engines - Forecasting & Scheduling

WFD-140252 3250421 - A Call List procedure set with a matching rule to match employees with at least 80% availability and to allow overlap into unknown availability was incorrectly including all employees with 100% unavailability.

WFD-139654 3238654 - A schedule generation strategy was incorrectly transferring employees outside the schedule context instead of leaving them on their primary job as is expected.

Forecasting

WFD-144479 3353721 - When multiple departments were set in the Average Pay Rate update API, the API reported an error using an incorrect location.

WFD-142766 3251529 - Show Tasks/Show Standards in Forecast Planner was not populating data for certain jobs unless run at the department level.

WFD-141889 3293194 - The following error message was added to report when the category referenced by a generic category in a traffic pattern distribution is expired:

WFF-100020 The category you selected does not exist for the specified effective date 16/05/2022.

WFD-140129 3247020 - In Setup Data Manager, Volume Driver Assignments failed with the following error:
Request Entity Too Large.

WFD-137767 3184976 - The Show Tasks/Standards option in Forecast Planner received a message that Labor had not been run when Labor was present in the system.

Information Access

WFD-144157 3339053 - When adding <Open Shift> to a Dataview configuration, the field consistently reset to "& lt; Open Shift & gt;".

WFD-143059 3272096 - When viewing the Employee Basic Summary Dataview, after applying a filter for Hire Date, the filter applied as expected but when the Filter panel was opened again, the filter was listed as invalid.

Integration Hub

WFD-145666 3388866 - The **AppendRecords** process property of the Schedule Export integration has been corrected and now.

WFD-142378 3286943 - Error records in the Transaction Assistant for runs of the Adjustment Driver integration now show consistent business structure locations and dates in the error summaries and in the details.

WFD-142166 3270268 - The **SetLogAsValueFromCRTForPersonUpdate** process property sets the TeleStaff and Workload Planner People Export integrations to use the **WFTSPeopleExport-v1_Institution** or **WFPPeopleExport-v1_Institution** cross-reference table to map the **logAs** values that correspond to changes in the primary job of a person in new profiles.

WFD-141132 3274220 - The system could not retrieve the details of extension tables.

WFD-140313 3258338 - Dropdown lists in Integration Run Details now show the values that are defined in the integration list parameters.

Leave

WFD-143954 3336356 - The Leave Case Eligibility check for Days Employed did not use the Person's Date as configured.

WFD-140223 3257470 - The default rule for a Leave Case did not select the expected Leave Type Assignments when Eligibility was Bypassed.

Platform

WFD-145271 3383448 - The filter option in Control Center did not display any text.

WFD-143726 - Timecard users were receiving the error "Cannot read property 'userToken' of null" in employee timecards. They were then logged out of the application.

WFD-143697 3339798 - In Control Center, when the Timekeeping category was selected and the user scrolled the displayed alert in the panel would display alert details from a different alert category.

WFD-143619 3333032 - When using a French Locale the text of some options in Control Center displayed incorrectly.

WFD-143027 3319127 - The Location Schedule - Monthly report failed to run successfully when more than one job was selected.

WFD-142982 3264287 - After enabling the "New Home Experience," *Page Unresponsive* errors appeared when clicking on any page element.

WFD-142465 3258591 - Additional authentication (SSO) was needed when accessing Custom Tiles on the Mobile App (iPhone). Once user is authenticated successfully, no other Authentication request should be received when accessing Custom Tiles.

WFD-142072 3297337 - When selecting the definition icon in the Function Access Profile edit screen, a window opened showing a logo. The logo should not have displayed.

WFD-141682 3279262 - After publishing a Custom report, the parameters became "corrupted" and changed to Timeframe types.

WFD-141586 3279575 - When trying to add an IP address for clocking functionality for a new integrated location, the following error appeared when trying to save the model: *Unexpected error: could not save model.*

WFD-140897 3257382 - A notification that was configured to be sent when a group edit task was completed was sent before the task was completed.

WFD-140249 3227007 - The Apply Date form field type when using offset of 0/0 only displayed the next day (UTC time zone) instead of using clock's / employee's time zone. This was preventing employees from entering their tips on the appropriate date (the current date was grayed out).

WFD-140244 3251211 - While the Access Method Profile correctly assigned a geofencing Function Access Profile (FAP) when using the mobile app, it did not assign the correct Role Profile and associated Function Access Profile when not using the mobile app.

WFD-140122 3249304 - When punching from a mobile device with the "New Home Experience" enabled, after answering Attestation questions the user had to tap the Punch tile a second time to submit the punch.

WFD-139982 3251180 - Created a crosstab report without modifying any of the default font/text size settings. In the report output (PDF format), the font was distorted and hard to read in many areas of the report.

WFD-139644 3235517 - Hyperfinds could not be edited after a cost center name change.

WFD-139105 03222636, 03217399 - Scheduled Events expected to run at the scheduled date and time were running a day ahead of scheduled.

WFD-138852 03237068, 03237334 - When the Employee Hours by Job report was run with the output format set to Excel, the report failed to complete.

WFD-138748 3505056 - The "Calculate Pending Corrections" event was not being picked up by Batch Processing.

WFD-138674 3225111 - After setting *global.new.home.experience.enabled= true*, Business Process model (Activiti Workflow) was not working expected for the terminate button.

WFD-138630 03225225, 03256621 - When running the Time Detail Report in Arabic with PDF output, the headers for Job and Location were blank.

WFD-137642 3208399 - The **Create Batch Tasks** (POST /v1/platform/batch_processing/batch_tasks/multi_create) API operation did not correct resolve object references using a qualifier instead of an ID and did not honor the required properties in the request payload, which could result in bad data saved to the system.

WFD-137335 3172297 - After using SDM to import Control Center Notification Mappings, no assigned notifications appeared for the Control Center Notification mapping until the WFN was edited.

WFD-133415 03108073, 03164633 - On the Report Data Object Management page an an existing entity as a new named entity.

Scheduling

WFD-145600 3384108 - When either of the symbolic timeframes **Next Schedule Period +1** or **Next Schedule Period +2** were selected in the Schedule Planner, the dates in the schedule did not change to reflect the selected timeframe.

WFD-145151 3346410 - Shifts and shift segments did not display in the schedule with a dashed border as expected when the location/job was not selected in the Schedule Planner.

WFD-145090 3376424 - When changing the Schedule Planner view to By Schedule Group, an error occurred that did not provide any details and the data did not load.

WFD-144696 3355442 - The **Retrieve Schedule Rule Overrides** (POST /v2/commons/persons/schedule_rule_overrides/multi_read) API operation incorrectly

reported the time amount in seconds rather than HH:MM format in the HTTP status code 207 Partial Success response body.

WFD-144427 3360910 - Many batch jobs were reported as being slow to process or failing to complete.

WFD-144260 3347723 - Managers were unable to approve shift swap requests when the Offered Shift date was three days or less from the current date.

WFD-144131 3328489 - The manager cannot use the same comment type on an availability change request if that type was used by the employee when they submitted the request.

WFD-143831 3342937 - The Daily Coverage add-on did not accurately show the Planned workload headcount value from the Workload Planner for some jobs.

WFD-143417 3334384 - During a shift swap, the Swap Recommendations displayed "*scheduling.swapshift.scoring.feature.PreferredJobLocationFeatureForSwap.message*" instead of the actual message.

WFD-143339 3324235 - When employees attempted to reject an Open Shift Offer generated by the Call List, the following error occurred: "*Error: The comment specified must be of a call log type. Specified Comment: Comment*"

WFD-143099 3304339 - When a delegate manager approved two shift swaps submitted by an employee, the following error occurred:

"Error: You are trying to update an item that has been modified by another user or process. Reload and try again."

Upon checking the requests, one had a status of Invalidated, the other request had a status of Approved. Further, the Approved request did not display the shift swap in Schedule Planner; rather, the original shifts remained. The Invalidated request appeared in Schedule Planner as successfully swapped.

WFD-142923 3293463 - The system displayed this error when an employee tried to accept a shift that was not a partial shift and should not have been subjected to the partial shift minimum: "*Error: The partial shift must have at least ##:## hours*".

WFD-142905 3303152 - The system invalidated partial shift requests for overnight shifts unless the start time occurred before midnight and the end time occurred after midnight.

WFD-142605 3310312 - After using Setup Data Manager to move advanced scheduling building blocks to the production server, the system incorrectly added end dates to Workload Patterns that had been set to Forever.

WFD-142582 3300623 - When the Time Span was set to Total Shift, the Coverage tab in the Schedule Planner displayed an incorrect graph of 15-minute increments, instead of only showing the total number of schedule shifts in the selected job/location.

WFD-142563 3305940 - The **Retrieve Schedule Audits** (POST /v1/scheduling/audits/multi_read) API operation would not accept the `EMPLOYEES` option within the `select` array.

WFD-142467 3308702 - The **Create Time Off Request as Manager** (POST /v1/scheduling/timeoff) API operation threw a null pointer exception when attempting to apply a time off request with auto approval.

WFD-141582 3284135 - A Predictive Scheduling Violation was not triggered for some employees when they were transferred to another location, even though the Predictive Schedule Rule was assigned to the location.

WFD-141480 3284850 - The number of hours assigned to an employee in Schedule Planner for a sick leave Pay Code did not match those same pay code hours in the Timecard.

WFD-141122 3268538 - If a schedule pattern was created for a 4-week cycle that applied specific pay code edits to a single day per week, when the schedule pattern was applied, one of the pay code edits duplicated incorrectly.

WFD-140810 3267834 - When managers attempted to transfer an employee's shift, the error "Error OrgNode (s) not found for reference(s)" occurred even though the job was in the job transfer set of both the manager and the employee.

WFD-140788 3261417 - In the Schedule Planner, when a manager edited a cascading paycode that had Specify Amount as the method to calculate hours, and then changed the selected paycode to a non-cascading paycode, the system changed the Duration to Full Scheduled Day, which resulted in the loss of the Hours Amount selection for the Specified Amount.

WFD-140781 3265646 - Enhanced the **Create Employment Term Schedule Pattern** (POST /v1/scheduling/employment_term_schedule_patterns/apply_create) API operation with a `formatForTransactionAssistant` Boolean property in the request payload that, when true, formats the response so that it can be resubmitted by the Transaction Assistant in the event of an error.

WFD-140768 3263124 - When a Schedule Rule had the severity set to Warning, the rule did not trigger a violation when there was an infraction to the rule.

WFD-140614 3266874 - When using the Availability Pattern to change availability, existing "Preferred Available" dates displayed on the preview calendar on the Availability Change slider were not carried forward, requiring the employee to re-specify existing "Preferred Available" dates.

WFD-140546 3261083 - The "Missing" section on the Manage Schedule tile was displayed even when the Manager Tile configuration setting "List Missing Employees" was set to No.

WFD-140228 3249775 - The Manage Schedule Tile incorrectly displayed salaried (exempt) employees who have a Project View Timecard in the "Missing" section.

WFD-140193 3223808 - The Refine filter on the Request Open Shift slider did not sort shifts based on the start time and end time.

WFD-139890 3223506 - For an integration run with a Standard Hours Accumulator, an error occurred in Transaction Assistant. When the process was resubmitted in Transaction Assistant, the error cleared.

WFD-139785 3251334 - Users were unable to navigate from one saved location to another without losing their changes in Schedule Planner. For example, when a shift was added and users tried to navigate to another location and continue working, there were no options visible on the Warning message to continue working and save their changes, such as an "X" or "No."

WFD-139484 3217385 - When navigating from the Timecard to Schedule Planner and using a range of dates for the pay period, the previous pay period was displayed, even though previous pay period is not supported in Schedule Planner.

WFD-139052 3220055 - After selecting the Skill Name when adding a Skill to an employee's Person Record, the remaining columns froze and did not auto-populate. This prevented managers from using other columns, such as Display Name, Proficiency Level, Status, and Effective Date, and managers could not save the Skill to the Person Record.

WFD-138872 3216368 - The resize column indicator in the Schedule Planner did not display correctly and was difficult to use when adjusting column widths.

WFD-138644 03209420, 03242485 - After R8 Update 3, the **Update Employment Term Assignments** (POST /v1/commons/persons/employment_terms/multi_upsert) API operation became case sensitive to values in certain request payload properties. Those properties are no longer case sensitive.

WFD-138573 3214206 - When a new shift template included the start and end times in the template name, the Insert Shift Template drop-down list in the Schedule Planner Quick Actions did not display the correct template name.

WFD-138571 3230591 - When using the mobile app to select an open shift from either Manage My Schedule or My Calendar, the device would display an error without loading any shifts.

WFD-138468 3225498 - The **Create Time Off Request as Manager** (POST /v1/scheduling/timeoff) API operation intermittently threw optimistic locking errors.

WFD-138344 3216105 - Enhanced the **Retrieve Schedule** (POST /v1/scheduling/schedule/multi_read) API operation's documentation to clarify the behavior of the `excludeBreaks` property in the request payload.

WFD-138239 3222621 - When a manager attempted to edit a comment in Scheduler, a list of available comments was not displayed as expected, nor did the Search functionality work.

WFD-138065 3194845 - When a manager changed an employee's posted schedule, and the system was configured to send Schedule Change Notifications, the employee did not receive the notification.

WFD-137685 3197818 - Open Shifts that spanned midnight UTC were not displayed to employees whose person record used a different time zone (MST, for example).

WFD-137571 3202004 - When an employee submitted a Request to Cover as an Open Shift to the shift market, the system displayed a generic Error if the employee tried to delete the request from the Requests tab in My Calendar after the request had been accepted.

WFD-137444 3205386 - Enhanced the **Retrieve Open Shift Requests as Manager** (POST /v1/scheduling/open_shift_requests/multi_read) API operation to add an optional `statuses` parameter to the `employees` array that contains a list of statuses that filter the open shift requests.

WFD-137338 3151245 - When a Request to Cover request that was submitted to the Shift Market expired, the Cover Request Status Changed To column in the Cover Request Status History Dataview was not updated to "Invalidated". In addition, the Cover Request Status Change User column displayed the name of a random user (not "System"), and the Cover Request Status Change Date column did not display the time the request actually expired.

WFD-136239 3177254 - Two identical Schedule Rules Sets were assigned to an employee in their Person Record, which caused the Person Import to fail.

WFD-135947 3165080 - Enhanced the **Retrieve Schedule** (POST /v1/scheduling/schedule/multi_read) API operation with greatly expanded documentation for the `scheduleDayList` response property.

WFD-135499 3159946 - Automatic break placements did not adjust correctly in the Schedule Planner when a shift was added spanning the time that daylight savings moved forward.

WFD-134374 3131422 - In the Rule Violations tab in the Schedule Planner, the Description column was not wide enough to display the entire rule violation description.

WFD-134364 3131253 - In Schedule Planner, the Insert Shift Template drop-down menu in Quick Actions did not display the full names of the templates.

WFD-134180 03123650, 03126005 - When attempting to cancel a Time-off Request from the Task area in the Control Center, the following error occurred:

"Error occurred while executing business process template: DocumentAttachment_v1."

SMS Shift Fill v3.0

WFD-142922 03303574 - In the SMS Shift Fill Audit report, the Processed By column displayed the wrong user for the transaction.

WFD-127020 02941475 - SMS Shift Fill could not be accessed due to the following error that occurred when loading the SMS Shift Fill tile on the Home page:

"Tenant information cannot be retrieved. Contact your system administrator"

WFD-126660 02933784 - In SMS Shift Fill, when the job was changed while editing an open shift, the procedure set that was run incorrectly used the original job to identify employees available to fill the shift.

WFD-126596 02940007 - In SMS Shift Fill, an error occurred when managers selected either the **Notify me when the shift is successfully awarded** option or the **Notify me when the offer expires** option in the Open Shift Offer slider.

WFD-129687 02871593 - In SMS Shift Fill, the Audit report took more than two hours to complete.

Timekeeping

WFD-145073 3373997 - The **Create or Update Labor Category Lists** (POST /v1/commons/labor_category_lists/multi_upsert) API operation incorrect threw an HTTP status code 500 Internal Server Error when the laborCategory object was omitted from the request payload. The operation now returns a correct and informative error.

WFD-144772 3358890 - When attempting to edit an existing combined paycode, after make the edits and then selecting Save, the following error was received: *"You must enter a unique name. This name is already used."*

WFD-144655 3364363 - After end-dating a Business Structure Type and then renaming it and adding a new start date, when the type was referenced in the Processing Order it was not using the most recent version.

WFD-144255 3341607 - In a project view timecard, after a manager (who had the Enhance Multi Approval Shading timecard setting enabled) approved the timecard, the entire timecard was shaded when only the jobs that had been approved should have been shaded.

WFD-144046 03346853, 03348456 - When selecting multiple timecards to view, if the Share > Print option was selected on one timecard and then closed, when the manager navigated to the next timecard not all of the data was shown unless the refresh option was selected.

WFD-144024 3345523 - The **Update Timecard as Manager** (*POST/v1/timekeeping/timecard*) API operation incorrect threw an HTTP status code 500 Internal Server Error when passing a pay code edit object reference without also passing a paycode object reference in the request payload. The operation now returns a correct and informative error.

WFD-143553 3331573 - In the timecard, when attempting to edit or delete scheduled pay code edits that were configured in pay from schedule to "Always Apply", many unexpected results appeared.

WFD-143401 3332649 - In an Accrual Detail Dataview, the date format for the Reporting Period column appeared as "yyyy-MM-dd" when the locale policy specified that date formats should be shown as "dd/MM/yyyy".

WFD-143103 3324989 - When configuring an Exception Tile, if the letter "ä" was included in either the Name or Display Label the following error message was received:

"Error WTK-181510 The value for name contains one or more of the following reserved characters: /!
();#%^?[]="*

WFD-142846 3316124 - The totals in an employee's timecard did not match the totals that were sent to payroll, causing the employee to be paid incorrectly.

WFD-142816 3317793 - When creating a Dataview, after adding the Actual Pay Period Week (Actual Totals include Corrections) column, the Group By option was not available for the column.

WFD-142772 3316910 - When attempting to add a labor category in the timecard for the previous pay period, the labor category could be added for some dates but for other dates the following error message was received: *"Error You do not have access."*

WFD-142749 - The accrual export was failing for all employees.

WFD-142590 3264821 - The **Create Adjustment Rule** (*POST /v1/timekeeping/setup/adjustment_rules*) API operation incorrectly used the locale policy to determine the number of decimal places to round certain employee data. This operation no longer uses the locale policy to make this determination and now behaves exactly like the UI.

WFD-142379 03301934, 03387418 - After performing a search for a specific employee and then using the Go To > People link, the following error message was received: *"You do not have permission to access the requested resource. See your system administrator."*

WFD-142367 3297099 - In the timecard, the In punch for an employee was missing when the selected timeframe was "Current Pay Period". When the timeframe was changed to a date range that included the date with the missing punch, then the In punch appeared.

WFD-141980 3296850 - When editing a punch on My Calendar, if the manual time entry Attestation resulted in an additional action, such as a Cancel Meal Deduction, the system incorrectly created a historical correction that had to be reviewed before the timecard edit could be saved.

WFD-141774 03291686 - In previous releases, extensions that used manual time entry Attestation were not able to determine which workflow to run if the employee edited multiple punches within a span. The system now allows extensions to re-evaluate each punch to determine the correct workflows to present to the employee.

WFD-141760 3291039 - The **Bulk Import Punches** (POST /v1/timekeeping/punches/import) API operation did not correct resolve object references to comments that used a qualifier instead of an ID.

WFD-141368 3252266 - When the one-click navigation URL for an employee's timecard edit approval was run, the timecard opened with the incorrect timeframe.

WFD-141250 3272249 - The **Bulk Accrual Reset** (POST /v1/timekeeping/accruals/resets) API operation unnecessarily made a CT call during execution that could generate an error. This operation no longer makes an unnecessary CT call when executed.

WFD-141206 - When a time-off request was added in the schedule for an auto-resolved exception shift in the timecard, the time that was not covered by the time-off request was no longer auto-resolved and appeared as missing time in the totals.

WFD-140746 3215341 - When a manager opened My Information > My Timecard, searched for an employee and then opened their timecard, after approving the timecard the following error message was received: *"Page not found - The requested URL was not found on this server"*

WFD-140725 03249865 - Employees were not able to punch in when unscheduled, even though the FAP setting "Restrict punches based on punch restriction rules" was set to Disallowed and the Punch Interpretation Rule had an unscheduled punch restriction enabled.

WFD-140541 03259011, 03261436 - Employees were not able to punch out at a device if they had pending approvals or missed in punches for the same day. They received the following error message: *"WTK-113030: Access Right Violation: User does not have Access to perform this Action."*

WFD-140454 3238900 - When adding a trigger to a Percent Allocation Rule, the Job Lookup window was unresponsive. This occurred when using a Chrome browser.

WFD-140111 3256025 - After an employee's time entry method had changed from Project View to Hourly View, when their project view timecard was edited to make corrections for a timeframe when they were a Project View employee, the following error message was received:

"A System Error was encountered during CT Call."

WFD-139894 3243048 - Updated the **Update Timecard as Manager** (POST /v1/timekeeping/timecard) API operation's documentation to note that the `do` > `moveAmounts` > `updated` entity in the request payload is not supported.

WFD-139662 3244945 - When the locale policy was set to Spanish Spain, some text in the Pending Changes (Cambios pendientes) panel still appeared in English (specifically, In Punch and Out Punch).

WFD-139047 3199694 - After navigating to the Leave of Absence Case Editor from the Employee Search and then adding a new case, a blank screen appeared.

WFD-138980 3208963 - When running the same dataview with different hyperfind queries, some paycode edits were missing from the dataview.

WFD-138935 3234927 - After pending historical corrections for a specific date were saved in the timecard, they kept reappearing as pending historical corrections on the same date.

WFD-138765 3197894 - For an employee's scheduled work rule transfer, the transfer did not appear in the timecard when the in punch was outside of the on call time span.

WFD-138724 3233546 - Enhanced the **Retrieve Percentage Allocation Rules** (POST /v1/timekeeping/setup/percentage_allocation_rules/multi_read) API operation's performance to handle environments where the performance of the **Retrieve All Percentage Allocation Rules** (GET /v1/timekeeping/setup/percentage_allocation_rules) operation is not sufficient.

WFD-138509 3200058 - After a location was moved on the Business Structure, when attempting to move amounts in a selected time period that occurred before the change was made, an error message was received stating the location did not exist.

WFD-138035 3214821 - When attempting to rename an Employee Group, the following error message was received:

"Error WFP-90011 Unrecognized property selected at orgMapGroupRef.selected supplied for request."

WFD-137024 3194737 - After adding a shift in the schedule, and then opening the employee's timecard and adding a comment to that shift, the comment was not saved.

WFD-136145 3148282 - When using a percent allocation rule to configure ADO, inconsistent results were received when the break times within a shift were changed.

WFD-135631 3159858 - In Scheduler, when right-clicking a shift and selecting Add Paycode, the panel opened but options on the panel took a long time to load.

UDM

WFD-144917 3355360 - When a Manager attempted to approve a fixed missing punch request that was made at the clock, they received the following error: *Error Access right violation: You cannot change, add, or delete the comment's note.*

WFD-141768 3270798 - When selecting an icon for a attestation softkey on a DX clock in UDM, an incorrect icon was displayed.

UltiPro

WFD-145469 3386256 - The Pro Payroll Aggregation Data API (/v1/ultipro/payroll/data/apply_read) was failing with the following error: "ULTIPRO-000106 - Aggregation input data has some errors."

International and customization considerations

Besides US English, UKG Dimensions provides translation of the application into the following additional languages:

- Castilian Spanish
- Czech

Note: UKG Dimensions supports Czech. However, the Kronos 4500 device, which is compatible with UKG Dimensions, does not support Czech.

- Dutch
- French
- French Canadian
- German
- Japanese
- Polish
- Spanish (Mexico)
- Swedish
- UK English

To change the user interface to one of these languages:

1. Go to **Administration > Application Setup** from the Main Menu.
2. From the Application Setup page, select **System Configuration > Locale Policy**. The **Locale Policy** page contains regional settings (language locale, date format, number format, and currency format) that can be assigned as the tenant default or to individual users. The users' settings take precedence over the default setting for the tenant default settings. Users see the user interface in the language and regional settings assigned to them in their locale policy. The locale policy is assigned to users in **People Information**.

Name	Tenant Default	Selectable At Logon	Display Name	Description
American English	<input checked="" type="radio"/>	<input type="radio"/>	American English	American English Locale Se...
Canadian French	<input type="radio"/>	<input type="radio"/>	Français Canada	Canadian French Locale Set...
English UK	<input type="radio"/>	<input type="radio"/>	UK English	English UK Locale Settings
France French	<input type="radio"/>	<input type="radio"/>	Français France	France French Locale Sett...
German Germany	<input type="radio"/>	<input type="radio"/>	Deutsch Deutschland	Germany German Locale Se...
Mexican Spanish	<input type="radio"/>	<input type="radio"/>	Español Mexico	Mexican Spanish Locale Se...
Pseudo Locale Policy	<input type="radio"/>	<input type="radio"/>	Pseudo Locale Policy	Pseudo Locale Policy Sett...

3. To change the default setting, select one of the listed languages in the **Tenant Default** column.
4. To have one or more languages selectable from the logon page, select the applicable languages from the **Selectable at Logon** column.
Users can then change their locale profile by clicking one of the options on the logon screen. The new locale profile is valid only during the logon session.
5. To assign different languages for people to select at logon:
 - a. Go to **Maintenance > People Information** from the Main Menu.
 - b. Select **Access Profiles** and then select a Locale Policy from the **Locale Policy** drop-down list.

Translation and customization

In addition to the translations provided, you can translate and customize the user interface using a language or terminology that is familiar to your users. From the Translation Support - Locale Support page, you can:

- Extract, customize and import text strings used by the user interface.
- Extract the text strings to Excel.
- Extract text strings from selected domains of the product (for example, Timekeeping, Scheduling).
- Extract text strings in their context (for example, exceptions).
- Use find and replace functionality when editing individual property files.

For example, you want to change the name of "Employee Timecards" to "Associates Timecards."

1. On the Translation Support - Locale page:
 - a. Select **English** as the baseline language and specify the **United States** as the country.
 - b. Select the **Timekeeping** domain and then select the **wtk_web-timekeeping_timecard_strings.properties** group.
 - c. Click **Export**.
2. Open the downloaded **en_US.xls** file and locate the **html5.timecard.pages.title** key, then enter **Associates Timecards** in the TRANSLATED_VALUE column and save the file.
3. On the Translation Support - Locale page, click **Import**, then click **Choose File** and locate the **en_US.xls** file in the download folder. Click **Upload**.
4. Navigate to the Employee Timecards page, and verify that the title is now Associates Timecards.

Translation Language setting

The **Language** drop-down on the *Translation - User Interface* page and on the *Translation - Setup Data* page includes all languages, enabling you to select any language as the baseline and ensures that the UI will be 100% translated.

Implementation considerations

Because UKG Dimensions is hosted in the cloud, implementation considerations are minimal, but you should be aware of the following.

- [UKG Dimensions device-specific support on page 86](#)
- [UKG Dimensions supported data-collection devices \(terminals\) on page 87](#)
- [Use UKG Dimensions from the keyboard or screen reader on page 88](#)
- [Homepage wallpaper on page 91](#)
- [Enhanced Branding Capabilities on page 92](#)

UKG Dimensions device-specific support

UKG Dimensions can be accessed through browsers on desktop and laptop computers as well as through tablets and mobile devices such as smartphones.

Desktop requirements

	CPU	Memory
Recommended for best performance	4 Core Intel i7 2.3GHz or equivalent	16 GB
Minimum	2 Core Intel i5u 1.9GHz or equivalent	4 GB

Browser support by operating system

Browser	Windows 7	Windows 10	OSX	iOS	Android
Microsoft Edge (HTML)*		✓			
Microsoft Edge (Chromium)		✓			
Internet Explorer 11*	✓	✓			
Chrome	✓	✓	✓		✓
Safari			✓	✓	
Firefox	✓	✓			

For these browsers, "https://.mykronos.com" must be added to the browsers Trusted Sites setting.

Mobile app: minimum operating system support

- **Android OS**
 - Phones and tablets with Google Services support version 6 or greater
 - Zebra devices (TC51/TC52) with Google Services Support version 6 or greater
- **iOS**
 - iPad and iPhone: iOS version 12 or greater
- **iPadOS**
 - iPadOS version 12 or greater

UKG Dimensions supported data-collection devices (terminals)

UKG Dimensions supports the following devices:

Device Type	Part Number	Minimum Software/Firmware required
Kronos 4500*	8602000-xxx	Not supported
Kronos 4500*	8602004-xxx	02.03.16 - 2.X.X**
Kronos 4500*	8602800-0xx through -499	02.03.16 - 2.X.X**
Kronos 4500*	8602800-500 through -999	03.00.18, 03.00.20 and greater (03.00.19 is not supported)
Kronos InTouch 9000	8609000-xxx	02.02.02 and greater
Kronos InTouch 9100	8609100-xxx	03.00.02 and greater
Kronos InTouch DX	8610000-xxx	All versions

* The Kronos 4500 devices do not support the Gaming solution.

Also note that while UKG Dimensions supports Czech, the Kronos 4500 device, which is compatible with UKG Dimensions, does not support Czech.

**Server Initiated Communication via VPN Required.

Note: For customers migrating clocks from UKG Workforce Central to UKG Dimensions, it is required to update the clock to the latest version of Firmware that is available.

Use UKG Dimensions from the keyboard or screen reader

UKG Dimensions can be accessed from the keyboard or a Non-Visual Desktop Access (NVDA) screen reader. The online help includes component-specific guidelines.

General components

The UKG Dimensions user interface contains a number of elements and controls. Accessibility recommendations include the following:

- **Glances** – Press the spacebar on a cell within timecard, Dataviews, leave and attendance, and scheduling to access a glance. You can use this option as an alternative to navigating from the action bar above the grid.
- **Grids** – When navigating through the grids, press the up-arrow key when in the first cell in the first row followed by Shift + Tab to exit the grid so you can access other components.
- **Slide-out panels** – For the best results with NVDA, access form elements and activate secondary slide-out panels, tab through the slide-out panels in focus mode and access read-only content in browse mode.

Note that in some slide-out panels, using the Tab key (instead of arrow keys) to navigate through a list is the only way to select one or more options. Also, some radio buttons and check boxes can only be accessed using the Tab key, which will automatically populate the selection.

- **Combo boxes** – Some combo boxes within slide-out panels can only be opened using the Enter key and options can be selected by using arrow or tab keys and pressing Enter to collapse the list.
- **Check boxes** – You can navigate some check boxes and radio buttons by pressing either the Tab or arrow keys and using space to select and unselect options on slide-out panels.
- **Hyperfind** – When selecting locations in a Hyperfind, press the left arrow when focused on the drop-down list to delete a selection.
- **Drop-down menus** – On some drop down menus, there is a column header that is announced as a button when using NVDA; however, this is not an actionable element.

Refine slide-out panels

- The best way to filter, group, or calculate information when using NVDA is to press space or Enter on the **Refine** button.
- Press Tab to access the tab index of filtering types and use the left and right arrow keys to select.
- Press Tab to access the **Search** input field.
- Press Tab to access the list of filtering options.

- Use the up and down arrow keys to progress through the list of filtering options.
- Press space to expand the accordion options.
- Press Tab to access the options list and use arrow keys and press Enter to select and collapse the accordion.
- Press Tab to access the **Cancel** and **Apply** buttons and press space or Enter to modify a Dataview.

i Note: There might be only one filter type on some Refine panels. The **Delete** button clears the last filter applied; this is not announced by NVDA.

Information access

When tabbing through the column headers of the Dataview Library, the submenus contain options that can sort or calculate. When you select the sum or average options, the result appears on the column header title area. Press Shift + Tab to access this information.

i Note: NVDA may announce currency and time as it is displayed on the screen along with the column header title to indicate amount designation.

Leave and attendance

The **View** button located on the My Calendar and Calendar from the Attendance details page can be activated with only the Enter key and tabbing to navigate to the view options.

Scheduling

The **View** button, which is located on the **My Information > My Calendar** and **Calendar** from the Scheduling page, can be activated only with the Enter key and tabbing to navigate to the view options.

For optimum NVDA or keyboard results, access schedules in table view by pressing space or Enter on the **Table View** button

i Note: The current view is not announced when using NVDA. If the button for switching views says "table view," the inaccessible Gantt view is currently being displayed. Press space on this button to display the accessible table view; the button will say "Gantt view."

When tabbing through the week day column heads within the Schedule Planner grid, tabbing leads to the first shift within the table instead of the first column or check boxes or the second column of employee names. Use the left arrow to access this information.

When you are in the employee name column, press the left arrow to select or unselect all rows. Pressing the right arrow navigates back to the employee name column header and submenu.

When activating the **Quick Action** button, press Shift + Tab to navigate to the first option in the list that appears to the left of this button.

Note: The Quick Actions menu and application to schedule shifts is not currently recommended when using NVDA. Using the glance menus while in the Schedule Planner grid accomplishes the same tasks.

When accessing events and requests in My Calendar or the calendar in general, the events and requests sometimes display the hour amount before the information and the hour amount after the actual event/request content. If using NVDA, these hour totals may be announced as times.


Swap shift slideout panel

1. From the Main Menu, go to **My Information > My Calendar**.
2. Tab to the **New Request** button on the action bar.
3. Select **Swap** to activate the Request Shift Swap slideout panel.
4. Select **Swap Auto Approve** or **Swap Manager Approve**.
5. Tab to **Apply** to open a secondary slider
6. If you are using NVDA, switch to browse mode to select a shift by using the tab and arrow keys or by pressing **H** to get to day headings from the list of options

Note: There are two buttons that can be selected. One button contains the shift duration and the other button contains details about the shift. Tab to **OK** to escape out of the Shift details button to return to the Select Shift slideout panel.

7. Select a shift by pressing space on the **Shift Duration** button. A secondary panel opens that contains a **Comment** button and a listing of available shifts to swap. There is also a drop down to select specific employees.
8. Press space on the desired **Shift Duration** button to automatically place focus on the **Submit** button and then press **Enter**. A slideout panel containing the details of the request is displayed. You can cancel by pressing **Enter** on the **Cancel Request** button or you can confirm the request by pressing the **OK** button, which closes the slideout panel


9. The employee whose shift was selected will see a notification in the Control Center where it can be approved or refused.

 **Note:** Press **Cancel** or **Escape** at any time during the request process to close out of this panel.

Timekeeping

For the best results with NVDA, you access the timecard in list view. The **Accruals** and **Totals** add-ons also display in a list view if this view is selected.

Use the **Tab** key to navigate through the list and press space or **Enter** on the **More Details** button to open a side panel that contains detailed information pertaining to the specific employee and date.

 **Note:** NVDA announces time and hours the same especially when using the 24-hour clock.

Additional accessibility notes

Hyperfind selector – Except for the button associated with the ad hoc option, you can access the Hyperfind selector using the keyboard with NVDA. Currently, the Hyperfind editor that can be accessed from the Hyperfind selector is not optimized for NVDA and keyboard users.


People Information – The People Information component is not recommended for use with NVDA at this time.

Schedule Planner – The Schedule Planner grid is not currently announcing row and column headers when using NVDA. Using the arrow keys is the best method for accessing this grid.

Homepage wallpaper

Change the homepage wallpaper - you can now change the background image which appears on the homepage.

From the Main Menu, and **Administration > Application Setup > Common Setup > Branding**, the following default value has been added:

-  **Wallpaper** - The Wallpaper will support a maximum file size of 1 Mb. There is no maximum height or width. The supported file types are JPG and GIF.

Enhanced Branding Capabilities

In addition to adding a logo and wallpaper background image, companies can now customize the colors used in the Main Menu as well as the page header. Specifically, the UI branding functionality (**Administration > System Settings > Common Setup > Branding**) has been enhanced for the following:

- Main Menu - Administrators can change the background color and label color. They can also change the label color when the user's mouse hovers over it and when the user selects it.
- Header - Administrators can change the color of the background, text, and icons as well as the color of the icon when the user's mouse hovers over it or selects it. They can also change the color of disabled icons and the color of the number of notifications.

