



# Release Notes

UKG Pro<sup>®</sup> WFM 2024.R2

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

In these release notes, you can also find the new features and resolved issues for the Gaming, Rotation Schedules, SMS Shift Fill, and Auctions application upgrades. To easily find the latest release notes for one of these applications, search for the application name and latest version applied to your production environment (for example, Rotation Schedule 9.5.1).



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## Document Revision History

Revision	Update Version *	First Publish Date
A	<a href="#">Pro WFM 2024.R2</a> Includes: <a href="#">- Express Upgrades 1, 2, and 3</a>	September 10, 2024
B	<a href="#">- Express Upgrade 4</a>	September 17, 2024

\* = See your local Trust Site for the date on which each update is applied, as these vary by location.

# Contents

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Legal Statement .....	2
UKG Pro WFM 2024.R2 .....	5
What's New? .....	7
Feature Switches .....	33
New API Operations .....	33
Online Help Modifications .....	37
Resolved Issues .....	39
Known Issues .....	63
International and customization considerations .....	65
Implementation considerations .....	69



## **UKG Pro WFM 2024.R2**

To familiarize you with the current state of the product, the release documentation is detailed as follows:

- This Release Notes document provides information about the latest version of UKG Pro WFM: 2024.R2.
- Express Upgrades for this release are included in this document for this product version. Express Upgrades are regularly released updates that include New Features and Resolved Issues.



## What's New?

This section contains the new Features, new Feature Switches, and the new APIs for this release.

### Note:

- Most Pro WFM 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**.

## What's new for Pro WFM 2024.R2, Express Upgrade 4

The features below were added for Pro WFM 2024.R2, EU4

### UDM

#### **Public API for Biometric Consent History for an employee or group of employees (DM-406)**

A public APIs is now available for retrieving biometric consent history for an employee or group of employees. Documentation is available at the UKG Developer Hub at <https://developer.ukg.com/> > Common Resources > Biometric Consent History.

Support for:

- By Employee
- By Employee Group
- Consent history

- Consent location
- Consent date & time
- Consent location
- Biometric Type
- Enrollment status
- Enrollment date & time
- Enrollment location

### **Decline Consent with Bio Verification (DM-439)**

Previously, if the Finger Scan (Face) Biometric Employee setting on the person record was enabled--as well as the Enable Biometric Consent and Enforce Biometric Verification settings on the UDM > Cards and Readers tab--and the employee declined consent, the Administrator had to manually clear the Finger Scan (Face) Biometric Employee setting to allow the employee to perform transactions at the device.

A new setting named Skip Biometric Verification for Employees with Declined Consent is available on the UDM > Device Profile > Cards and Readers > Device > Biometrics tab. If an employee declines consent during the biometric enrollment process, the Skip Biometric Verification for Employees with Declined Consent can be enabled so that the employee can continue to perform transactions at the device without using biometrics. Administrators no longer need to manually clear the Finger Scan (Face) Biometric Employee option in the person record.

Additional Considerations:

- By default, Skip Biometric Verification for Employees with Declined Consent is disabled.
- The Finger Scan (Face) Biometric Employee on the person record remains enabled if the employee declines consent and the Skip Biometric Verification for Employees with Declined Consent setting is enabled; this allows suite-wide reporting to gather information, for example, on all employees who have been enabled to use biometric finger scans but declined consent.

### **InTouchDX Select/Submit stays visible (DM-467)**

When the InTouch DX G1 (or G2) device displays a long list, the **Select** and **Submit** buttons now persist and remain visible for SmartViews, including attestations and online transfers. This is a server-side update and is not dependent on firmware.



### **Clock Attestation respects “required” field for notes (DM-491)**

When the Attestation Model definition for **Initialize Variables > requireNotes OnClock** is specified as Required (value = true), devices now enforce the requirement for entering a comment/note when Attestation workflows run. This is a server-side update and is not dependent on firmware.

### **Add Korean language support for UDM (DM-495)**

UDM now supports the Korean language locale.

### **Support for importing and downloading configuration files for Legic readers (DM-505)**

UDM now supports importing and downloading Legic reader configuration files as either free form XML or JSON for the InTouch DX G2 device. InTouch DX G2 support for Legic readers requires device firmware version 4.3.3 to be released in September of 2024.

### **Support for Configuring additional card readers on the InTouch DXG2 formats (DM-514)**

UDM now supports importing and downloading hwg+ files for configuring an external EM-Prox reader connected to the InTouch DX G2 device. hwg+ configuration files are provided by UKG's badge evaluation service after completing a badge evaluation. InTouch DX G2 support for the external EM-Prox reader requires device fir

## **What's new for Pro WFM 2024.R2**

The features below were added for Pro WFM 2024.R2

### **Activities**

#### **Tracking Employee Move Transactions (ACT-234, ACT-216)**

**PS-180644** - You can now validate and report on Activity Move transactions performed directly through a Form or indirectly using Result Update for Completed Quantity when the concerned Activity has been

configured with Auto Move enabled.

## Build in Production

### **Remove Test Data - Advanced Scheduling (Transactional and Application Setup) Data (BIP-96)**

**EP-361** - The Remove Test Data functionality has been enhanced to include the removal of Advanced Scheduling (Transactional and Application Setup) data.

### **Remove Test Data - Business Structures Setup data (BIP-99)**

**EP-365** - To delete Business Structure data, add the appropriate prefix to the Business Structure node name. You no longer need to end-date the node to the current date to include it in the removal of data through RTD.

## Data Import Tool

### **Organizational Rule Set Template Enhancements (DIT-59)**

**PS-271323** - Users can now use the Organizational Rule Set template to populate all data sets in the Organizational Rule Sets configuration page in Pro WFM.

### **Custom Export Templates (DIT-130)**

**PS-271355** - You can create a custom template from a base template to select specific attributes and create smaller, manageable files that you can reimport.

### **New Templates: Simplified Business Structure Org Set, People Person Time Zone Updates (DIT-139) PS-288131**

The following updates have been made to templates in the Data Import Tool:

- A new template for bulk import of Simplified Org Sets facilitates the efficient import of large datasets, streamlining onboarding and organizational restructuring. You no longer need to create each set manually through the UI.
- The People Person template has been enhanced to automatically update the format of the Time Zone attribute, eliminating manual interventions during import and export. This enhancement ensures seamless data transfer and reduces the risk of errors.

### **Template Enhancements - Data Punch Template for Multiple Assignments (DIT-153)**

**PS-309939** - You can now use the Data Punch template to successfully import employee data for orgs that support multiple assignments. Prior to this enhancement, there was no option to add the required qualifiers if an employee's punch included a transfer to a different job defined as an assignment in their people record. We have added two additional attributes to support this change.

## **Forecasting**

### **Forecast Home Graphical Volume or Labor (FCST-203, FCST-226, and FCST-260)**

**PS-199640** - Forecast Home shows a graphical, read-only view of the Volume or Labor data for a single location. The graph shows each day in the forecast week for a location and driver, and the bars show values for each selected forecast factor. You can select Daily Details to show a line graph of the selected forecast along with system-generated or actual factors throughout one day.

### **Task Groups Template in Data Import Tool (FCST-250)**

**PS-229943** - Several new task group templates have been created in the Data Import Tool to enable the loading of configuration data for Task Groups:

- Data - Task Assignments for Task Group - Import
- Data - Task Group Versions - Import
- Data - Task Versions - Import
- Data - Org Job Assignment for Task Group - Import

### **Labor Standard Template in Data Import Tool (FCST-221)**

**PS-276662** - Several new labor standard import templates have been created in the Data Import Tool to enable the loading of configuration data for Labor Standards:

- Data - Labor Standard Version - Import
- Data - Labor Standard Period Elements - Import – Imports period elements for incomplete labor standards.
- Data - Labor Standard Time Scale Items - Import – Imports time scale items for incomplete, scaled labor standards.
- Data - Labor Standard Distribution Settings - Import – Imports the distribution settings for labor standards.

To view which labor standards are incomplete, a new column displays a check for all imported, incomplete labor standards. An incomplete labor standard is one in which all building blocks have not been imported. You can use the templates to import individual building blocks for period elements, time scale items and distribution settings.

For more information, see the following help topics:

- *Configure Labor Standards*
- *Data Import Tool*

## **Flow**

### **UKG Flow Notifications (FLEXF-21)**

**FS-24894** - UKG Flow enables access to punch, request, and scheduling functions in collaboration apps without the need to switch applications. Flow supports notifications for time-off and shift-swap requests.

## Gaming

### **Dataview columns for Gate Access Devices (GAME-153)**

**PS-180628** - In addition to the Gate Access Report available in Gaming, you can now create Dataviews that include gate access device information. In the Gate Access entity, the following columns are now available:

- Device ID
- Gate Access Date
- Gate Access Time
- Device Name
- Gate Access Type

Note that the “Gaming Entities available for Dataviews” feature switch must be enabled to use these columns.

## Platform

### **AuthN Migration Tool (EP-607, WFMAAS-662, WFMAAS-663, WFMAAS-664, WFMAAS-681)**

**EP-607** - UKG Authentication is a unified authentication experience for UKG Pro Workforce Management (Pro WFM). It includes unified sign in, navigation, and security enhancements that include full-suite session management, elimination of mandatory password rotation, and fewer redirects when navigating between multiple components of the full suite.

The Authentication Migration Tool helps you to migrate your authentication process when you are ready. Typically, the migration process takes less than 30 minutes to complete, although additional time is needed for Single Sign-On (SSO) environments, and to complete verification and testing.

### **FleX API Gateway**

The API gateway service that routes Pro WFM API calls will be upgraded during the 2024.R2 maintenance window. Customers do not need to take any action. All existing applications and integrations that call the Pro WFM API will automatically route through the FleX API gateway after the upgrade.

## Scheduling

### Run Priority Scheduling Engine (PSE) in the Schedule Planner (DSCHE-159)

**PS-188873** - Managers can now run the Priority Scheduling Engine (PSE) directly from the Schedule Planner. Previously, it was only possible to run the PSE by scheduling a batch event.

To configure manager access to run the PSE in the Schedule Planner:

1. Enable the new Run Priority Scheduling Engine in Schedule **Planner** feature switch. By default, the feature switch is disabled.
2. Open the manager's function access profile and then go to **Manager – Department Manager > Scheduling > Run Priority Scheduling Engine**.
3. Select **Allowed**, then save the function access profile.

In the Schedule Planner, a new **Engines** drop-down replaces the **Generate Schedule** icon on the action bar. From the drop-down, managers can select either **Generate Schedule** (which is the current behavior available in the Schedule Planner) or **Run Priority Scheduling Engine**.

When managers select **Run Priority Scheduling Engine**, the new Run Priority Scheduling Engine panel is displayed where managers can specify the **Start Date**, **End Date**, and **Procedure Set**. By default, the **Start Date** and **End Date** for the selected timeframe are displayed. Managers can select **Start** to run the engine, then select **Apply** after the processing is completed to display the results directly in the Schedule Planner.

For more information, see the following online help topics:

- *ACPs for Scheduler Functionality*
- *Generate Schedules*

### New Coverage page (DSCHE-640)

**PS-188860** - The new Coverage page displays current coverage information for each job the employee is qualified to work for the current week. Coverage information is displayed by zone or shift span for those jobs. Employees can use this page to help plan time off and when seeking other shifts.

The Coverage page opens to the week containing the current date, but the employee can scroll to previous or future weeks or choose a specific date from the **Date** field. Similarly, the employee can change values in the **Assignment**, **Job**, and **Span** fields to see how they affect the schedule and coverage.

Coverage information is summarized using:

- Color-coded symbols
- A numeric abbreviation of scheduled versus required staffing
- Wording that indicates whether a shift is fully staffed, overstaffed, or understaffed

The Coverage page is displayed from the “Coverage” widget on the My Schedule page. The “Coverage” widget is enabled by the **Coverage Details** setting in My Schedule configuration.

This feature is supported only if you have enabled My Schedule. It is not supported if you are using My Calendar.

For more information, see these topics in the online help:

For Configuration:

- *Calendar Configuration*

For Usage:

- *Coverage Page*
- *My Schedule*

### **Time-off Complex Configuration Enhancement to the Paycode Analyzer (DSCHEd-836)**

**PS-199655** - The Paycode Analyzer in the Schedule Planner was introduced in a previous release and provides insight into the computation logic that the system uses to derive paycode edit values. With this release, the Paycode Analyzer has been enhanced to now include the complex configuration related to paycodes that are derived from time-off requests that occur on a public holiday or on a day without a schedule (unscheduled day).

Under the existing **Related configuration** section in the Paycode Analyzer panel, a new **Holiday and Unscheduled Day Setting** field has been added. This field provides information about complex time-off configurations regarding how holiday or unscheduled day settings are referenced, either from a request subtype, a pay code value profile (PCVP), or from a specific Holiday or Unscheduled Day option.

To use this feature, managers must have the existing **Manager – Department Manager > Scheduling > Paycode Analyzer** function access control point set to **Allowed**. There is no feature switch or system setting required to enable this feature.

For more information, see the following online help topics:

- *ACPs for Scheduler Functionality*
- *Paycode Analyzer*

### **Employee-Centric Request Subtypes in Enter Time Off Panel (DSCHEd-843)**

**PS-199693** - Currently, when managers enter time off on behalf of an employee using the Enter Time Off panel in the Schedule Planner, they can choose from all the request subtypes that have been specified in their Generic Data Access Profile (GDAP). This can make it difficult for the manager to select the correct request subtype that is applicable for the employee.

With this enhancement, the Enter Time Off panel now only displays request subtypes that are available for the employee based on the visibility period, and which are also included in the manager's GDAP. This ensures that managers cannot select non-applicable request subtypes.

If an employee has multiple assignments, the available request subtypes that display depend on the assignment.

To use this feature, managers must have the new **Manager – Department Manager > Scheduling > Enter Time Off per Employee Visibility Period** function access control point set to **Allowed**. There is no feature switch or system setting required to enable this feature.

For more information, see the following online help topics:

- **ACPs for Scheduler Functionality**
- **Enter Time Off**

### **Time-off Request Redesign (DSCHEd-902)**

**PS-199676** - The time-off request user experience has been redesigned with an updated look and feel that improves accessibility and simplifies and streamlines the configuration and creation processes. The new time-off request user experience is enabled as part of My Schedule (introduced in a previous release) and is available only if the My Schedule feature switch is enabled.

In the new time-off request user experience:



- When starting the time-off request from My Absence Calendar, the Request time off slider is prepopulated with the date the employee selects on the calendar, if any. Additional dates can be added on the Request time off slider.
- The calendar embedded on the Request time off slider displays:
  - In-progress and approved time-off requests
  - Team Absence information (if enabled in the time-off request subtype configuration)
  - Accruals information (if enabled in the time-off request subtype configuration)
  - Request period banner (if an employee visibility period has been specified).  
**Note:** Dates that fall outside of the specified request period are grayed out on the calendar
- The slider includes a legend that identifies the markings used to indicate:
  - Approved and in-progress time-off requests
  - Scheduled shifts
  - Team absences
  - Holidays
- These settings are not applicable to time-off request subtype configuration:
  - **Display "Add Another" Button for Additional Dates** – all dates submitted on the same time-off request now use the same paycode
  - **Display Request Summary** – request summaries are displayed by default in the new Request time off request slider

For more information, refer to these topics in the online help:

- *Configure Time-Off Requests*
- *Request Time Off from My Schedule*

### **Schedule Generator processing employees with Multiple Assignments (ENGI-119)**

**PS-195024** - Schedule Generator now supports processing employees with Multiple Assignments. It will identify a "default" position from all the positions assigned to an employee based on the location being scheduled and use that primary job for schedule generation.

### **Support for Shift-based Paycode Edits in a Multi-shift Scenario in the Staffing Dashboard (OD-68)**

**PS-334836** - An enhancement was made to the Staffing Dashboard that now enables managers to choose how they want paycodes applied on days with multiple shifts.

When adding a shift-based paycode on a multi-shift day, a new **Apply To** option enables you to specify whether you want the paycode applied to the **Whole Day** or the **Selected Shift**. The **Apply To** option is available both in Quick Actions > Paycode and in the Add Paycode panel that displays when you select **Add Paycode** from a glance.

To configure this feature, enable the existing **Shift-based Pay Code Edit Support for Multiple Shift Days** feature switch.

For more information, see the *Manage Staffing Dashboard* help topic.

### **Include GDAP and Schedule Groups in Multiple Manager Roles (OD-78)**

**PS-176435** - Generic Data Access Profiles (GDAP) and Schedule Groups can now be included in Multiple Manager Role (MMR) configurations. This functionality enables you to configure role-specific GDAPs and Schedule Groups for managers with multiple roles. So, for example, a manager covering employees in multiple states or countries could be configured with GDAPs and Schedule Groups specific to their employees in each locale, ensuring that actions taken by the manager are applied to the correct group of employees.

As is true elsewhere in the application, only one GDAP can be in effect at one time (based on its Effective Date) and GDAPs cannot overlap.

Note: The `site.BusinessStructure.GDAPUsage` system setting must be set to true if you want the system to enforce the Organizational Sets settings you have specified in the GDAP Organization Setup category. The `site.BusinessStructure.GDAPUsage` system setting is located in: Administration > Application Setup > System Configuration > System Settings > Business Structure.

Also note that a manager's Function Access Profile (FAP) plays a role in determining which information is accessible to them, regardless of the GDAP that is assigned to their active role and regardless of whether the `site.BusinessStructure.GDAPUsage` system setting is set to true. For example, if the Job and Business Structure FAP assigned to a manager is set to Disallowed, the Business Structure Setup section on the Application Setup page is not displayed, which prevents access to Organizational Sets.

For more information, see these topics in the online help:

- *Generic Data Access Profiles*
- *Schedule Groups*
- *Multiple Manager Roles*
- *Timekeeping > Manager Role-Assignments*

### **Restrict Manager Transfer Set to Employee's Transfer Set (OD-82)**

**PS-283779** - An enhancement was made in the Schedule Planner that restricts managers from assigning an employee to a job that is not in the employee's transfer set. Now, when managers transfer employees, they can only select from jobs that are included in the employee's job transfer set and any additional jobs specified in the Manager Additions configured in People Information > Timekeeping > Employee Role.

To configure manager access for this enhancement:

1. Enable the new **Display only eligible set of jobs when transferring employees** feature switch. By default, the feature switch is disabled.
2. Open the manager's function access profile and then go to **Manager – Department Manager > Scheduling > Employee-centric organizational job transfers**.
3. Select **Allowed**, then save the function access profile.

This enhancement is available when managers are transferring employees while adding or modifying the following:

- Shifts
- Paycodes
- Leave Times
- Schedule Tags
- Shift Templates
- Schedule Patterns

**Note:** When multiple employees are selected while performing any of the above actions, the list of available jobs that displays are those that are included in the job transfer set of the first selected employee and any additional jobs specified in the Manager Additions. If the manager chooses a job that is not in a selected employee's job transfer set, that employee is not transferred. For Schedule Patterns, if any of the selected employees do not have the job in their job transfer set, the pattern will not be added.

For more information, see the following online help topics:

- *ACPs for Scheduler Functionality*
- *Add a Shift*

### **Dataview for Shift Builder Serviceability (DSCHEd-408)**

**PS-199372** - You can now create relevant Dataviews to provide insight into issues that occur when the Shift Builder is run and schedule patterns are rolled out onto the schedule. This makes it easier for you to troubleshoot and resolve issues as they arise.

The following new Employee Schedule Pattern-specific columns are now available when creating an Employee Dataview:

#### **Employee Pattern Name**

- Name of employee Schedule Pattern

#### **Employee Pattern Created By**

- User who creates the employee Schedule Pattern

#### **Rollout Start**

- Start date of pattern rollout period

#### **Rollout End**

- End date of pattern rollout period

#### **Rollout Failure Date(s)**

- Date(s) of the error-producing schedule item

#### **Rollout Failure Type**

- Functional Failure (for example, locked days)
- System Failure

#### **Rollout Outcome**

- Completion state
  - Partial Success (Some schedule items rolled out)
  - Failure (No schedule items rolled out)

### Rollout Failure Details

- Error message returned from system

### Failure Report Anchor

- In **Assignment**, select one of the following options:
  - **Rollout Launch Date** (Shift Builder Execution Date): Displays Shift Builder errors arising in the period generated by the Shift Builder on the rollout launch date, within the loaded Dataview period
  - **Rollout Failure Date(s)**: Dataview identifies Shift Builder errors that occur within the loaded Dataview period
  - **Rollout Period(s)**: Dataview pulls in errors in the loaded Dataview period, as well as all other errors that occurred in the rollout event (includes all errors in schedule rollout periods that overlap with the loaded Dataview period)
- In the Column Properties, set **Visible** to **No**.

**Note:** These new Dataview columns do not differentiate whether the processing type for the Employee Schedule Pattern is based on an individual Employee Pattern or Group Inheritance.

In **Dataviews and Reports > Dataview Library**, managers can view the Dataview report, which displays all Shift Builder errors such as, but not limited to, the following:

- Rollout before signed off date is not allowed
- Rollout before employee hired date is not allowed
- Rollout on inactive employee is not allowed
- Rollout on employee with terminated employee status is not allowed
- Rollout on locked days is not allowed
- The primary org job is expired

- Scheduled PCE exists on date of rollout
- Accrual balance overdrawn

For more information, see the following help topics:

- *Create a Dataview*
- *Troubleshoot Shift Builder*

### **Build in Production - Remove Test Data - Removal of Business Structure Setup Data (DSCHEd-844)**

**PS-199679** - The Remove Test Data feature in Build in Production, has been expanded to include Business Structure setup data, specifically jobs and locations.

For more information, refer to the *Production Readiness* help topic.

### **Shift Labels synchronized with Start and End Times (DSCHEd-834)**

**PS-188865** - In a previous release, shift labels were synchronized with shift start and end times when you modified shifts or shift labels in the Edit Shift panel in the Schedule Planner.

With this enhancement, validation to check whether shift labels are in sync with shift start and end times has been expanded to include the following functionality:

- Assigning breaks when adding or editing shifts, or when inserting shift templates
- Moving shifts using Multi-Edit
- Replacing shifts
- Appending shifts

In addition, validation also occurs in Employee Self-Scheduling when the following request subtypes are configured with the **Adjust Breaks Automatically** option enabled. If the shift was created using a shift template, the shift label is removed when the auto break is applied. If the label was manually added, the shift label is saved when the auto break is applied.

- Open Shift
- Self-Scheduling
- Time Off

- Swap Shift
- Request to Cover

**Note:** Note: The Shift Label and Time Synchronization feature switch must be enabled to use this feature.

For more information, see the *Edit a Single Shift* help topic.

### **Enhancements to Location Schedule with Coverage Report (DSCHEd-926)**

**PS-312656** - Several enhancements were made to the Location Schedule with Coverage report to improve the formatting and to provide calculated job totals. Previously, the report inconsistently displayed pay codes and shift labels when the report was run for different lengths of time and the job totals were not calculated.

The report now includes the following enhancements:

- The **Employee**, **WSH** (Weekly Standard Hours), and **Job** columns are now properly aligned.
- The job header rows are now shaded gray.
- A new row has been added for each job that displays the job totals per day.
- When the report is run for more than a week, the pay code and shift label length is limited to displaying the first 5 characters to ensure that the column widths for each day remain consistent.
- Job transfer labels are now displayed in parentheses as (x). Previously, the labels displayed as x.

For more information, see the Location Schedule with Coverage *Report* help topic.

## **Timekeeping**

### **AuthN Support for Kiosk Badge ID 24.4.1 (ACT-342)**

**PS-327836** - In AuthN-authenticated systems, you can authenticate Kiosks by way of single sign-on (SSO), Badge ID, and Username plus Password login methods.

### **New timeframes for the Exception Tile (OD-85)**

**PS-298034** - In addition to the Current Pay Period and Previous Pay Period timeframes available in the Exception Tile (also known as the Manage Timecards tile), you can now use the following timeframes:

- Today
- Yesterday
- Week to date
- Last Week

#### Current Week

These timeframes are all available to managers from the drop-down list in the Manage Timecards tile. Administrators can also select any of these timeframes as the default timeframe when configuring the Exception Tile.

To use the new timeframes, enable the “Additional symbolic time periods for the Exception Tile” feature switch. The feature switch is off by default.

For more information, see the following topics in the online help:

- *Administration > Application Setup > System Configuration > Feature Switch*
- *Administration > Application Setup > Display Preferences > Exception Tile (Manage Timecards Tile)*
- *Home > Tile Library > Manage Timecards Tile*

#### **Brazil Compliance (TKEEP-1054, TKEEP-1196, TKEEP-1228, TKEEP-1324, TKEEP-964, TKEEP-1196, TKEEP-1228, TKEEP-1324, TKEEP-964)**

**PS-180674** - Brazil Compliance enables organizations to set up a Brazilian data collection system to comply with Brazilian regulations that govern the use of electronic timekeeping systems.

To setup and configure Brazil Compliance:

1. Enable the **Brazil Compliance** feature switch (Administration > Application Setup > System Configuration > Feature Switch).
2. Allow as necessary the following access control points in the manager or administrator function access profiles (Administration > Application Setup > Access Profiles > Function Access Profiles > Manager – Common Setup). The default is Disallowed for all.
  - Brazil Compliance – Controls access to Brazil Compliance.
  - Setup Items – Controls access to the Brazil Device Setup configuration items in Application Setup.



- People Record Configuration – Controls access to the Timekeeping > Brazil Compliance group in People Information.
  - Retrieve Decrypted PII Data Values via API – Controls access to decrypted Personal Identifiable Information (PII) data values retrieved from the people record via the API. Decrypted values are available for view only in specific locations, such as certain reports. PII values (for example, PIS, eSocial, and CPF) are always encrypted in People Information regardless of the setting of this ACP.
  - Digitally Sign Brazil Reports – Controls the ability for managers to generate digitally signed Brazil Compliance Reports (PAdES, CAdES).
3. Configure the following Brazil device setup items in Administration > Application Setup > Brazil Device Setup:
- Pay Code Attribute Definition
  - Devices
  - Device Groups
  - Companies
4. For Brazil reports, configure the following system settings in **Administration > Application Setup > System Configuration > System Settings > Timekeeping**:
- timekeeping.brc.exportFile.aej.day.paycode.Duration
  - timekeeping.brc.exportFile.defaultReason
  - timekeeping.brc.exportFile.PTRPdeveloperEmail
  - timekeeping.brc.mirror.combinedPayCode.name
5. Add the following Brazil device information to employee person records in **Maintenance > People Information > Timekeeping > Brazil Compliance**:
- PIS
  - Esocial
  - CPF
  - Company

- Pay Code Attribute
- REP Type

For more information, see the following online help topics:

- *Administration > Application Setup > System Configuration > Feature Switch*
- *Administration > Application Setup > Access Profiles > Manager - Common Setup*
- *Administration > Application Setup > Brazil Device Setup*
- *Administration > Application Setup > System Configuration > Timekeeping*
- *Maintenance > People Information > Timekeeping > Brazil Compliance*

### **Timekeeping Exceptions (TKEEP-1341)**

**PS-288484** - Some exceptions were created that appear in the user interface when you are configuring Exception Categories for an Exception Tile. These exceptions will not trigger unless a particular Totalizer Extension (Worked Through Break) is used. The exceptions are:

- Not Eligible for Break Premium
- Not Eligible for Meal Premium
- Capped Break Amount

For more information, see the *Administration > Application Setup > Display Preferences > Exception Categories* help topic.

### **Enhancements to Employee Job Transfer Set access control (TKEEP-1351, OD-64)**

**PS-274019** - You can now restrict or limit a manager's ability to view, edit, create, or delete employee job transfer sets for managers that do not have access to the Employee Role access control point.

To configure manager access for employee job transfer sets:

1. Enable the "Employee Job Transfer Set Access" feature switch.
2. Open the manager's function access profile and then go to Manager – Common Setup > People Editor > Timekeeping Group > Employee Job Transfer Set.
3. Select Allowed or Disallowed for Add, Edit, Delete, and View. **Note:** The default for all options is Disallowed for all new installations. For existing installations, the defaults will match the current

configuration.

4. Save the function access profile.

**Notes:**

- For multiple assignment employees, the parent Access Control Point (ACP) for Employee Job Transfer Set is Assignments – General View. This parent ACP must be enabled to use the Employee Job Transfer Set ACP with multiple assignment employees.
- For multiple assignments, if the parent ACP (Assignments – General View) has View permission but not Add permission, then regardless of the settings for the Employee Job Transfer Set ACP the manager will not be able to make changes (create, edit, delete) to the Employee Job Transfer Set.
- If Add, Edit, or Delete are Allowed, View is automatically allowed regardless of the actual selection for the Employee Job Transfer Set ACP.
- You can only view History for the Employee Job Transfer Set in People Information when at least one of the options (view, create, edit, delete) is allowed.
- If a manager only has view permission, or does not have any permission, for the Employee Job Transfer Set, the Employee Preferences table shows the employee job transfer set that is in effect for the current date.
- Managers must also have at least View access for the Employee Job Transfer Set ACP to view the Job Preference and Scheduling Context table.

**Punch Tile Redesign (TKEEP-1352)**

**PS-276744** - The Punch tile has been redesigned to provide enhanced feedback when the punch is submitted. In previous releases, the system displayed only a confirmation message. Now, the Punch tile displays summary information that includes:

- A confirmation message
- The time the punch was submitted
- Job transfer information (for transfers selected by the employee at the time of the punch. Information for automatic transfers is not displayed.). An information icon displays the job's full path. Work rule transfer information is not displayed.
- Assignment information (for multiple assignments employees if they selected something other than their primary assignment for the punch)

For more information, see this topic in the online help:

- *Punch tile*

### **Payroll Extract Service - additional fields (TKEEP-794)**

**PS-180733** - Currently, the Payroll Extract Service allows partners to extract up to 10 custom fields. Now, you have the option to request up to 30 custom fields.

### **Attestation pay code edit generated with punch can skip approval validation (TKEEP-894)**

**PS-207215** - Currently, the application can collect a timestamp punch after manager approval, but the generated pay code edit from the punch Attestation is rejected. You can now use the **site.timekeeping.recordTimestampAfterApproval** system setting (**Administration > Application Setup > System Configuration > System Settings > Timekeeping**) and **Allow bypass of timecard permissions during Attestation** Function Access Control Point (FACPs) (**Administration > Application Setup > Access Profiles > Employee > Attestation**) to determine how the application treats punches and paycodes after the manager has approved or disapproved an employee's timecard. This functionality ensures that employees who are still on the clock after their timecard has been approved will be paid correctly if their punch Attestation results in a pay code edit that would otherwise require manager approval.

This table summarizes how the application treats punches and paycodes when managers approve or disapprove timecards based on different combinations of the **site.timekeeping.recordTimestampAfterApproval** system setting and **Allow bypass of timecard permissions during Attestation** FACP.

<b>System setting: site.timekeeping.recordTimestampAfterApproval</b>	<b>FACP: Allow bypass of timecard permissions during Attestation</b>	<b>Manager Timecard Action</b>	<b>Application Behavior</b>
True	Allowed	Unapproved	Punch and paycode accepted without any error

True	Allowed	Approved	Punch and paycode accepted without any error
True	Disallowed	Unapproved	Punch and paycode accepted without any error
True	Disallowed	Approved	Punch is accepted but paycode is rejected with error
False	Allowed	Unapproved	Punch and paycode accepted without any error
False	Allowed	Approved	Punch and paycode rejected with error
False	Disallowed	Unapproved	Punch and paycode accepted without any error
False	Disallowed	Approved	Punch and paycode rejected with error

**Totals in the timecard (TKEEP-1290)**

**PS-281567** - In the timecard, if you see a message indicating instant, or real-time, calculations are temporarily unavailable this is because the system is experiencing high CPU utilization. In order to maintain

performance during this time, the callable totalizer (the tool that produces these calculations) becomes temporarily unavailable in the timecard and for those timecard add-ons that reflect real-time changes (such as the Accruals and Historical Corrections tabs). The message remains on the timecard until the callable totalizer is available again. Once it is available the message clears.

Saving new or updated timecard transactions (for example, punches, pay codes, and so on) will totalize the transactions and display the updated calculated totals.

## **WFMaaS**

### **Delegation Notification Enhancements (WFMAAS-155)**

**PS-188867** - Notifications for the Delegate Authority business process are enhanced. Now when the requestee accepts or rejects a request, or a request expires, a notification goes to the requestor.

### **Migrate PPAS to CloudSQL (WFMAAS-273)**

**PS-191167** - To avoid vendor lock-in and reduce licensing fees, the relational datastore is moving from EDB Postgres Advanced Server (PPAS) to CloudSQL as a managed service.

### **PPAS 2024 Release Qualification and Handoff (WFMAAS-448)**

**PS-221664** - Support for the 2024 EDB Postgres Advanced Server (PPAS) update was qualified and handed off.

### **PPAS Support: Monitoring, Defects, SQL reviews (WFMAAS-449)**

**PS-221653** - Database best practices for EDB Postgres Advanced Server (PPAS) are maintained by monitoring, reviews, and support.

### **Auth0 System Account Deprecation and Support Account Impersonation (WFMAAS-483)**

**PS-190673** - For integration and troubleshooting in Auth0-authenticated systems, System user accounts are replaced by Client Management (Client Credentials), and Support user accounts can impersonate customer user accounts for login and access.

### **Person Number in Delegation Request (WFMAAS-507)**

**PS-188875** - The Delegate Authority business process now displays Person ID along with employee names when you set up a delegation request. This helps you to find the right person when people have identical or very similar names.

### **Person Number in Delegation Request (WFMAAS-507)**

**PS-188875** - The Delegate Authority business process now displays Person ID along with employee names when you set up a delegation request. This helps you to find the right person when people have identical or very similar names.

### **Auth0 Login Screen Theming (WFMAAS-559)**

**PS-220876** - You can edit the appearance of the Login page to reflect the branding requirements for your organization. Select **Application Setup > Common Setup > Branding** to define the Main Color, Accent Color, Logo, and other branding elements for the page.

### **Auth0 Logon (WFMAAS-563)**

**PS-222246** - On systems that use Auth0 authentication, you cannot select the language from the Login page. Also, the Locale Policy setup page does not include the Selectable on Logon Page setting.

### **Update Client Credentials to Client Management (WFMAAS-568)**

**PS-229165** - The Client Credentials page was renamed to Client Management (Administration > Application Setup > Common Setup > Client Management).

### **Batch Processing in Multi-Create (WFMAAS-582)**

**PS-316567** - When batch processing to create multiple schedules, 500-code errors occurred when eventOutput and manager ID were omitted, and 400-code errors occurred when startDate or endDate had an incorrect ISO format. Also, 200 success codes were shown without a corresponding record in Event Manager when a SERVICES-LEVEL3 user account was assigned, and when the number of weeks, emailList, or Monthly Schedule Type were empty but required.

### **Audit Report Performance Enhancement (WFMAAS-591)**

**PS-271629** - Although the Audit Report can show data for up to 365 days and 345 audit types, performance declines with large numbers of data. Now, the query returns up to 5000 results at once then repeats

sequentially for more data before the report is generated.

#### **Auth0 Deregister Device (WFMAAS-593)**

**PS-290776** - An employee can de-register the device that they use for multi-factor authentication (MFA) as follows:

- Select **Main Menu > Edit Profile**.
- Select **Device Deregister** and click **Deregister Device**.

The employee will be prompted with a new Authenticator registration message when they next log in.

#### **Korean Language Support (WFMAAS-609)**

**PS-251222** - The application can now be displayed in the Korean language.

#### **Last Password Change Date Discrepancy (WFMAAS-625)**

**PS-295169** - In OpenAM-authenticated systems, changes to the Last Password Changed date were saved in the Security Audit Report but not updated in the Dataview or People Editor.

#### **Security Audit Report Date Range (WFMAAS-636)**

**PS-303249** - Security Audit Reports can show audit data for up to 365 days.

#### **Security for PII Data (WFMAAS-640)**

**PS-300947** - Security of sensitive data (PII) has been improved with envelope encryption.

#### **Simplified Business Structure (SBS) Group and Home Hyperfinds (WFMAAS-645)**

**PS-318587** - Hyperfinds for Simplified Business Structure (SBS) ignored the Home hyperfind. Now, hyperfind queries are based on the Employee group + the Home Hyperfind.

#### **ROPC and Client Credential URLs (WFMAAS-648)**

**PS-303247** - On AuthN-authenticated systems, you can use direct URLs to connect from clients to Auth0.

#### **Downgrade Support to Smaller VM Size (WFMAAS-679)**

**PS-316483** - Downgrades to smaller virtual machines (VM) are supported.



## Feature Switches

This table lists the feature switches introduced in this version, including the default settings. For more information on their use, refer to feature descriptions using the tracking number.

Headline	Tracking Number	Feature Switch	Default
Run Priority Scheduling Engine (PSE) in the Schedule Planner	DSCHED-159	Run Priority Scheduling Engine in Schedule Planner	Off
Restrict Manager Transfer Set to Employee's Transfer Set	OD-82	Display only eligible set of jobs when transferring employees	Off
Manager Exception Tile support all symbolic timeframes	OD-85	Additional symbolic time periods for the Exception Tile	Off
Brazil Compliance - Device Setup/Device Group Setup UI  SDM support	TKEEP-1054	Brazil Compliance	Off
Limit Person Record Access for Manager	TKEEP-1351/OD-64	Employee Job Transfer Set Access	Off

## New API Operations

The following API operation(s) were added for 2024.R2

Domain	Resource	Operation	Method	URL endpoint
Activities	Activity Move Quantity Transaction Audits	Retrieve Activity Move Quantity Transaction Audits	POST	/v1/work/move_quantities/audit/multi_read
Common	Biometric	Retrieve Biometric	POST	/v1/commons/biometric_consent_history/multi_read

Domain	Resource	Operation	Method	URL endpoint
Resources I	Consent History	Consent History		
Common Resources II	Hyperfind Queries	Retrieve Personal Hyperfind Queries for Inactive and Terminated Employees	GET	/v1/commons/hyperfind/personal_inactives
Common Resources II	Hyperfind Queries	Delete Personal Hyperfind Queries	POST	/v1/commons/hyperfind/personal_inactives/multi_delete
Common Resources II	Locations	Retrieve Paginated List of Locations	POST	/v2/commons/locations/multi_read
Common Resources II	Locations	Move Location Asynchronously	POST	/v1/commons/locations/apply_update/async
Person Assignments	Brazil Employee Assignments	Retrieve Brazil Employee Assignments by Person ID or Number	GET	/v1/commons/persons/brazil_employee_assignments
Person Assignments	Brazil Employee Assignments	Retrieve Brazil Employee Assignments by Person ID	GET	/v1/commons/persons/brazil_employee_assignments/{personId}
Person Assignments	Brazil Employee Assignments	Retrieve Brazil Employee Assignments	POST	/v1/commons/persons/brazil_employee_assignments/multi_read
Person Assignments	Brazil Employee Assignments	Add or Update Brazil Employee Assignments	POST	/v1/commons/persons/brazil_employee_assignments/multi_upsert
Platform	Publish and Run Reports	Retrieve Report by Name	GET	/v1/platform/reports/{name}/file
Platform	Publish and Run Reports	Retrieve Payroll Staging Asynchronous Request Status by Key	GET	/v1/platform/reports/import/async/{executionKey}/status
Platform	Publish and Run Reports	Save Report Asynchronously	POST	/v1/platform/reports/import/async
Platform	Switch Employment	Switch Employment	POST	/v1/platform/switch_employment
Scheduling Setup	ESS Calendar Settings	Retrieve All Schedule Insights Widget Entities	GET	/v1/scheduling/ess_calendar_settings/schedule_insights_widget_entities
Scheduling Setup	Request Submission	Open Next Submission Period	POST	/v1/scheduling/request_submission_periods/employee_opt_outs

Domain	Resource	Operation	Method	URL endpoint
	Periods			
Timekeeping	Brazil Compliance Digital Signature	Sign Brazil Compliance Reports	POST	/v1/timekeeping/brazil_compliance/reports/sign
Timekeeping	Brazil Compliance System Settings	Retrieve Brazil Compliance System Settings	GET	/v1/timekeeping/brazil_compliance/system_settings
Timekeeping Setup	Combined Paycodes for Timekeeping	Retrieve Combined Paycode by ID	GET	/v1/timekeeping/setup/paycodes/combined/{id}
Timekeeping Setup	Combined Paycodes for Timekeeping	Retrieve Combined Paycodes	POST	/v1/timekeeping/setup/paycodes/combined/apply_read
Timekeeping Setup	Combined Paycodes for Timekeeping	Add Paycodes to or Remove Paycodes from Combined Paycodes	POST	/v1/timekeeping/setup/paycodes/combined/apply_upsert
Timekeeping	Paycode Data Access Profiles	Retrieve GDAP-filtered Paycode Data Access Profile by ID	GET	/v1/timekeeping/setup/pay_codes/data_access_profiles/{id}/available
Timekeeping	Paycode Data Access Profiles	Retrieve Paycode Data Access Profile by Paycodes	POST	/v1/timekeeping/setup/pay_codes/data_access_profiles/apply_read
Timekeeping	Paycode Data Access Profiles	Add Paycodes to or Remove Paycodes from Paycode Data Access Profiles	POST	/v1/timekeeping/setup/pay_codes/data_access_profiles/apply_upsert



## Online Help Modifications

### Pro WFM 2024.R2

The following documentation modifications were made for Pro WFM 2024.R2.

## Online Help Resolved Issues

### General

**PS-175996 18754855** - Some Help Menu items were not translated.

### People

**PS-301828 20456944** - Romanized Full Name was removed from the People Information area of the help.

**PS-283726 20264425** - In the *People Information > Timekeeping > Approvals & Reviewers > Reviewer List Assignments* help topic, the first option was incorrectly listed as Purpose. This has option now has the correct name, which is Reviewer Override.

### Scheduling

**PS-307058 20494874** - Obsolete information regarding turning on the background processor and selecting the Calculate Project Totals checkbox was removed from the Period Hours Tab section in the *Configure Schedule Rule Set* help topic.

## Timekeeping

**PS-174284 18423536** - In the *Accrual Balance Cascade* help topic, a note was added to indicate that the Increase to Zero option (for Cascade Balance Amount) is not currently available.

**PS-223298 19510222** - References to the R77 Cross Product Release Notes were removed from the online help published in the Community.

**PS-296155 20385886** - The Attestation Button 'Break In' definition in the online help was incorrect. It has been corrected as follows:

Break In – An explicit punch to end a break. The system captures the time and records it as the end of a break regardless of any other punches in the timestamp or device.

**PS-308044 20430989** - The **Worked Span End Date Time** field from the Worked Span entity was not documented in the Data Dictionary.

## Resolved Issues

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

### Pro WFM 2024.R2, Express Upgrade 4

The issues below were resolved for 2024.R2, EU4:

#### Engines

**PS-357726** - When trying to Unassign Shift from the Priority Scheduling Engine, the process completed without error, but the shifts were not actually unassigned. The process did work when run through a batch process.

**PS-330171 20637527** - When applying Shift and Employee sorting rules by way of a Procedure Set definition, if the application of all rules results in a tie, then the Employee Id from the People Information record will now be used as the tie-breaker criteria when ordering employees. Previously, an internal employee ID was used.

#### Forecasting

**PS-357571** - The API `/v1/commons/hours_operation_override` was failing with the following: `"errorCode": "WFP-01037"`. It should have returned all HOO overrides.

#### Identity

**FS-57350** - When attempting to add an email address to certain users, the following error appeared: *"UMS-10002 Unknown error occurred. Please contact system administrator."*

## Scheduling

**PS-345748** - Users unable to cancel timeoff requests on the first of the month.

**PS-336270** - A number of employees were experiencing a problem where Time-off Requests were not being auto-approved after 5 days as they should have been. The un-approved requests were stuck in a "Submitted" state.

**PS-328110** - When applying Pattern Template to an employee in Schedule Planner, upon save, the following error message appeared: *Error Shift Template not found for reference 20003*.

**PS-326191** - Minor Rule set for "School Today School Tomorrow" being violated. This rule should never be violated.

**PS-317473** - A "no-save" requirement for a certification was being bypassed and the employee was allowed to save, despite not meeting the certification requirement.

**PS-323857** - Incorrect Timeoff Request (TOR) leave types were appearing for employees on multiple job assignments employment. The TOR deduct from the pay code list should match the corresponding Pay code values profile list.

**PS-323076** - The team absence calendar was not displaying the time off requests for team members when the Team Definition did not have a quota defined. Also, if there was a quota on a specific day but no Time-off requests, you could not see that there is a quota. It is expected that you could see team absences in the calendar.

**PS-316717** - The metric indicator "Labor Forecast Hours" when used in the Metric support tab did not populate with hours. The hours in the metric should match the Labor Forecast.

**PS-289622** - Managers were unable to end-date or delete duplicate availability patterns, as they should have been.

## Suite Experience

**PS-355298** - UKG Pro app login was not recorded in the security audit report. It was correctly recorded when the login was from the UKG Dimensions app.



## Timekeeping

**PS-353064** - Employees were generating a CT Call error message when either support or a user was trying to access or edit an employee's timecard. These active employees were "stuck" in the background processor.

**PS-345170** - The shortfall balance cascade was intermittently not working. The calculations were correct in the first week, but not correct in the next. The deductions were happening twice.

## UI Platform

**PS-351150** - Users were unable to edit or maximize a chart in a Dataview. The enabling three vertical dots on the top of the chart were grayed out.

## WFMaaS

**PS-324499** - When attempting to switch roles, the Manage Timecard tile was showing a "*API-10001 Some Internal Server Error Occurred. Please contact System Administrator*" error.

PS-177019 - Mobile app user tried to punch out on the app and received a message saying the "*Punch Rejected -No Location Data*", despite the fact that Location Services were turned on and were working correctly.

## Pro WFM 2024.R2, Express Upgrade 3

The issues below were resolved for 2024.R2, EU3:

## Scheduling

**PS-343887** - Request to Cover call list was not showing different employees that have the same name. Both should have been on the call list as they are different employees.

**PS-323084** - Intermittent "500" response from the API call to `v1/scheduling/workload_coverage/workload/multi_read`. The error indicates "*canceling statement due to user request*" however it is unclear what is actually canceling these requests.

## Timekeeping

**PS-339727** - Multiple managers were receiving the following error message when accessing employees and attempting to approve their timecards: "*Error A System Error was encountered during CT call*".

## Pro WFM 2024.R2, Express Upgrade 2

The issues below were resolved for 2024.R2, EU2:

### Integrations

**PS-349754** - When downloading a valid zip file from Manage SFTP, the zip was indicated as corrupt when attempting to open with WinZip or 7zip.

## People

**PS-340993** - Terminated employees were not extracted by "*Generic employee data export*" integration as they should have been. The integration should generate data as per the current data in HCM for all active and terminated employees (with lookback period of 30 days).

## Scheduling

**PS-354043** - Valid Employee Requests were going missing and were not visible in the system for approval. The employee submitted a request (such as "Availability change") and it appeared to submit correctly. However, the request never showed up in the manager's Control Center for approval, or in the employee's

Control Center or notifications.

**PS-344763** - Calls to API `commons/chart/data/multi_read` resulted in low available jvm memory.

**PS-320257** - Calls to API `commons/peopleinfo/employmentterms/getEmpTermsData` resulted in low jvm memory.

## Timekeeping

**PS-321300** - Error messages received when when running the Attempted Punch dataview. Error: "*Data within Answers, Device ID, Punch Duration, and 8 more column cannot be retrieved.*" The dataview should open as expected.

## Pro WFM 2024.R2, Express Upgrade 1

The issues below were resolved for 2024.R2, EU1:

## Engines

**PS-340304** - The Schedule Generator was failing and the following error appeared: "*Generator failed. The server is currently busy. Please try again later.*"

## Scheduling

**PS-307456** - A paycode that was configured to not be visible in timecard, schedule planner, employee calendar, etc. was not visible as the Request Subtype default paycode. It should have been visible as the default paycode for the Request Subtype to avoid confusion.

## Pro WFM 2024.R2

The issues below were resolved for 2024.R2.

### Absence Management

**PS-311942 20487401** - Attendance rules could not be applied to some employees.

**PS-243509 19965297** - When re-applying rules using specific dates that began after the date of a balance reset, the balance reset disappeared.

### Activities

**PS-302760 20409085** - Filter settings on the Timecard Activities Summary Add-On did not work if the browser was refreshed.

**PS-281398 20238319** - When the **Show Activities** button was selected, timecard punches were no longer able to be edited and activity time could not be added for the portion of time occurring before midnight.

**PS-250847 20011658** - The Developer Hub documentation for the **Retrieve Net Changes for Activity Shifts** (POST /v1/work/activity\_shifts/net\_changes/multi\_read) API operation contained an incorrect service limit value of 100 employees per call. The service limit has been updated to reflect the actual limit of 50 employees per call.

**PS-247235 2,002,477,020,045,990** - The *site.wfa.calculator.activityTotal.DateToEnableWorkRulePopulationInActivityTotals* Activities system setting (**Administration > Application Setup > System settings > Activities**) was incorrectly changed after the application was updated following the deployment of a major release.

**PS-240457** - Display profiles starting with the name "SBS Kiosk" were displayed in **People Information > Access Profiles > Display Profiles** even though no display profiles with that name had been created (**Administration > Application Setup > Display Preferences > Display Profiles**).

## Authentication

**PS-294498** - Tenants were unable to log in with multi-factor authentication (MFA) and the one-time passcode (OTP). This is resolved.

**PS-252236 20039619** - Employees could not request time off or view their timecards or schedules on terminals if their name contained characters that are not in the ISO-8859-1 standard. Now, the system handles special characters correctly.

**PS-222711 19440222** - Calls to the **Update Multiple Persons** (POST /v1/commons/persons/multi\_update) API operation caused tenants to time out after 8 minutes. The process now completes more quickly and does not time out.

**PS-178400 20547188** - Tenants suffered latency issues, or you could not connect to the tenant. Calls did not establish a connection because handshakes came back with no value, so the connection timed out. These issues are resolved.

## Data Import Tool

**PS-288415 2,029,863,520,305,240** - When attempting to view certain templates in the Data Import Tool, the following error occurred: "Some Internal Server Error Occurred. Please contact System Administrator."

## EDAP

**PS-310210 20478749** - The Open Shift Pay Incentive integration failed when the **EffectiveDateFormat** was set as either *dd/MM/yyyy* or *yyyy/MM/dd*.

**PS-308563 20512611** - The Press Ganey NDNQI Report addressed an API issue that returned an unexpected date format for consecutive dates.

**PS-308405 20512607** - The Press Ganey NDNQI Report displayed an incorrect message when the integration was run for "All Home Locations" by a system account.

**PS-308055 20505296** - The Direct Accrual Donation process generated an error when an accrual donation amount included a leading zero, such as 01:00.

**PS-306575 20430209** - The Dynamic Paycode Allocation for Activities integration displayed a "*No data produced from map*" error when it was actually a partial success.

**PS-305936 20477780** - When an accrual policy contained earned and fixed grants, the existence of the earned grant caused the Prorated Accrual integration to generate an error.

**PS-296053 20378479** - The Working Time Directive Report did not return results when a Hyperfind was selected.

**PS-295852 20384773** - The Schedule Change Attestation Schedule process generated an "*Unknown Error*" message when Multiple Assignment functionality was not enabled on the tenant.

**PS-295773 2,037,411,920,388,800** - The sorting script used by the Transfer Report to SFTP integration did not correctly sort reports by run history. This prevented the integration from selecting the most recent report.

**PS-277679 2,015,541,320,433,340** - When annual leave already existed in the employee timecard, the Leave Loading integration did not apply either the Leave Loading or Penalty Rate amount for subsequent annual leave requests.

**PS-267795** - The GTOR business process generated an error when executing the **PostProcess1** business process template on a tenant where multiple assignments functionality was not enabled.

**PS-241207 19995451** - When calculating absence hours distribution for a pay period, the Dynamic Paycode Allocation for Activities integration incorrectly included bonus and deduction hours. The integration now includes only actual or effective shift hours.

**PS-231692 19912975** - The Flexible Break Adjustment extension failed with a cache index error.

**PS-221675 19330967** - The Mexico 3x3 Overtime integration rounded timecard paycode edits to 1 decimal place instead of 2.

**PS-207289 19175446** - A script error was generated by the Schedule Post Audit Report integration when it encountered a paycode edit that created an open shift.

**PS-171033** - The Press Ganey NDNQI Report:

- Did not correctly handle multiple active certificates that were assigned to an employee.
- Did not add actual worked hours to an employee's assigned certificate when that certificate expired during the reporting period.
- Generated a validation error when an incorrect location was selected.

## Engines

**PS-312066 20519050** - Period Hours rules configured in the Schedule Generation Strategy were not being validated against the last day of the specified date range when the Schedule Generator was run.

**PS-309471 20419695** - A Forecasting batch process task failed when /E was used in the parameter.

**PS-300550 20330719** - When the Schedule Generator was run for a specific week, a generic error message occurred and no schedule was created: *"Error: Schedule Generator failed. Engine exception: Internal error"*.

**PS-260915 20092278** - Slow processing times when running Machine Learning Training Predictions on a non-production tenant were causing delays for additional Forecast testing.

## Forecasting

**PS-310706 20516338** - A custom driver was not available after generic departments were created.

**PS-310045 20512615** - User were unable to save new hours in the Create Regular Hours section of Hours of Operation.

**PS-241215 19366288** - Metrics and KPIs did not display volume data in the Operational Dashboard.

## Healthcare Productivity (HCP)

**PS-299464 20412050** - The Healthcare Productivity Payroll Import Integration produced exception files that contained different date formats. Now the exception file contains only the correct date file format (MM-DD-YYYY).

**PS-296444 20333757** - Healthcare Productivity Volume Import Integration runs indicated success, but the process logs showed errors in the Groovy script to merge records. The integration runs did not update the volume data. This issue has been resolved.

**PS-286214** - The Healthcare Productivity Payroll Import Integration failed to run and produced an uninformative error message: *"The operation failed due to some internal error"*. You could not resolve payroll exceptions without detailed information about exceptions. Testing determined that this issue was intermittent.

**PS-324740** - Healthcare Productivity reports - including the Productivity Detailed Hours Daily Report - can be exported only to PDF, Excel, and Interactive formats, and not to other formats such as PowerPoint. Notes in the online help topics were updated to clarify this limitation.

## Information Access

**PS-310265 20498491** - When filtering a Dataview, the name of the filter listed at the top of the Refine panel did not match the name of the filter that was applied.

**PS-293546 20259279** - Custom Analytics tiles displayed this error instead of information from the associated Dataview: *"Unable to resolve Location-Qualifier for the specified request"*.

**PS-287795 20272652** - When creating a new "Business Structure Time Series View" Dataview, after selecting Category for Location Type and then attempting to add columns, the selection list was empty.

**PS-266800 20099618** - Employee names were not sorted correctly in a Dataview if the first letter of the name had an accent.

## Integrations

**PS-286408 20186744** - The **Create or Update Integration List Parameters** (POST `/v1/platform/integration_list_parameters/apply_update`) API operation did not create or update integration list parameters as specified in the request but instead prefixed "null\_" to the specified names of the integration list parameters.

**PS-220681 19251560** - Filters were cleared and reset if a scheduled integration was deleted. This issue has been resolved.



**PS-351428** - Results of integration runs are retained typically for 90 days. Older records can be retained if the daemon failed to purge records because of a throttling limit, such as if CPU usage is consistently above 65%.

## People

**PS-297413 20347705** - The definition in the Developer Hub of the `mfaRequired` property has been enhanced as follows: "A Boolean indicator of whether or not Multi-Factor Authentication (MFA) is required by an employee extension. **Note:** You can enable or disable MFA for managers only if the global property `global.authentication.mfa.manager.override` is true. By default, MFA is enabled for basic authentication of new users and managers."

**PS-283270 20238665** - In People Information, after duplicating an employee record and then saving, the time entry method was not saved.

**PS-266929 20103835** - In the People Editor, changes made to an employee's job preference were not getting saved.

**PS-176225 18791649** - The MFA Required option remained available in People Information even when the MFA Required access control point (FACP) was set to Disallowed. This issue has been resolved.

**PS-291136 20320708** - In rare cases, the **Retrieve Persons** (`POST /v1/commons/persons/extensions/multi_read`) API operation returned incorrect sign-off information.

## Ready WFM Integration

**PS-303042 20459511** - In certain circumstances, the Pro People Import integration pack (HCMPeopleImport-v2) incorrectly terminated employees and threw an error when the Retrieve Profile Field Maps (`POST /v1/commons/profiles/profile_field_mappings/multi_read`) API operation returned an HTTP status code "207 Partial Success" response during the integration run. The integration now retries the call when a "207 Partial Success" response is received and no longer terminates the employee.

## Reporting

**PS-300532 20493257** - FTPT reports could not be duplicated.

**PS-293437 20330572** - Configured default parameters did not apply in Custom Reports.

**PS-292038 20316796** - Custom and Custom Read Only Reports could not be deleted.

**PS-277828 2,008,283,220,184,190** - Existing RDO could not be saved as a new entity.

**PS-187539 18783983** - Master Report Template properties could be overwritten by uploads of common design properties via Manage Read Only Report artifacts.

## Scheduling

**PS-315683** - Enhanced the **Retrieve Locations by External IDs** (POST `/v1/commons/locations/external_ids/multi_read`) API operation with the optional Boolean request payload property `returnAllMatches`, which enables the new behavior, along with the new property `endDate`, which determines the date span for the `external_ids` returned. This new functionality allows multiple mappings to be returned whenever multiple revisions exist during a given date span and whenever multiple different locations use the same `external_id`.

**PS-311898 20551657** - In the Schedule Planner, when managers attempted to transfer an employee to another department that was within the manager's job transfer set, an error occurred stating that they did not have that department in their job transfer set.

**PS-310873 20519348** - UKG Pro Mobile App users had to press and hold a date on the My Absence Calendar to select the date. Users can now select dates on My Absence Calendar using a brief tapping gesture.

**PS-307484 20487674** - The Developer Hub documentation for the **Retrieve Schedule** (POST `/v1/scheduling/schedule/multi_read`) API operation sometimes included an incorrect response model. The root cause was identified and addressed.

**PS-307454 20501572** - Teams created by a manager using a private Hyperfind were not visible or accessible to other managers. If the manager who created the team left the company, their teams could not be edited, and employees assigned to those teams could not be assigned to a team created by another manager. Now, any manager whose Team Definition Setup Extended Access FAP is set to Allowed can see and edit teams created by other managers.

**PS-306478 20487410** - When using a browser on an iOS device, managers were unable to successfully delete a segment from a shift in the Schedule Planner.

**PS-305349 20414110** - When attempting to open or edit a published report, the following error message would sporadically display which impeded users from modifying their reports: *WFM-COMMON-1234: Failed to retrieve some date from the providers.*

**PS-303298 18763193** - When managers modified a published schedule to add a segment tag to an employee's shift, the employee did not receive a notification of the change.

**PS-302232** - In rare cases, calls to the **Retrieve Paginated List of Locations** (POST `/v2/commons/locations/multi_read`) API operation would time out due to a performance issue when many revisions had been made per node. The root cause was identified and addressed.

**PS-300843 20437379** - When the **Retrieve Requestable Open Shifts** (POST `/v1/scheduling/employee_open_shift_requests/open_shifts/multi_read`) API operation was called with an invalid request subtype, the error response included unnecessary and unclear information. The API now returns the invalid request subtype as part of the error response.

**PS-297504 20392318** - Day and month labels in calendars used in the application were displayed in English instead of Chinese. Day and month labels are now displayed in the language appropriate for the locale.

**PS-295534 20379231** - When the **Retrieve Employee Schedule** (GET `/v1/scheduling/employee_schedule`) API operation was called with an invalid symbolic period, the error response included unnecessary and unclear information. The API now returns the invalid symbolic period as part of the error response.

**PS-295522 20379116** - The **Retrieve Employee Schedule** (GET `/v1/scheduling/employee_schedule`) API operation incorrectly threw an HTTP status code 500 Internal Server Error when an invalid *order\_by query* parameter value was passed.

**PS-294146 20292821** - The Staffing Plan by Zone report incorrectly listed two open shifts for a certain date and location when only one open shift was available.

**PS-291918 20288883** - When a multiple assignments employee used My Calendar to submit a Request to Cover, the application did not always display the buttons needed to assign or submit the request. This issue occurred when only a single request subtype was available to the employee.

**PS-291375 20129236** - The application did not correctly apply Symbolic amounts to Timeoff Requests, resulting, for example, in a full day being taken when a half day had been specified for the time-off request's duration.

**PS-290223 20056722** - In Open Shift notifications sent to managers when employees requested open shifts, the one-click navigation link included in the notification occasionally did not take the manager to the correct day corresponding to the request.

**PS-287745 20181270** - An Open Shift Count metrics indicator (**Staffing - Open Shifts**) was not being displayed on the Metrics tab in the Schedule Planner.

**PS-286224 20241097** - For a specific job in multiple locations in the Business Structure, shifts that had been posted did not display with a Posted status in the Manage Schedule Posting panel in the Schedule Planner.

**PS-284798** - Users were unable to search for an available Labor Category when performing a timecard transfer.

**PS-283276 20244197** - When updating a shift in a schedule, the **Update Schedule for Multiple Employees** (POST /v1/scheduling/schedule/multi\_update) API operation did not correctly resolve job paths when a date range was not specified and a qualifier was used in *orgJobRef*. The API now correctly resolves such references without an explicitly specified date range.

**PS-277362 20192859** - Several API operations could throw an HTTP status code 500 Internal Server Error when extremely large numbers of employees were inadvertently loaded by a backend service. The root cause was identified and corrected.

**PS-276063 20162847** - The Dataview column Timeoff Request Item *End Date* did not display the correct date for time-off requests that crossed the day divide.

**PS-275918 20040635** - The **Retrieve Persons** (POST /v1/commons/persons/extensions/multi\_read) API operation's *availabilityPattern* property is deprecated because the Availability Template data access profile no longer exists. The Developer Hub documentation for this property has been updated to note the deprecated status.

**PS-275703 2,002,824,020,432,270** - The No Save rule violation was not triggered as expected when an employee who was assigned to a shift did not have the required skill specified in the job's organizational rule set.

**PS-275576** - When a manager attempted to cancel a previously approved time-off request, the error "*Error: Some unknown error occurred, error details not available*" was displayed.

**PS-274705 20161849** - Improved performance of the **Post or Unpost Schedule** (POST /v1/scheduling/schedule\_management\_actions/apply\_update) API operation, which sometimes timed out and returned an HTTP status code 504 Gateway Timeout error.

**PS-269460 20107124** - In the Schedule Planner, when a multiple-assignment employee had an assignment that was no longer active, managers who previously did not have access to the employee were incorrectly able to view and edit the employee's schedule.

**PS-267034 20098189** - In the Employee Schedule – Weekly report, an extra space was incorrectly included in the job name portion of the business structure path.

**PS-266660** - The application exhibited high memory usage and poor performance when the Adjust Breaks Automatically setting was enabled for the Self-Schedule request subtype.

**PS-250800 20018306** - When a Schedule Builder batch job was run, it failed with the following error message that did not explain what caused the failure. "*ESPAssignmentExceptionFactory: RECORDS\_NOT\_FOUND*".

**PS-250667 20002698** - After an employee who had been assigned as a temporary employee subsequently was assigned as a full-time employee, that employee was still being paid using the labor category for a temporary employee.

**PS-241505 19940538** - Enhanced the Developer Hub documentation for the **Retrieve Employee Schedule Changes** (POST /v1/scheduling/schedule/changes/multi\_read) API operation to clarify behavior.

**PS-240657 19972173** - The Schedule Rule Override that was set in People Information for the **Maximum days that the employee can be scheduled per period** schedule rule was ignored and caused an incorrect No Save rule violation in the Schedule Planner.

**PS-240333 19354525** - The application did not display notifications in Control Center or send email to notify employees when an open shift visibility period opened.

**PS-234148 19317995** - Unexpected characters and data were incorrectly being displayed in employee schedule change notifications.

**PS-229770 19239903** - When managers attempted to perform a Quick Post in the Schedule Planner after applying a schedule pattern to all employees in the selected location, an error occurred: "*Error posting period consistency validation failed for index 0: Each location must have an id or qualifier*".

**PS-224495 19491897** - The application exhibited slow responsiveness when editing the **All Access > Scheduler Setup** setting in the Generic Data Access Profile (GDAP).

**PS-268057** - Enhanced the following API operations to include shift details in the response:

- Retrieve Shift Swap Requests as Manager (POST /v1/scheduling/manager\_swap/multi\_read)
- Retrieve Shift Swap Requests (POST /v1/scheduling/employee\_swap/multi\_read)

**PS-223000 1,874,004,219,345,310** - Employee information in the Staffing Plan by Zone report was incorrectly displaying employee information on the next page of the report instead of flowing to the next column on the current page.

**PS-222777 19255564** - When attempting to delete a schedule period in **Application Setup > Scheduling Setup > Schedule Periods**, the generic *"Some Internal Server Error Occurred. Please contact System Administrator"* error message displayed and the schedule period was not deleted.

**PS-222754 19351454** - When creating a schedule pattern with a future-dated orgJob using the **Create Employee Schedule Pattern** (POST /v1/scheduling/employee\_schedule\_patterns/apply\_create) API operation, the call would fail with an error message of *"could not be found, or you do not have access rights to it."* The API now supports creating schedule patterns with future-dated orgJobs.

**PS-222269 19279685** - In **Application Setup > Staffing Setup > Staffing Matrix**, when an existing staffing matrix display name was edited to change the capitalization, the changes did not take effect after **Save & Return** was selected.

**PS-199692** - When users with limited job access edited an Organizational Set, jobs that they did not have access to were incorrectly removed from the Organizational Set.

**PS-178406 18431176** - In **Application Setup > Business Structure Setup > Organizational Sets**, the Locations Selected list displayed the locations in no particular order when they should have been listed in alphabetical order so that similar unit jobs would be grouped together.

**PS-175970 18692522** - The application did not display notifications to managers in Control Center when a leave status changed from Suspended to Pending.

**PS-174027 18365770** - The following API operations now have enhanced validation to ensure they correctly enforce rules around various behaviors that should only be executed by employees or managers:

- Retrieve Availability Request by ID  
(GET /v1/scheduling/employee\_availability\_requests/{id})
- Retrieve Availability Pattern Request by ID  
(GET /v1/scheduling/employee\_availability\_pattern\_requests/{id})
- Retrieve Availability Requests as Manager  
(POST /v1/scheduling/manager\_availability\_requests/multi\_read)

- Retrieve Availability Pattern Requests as Manager  
(POST /v1/scheduling/manager\_availability\_pattern\_requests/multi\_read)

**PS-170453** - Browsers crashed with *Out-of-Memory* errors when you created a hyperfind to return over 20 job records.

**PS-241043** - The list of metrics indicators in the drop-down menu did not match the list in the Metrics setup page (**Application Setup > Scheduler Setup > Metrics Setup > Metrics**). The lists are corrected now and show the same metrics indicators.

**PS-291009 20275224** - In the Schedule Planner, the amount of hours displayed in the Scheduled Totals column was incorrect when there was a shift guarantee on the shift and a break was the last segment on the shift.

**PS-188857** - Enhanced the **Retrieve Marker Types** (GET /v1/platform/change\_indicators) API operation to capture Schedule Tag changes.

## Talk

**PS-296508 20372417** - From the **Administration Dashboard > Roles** page, when admins selected a user role to assign, an error prevented assigning the selected role to users.

**PS-276815 20200543** - In the Talk Administration Dashboard, the behavioral metrics on the Analytics page incorrectly reflected UTC time instead of the local time of the Talk user currently logged in.

**PS-267049 20062365** - In the Talk Administration Dashboard, the behavioral metrics on the Analytics page incorrectly reflected UTC time instead of the local time of the Talk user currently logged in.

**PS-254119 20084655** - When a non-admin user navigated to the Talk Apps page and clicked Survey, the Survey page would not load.

## SDM

**PS-233410 19437246** - When users attempted to migrate an Organization Set from a testing to production via SDM and clicked "Find Dependencies," the system generated the following error: "*Error SDM-10025: Organization Map list of ancestors for the given nodes not found.*"

## Suite Integration

**PS-301901 20439576** - When an employee's multiple assignment records were updated, the Pro People Import integration pack was returning the error: "A property value is required, but was not specified. Property - OrganizationPath" and was not synchronizing the records.

## Timekeeping

**PS-313199 20541764** - A duration paycode was added to the timecard on a specific day causing the accrual balance for that duration to become negative. Consequently, durations that were not related could not be added to the day before or the day after this paycode entry.

**PS-312128 20541712** - When an auto-resolved exception for Core Hours was used on a holiday, the daily totals in the timecard grid were incorrect. The timecard Totals tab showed the correct daily totals.

**PS-310138 20450249** - When using the Employee Search to open a terminated employee's timecard, the timecard had no items to display for the previous pay period.

**PS-307613 20378195** - When a manager ran a report for a specific date range, the report returned no data, and an error message was received. When another manager ran the same report, the report ran and returned data as expected.

**PS-306604 20436355** - When attempting to save a transfer in the timecard, an error message was received.

**PS-303808 20427694** - The analyze accruals tool and the Accrual Detail Report with Running Balance did not display accurate data on leave takings.

**PS-302195 20457105** - On at least 2 occasions when a global time-off request was applied to signed-off time, duplicate historical corrections were generated.

**PS-301977 20457799** - For a specific employee on a specific date, the "Worked Hours" paycode could not be deleted. The following error message was received: *"An unexpected error has occurred. Please contact your System Administrator."*



**PS-301891 20457381** - The **Delete Labor Category Entries** (POST /v1/commons/labor\_entries/multi\_delete) API operation did not allow objects to be specified in the request payload by qualifier as described in the documentation. The API now supports deleting by qualifier.

**PS-301100 20424618** - After editing an adjustment rule, which included editing the trigger, creating a new effective dated version, and editing the name, the changes were applied to the previous effected dated version as well as the newly created version.

**PS-301058 20356476** - Enhanced the **Retrieve Timecards as Manager** (POST /v1/timekeeping/timecard/multi\_read) API operation to return timezone qualifiers as well as IDs for workedSpans properties.

PS-298840 20328220 - After signing off the timecard, the balance cascade total changed.

**PS-297505 2,032,702,120,392,910** - When attempting to sign off one specific employee's timecard, the following error was received even though the previous pay period was selected: *"Must have previous period selected to signoff."* When reviewing the status of the background processor, this employee was excluded from processing.

**PS-295798 20383475** - The **Retrieve Paycodes as Manager (Deprecated)** (GET /v1/timekeeping/setup/pay\_codes) API operation sometimes incorrectly returned duplicate pay code objects in the response. The root cause was identified and corrected.

**PS-295641 20299741** - Employee shortfall was projecting beyond the current pay period, causing incorrect accrual balances. A new global system setting (*global.WtkTotalizer.PreventFutureShortfallProjection*) is available to control this behavior.

**PS-295078 20349130** - The Payroll Extract Service /payroll/staging/async request failed to stage the payroll table after numerous status check requests, due to a cross-transaction exception that occurred in the datastore.

**PS-294217 20216029** - After right-clicking a punch in the timecard and then selecting Edit, a manager removed the labor category from a business structure transfer but the removal did not save.

**PS-290717 20194279** - In the timecard, employees received incorrect grants and the correct grant qualifiers were not followed.

**PS-289172 20296878** - During periods of peak usage, the application was unable to accept punches that used Attestation workflows.

**PS-287492 2,001,112,420,408,580** - The device Download action intermittently failed with this action error: *"Download package building failed for Employee totals"*.

**PS-280897 20090630** - After making changes to the Pay Code Distribution, when viewing totals in the timecard Rule Analysis Tool, the updates were not reflected.

**PS-273558 20145489** - When editing a Holiday Profile, after removing the Holiday Credit Rule and then clicking Save, the Holiday Credit Rule returned.

**PS-271532 19900840** - When viewing a Dataview that had the "Actual Total Pay Period Number" column, the value that appeared was not the correct number that the pay period was occurring on for the year.

**PS-266848 20038301** - For the "site.timekeeping.historicalCorrectionsPersistingWithoutEditPermission.comment" system setting the selected comment was "Correction saved without access". When testing the implementation of the system setting the comment that appeared was "Rejected Similar".

**PS-254331 20084756** - The **Retrieve Pay Period Timespans** (GET /v1/commons/pay\_period) API operation displayed an incorrect response model on the Developer Hub. The root cause was identified and the Developer Hub now displays the correct response model.

**PS-254026 20006492** - In certain situations, the **Bulk Import Paycode Edits** (POST /v1/timekeeping/pay\_code\_edits/import) API operation threw an HTTP status code 500 Internal Server Error. The root cause was identified and a solution implemented.

**PS-252581 20059853** - In the timecard Employee Summary page, when attempting to add a work rule transfer that had been used one time before, the transfer could not be added.

**PS-241005 19940612** - In a custom tile, several links navigated to different areas of the People Information page. When any link was selected, the area of People Information unexpectedly included an option to edit the Position Code field.

**PS-240620 19951442** - The **Export Payroll Asynchronously** (POST /v1/commons/payroll/export/async) API operation threw an HTTP status code 500 Internal Server Error when too many requests were in process on the same tenant simultaneously. The root cause was identified and corrected.

**PS-240323 19997918** - When attempting to open or delete a work rule, the following error message was received: "Cannot refresh an object which is not persistent."

**PS-234626 19916445** - In People Information, after assigning a new work rule to an employee and then saving, the work rule was not saved, and an error message did not appear to indicate that the work rule was not saved.

**PS-234247 19913001** - In the timecard, target hours were not calculated correctly after the contributing paycode list had been changed.

**PS-233872** - Enhanced the **Retrieve Timecard Data for Multiple Employees** (POST /v1/timekeeping/timecard\_metrics/multi\_read) API operation to include the following new select options:

- *CONTRACT\_TOTALS*
- *SHIFT\_CONTRACT\_TOTAL\_SUMMARY*
- *DAILY\_CONTRACT\_TOTAL\_SUMMARY*

**PS-229999 19520374** - Approaching Overtime alert notifications were not received if the employee also punched for a break during their shift. If the employee only punched in and out and did not punch for a break the alert notifications were received as expected.

**PS-229938 1,951,055,119,900,010** - When viewing an Adjustment Rule that had several versions, each with data configured, the version for the current date did not show any data configured even though no changes had been made to the Adjustment Rule.

**PS-226615 19165932** - The system used rounded punch times on unscheduled shifts instead of the actual punch times when triggering assignment work rules.

**PS-225534 19111785** - In certain situations, the **Add Rule Version to Percentage Allocation Rule by ID** (POST /v1/timekeeping/setup/percentage\_allocation\_rules/{id}) API operation threw an unhelpful transaction assistant error. The API now returns a more helpful error condition in those scenarios.

**PS-224596 19503017** - The **Create Employment Term** (POST /v1/timekeeping/setup/employment\_terms) API operation displayed an incorrect request model on the Developer Hub. The root cause was identified and the Developer Hub now displays the correct request model.

**PS-223306 19372519** - For some employees that had justified exceptions in their timecard, a Dataview still indicated that the exceptions were unreviewed.

**PS-223221 1,949,149,819,492,390** - The **Retrieve Timecards as Manager** (POST /v1/timekeeping/timecard/multi\_read) API operation sometimes timed out while processing very large request payloads. Implemented a service limit on new tenants and performance monitoring on existing tenants to preserve backwards compatibility.

**PS-223012 19253428** - A duration paycode with an attached work rule was added to the timecard. During the same pay period, the work rule that was attached to the duration paycode changed but the timecard did not reflect the change.

**PS-222845 19109616** - When attempting to run a Dataview that contained a job that was end-dated on the business structure and contained terminated employees, no data was returned and the following error was received: *"Data within Apply Date, End Date Time, End Time and 5 more columns cannot be retrieved. Contact your system administrator."*

**PS-221593 19255114** - It could not be determined why an employee had historical corrections for a specific date (31/12/2023).

**PS-220846 19233140** - In the timecard, after an employee went through an attestation workflow they were not able to approve their timecard.

**PS-220810 19094461** - In the timecard, the Overtime icon was not visible on the last day of the pay period when the selected timeframe was Previous Schedule Period, Current Schedule Period, or Next Schedule Period.

**PS-220414 18878818** - After making a historical correction and selecting the Include in Totals option, upon save the Include in Totals option did not save. In addition, the historical correction was not paid even though the Include in Totals option was selected.

**PS-216342 19279444** - In the timecard, a paycode edit for PTO triggered an accrual overdraft even though the employee had an available balance.

**PS-178161 18922287** - Employees were not able to view Comments and Notes in the timecard from a mobile device. They could see them when using a browser.

**PS-173768 1,842,669,118,426,700** - An unexpected Early Out exception was noted in the timecard when a sick paycode was entered for an employee's scheduled Saturday and Sunday hours.

**PS-165163 16655759** - An employee received a grant expiration for a grant that had already been used in the previous year.

**PS-310099** - The **Retrieve Timecard Data for Multiple Employees** (POST /v1/timekeeping/timecard\_metrics/multi\_read) API operation was enhanced to expose **secondsAmount** in order to export data with a higher precision for Accrual transactions and allow PTO data to be available with 6 decimals.

## UDM

**PS-312681 20559325** - The "Error: Duplicate key Labor Transfer" issue that occurred with Configurable Transactions has been resolved.

**PS-311503 20487546** - Location transfer punches entered at an InTouch DXG2 device appear in timesheets.

**PS-298178 20393128** - Changes to **Device Configuration Profile > Select Default Transactions** can be saved when saving a default transaction to something other than "punch."

**PS-270058 20138432** - Timestamps produced by device actions such as **Devices > Troubleshooting > Test Device** reflect EST/EDT when viewed with SUPPORT-LEVEL3 users.

**PS-241608 1,921,321,919,973,630** - When the person record Locale Policy is specified as Polish and the Language at the device is also specified as Polish, the TOR Calendar dates are now selectable at the device.

## UI Platform

**PS-298373 20398463** - When the Call Log Audit was displayed on the Audit tab in the Schedule Planner, the Employee drop-down incorrectly wrapped to the next line when the zoom was set to more than 100%.

**PS-241264** - In the timecard, when navigating between the different add-on tabs (Totals, Accruals, and so on) the tabs would all appear blank.

## UltiPro Integration

**PS-286202 20277719** - In certain circumstances, the Pro People integration pack (*UltiProPeopleImport-v1*) was reassigning expired certifications instead of assigning the currently active assignment for the same certification.

**PS-276835** - When the Pro People integration pack (*UltiProPeopleImport-v1*) ran, it failed with the following error: *"Error executing data process; Caused by: No such property: outjson for class: script\_bafd440e\_832."*

**PS-276069** - When the Pro People integration pack (*UltiProPeopleImport-v1*) ran a full data sync, it failed with the error, *"Unsuccessful response code received from [School Calendar Profiles multi\_read]. 413"* because the batch size request was over the server's maximum limit of 20 records.

## WFMaaS

**PS-291174 20307964** - On AuthN-authenticated tenants, client credentials could not be created, and the data import tool generated errors. Now, a change to deriving the client secret lets you log in without these issues.

**PS-282568 20162213** - The **Create or Update Hyperfind Queries** (POST /v1/commons/hyperfind/multi\_upsert) API operation threw errors when certain combinations of nested filters were specified in the request payload. The root cause was identified and corrected.

**PS-279199 20203677** - Hyperfind did not always display expected results.

**PS-275281 20163548** - Scheduled runs of the HCM Employee Import and POS Import integrations failed even though the runs are scheduled 8 hours apart. Logs did not identify the trigger time of the runs, so diagnostic logs were added. This issue has been resolved.

**PS-271547 20106731** - The **Retrieve Batch Job Statuses** (POST /v1/platform/batch\_processing/batch\_job\_status/multi\_read) API operation threw HTTP status code 500 Internal Server Errors when the launchDate property was not specified in the correct format or the createdBy property was null in the request payload. The API now returns actionable and descriptive 400 error messages.

**PS-271387 20058003** - The **Execute Hyperfind Query** (POST /v1/commons/hyperfind/execute) API operation failed to allow a full-year timespan when executed against a leap year. The API has been updated to support leap year-length timespans.

**PS-253724 20068010** - When creating a new location or updating an existing location on the Business Structure, the following error was received: *"User does not have access to Currency Policy with Action."*

**PS-251288 20050625** - The application did not recognize setup items that were added to a Generic Access Data Profile (GDAP) after the GDAP was configured using the Full Access setting.

**PS-250717 19908350** - The application displayed errors like *"WFP-00950 The value is not valid for the property"* when importing .zip files into Setup Data Manager (SDM) the first time. The file imported without error if it was imported a second time. Files now load correctly the first time they are imported into SDM.

**PS-177141** - The Public Holiday Paycode Import integration failed with an uninformative error message: "*API-10001: Some Internal Server Error Occurred. Please contact System Administrator*". This issue has been resolved.

**PS-176512 18769632** - When the employee submitted a time-off request after 4:00 PM, the Submit Date displayed in the notification was the date of the next day.

**PS-165353 19970896** - After installing Pro WFM version 09.04.00 (R9U3), labels for these time-off request settings in Japanese locales were incorrectly changed:

- 1st Half
- 2nd Half
- Full

## Workflow

**PS-308738 20518036** - When using Setup Data Manager to import process models, the display of custom stencil set model components that included collapsed subprocesses reverted to generic version of the stencil set component. Only the display on the workflow canvas was affected; functionality remained intact.

## Known Issues

There are no Known Issues in this release.





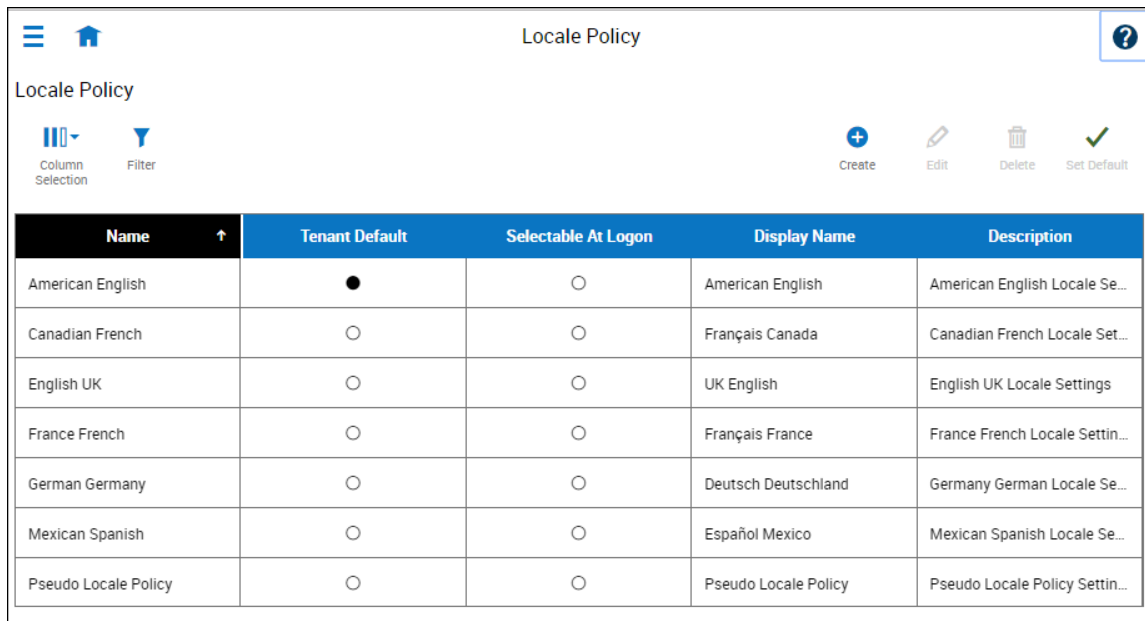
## International and customization considerations

Besides US English, Pro WFM provides translation of the application into the following additional languages:

- Chinese (Hong Kong) also called Traditional
- Czech
- Dutch (Netherlands)
- English (UK)
- English (US)
- French (Canada)
- French (France)
- German (Germany)
- Italian (Italy)
- Japanese (Japan)
- Korean (Korea)
- Polish
- Portuguese (Brazil)
- Spain (Mexico)
- Spain (Spain)
- Swedish (Sweden)

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 Pro WFM is hosted in the cloud, implementation considerations are minimal, but you should be aware of the following.

- [Pro WFM device-specific support on page 69](#)
- [Pro WFM supported data-collection devices \(terminals\) on page 70](#)
- [Implementation considerations on page 69](#)
- [Homepage wallpaper on page 71](#)
- [Enhanced Branding Capabilities on page 71](#)

## Pro WFM device-specific support

Pro WFM 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 10/11	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

## Pro WFM supported data-collection devices (terminals)

Pro WFM supports the following devices:

Device Type	Part Number	Minimum Software/Firmware required
UKG 4500*	8602000-xxx	Not supported
UKG 4500*	8602004-xxx	Not supported
UKG 4500*	8602800-0xx through -499	Not supported
UKG 4500*	8602800-500 through -999	Not supported
UKG InTouch 9000	8609000-xxx	02.02.02 and greater
UKG InTouch 9100	8609100-xxx	03.00.02 and greater
UKG InTouch DX	8610000-xxx	All versions

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

## Accessibility support in Pro WFM


You can access most features of Pro WFM using low vision accommodations, the keyboard, and common screen readers. Supported screen readers are JAWS (with Chrome browser) and NVDA (with Firefox browser) on Windows, and VoiceOver (with Safari browser) on MacOS and iOS. The online help includes component-specific guidelines.

For more specific component information, refer to the MasterTopics > Accessibility > Accessibility help topic.

## 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.

