Chapter 4
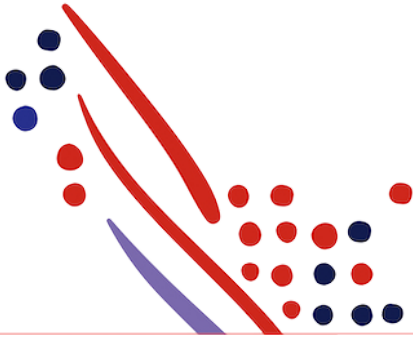
Known Issues and Limitations

from Worker Hire Event API Guide for ADP Workforce Now Guide

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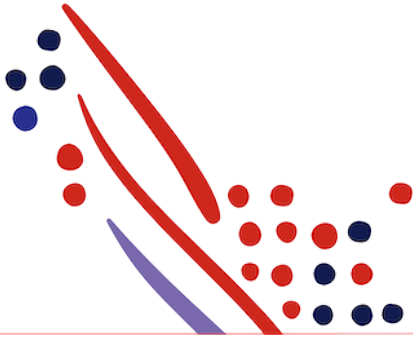Windows is a registered trademark of the Microsoft Corporation.

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Chapter Contents

Known Issues and Limitations

US778378: Proper error messages for Worker Hire Event API validation failures

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

When using the Worker Hire Event API (**worker.hire**), it generates a generic error message when the data fails for ADP Workforce Now validation, such as Social Security Number (SSN), Tax ID, and so on.

For example:

{"processMessageID": {"idValue": "MAS_ERR_ProvisionAOIDGenericError","schemeName": "processMessageID","schemeAgencyName": "WFN"},"messageTypeCode": {"codeValue": "error"
},
"userMessage": {"messageTxt": "You cannot add new hire XXXXX. Contact the ADP service team for more information."}}

The issues are the following:

- API is not generating the exact error message and the partner application doesn't understand the issue. Also, some of the time in the new hire record was created by the API even though the previous response is returned, which causes confusion.
- Client practitioner will have to login to ADP Workforce Now and resolve the issues in the queue, which is not desirable. The partner doesn't expect the client practitioner to be involved in this integration.

From a partner perspective, there should be a better approach for this problem. Some of the suggestions are as follows:

- API should throw the proper error message when there is a failure in validation.
- API shouldn't insert a record when there is a validation issue.

Suggested Workaround

There are no workarounds available.

US919724: Worker Hire Event API doesn't support the FLSA codelist

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

The ADP Partner needs to send Fair Labor Standards Act (FLSA) values for new hires using the POST **worker.hire**. Therefore, the Worker Hire Event API (**worker.hire**) needs to support the FLSA codelist.

Suggested Workaround

There are no workarounds available.

US978652: Worker Hire Event API doesn't support international hiring

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

The Worker Hire Event API doesn't support international templates.

Suggested Workaround

There are no workarounds available.

US1064496: Support State Worked In field in the request payload

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

The Worker Hire Event API doesn't support the **State Worked In** field in the payload when posting **worker.hire**. This situation occurs when the worker is scheduled to work in a different state than specified by the template defaults.

Suggested Workaround

There are no workarounds available.

US929278: Support SUI/SDI fields in the request payload

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

The Worker Hire Event API doesn't support the State Unemployment Insurance or State Disability Insurance (SUI/SDI) fields in the payload when posting, so HR practitioners don't need to manually re-enter these values from the user's system to ADP.

Suggested Workaround

There are no workarounds available.

US1242488: Worker Hire Event API should support all standard templates other than HR + Payroll and Payroll Only

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

The following fields are not supported by the Worker Hire Event API.

Template Applicable	Section	Field Name	Field Description
HR + Payroll	**Employment**	**Supervisor**	Select the name of the person who supervises the employee's Time and Attendance activities, such as reviewing timecards.
HR + Payroll	**Employment**	**Supervisor Position**	Select, if this hiring is done for a Supervisor position.
HR + Payroll	**Employment**	**Management Position**	Indicates the position as manager.
HR + Payroll	**Employment**	**EEO Establishment**	Select the Equal Employment Opportunity (EEO) establishment where the new hire will work to comply with EEO reporting laws. An establishment is an economic unit which produces goods or services, such as a factory, office, store, or mine. In most cases, the establishment is at a single physical location and is engaged in one, or predominantly one, type of economic activity.
HR + Payroll	**Employment**	**EEOC Job Classification**	
HR + Payroll	**Employment**	**Home Cost Number**	Select the primary cost center in which the employee works. Narrow your search by entering one or more alphanumeric characters in the cost number. Continue scrolling to locate your cost number.
HR + Payroll	**Employment**	**Officer/Owner**	
HR + Payroll	**Employment**	**NAICS Worker's Comp**	Identifies the NAICS (North American Industry Classification System) Workers' Compensation code for Wyoming Workers' Compensation reporting. If your company uses this field to identify the type of work Wyoming employees perform, indicates the 6-character NAICS

			code that applies to an employee. These codes are set up in the NAICS Workers' Comp validation table
HR + Payroll	Employment	Self Employment Individual (SEI)	Select from the following: • **More than 2% S-Corp** - If the individual owns more than 2% of this S-Corporation. • **Partner / Sole Proprietor** - If the individual is either: a Sole Proprietor or a Partner of a Partnership. A Partnership would include a General Partnership, Limited Partnership (LP), or Limited Liability Partnership (LLP). • **LLC Member taxed as Partnership** - if the individual is a member of an LLC that is taxed as a Partnership or a Single Member LLC. • **LLC Member taxed as S-Corp / More than 2% Member** - If the individual is a member of an LLC that is taxed as an S Corp and the individual's ownership interest is greater than 2%.
HR + Payroll	Employment	How will this employee complete Form I-9	
HR + Payroll	Employment	E-Verify Work Location	Select the location where the employee will work. If you will use E-Verify to determine this employee's eligibility to work in the U.S., then you must select a specific location. Otherwise, select Not Applicable. You cannot leave this field blank.
HR + Payroll	Payroll	Pay Group	Select the pay group reflecting the employee's assigned pay period end date. For example, use **Period End Date 1** on Checks, use **Period End Date 2** on Checks, and so on.
HR + Payroll	Payroll	Data Control	Select the company-defined character string that will be used to initiate data-based payroll calculations for the employee. For example, a uniform allowance for production crew A.

HR + Payroll	**Payroll**	**Clock**	Select the company-defined character string that will be used to enter values or initiate data-based payroll calculations for the employee.
HR + Payroll	**Payroll**	**FLSA OverTime**	Select this box, if your company is set up for the FLSAOT calculation routine, to confirm that the employee's overtime earnings for this pay period will be calculated per the FLSAOT routine. The calculation should include only nondiscretionary payments (such as bonuses) that you entered by work week and impacts overtime paid within this weekly/biweekly pay period. If any nondiscretionary payment needs to be calculated into the OT rate for prior pay periods or for frequencies other than weekly/biweekly, contact your payroll service representative for assistance.
HR + Payroll	**Payroll**	**Custom Area 1**	Enter custom information used to define an employee or company, such as a mail stop number or telephone extension.
HR + Payroll	**Payroll**	**Custom Area 2**	Enter custom information used to define an employee or company, such as a mail stop number or telephone extension.
HR + Payroll	**Payroll**	**Custom Area 3**	Enter custom information used to define an employee or company, such as a mail stop number or telephone extension.
HR + Payroll	**Payroll**	**Custom Area 4**	Enter custom information used to define an employee or company, such as a mail stop number or telephone extension.
HR + Payroll	**Payroll**	**Tipped Employee**	Indicate whether the employee's wages will include tips. This value is not sent to ADP. To identify tipped employees for payroll processing purposes, use the **Clock & Data Control** page under **Pay Profile > Other Pay Settings**. in the ADP Workforce Now UI.
HR + Payroll	**Payroll**	**Wage Entity**	Select the value that describes the new hire's state plus wage entity. Verify this value before you select it, as there is no way to correct a wage entity within a processed payroll. To delete an incorrect value for an employee, you must select and save a blank (null) value. If you turn off the Tip Credits or the Wage Garnishment feature for a company, the wage entity values will be retained for future use, but the field will be hidden.
HR + Payroll	**Tax**	**Federal Marital Status**	
HR + Payroll	**Tax**	**Federal Exemptions**	

HR + Payroll	Tax	SU/SDI Tax Code	Provide the Tax ID Code. For example, MD-05-Maryland.
HR + Payroll	Tax	Worked in State	Provide the Worked in State.
HR + Payroll	Tax	State Marital Status	If the marital status that the employee will use for state tax filing purposes is different from the federal marital status, select it here. Otherwise, the federal default will be used.
HR + Payroll	Tax	State Exemptions	
HR + Payroll	Tax	Lived In State	
HR + Payroll	Tax	Worked In Locality	
HR + Payroll	Tax	Lived In Locality	
HR + Payroll	Tax	Local Exemptions	
HR + Payroll	Tax	Worker's Compensation	
HR + Payroll	Tax	OH School District	
HR + Payroll	Tax	PA LST Local 4	
HR + Payroll	Tax	PA LST Local 5	
HR + Payroll	Tax	NY MTA Local	
HR + Payroll	Tax	Employee Type for Qtrly Reporting	Indicate whether the employee lives Full Time or Part Time in the state, and in the SUI/SDI tax jurisdiction. This status will be included in the Quarterly Wage file where required by state law. It is not used for payroll purposes. If you update the state Employee Type, you should review the SUI/SDI Employee Type to determine if changes are needed.

Suggested Workaround

There are no workarounds available.

US615441: Worker Hire Event API performance issues

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

It is taking a long time to hire a worker through the Worker Hire Event API. The event often takes more than 20 seconds for ADP Workforce Now to process, which results in a gateway timeout response to the submitter.

Suggested Workaround

There are no workarounds available.

US1242488: Fields not supported through Worker Hire Event API

Impacted APIs

Method	URI	roleCode Value
POST	/events/hr/v1/worker.hire	practitioner

Issue Description

The following fields are not supported by the Worker Hire Event API.

Template Applicable	Section	Field Name	Field Description	Impact on developers
HR + Payroll	**Payroll**	**Pay Group**	Select the pay group reflecting the employee's assigned pay period end date. For example, use Period End Date 1 on Checks, use Period End Date 2 on Checks, and so on.	If you are using the HR + Payroll template, the field isn't available in the API without selecting **Pay Group** in the UI. Then, the new hire cannot be completed, as **Pay Group** is a mandatory field.
HR + Payroll	**Tax Withholding**	**SU/SDI Tax Code**	Provide the Tax ID Code. For example, MD-05-Maryland.	If you are using the HR + Payroll template, then **SUI/SDI Tax Code** is not available in the API. Then,

				new hire can't be completed, as **SUI/SDI Tax Code** is a mandatory field.
HR + Payroll	**Tax Withholding**	**Worked in State**	Provide the Worked in State.	If you are using the HR + Payroll template, then **Worked in State** is not available in the API. Then, the new hire can't be completed, as **Worked in State** is a mandatory field.

Suggested Workaround

There are no workarounds available.