**DAS Talking Points for Payroll Partners on State Payroll System**

* DAS has been working with a team of IT experts to evaluate the post-implementation process and response to the state’s new payroll system.
* They know the new system continues to negatively impact pay for some employees, and has put a strain on our agency’s payroll and financial teams.
* They do believe they are now on the right track, and that functionality will get better–but they are not there yet and they are asking for our continued patience.
* They have been working hard to stabilize the system but want to be more confident that they are resolving issues with certainty before they put fixes into the system and that there is adequate testing time.
* As a result, DAS is taking a more measured approach by pausing the implementation of fixes for the time being. This will allow for more time to identify, test and implement solutions they are confident will work. It will also allow more time to communicate in advance with employees whenever possible about what to expect, and when.
* **This means that you may continue to experience errors.**
* We are working closely with DAS to alert you of any issues that arise when we start running payroll.
* In the meantime, please be sure to check your March 31 payslip (and [watch this short tutorial](https://wd5.myworkday.com/wday/authgwy/oregon/login.htmld?returnTo=%2foregon%2fd%2finst%2f17816%246485%2frel-task%2f2998%2429489.htmld) on how to read your payslip). If you see an error on your payslip, please send an email to X/open a case in Workday.
* Our top priority is to ensure every employee is paid correctly, and on time.

**Frequently Asked Questions**

1. **How am I going to know if I am impacted?** DAS will be running reports that may flag issues but you should also check your March 31 payslip.
2. **What if I am underpaid?** If you are certain you were underpaid, you should immediately notify [AGENCY CONTACT]. [We/DAS] can process a payment immediately.
3. **What should I do if there are errors in my pay?** If you are certain there is an error in your pay, you should [INSERT AGENCY INSTRUCTIONS]
4. **Does this mean that I will see the exact issues we saw on March 1 and March 15?** If you did have an error on your last check, you may see similar issues in upcoming payroll runs but new issues may emerge.Until then, we are committed to proactively communicating out about anticipated issues and alerting you as quickly as possible to issues that emerge during payroll runs.
5. **When will DAS begin fixing the system again?** DAS hopes to have a better timeline after they receive more input from their IT team in the next 30 days. Until then, we are committed to proactively communicating out about anticipated issues and alerting you as quickly as possible to issues that emerge during payroll runs.
6. **Why is DAS pausing on implementing fixes?** DAS is taking a more measured approach by pausing the implementation of fixes for the time being. This will allow for more time to identify, test and implement solutions they are confident will work. It will also allow more time to communicate in advance with employees whenever possible about what to expect, and when.