Enterprise - Commonly Asked Questions - Employees

Last Modified on 02/26/2025 3:24 pm CST

Q: Does TempWorks Enterprise auto-prompt me to enter in all Employee application data?

A: No, each TempWorks' client is unique in what forms should be filled out for searching and reporting on Employee records. When manually entering Employee information into TempWorks, initial form to add the new record is the only automatic prompt created. If using HRCenter, TempWorks' online on-boarding tool, the application can be uniquely formatted to collect required information.

Q: How do I deactivate an Employee that we are no longer working with?

A: In the Messages form for the Employee, log a new Message using an Action Code that has been designated to "deactivate" the record. Typically, the Action Codes will begin with Deact.This will deactivate the Employee record and set the Deact Date on the Employee/Details form.

Note the Action Codes are maintained by your System Administrator, please check with them for the Action Codes specific to your operations.

Q: Why am I not able to deactivate an Employee?

A: If the Employee currently has an open Assignment TempWorks will prevent the Employee from being deactivated. End the Employee's Assignment then log the deactivation.

Q: How do I reactivate an Employee that has been deactivated?

A: In the Messages area, log a Message using an Action Code designated to "reactivate" the record. Typically, the Action Codes will begin with React.

Note the Action Codes are maintained by your System Administrator, please check with them for the Action Codes specific to your operations.

Q: The Employee is claiming exempt status on their W4. How do I enter that?

A: First determine if this is Exempt from Taxability or Exempt from Withholdings, as these are entered differently.If Exempt from Withholdings, on the Pay Setup form enter "99" in the Federal Exemptions and State Exemptions (if applicable) fields. If Exempt from Taxability, in the Taxes area, under PaySetup, select the Jurisdiction and check the box stating Exempt.

Q: Do I need to fill out the dependents field on the Employee PaySetup form?

A: Employees living in Louisiana are only allowed to have 2 State Exemptions. Any additional State Exemptions need to be entered under Dependents. If the Employee is not a Louisiana resident, this field does not need to be populated.

Q: Why is the Employee not listed when I look them up?

A: First, click the Clear Criteria button when conducting a search to make sure the criteria from any previous search has been cleared out. If the Employee is inactive, make sure the Active Status toggle is set to All Records or Inactive before searching. If the Employee is assigned, make sure the Assigned Status toggle is set to All Records or Assigned. If the Employee is still not listed in the search result, try using fewer criteria by which to search. For instance, if the Employee's last name is Smith, try searching for Smi.

Q: Why am I getting an error when trying to add an Employee to Enterprise?

A: First Name and Last Name fields are required when adding an Employee. Verify they have been entered. TempWorks does not allow duplicate Social Security Numbers. Verify the Social Security Number entered does not already exist. TempWorks does not allow improperly formatted Social Security Numbers. Verify the Social Security Number is valid.If you see any symbols you will not be able to save the Employee record. If you see any symbols, hover your mouse over the symbol and you will be prompted with what is not correct or is needed.

Q: Why don't I see the Employee's phone number listed in the Search results?

A: The phone number that is listed in the Search results is the one labeled Phone. Best practice is to enter the best number to reach an Employee as the one labeled Phone.

Q: What is the difference between Required Docs and Documents?

A: The Documents area stores electronic files of resumes, applications, on-boarding documentation, transcripts, etc.The Required Docs is used for tracking credentialing of an Employee such as, licenses, tests, any company or client specific requirements. Information stored in the Required Docs area can be tracked based on dates requested, received, and expired.

Q: How do I print out a wage statement to give to an Employee?

A: On the employee record, select the reports icon in the top center of the page & select Employee Wage Statement. Enter the Start and End Dates in the Report viewer then click View Report. Once the report is displayed click to print or save the Wage Statement.

Related Articles