School FAQs: Oracle Fusion and SLA

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Oracle Fusion

Oracle Fusion: General Questions

Q Where can I find guides and demonstrations of processes?

A. All school guides and demos can be found using this link:

Oracle Fusion – Oracle Fusion (sandwell.gov.uk)

Q Can I bookmark Oracle Fusion?

A. You cannot bookmark the sign in page of Oracle Fusion. If you want to bookmark Oracle Fusion, bookmark once you get to the prod screen below:
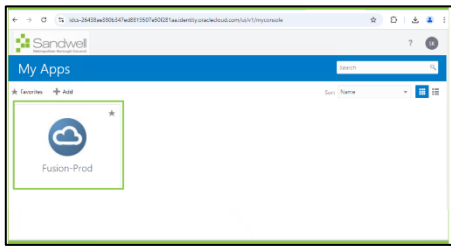
Q How can I view and input on behalf of an employee who is not my direct report?

A. Click on the "My Team" tile under the "My Team" tab. Next, click on "show filters" (circled in red) under the "My Team" view
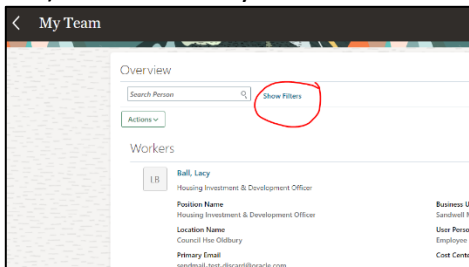
Then on the left hand side of the page select "All reports" and you should now see all your employees:

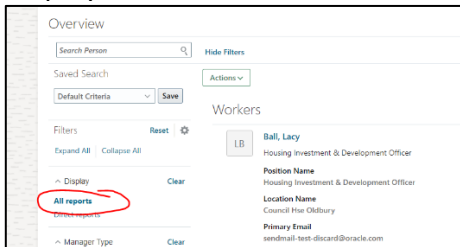**Q How can I view and input on behalf of my Headteacher?**

A.   If you have a dummy assignment, you will need to make sure you have selected this to view your Headteacher requests. The dummy assignment drop down will be at the top of the "My Team" page if this applies to you.

Q All start dates for staff are listed on Fusion as 1 April 2017, against each assignment. How can I view the actual start date of employees?

A. The correct dates are visible in the system if you go into Seniority dates and in the drop-down list choose "Legal Employer Seniority" this will show the start date.

Q Is there a staff absence report?

A. This report is not currently available in Fusion, however in the meantime, if you run the Job details report this will show you anyone with a current absence at a point in time.

Q When entering the absences I am also receiving emails to approve. Why is this?

A. If a Line Manager enters an absence on behalf of an employee, depending on the absence type some will auto approve as soon as entered e.g. sickness, others will route to HR for a secondary approval e.g. Maternity leave, there is no secondary approval route within the system within the school's hierarchy. You may be receiving an FYI notification to confirm to you that the absence you have entered has either been auto approved by the system or gone to HR for approval. If you receive an approval request from HR, please approve this in the system using the bell icon.

Q I have submitted a maternity leave request via fusion and added forms as attachments. Will this automatically trigger maternity pay?
Do I need to update actual dates once available?

A. Yes, maternity pay will be triggered automatically if everything is in place - the expected date of childbirth has been added and the MAT B1 is included). If the dates change then please update them, if not then the pay will be triggered using the planned dates.

Oracle Fusion: Access and Logging in

Q Can you update all of our staff email addresses to work email addresses?

A. We will update these but will focus on getting everyone access first, even if this is via a personal email address.

Q Can I still access Oracle Fusion if my login link has expired?

A. Where a user has received the activation email, not logged in straight away and the email link has expired, they can use this URL:
URL https://idcs-26438ae380b347ed8819507e50f281aa.identity.oraclecloud.com/ui/v1/myconsole

They can then add their username (this is on their activation email) and can click "forgot password" to start the login process.

Q My employee has been given the authenticator app QR code when they have clicked "verify" on first log in, but they don't want to use this – what can they do?

A. For employees who have been given the authenticator app option, please ask them to close the browser and use this URL to restart the login process:
URL https://idcs-26438ae380b347ed8819507e50f281aa.identity.oraclecloud.com/ui/v1/myconsole

After entering their password, they need to make sure they click the verify button once to avoid this happening again.

Q I've got a screen that I'm not expecting when I log in – what can I do?

A. If you log in via a mobile phone you may have an unexpected screen view when logging in, please try the following:
1. Close your browser window and reopen a new browser window.
2. Add this URL to your address bar and re-login: https://idcs-26438ae380b347ed8819507e50f281aa.identity.oraclecloud.com/ui/v1/myconsole

Please see below for the type of unusual screens that people sometimes see, especially when logging in using a mobile device. If you are able to log in using a computer this may help.
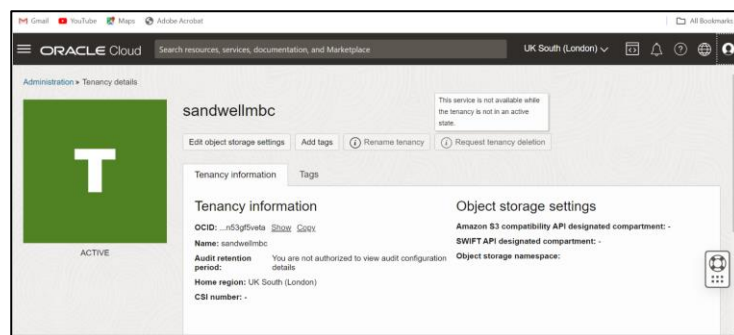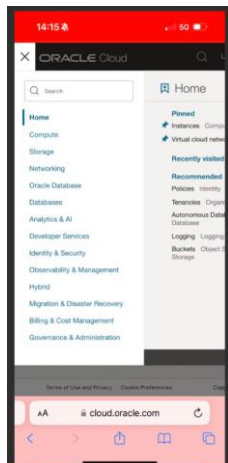
You may find logging in from a computer solves the issue. This is the link to access the log in page should you require it:

https://idcs-26438ae380b347ed8819507e50f281aa.identity.oraclecloud.com/ui/v1/myconsole

Oracle Fusion: Expenses

Q How do I claim expenses

A. Currently all school employees are able to claim expenses using the expense icon under the "Me" tab. They can delegate their expenses here to another member of staff too for them to complete. There is guide and a demonstration for this process in the learning resources: Oracle Fusion – Oracle Fusion
At some point in 2024 or early 2025 this process will change for employees who have not claimed frequently over the last year. For these employees, they will need to send a request to be able to claim an expense to Fusion_support@sandwell.gov.uk

Q How can I tell that my claim is submitted?

A. You will get a notification in your bell icon to let you know your request has been submitted. You can see all the details of your request here and be able to track it's progress this way. If you click "view all" under notifications bell icon and then "my requests" tab you will be able to see all claims you've made. Please note when claiming an expense that you must click "submit" to send this. Note that the "Submit" button will be greyed out and not able to be clicked until an approver has been chosen, an attachment has been added and the employee has clicked the box to say that the terms and conditions have been read.

Q How will my line manager know to approve my expense?

A. Line managers will receive a notification in the bell icon. If they haven't received this, you will need to go back into your expense claim and check who you have selected as your approver.

Q When will my expense be paid?

A. Expenses that are approved will normally be paid within 3 working days and are not subject to payroll deadlines.

Q Why do I need a fuel receipt?

A. Fuel receipts are required in Oracle Fusion for all vehicles except bikes and electric vehicles. Receipts can be for an amount of fuel that was purchased before or on the date of the expense.

Q How far back can expenses be claimed?

A. Expenses can be claimed for a period of 6 months from the date of the expense. This may be slightly longer in the case of expenses that happened during the transition period to Oracle Fusion. Backdated expenses prior to 1st October, should be dated 1st October, then add the actual date of the expense in the "remarks" section.

Q What if my expense type is not in the drop down options?

A. If they type of expense you wish to claim is not in the drop down, you will need to email a request that this category is added to Fusion_support@sandwell.gov.uk

Oracle Fusion: Absence

Q How do I add Management of Absence targets

A. You can do this by adding a Document of Record – go to three dots in "My Team" on the right side. Select "sickness absence management" from the drop down. You will not receive notifications for targets you set currently but should get these in the future.

Q How do I log unpaid leave of one day or less?

A. Please log one day or less in hours, these will require HR approval temporarily. Please log the actual hours of work (discount breaks if these are unpaid). Please note that Jury Service, Extended Leave and Unpaid Leave Other route to HR for approval currently.

Q I'm a line manager going on long term leave – do I need to do anything?

A. Please delegate your approvals before you go on leave to prevent delays to requests. Please see the guide for this here: Oracle Fusion – Oracle Fusion (sandwell.gov.uk)

Oracle Fusion: Pay and Pay Information

Q. The 'Year to Date' Pension Contributions stated on payslips show only the contribution for this October 2024, even though we are in month 7 of the annual cycle. Please advise?

A. This is because Fusion will only show the contributions that have been made since the system went live. Please refer to payslips from SBS for the balance from this financial year.

Q Where can I get my old payslips from before October 2024?

A. You can view and download payslips in SBS until the end of December 2024. After this time you can request pay information for the period prior to October 2024 using the Oracle Fusion Helpdesk which is in Oracle Fusion itself.

Q Why am I getting one payslip now instead of two?

A. Please note that employees with multiple assignments will receive one payslip which will detail all their assignments and a breakdown and one payment in their bank account.

Q When someone leaves how can they access their pay information?

A. When an employee leaves, their access to Oracle Fusion will be switched off. After this time, the employee needs to request pay information via HR_Frontline@sandwell.gov.uk

**Q In our October and November payslips under the "Net pay Distribution Section" there is new line which shows "SND 3rd Party Cheque" and an amount listed next to this.
Are you able to clarify what this is?**

A. This is an amount showing as an anomaly. This amount will not be paid and will not be visible on future payslips.

Oracle Fusion: Recruitment

Q How do I tell you about Job requisitions and New starters?

A. Continue to send these to Sandwell for processing by email or MoveIt as you do now.
We will update you when you should start creating job requisitions in Oracle Fusion.

Oracle Fusion: Terminations and Retirement

Q I can't terminate the assignment that I need to for my employee

A. This may be because this is the primary assignment for this individual. If this is the case you will need to contact HR using the Oracle Fusion Helpdesk to request that the employee's primary assignment flag is moved to their other assignment after which you should be able to enter this.

Q How do enter a retirement?

A. You can choose retirement from the first drop down list within terminations. You will then need to choose a subcategory enter e.g. Age, No Redundancy or AAB Teachers over 55 etc.

Q I'm a line manager going on long term leave – do I need to do anything?

A. Please delegate your approvals before you go on leave to prevent delays to requests. Please see the guide for this here: Oracle Fusion – Oracle Fusion (sandwell.gov.uk)

Getting support

Q Where can I find guides and demonstrations of processes?

A. All school guides and demos can be found using this link:

Oracle Fusion – Oracle Fusion (sandwell.gov.uk)

What can I do if I have a HR or Payroll query

A. Please use the Oracle Fusion Helpdesk that is within Oracle Fusion to log HR and Payroll queries.
The person who the query relates to should do this.
They can view the progress or status of their query in Fusion and send a follow up message in their request if needed.

What can I do if I have an expenses or Finance query?

Please raise a ticket in the ICT portal by emailing Fusion_support@sandwell.gov.uk
You will get an email response that will have a ticket number on it. Please keep note of this and use this if you need to send a follow up email.

What can I do if I can't log in?

As above, please raise a ticket in the ICT portal by emailing Fusion_support@sandwell.gov.uk
You will get an email response that will have a ticket number on it. Please keep note of this and use this if you need to send a follow up email.

What can I do if something is not working as it should?

As above, please raise a ticket in the ICT portal by emailing Fusion_support@sandwell.gov.uk
You will get an email response that will have a ticket number on it. Please keep note of this and use this if you need to send a follow up email.

Should I send my query via another route if I don't get a response?

No, please follow up if you haven't had a response using the same channel. This will stop your request being delayed by additional support requests and ensure that only one team is dealing with your response, leaving other teams free to focus on other queries and reduce the overall query queue.