

OM-36 Change Position Callback Rate (9012)

Purpose

The purpose of this Business Process Procedure is to explain how to change the position callback rate in the Integrated HR-Payroll System.

Trigger

There is a need to change the Position Callback Rate for a position.

Business Process Procedure Overview

Position Callback Rate (IT 9012) - Positions that are eligible for compensation under the Emergency Callback policy should have this Infotype created to indicate that eligibility. The actual time spent working should be recorded on the timesheet. The additional time needed to reach the minimum will be computed by the Integrated HR-Payroll System. The “Immediate Payout” checkbox indicates that the additional compensation will be paid immediately instead of accrued as comp time for the selected aging period.

- **Attendance Type 9516 (Callback)** - Should be used to indicate regular callback time. The policy provides for a minimum of two hours of compensation when an employee has to physically return to work due to a callback.
- **Attendance Type 9511 (Remote Callback)** - Should be used to indicate remote callback time. A minimum of 30 minutes compensation is provided for remote callbacks in which the employee can respond online or by

phone.

Tips and Tricks

See the OM Tips and Tricks Job Aid for a full listing of Best Practices and Tips & Tricks. The job aid is located on the [Training HELP website](#).

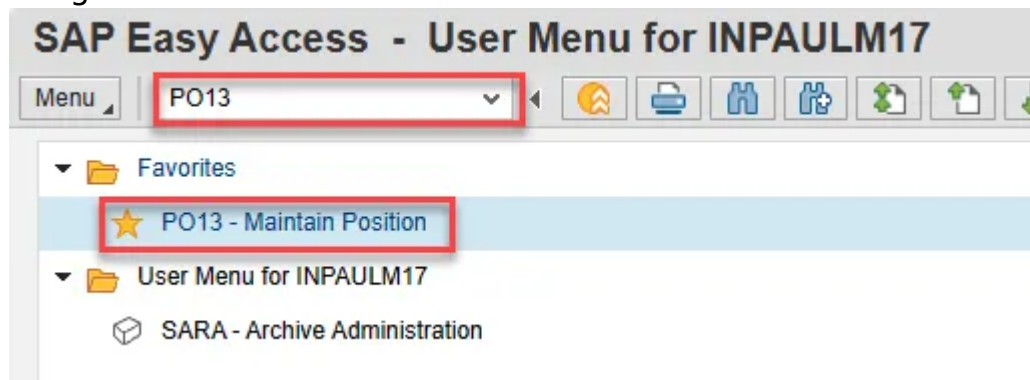
- Copy is to be used most of the time. This will delimit the existing record and create a new record with the start date given. Copying keeps a history of the old record.
- Change is to be used only if you make a spelling or other simple error and want to change the record. There is no history tracked on what the record used to be if you use the change functionality.

[OSHR Policy](#)

Procedure

Type **PO13** in the command field (1). Hit enter on your keyboard (2). Also, you can double click it from your favorites folder if you've previously saved it there (3).

Image



There are 12 steps to complete this process.

Step 1. Input the position number that needs updating. This document will use 60087078 from the OSC training environment.

Image

Maintain Position

Menu



Plan version

01 Current plan



Position

60087078

Abbr.

Active

Planned

Submitted

Approved

Rejected

Infotype Name

St.



Object



Relationships



Description

Department/Staff

Planned Compensation

Vacancy

Acct. Assignment Features

Authorities/Resources

Full Time Equivalent

Employee Group/Subgroup



Time period

☒ Period

From

01/14/2026

to

12/31/9999

☐ Today

☐ Current week

☐ All

☐ Current month

☐ From curr.date

☐ Last week

☐ To current date

☐ Last month

☐ Current Year

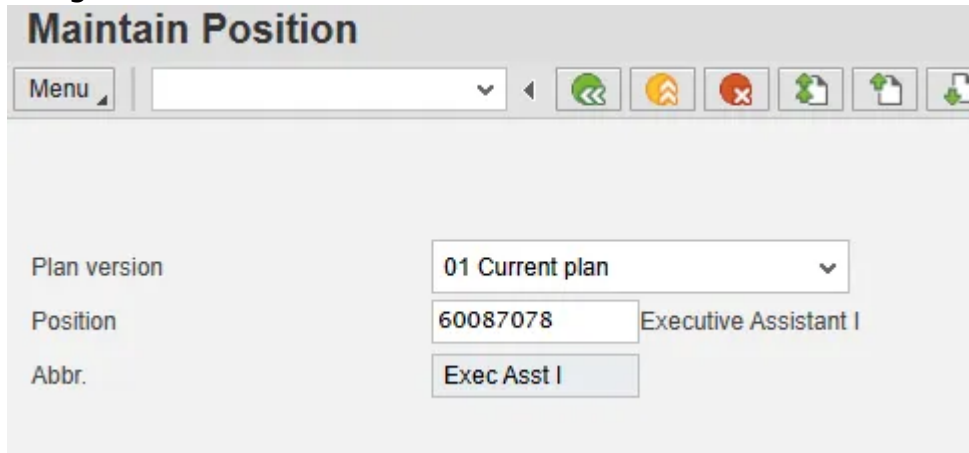


Select.

Step 2. Click **Enter** and verify the position displayed is the one you need to change.

Alert! Be vigilant on this step. A position number may be present already when you access the transaction, so be sure to review the position number and name to ensure they are correct.

Image



The screenshot shows a software window titled "Maintain Position". At the top, there is a "Menu" button and a dropdown menu. Below the menu, there is a toolbar with several icons: a green double arrow, a yellow arrow, a red X, a green arrow, a green arrow, and a green arrow. The main area of the form contains three fields: "Plan version" with a dropdown menu showing "01 Current plan", "Position" with a text box containing "60087078" and a label "Executive Assistant I", and "Abbr." with a text box containing "Exec Asst I".

Step 3. Within the Active tab:

- Scroll down the list of position infotypes and click the square in front of the **Callback** row. There may or may not be a green check already present.
- In the Time Period area click into the **All** radio button and then click **Select**.

Image

Maintain Position

Menu



Plan version

01 Current plan

Position

60087078

Executive Assistant I

Abbr.

Exec Asst I

Active

Planned

Submitted

Approved

Rejected

Infotype Name

St.

Night Shift Premium

Evening Shift Premium

Weekend Shift Premium

Holiday Premium Rate



On-Call

Callback

Time Off Balancing

Weekend Nurse

Charge Object Assignment

Extended Duty



Time period

☐ Period

From

01/01/1800

to

12/31/9999

☐ Today

☒ All

☐ From curr.date

☐ To current date



Select.

ATTENTION! If a new eligibility needs to be created or a rate adjusted, continue to step 5. If a current eligibility needs to be ended, skip to step 8.

Step 4. Click the **Create** button.

Image

Maintain Position

Menu



Plan version

01 Current plan

Position

60087078

Executive Assistant I

Abbr.

Exec Asst I

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Infotype Name

St.

Night Shift Premium

Evening Shift Premium

Weekend Shift Premium

Holiday Premium Rate



On-Call

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Time Off Balancing

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Extended Duty



Time period

☐ Period

From 01/01/1800 to 12/31/9999

☐ Today

☒ All

☐ From curr.date

☐ To current date



Select.

Note: Using the create button will work even if a record already exists.

Step 5. Enter the start date of the new record and update the data as applicable. If callback time is to be paid out immediately, the **Immediate Payout** box should be checked. Otherwise, the value in the **Comp Aging Limit** field will determine how long an employee may retain accrued Callback Compensation hours before they either expire or are paid out.

Image

Create Callback (9012)

Menu | [Dropdown] | [Icons]

Position: Exec Asst I | Executive Assistant I

Planning Status: Active

Validity: 1/14/26 to 12/31/9999 | Display change infor

Callback 01 S 60087078 1

Callback Eligibility: ☒

Immediate Payout: ☐ OR Comp Aging Limit: 365 Days

Step 6. Click the **Save** button. If updating a record, click **Yes** to delimit the previous record. No pop-up will appear if there was no previous record.

Proceed to step 11

Step 7. (Begin at this step to end the **Callback** eligibility for a position.)

Click the **Delimit** button.

Image

Maintain Position

Menu



Plan version

01 Current plan



Position

60087078

Executive Assistant I

Abbr.

Exec Asst I

Active

Planned

Submitted

Approved

Rejected

Infotype Name

St..

Night Shift Premium

Evening Shift Premium

Weekend Shift Premium

Holiday Premium Rate



On-Call

Callback



Time Off Balancing

Weekend Nurse

Charge Object Assignment

Extended Duty



Time period

☐ Period

From

01/01/1800

to

12/31/9999

☐ Today

☒ All

☐ From curr.date

☐ To current date



Select.

Step 8. In the **To** field, enter the last day in which the position was eligible for the Callback compensation.

Image

Delimit Callback (9012)

Menu

Position

Exec Asst I

Executive Assistant I

Planning Status

Active

Validity

01/14/2026

to

1/14/26

Display change infor

Callback

01 S 60087078 1

Callback Eligibility

☒

Immediate Payout

☐

OR

Comp Aging Limit

365

Days

Record

1

of

1

Step 9. Click the **Delimit** button.

Image

Delimit Callback (9012)

Menu
▼

◀
▶
↶
↷
✖
📄
📄
👤
📅

Position
Exec Asst I
Executive Assistant I

Planning Status
Active

Validity
01/14/2026
to
1/14/26
Display change infor

Callback
01 S 60087078 1

Callback Eligibility
☒

Immediate Payout
☐
OR
Comp Aging Limit
365 Days

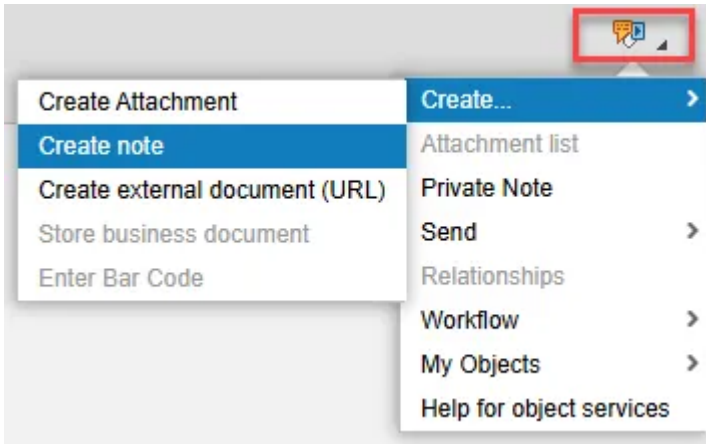
Record
1
of
1

Step 10. Review your work by ensuring that the **Callback** infotype is selected and click the **Overview** button.

A list of all **Callback** infotypes for the Position will be displayed, including the Validity Dates, eligibility for the compensation and if so, whether it will be paid immediately or the comp aging limit in days.

Step 11. **Optional step:** Include a note. Click on the right side of the **Services for Object** button. In the resulting drop-down menu, hover over the **Create** option and then choose **Create Note**.

Image



Note: Although a note is not required when updating a position's Overtime Compensation settings, OSC staff recommends that one be created, nonetheless.

Enter in today's date and your name (or initials) and a brief note with information used to justify the change.

Click the **Green check** to save your note.

Step 12. Click the **Back** button.

The system task is complete

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