

Updating Incorrect Questionnaire Answers in Workday

Purpose: This SOP outlines the process for addressing situations where a candidate answers a questionnaire question incorrectly and the response needs to be updated. Since questionnaires cannot be edited in Workday, an application cancellation and resubmission process is required.

Process Overview:

1. **Identification of Incorrect Answer**
 - The recruiter identifies that a candidate has provided an incorrect answer on a questionnaire that must be corrected.
 2. **Evaluation of the Need for Cancellation**
 - Recruiting Managers have been granted access to cancel applications. Before proceeding, they should review the case to determine if cancellation is necessary.
 3. **Communicating with the Candidate**
 - If a correction is required, the recruiter should inform the candidate that their application must be withdrawn and resubmitted with the correct information.
 4. **Cancelling the Application**
 - The Recruiting Manager will follow these steps to cancel the application:
 1. Navigate to the associated application in Workday.
 2. Click the **Actions** button.
 3. Select **Business Process Event History**.
 4. Locate the "Overall Process" section.
 5. Find the application line that displays the **Candidate Name** and **Requisition** details.
 6. Click on the three dots ("twinkie" icon) next to the application link.
 7. Select **Business Process > Cancel**.
 5. **Candidate Reapplication**
 - Once the application has been canceled, the recruiter should advise the candidate to reapply to the position with the corrected questionnaire response
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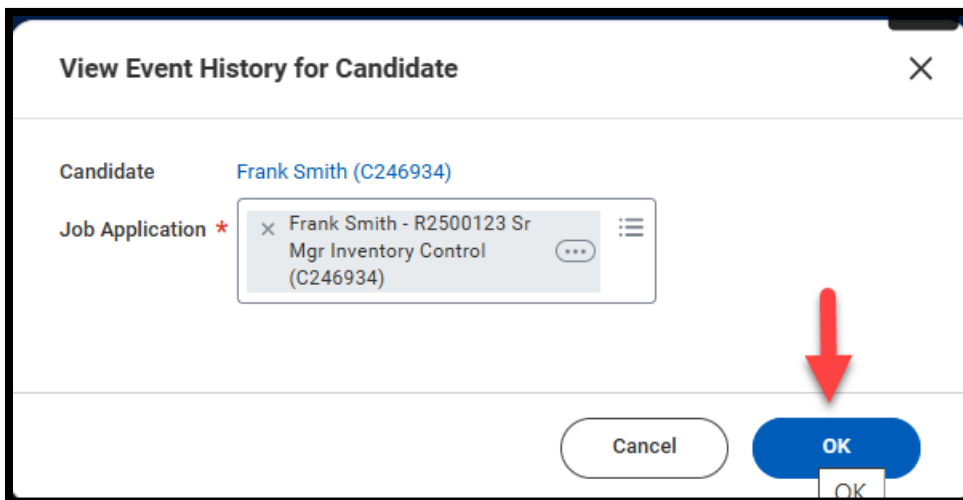
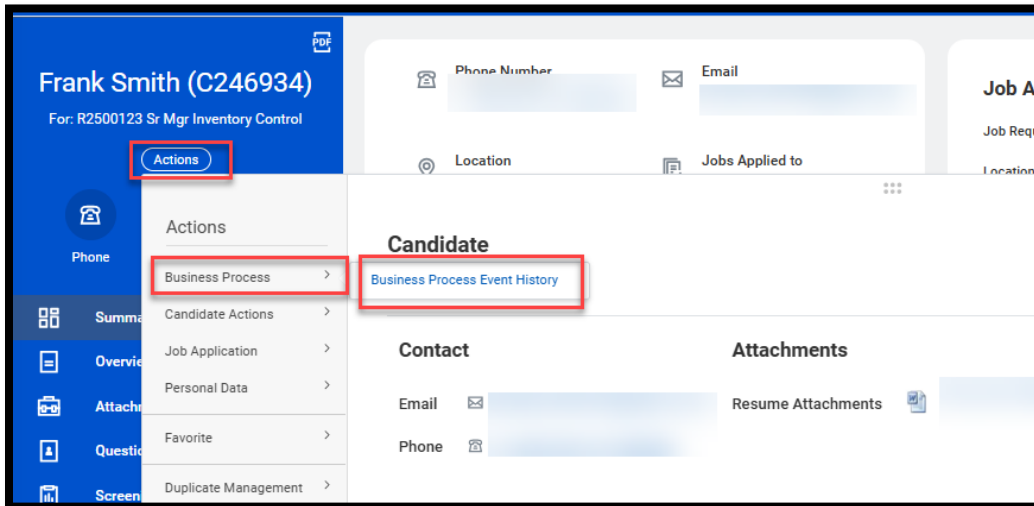
Notes:

- Application cancellation is irreversible and will completely remove the application from the system.
- Recruiters should ensure candidates understand the reapplication process before proceeding with cancellation.
- This process should only be used when a correction is necessary and not for minor or non-impactful errors.

Approval & Review: This SOP should be reviewed periodically to ensure compliance with system updates and recruitment best practices.

Associated Screen Shots

1. Navigate to the associated application in Workday.
2. Click the **Actions** button.
3. Select **Business Process Event History**.



1. Locate the "Overall Process" section.
2. Find the application line that displays the **Candidate Name** and **Requisition** details.

- 3. Click on the three dots ("twinkie" icon) next to the application link.
- 4. Select **Business Process** > **Cancel**.

