



# One-Time Payment (OTP)/Payroll Input Submission Template

Online Users / End Users

## Contents

Accessing and Downloading the Template .....	1
Completing the Template .....	2
Submitting the Template to HR Shared Services .....	3

## Accessing and Downloading the Template

- 1) The One Time Payment (OTP)/Payroll Input submission template can be found on HR Zendesk site: [Click Here](#) This will be the most up-to-date version of the template.
- 2) Click the xlsx attachment at the bottom of the article to download the template.

A screenshot of a Zendesk knowledge base page. The header features the Medline logo and a 'Submit a request' button. The main title is 'Human Resources'. Below it is a search bar with the placeholder 'Search our knowledge base...' and a 'Search' button. To the right is a small image of a person's hands working on a computer. The breadcrumb navigation shows: Medline HR Help Center > Workday > EIBs - Workday Uploads & Mass Changes > One Time Payment/Payroll Input Requests. The main content title is 'One Time Payment/Payroll Input Requests'. Below it is a list of attachments:

- [One Time Payment / Payroll Input Submission Template \(USA and Canada\)](#) (this link is highlighted with a red box)
- [One Time Payment/Payroll Input Template Reference Guide](#)

## Completing the Template

- 1) After downloading the template, open the document to populate and complete the template.
- 2) In cell B2, select your department, and in cell B4, select the earnings code you are submitting.

One Time Payment (OTP) / Payroll Input Template (US)										
1. Department (select one)		Submit compiled template to HR Zendesk: <a href="https://medlinehr.zendesk.com/hc/">https://medlinehr.zendesk.com/hc/</a>								
2. Earnings/Deduction Codes (select one)										
ALL COLUMNS REQUIRED										
Employee ID	Employee Name	Pay Group	Earnings/Deduction Code	Amount	Coverage Start Date	Coverage End Date	Employee Visibility Date	Scheduled Payment Date	Ongoing Input	
		WKH - Weekly Hourly BWH - Biweekly Hourly Hourly SA - Semi-Monthly Salary SEM - Semi-Monthly Sales			Please populate this column with Earnings Code selected above.		For WKH and BWH, coverage start and end dates must be pay period start and end dates. View payroll calendars here: <a href="#">Click to View 2026 Payroll Calendars</a>		Scheduled payment date must be actual pay check date. View payroll calendars here: <a href="#">Click to View 2026 Payroll Calendars</a>	
				One amount per coverage period.	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	Y/N	

One Time Payment (OTP) / Payroll Input Template (CANADA)										
1. Earnings/Deduction Codes (select one)		Submit compiled template to HR Zendesk: <a href="https://medlinehr.zendesk.com/hc/">https://medlinehr.zendesk.com/hc/</a>								
ALL COLUMNS REQUIRED										
Employee ID	Employee Name	Pay Group	Earnings/Deduction Code	Amount	Coverage Start Date	Coverage End Date	Employee Visibility Date	Scheduled Payment Date	Ongoing Input	
		(CAN) BW - Biweekly Hourly SM - Semi-Monthly Salary			Please populate this column with Earnings Code selected above.		For BW, coverage start and end dates must be pay period start and end dates. View payroll calendars here: <a href="#">Click to View 2026 Payroll Calendars</a>		Scheduled check date: <a href="#">Click</a>	
				One amount per coverage period.	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	Y/N	

- 3) Populate columns A through K for the employee(s) to receive the payment. **Note: All fields are required.**
  - a. Employee ID
  - b. Employee Name
  - c. Pay Group
  - d. Earnings/Deduction Code (can be referenced from cell B4)
  - e. Amount
  - f. Coverage Start Date (YYYY-MM-DD)
  - g. Coverage End Date (YYYY-MM-DD)
  - h. Effective Date (YYYY-MM-DD)
  - i. Employee Visibility Date (YYYY-MM-DD)
  - j. Scheduled Payment Date (YYYY-MM-DD)
  - k. Ongoing Input
  - l. Send to Payroll

One Time Payment (OTP) / Payroll Input Template (US)										
1. Department (select one)		Submit compiled template to HR Zendesk: <a href="https://medlinehr.zendesk.com/hc/">https://medlinehr.zendesk.com/hc/</a>								
2. Earnings/Deduction Codes (select one)										
ALL COLUMNS REQUIRED										
Employee ID	Employee Name	Pay Group	Earnings/Deduction Code	Amount	Coverage Start Date	Coverage End Date	Employee Visibility Date	Scheduled Payment Date	Ongoing Input	
		WKH - Weekly Hourly BWH - Biweekly Hourly Hourly SA - Semi-Monthly Salary SEM - Semi-Monthly Sales			Please populate this column with Earnings Code selected above.		For WKH and BWH, coverage start and end dates must be pay period start and end dates. View payroll calendars here: <a href="#">Click to View 2026 Payroll Calendars</a>		Scheduled payment date must be actual pay check date. View payroll calendars here: <a href="#">Click to View 2026 Payroll Calendars</a>	
				One amount per coverage period.	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	Y/N	

- 4) Save completed template in your files, you will attach it to a Zendesk ticket for processing.

## Submitting the Template to HR Shared Services

- 1) Completed templates can be submitted to HR Shared Services for processing via HR Zendesk: [Click Here](#)
- 2) Choose “Workday –EIB/Mass Request Form (Compensation, Job, OTP, Organization, Position)” from the Submit a Request drop down.

**Submit a request**

Please choose your request type below

Workday - EIB/Mass Request Form (Compensation, Job, OTP, Organization, Position) ▾

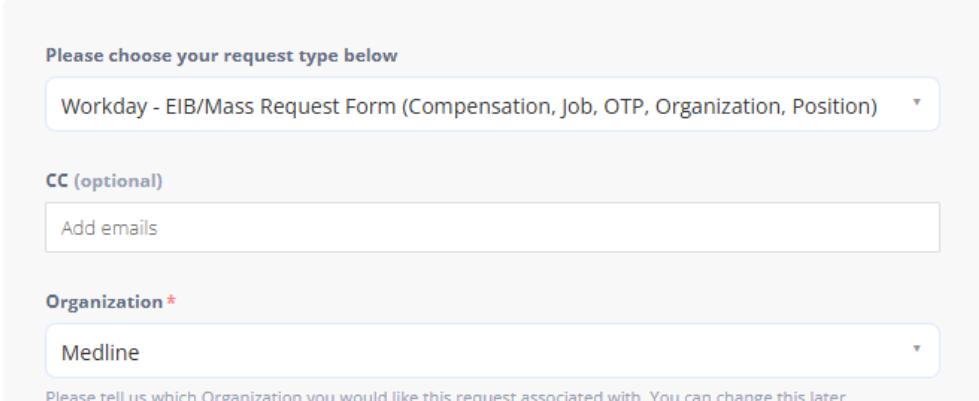
CC (optional)

Add emails

Organization\*

Medline

Please tell us which Organization you would like this request associated with. You can change this later.



- 3) Please select your Country/Region from the drop down

Country/Region\*

-

United States

Canada

Dominican Republic

LATAM (Commercial)

Mexico



- 4) Please select if your update is a new update or a correction to a previously processed update

Is this request for a new change or update/correction?\*

-

New

Correction to previously processed EIB

Rescind



5) Approval for earnings must be attached to the ticket – then select Yes that you have attached your EIB request template

Have you attached your EIB request template?\*

-
Yes
No

6) Provide a ticket Subject and Description

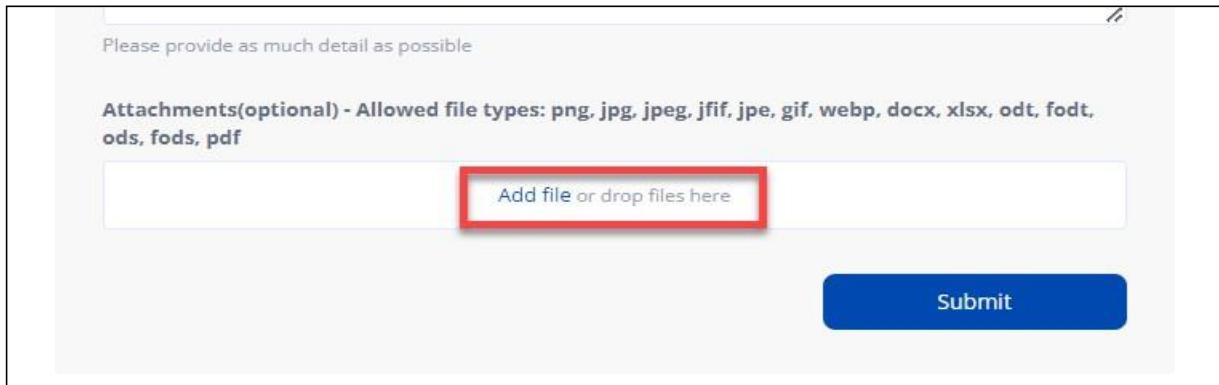
Subject\*

Description\*

T B I |

Please provide as much detail as possible

7) Select “Add File” or drag files to form to attach submission template and approval if required.



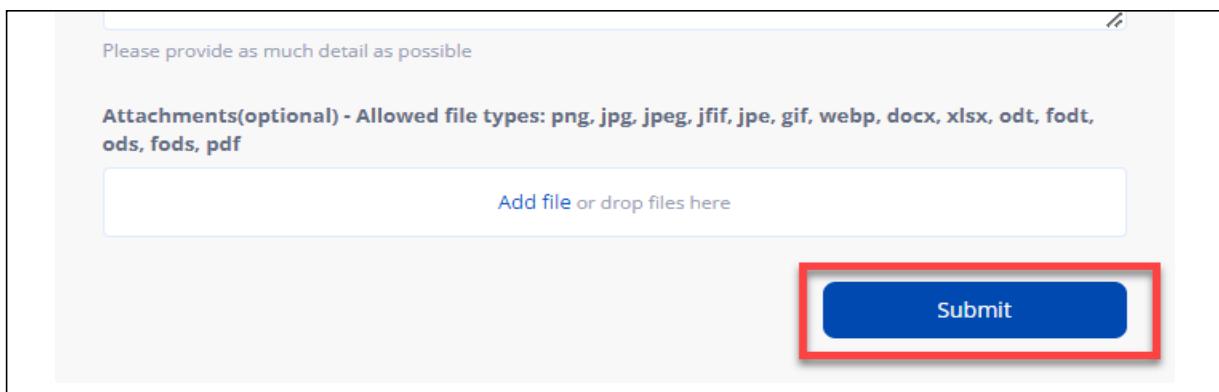
Please provide as much detail as possible

Attachments(optional) - Allowed file types: png, jpg, jpeg, jfif, jpe, gif, webp, docx, xlsx, odt, fods, ods, fods, pdf

Add file or drop files here

Submit

8) Select “Submit” to complete your request.



Please provide as much detail as possible

Attachments(optional) - Allowed file types: png, jpg, jpeg, jfif, jpe, gif, webp, docx, xlsx, odt, fods, ods, fods, pdf

Add file or drop files here

Submit

9) You will receive an email from HR Zendesk indicating a ticket has been created. The email will include the ticket number, ticket summary, and a link to HR Zendesk to view the status of your request.

- Note: Any updates or follow up from the HR Shared Services team will be received as emails from HR Zendesk as well.

Hi Catherine,

This ticket (54) was created on your behalf. To add additional comments to this request, please visit this link: [medlinehr1702420537.zendesk.com/agent/tickets/54](https://medlinehr1702420537.zendesk.com/agent/tickets/54).



**Catherine Swanson** (HR Zendesk Sandbox – Workday Prep)

Jun 18, 2024, 6:14 PM CDT

This is a test ticket.

Catherine Swanson  
Manager, HR Systems  
HR Systems Team, Human Resources

Please submit all requests via one of the HR Help Centers below to ensure the most efficient handling of your support tickets:

[HR Systems & Global Mobility](#)  
[Learning & Development](#)  
[Benefits & Leave of Absence](#)

Thank you,  
Medline Human Resources

10) You will receive a final email from HR Zendesk when your request is SOLVED. This is confirmation the template has been loaded and processed in Workday.

Hi Catherine,

Your request (54) has been **SOLVED** by our support staff. To review our updates, please visit this link: [medlinehr1702420537.zendesk.com/agent/tickets/54](https://medlinehr1702420537.zendesk.com/agent/tickets/54). **We have also included a summary of your ticket below.**

If additional attention is needed, reply to this email. Replying with a "Thank You" is a nice gesture but will reopen this ticket. Therefore, we ask that you refrain from doing so.

Please continue to submit all requests via one of the HR Help Centers below to ensure the most efficient handling of your support tickets:  
[HR Systems & Global Mobility](#)  
[Learning & Development](#)  
[Benefits & Leave of Absence](#)

Thank you,  
Medline Human Resources



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