Continuous Service is defined as the period of service as an employee on a CMS contract of employment with the University of Oxford (with no breaks).

Continuous Service data is not accurate for some historical records that were migrated from the University’s previous HR System, Opendoor. In this instance, the override date function can be used to correct the data. The Continuous Service Override Reason UDF must also be completed, to record the reason for using this function.

Where there is any dispute, decisions on the calculation of continuous employment will be made by the department’s HR Business Partner. For guidance on Continuous Service see the Policy webpages.

This guide covers the following:

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1. Adding the Override Date

Navigate to: Personnel > Maintenance > Personal Profile

1.1 Go to Select Detail box > Continuous Service,
This screen shows:

- TUPE Date (central use only)
- Override Start Date (see below)
- Override End Date (not in use)
- Date Started (when the employee originally started)
- Latest Start Date (when the employee last started if they were rehired)
- Continuous Service Duration (total continuous service accumulated in eligible appointments since Latest Start Date).
- Continuous Service Start Date
- Continuous Service End Date
- Appointment Summary – shows continuous service dates for all eligible appointments (non-eligible appointments will not appear in the summary box), including the continuous service duration at the point in time for each ended appointment (see the guidance on the Policy webpages)

1.2 In the Override Start Date field [A] enter the date that needs to replace the current Continuous Service Start Date.

1.3 Click 🎨 to save, this will overwrite the date in the Continuous Service start Date field [B].
Adding the Override Reason UDF

If you have added an override date you must also complete the **Override Reason UDF**.

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**Navigate to: Personnel > Maintenance > Personal Profile**

1.4 Go to **Select Detail** box > **Other Person Details**. The **User Maintenance** window opens.

1.5 Click to display **User Defined Field** List of Values.

1.6 Select **Continuous Service Override Reason**

1.7 Click **New**

1.8 The **Continuous Service Override Reason** screen will open:
Complete the details below:

<table>
<thead>
<tr>
<th>Field Name (* mandatory)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date From*</td>
<td>Enter the date the override date was added.</td>
</tr>
<tr>
<td>Date To</td>
<td>Leave blank</td>
</tr>
</tbody>
</table>
| CS Override Reason*      | Select relevant value:  
  OpenDoor migration – to be used when data is not accurate for historical records that were migrated from the University's previous HR System, Opendoor 
  Other – to be used only after consultation with the department’s HR Business Partner 
  TUPE (Central use only) |
| Comments                 | Enter any relevant comments. |

1.9 Click OK.

2. Removing the Override date

2.1 To remove the override date delete the text from the **Override Start Date** field [A]

2.2 Click ⬇️ to save, this will change the date in [B] back to the latest start date.
End date the previous record in the Override Reason UDF

2.3 Go to Select Detail box > Other Person Details. The User Maintenance window opens.

2.4 Click to display User Defined Field List of Values.

2.5 Select Continuous Service Override Reason.

2.6 In the Date To field, enter the date that the override date was removed.

2.7 Click OK.