General Questions and Answers Regarding Time and Labor (Hourly Employee) and Absence Management (Eligible Hourly or Salaried Employees)

1. An employee can’t sign in? (All)
   a. Contact the IT Customer Service Center 4-8080 itcsc@ ku.edu

2. Employee is to have the Webclock and/or Self Service but they don’t see it? (TL- ESS)
   a. If this is the first time signing in, close all browsers delete cache and then sign back in. This may attach the profile (roles or access) to the employee. If this does not work, a job/process is scheduled to run once an hour that attaches profiles to those who have signed in. You will need to wait an hour, if this does not work, contact the Contact the IT Customer Service Center 4-8080 itcsc@ ku.edu. They will issue a service request ticket for the security team to correct.
      i. Please be sure and notify Supervisor immediately of clock time.
   b. If the employee is a Student Hourly or identified as a Premium Pay Staff member (shift), the system is to automatically assign the Webclock option. A request does not need to be made for these types of employees. We will need to be notified of those Premium Pay Staff members who are not eligible for shift but are eligible for call back and standby and we have not correctly coded them for the appropriate work group. mailto:hrpay@ku.edu

3. Who is the Supervisor and Time Reviewer?
   a. Supervisor is designated in the system by the incumbent of the “report to position” of the employee.
   b. Time Reviewer is a role assigned to generally 2 employees in a department (dependent upon size) who have job duties that include the role of reviewing of time, absence and likely submit payroll and appointment documents.

4. When does the Supervisor see the Time an employee has submitted? (TL)
   a. The Supervisor will see the Time submitted once the Time Administration process is run. The Time Administration process is scheduled to be run twice a day Sunday through Saturday. Additional processing times are added on the Monday following the end of the payroll period.
   b. What about time that comes from a Webclock or TCD? (TL)
      i. Time coming from the Webclock or TCD is automatically submitted for Time Admin process. The clock times and TRC can be viewed in the punch timesheet by the supervisor and employee.
         1. The employee may only view the timesheet, the Supervisor and Departmental Time Reviewer may edit.

5. What is the Time Admin process? (TL)
   a. Time Admin process takes reported time and applies the Time and Labor rules, creates exceptions, changes the Reported Time into Payable Time and places the request for approval in the Supervisor’s Worklist. Approved Payable Time is what is sent to the Payroll Module for the creating a paycheck. It also creates the data for the KU T/L Heads Up Report.

6. When does the Supervisor see an Absence an employee has submitted? (AM)
   a. Upon submission the Absence process creates a Worklist item and generates an email to the Supervisor.
7. How can I see that an employee’s Time and/or Absence request has been approved and for what hours. (TL & AM)?
   a. If you are the supervisor, check your Worklist first to be sure all requested items have been acted upon.

The Employee, Supervisor and Time Reviewer may also view Payable time.
   • Employee Navigation: Self Service>Time Reporting>View Time>Payable Time Summary or Payable Time Detail
   • (Manager/Departmental Time Reviewer Navigation: Manager Self Service>Time Management>View Time> Payable Time Summary or Payable Time Detail)

8. Should a Student use Temp Out? (TL)
   a. It has been determined that it would be better if students just use In and Out punches. Temp Out is critical for correct pay for Staff (non-students.)

9. If a Supervisor uses Push Back or Denied or an Employee did a Save for Later for an Absence Request – Where does the employee find to edit? (AM)
   a. Edit in Absence Request History Self Service>Time Reporting>View Time>Absence Request History.

10. Should I Push Back or Deny from Time and Labor (TL)
    a. Do not use either of these options. If time is not correct, visit with employee, modify timesheet and resubmit.

11. What does the Forecast Payable time do (TL)
    a. KU does not forecast payable time and to inactivate the button is a modification. So it does nothing for us. Do not use.

12. I don’t see the employee’s name but I see ID numbers in my Worklist. Is this okay? (TL & AM)
    a. Yes, it may mean the Name must be manually added by the security team in the User Profile. This will be a lower priority request.

13. What are Exceptions? (TL)
    a. Exceptions are created from the Time Admin process. Some are High, Medium and Low. TimeSheets will display this icon on the row with the problem or a user may navigate to Exceptions page which has more details and brief instructions. Manager Self Service>Time Management>Approve Time and Exceptions>Exceptions
      i. High exceptions must be fixed or the employee will not be paid. E.g. Invalid punch order; missing punch.
      ii. Medium and Low should be reviewed and corrected as needed. In some cases these might be warnings but may not require a change. More than 24 hours reported.
      iii. Online Training is at https://hrprdupkkc.home.ku.edu/KCenter/login/Login.aspx under Manager Self Service

14. When I fix an Exception the icon does not go away. (TL)
    a. It may not disappear or show resolved until Time Admin is run again pending the type of exception notice.
15. Do all Exceptions need to be addressed? (TL)
   a. Yes either by correcting the time reported for the High and the Medium > 24 hours. If after correcting the timesheets, click the cleanup button to verify the correction you made will actually resolve the exception.

16. How do I know the total hours an hourly employee was paid.
   b. Review the T L Heads Up Report

17. How do I know the total gross wages an employee was paid.
   a. DEMIS Gross and Fringe