Time and Labor FAQ

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The Comp Time balance is incorrect for one of our employees. What should I do?

1. Verify that there no outstanding exceptions needing to be managed for the employee.
2. Establish a Work Order. Provide these facts – the name of the employee, the EmplID, and what the Comp Time balance should be as of the last day of the most recent pay period.

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Comp Time entered in the Timesheet is not appearing in the Pre-List Report. Why?

There are several possible reasons for this situation.

1. Time Administration may need to be run on the employee in question.
2. An exception may exist that needs to be managed specific to the entry made.
3. An exception from a previous pay period that is specific to Comp Time may be preventing the entry from being processed by Time Administration. Establish a Work Order if assistance is needed.

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I get a message "Time Reporter has exceeded the Max Positive Allowed for this Comp Plan." Why?

Individual Compensatory Time Off Plans allow a Maximum Number of Hours to be specified. The entry being made in The Timesheet would cause the Comp Time balance to exceed the "Max Positive Allowed." Overtime pay is an option. Establish a Work Order if assistance is needed.

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I am unable to enter TRCs specific to Comp Time in the Timesheet for an employee. Why?

1. An employee must be attached to a Comp Time Plan to have TRCs that are specific to Comp Time to use.
2. Verify with HR that the Time Reporter is associated with a workgroup that has a Comp Time Plan attached to it. Establish a Work Order if assistance is needed.

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I get a message "Compensatory Time Off cannot be reported for this Time Reporter as the time reporter is not participating in any Compensatory Time Off Plan." Why?

1. An employee must be attached to a Comp Time Plan to have TRCs that are specific to Comp Time to use.
2. Verify with HR that the Time Reporter is associated with a workgroup that has a Comp Time Plan attached to it. Establish a Work Order if assistance is needed.

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One of our employees has more than one Compensatory Time Off Plan. Why?

1. The employee possibly has two employee records, both of which are associated with workgroups that are attached to different Comp Time Off Plans.
2. The employee has been associated with another workgroup that had a different Comp Time Off Plan attached to it. All Comp Time Off Plans that an employee has been associated with are accessible through "View Compensatory Time Balance."
3. If there is a balance for the inactive plan please establish a work order so the balance can be removed or transferred.

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One of our employees has two active Comp Time Plans – that gets confusing. What can be done about this?

1. As long as both employee records are associated with the same agency, it is possible to maintain the Comp Time balances in one Comp Time Off Plan.
2. Establish a Work Order communicating the specifics of your request.

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Time and Labor FAQ

Changes need to be made to the Compensatory Time Off Plan(s) for our agency. How do I accomplish that?

Establish a Work Order communicating the specifics of your request.

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I need information specific to Comp Time balances. What report provides that information?

Comp Time balance information is reported in the Leave Accrual/Comp Time Balances Report. The information represented in this report is based on the most recent Leave Accrual processing. The navigation is: **Home>Lucas Custom>Lucas Reports>Benefits Reports>Leave Accrual/CompTime Balance**. Please know that access to reports is based on Position Description.

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There is an employee leaving our agency during the next pay period. What needs to be done to ensure I have access to this employee during the next pay period?

1. The Job Data needs to correctly reflect the action/reason Term with Pay/Term with Pay to make the necessary entries in the Timesheet.
2. After payroll complete the final Term entry in Job Data will be entered using same date as the Term row, SEQ 1.

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I need to have an employee activated in Time and Labor for issuing a final check. What needs to be done?

Assuming the Job Data correctly reflects the action/reason Term with Pay/Term with Pay, make necessary entries in the Timesheet and proceed like normal.

1. After payroll completes the final term entry in Job Data will be entered using same date as the Term row, SEQ 1. Establish a work order if further help is necessary.

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I cannot access an employee in the Timesheet. He/she has not received the final paycheck. How can I get his/her final paycheck issued?

1. Establish a Work Order. Provide these facts - the name of the employee and the EmplID, and the effective date.
2. The Work Order resolution will result in the employee being accessible to you for all related Time and Labor considerations.

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I was just informed that a terminated employee I cannot access in the Timesheet is entitled to additional money that was not included in their final check. What should I do?

1. Please submit a "Payroll Adjustment Request" form to the Auditor Payroll Dept ASAP. The Payroll Department will make the necessary entry directly on the employee's payline entry during the actual processing of the County's payroll.
2. The possibility exists that this EmplID will appear in the "Pre-List Report" although no corresponding entries should appear.
3. Please note it will be necessary to manually factor in the additional $$$ associated with this EmplID in the "Pre-List Report.

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When should an inactive record be established?

An inactive Maintain Time Reporter Data (MTRD) record should be established when an employee would no longer be working for Lucas County. Ideally, the Job Data and MTRD record should have the same effective date.

If an employee is transferring from one agency to another agency, it is NOT ALWAYS necessary to establish an inactive record. However, it is important that a new active MTRD record be established. MTRD is a function of the HR professional. Establish a Work Order if assistance is needed.

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Why am I not able to make an inactive record with the same effective date as the Job Data record used to end employment with Lucas County? What do I need to do?

This situation is usually the result of having run Time Admin before the inactive Maintain Time Reporter Data row was in place. Verify this by navigating to Payable Time Detail. **Main Menu > Manager Self Service > Time Management > View Time > Payable Time Detail.**
If the status of the time found is Taken by Payroll, please use the day after the last date found. Otherwise, establish a Work Order. MTRD is a function of the HR professional.

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What impacts do Job Data records have on corresponding Maintain Time Reporter Data records?

All records in Job Data are effective dated. The accuracy of these records directly affects reports and processing specific to Time and Labor. Further, the employee status of the Job Data record determines whether or not the employee is viewable to the Time and Labor Professional.

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Exceptions have appeared in "Manage Group Exceptions" that make no sense to me. Can I simply ignore them?

No. Every attempt should be made to manage all exceptions. Even the old exceptions. If the check box is not one that allows checking establish a Work Order for assistance.

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Many exceptions referencing past pay periods have appeared in "Manage Group Exceptions." What should I do?

You can use the filter options located in the middle of the Manage Exceptions page when many exceptions are found. By using the Date – Between option you will only see exceptions for the pay period referenced and many times only those exception need your attention.

Every attempt should be made to manage all exceptions. Even the old exceptions. If the check box is not one that allows checking establish a Work Order for assistance.

Unfortunately, resolved exceptions at times appear in "Manage Exceptions" again even after Time Admin has processed the referenced date/dollars/hours. Please know that a case has been logged with PeopleSoft specific to the functionality of "Manage Exceptions." Every effort is being made to work with PeopleSoft to resolve this.

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What causes the exception "Inactive Time Reporter Status?"

In most instances, this exception is the result of an incorrect effective date used in the Job Data record and the Maintain Time Reporter Data (MTRD) record. There are situations when a corresponding inactive record should be established in MTRD. Failure to do so generates this exception. Please establish a Work Order for assistance.

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The pay rate indicated on the Pre-List Report is not correct. Why?

The Pre-List Report is based on a date range – the first day of the pay period through the last day of the pay period. The rate of pay indicated reflects the most current rate of pay of the reported pay period.

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Entries made in the Timesheet do not appear on the Pre-List. Why? What should I do?

There are several possible reasons for this situation.

1. Entries made in the "Timesheet" were not submitted.
2. Time Administration may need to be run on the employee(s) in question. The "Process Date" on

the Process Time Admin page should reference the last day of the pay period being processed.

3. An exception may exist that needs to be managed specific to the entry made.
4. An exception, that needs managed, from a previous pay period that is specific to Comp Time may be preventing the entry from being processed by Time Administration. Establish a Work Order if assistance is needed.

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There is a shortage of hours represented in the Pre-List. Why? What should I do?

There are several possible reasons for this situation.

1. Entries made in the “Timesheet” were not submitted.
2. Time Administration may need to be run on the employee(s) in question. The “Process Date” on the Process Time Admin page should reference the last day of the pay period being processed.
3. An exception may exist that needs to be managed specific to the entry made.
4. An exception, that needs managed, from a previous pay period that is specific to Comp Time may be preventing the entry from being processed by Time Administration. Establish a Work Order if assistance is needed.

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The “Hours” total is not correct. Why? What should I do?

There are several possible reasons for this situation.

1. Entries made in the “Timesheet” were not submitted.
2. Time Administration may need to be run on the employee(s) in question. The “Process Date” on the Process Time Admin page should reference the last day of the pay period being processed.
3. An exception may exist that needs to be managed specific to the entry made.
4. An exception, that needs managed, from a previous pay period that is specific to Comp Time may be preventing the entry from being processed by Time Administration. Establish a Work Order if assistance is needed.

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There are too many payable hours that shouldn’t be paid. Why? What should I do?

1. Time was entered incorrectly in the Timesheet.
2. Schedule populated time that wasn’t worked.
3. Employee termed prior to the end of the pay period and the inactive MTRD row was not in place prior to running Time Administration.

Before approving time**,** verify total hours to be paid to the employee by reviewing the Pre-list. Approving time comes later:

<u>T&L Order of operations:</u>

(1) Timesheet
(2) Timesheet (self)
(3,5)Time Administration
(4,6)Manage Exceptions
(7) Pre-List Report
(8) Payable Time Detail (optional)
(9) Approve Payable Time
(10) Payable Status Report

Establish a work order.

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There is an EmplID not referenced that should be. Why? What should I do?

There are several possible reasons for this situation.

1. The Maintain Time Reporter Data (MTRD) record was not established.
2. The overnight process that results in employees being referenced in the Pre-List Report needs to be run.
3. Inaccurate information is referenced in the MTRD record on the EmplID.
Establish a Work Order if assistance is needed.

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Time and Labor FAQ

An employee is listed in the report who is not in our agency. What should I do?

Establish a Work Order. Provide these facts – the name of the employee and the EmplID.

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There is no information in the "Est. Gross" column for some of the TRCs? Why?

Not all TRCs affect dollars. Some TRCs simply are for adjusting balances or are for the express purpose of donating time.

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The "Est. Gross" for one of the TRCs is not correct. Why?

There are two types of TRCs – Hour and Amount. While most TRC entries are based on hours, several must be based on an amount. An incorrect entry in the Timesheet is responsible for the incorrect "Est. Gross." Establish a Work Order if assistance is needed.

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The "Est. Gross" for RETHR is not correct. Why?

RETHR is based on hours entered. Hours * Pay Rate = Estimated Gross. Use RTROL when needing to enter a specific dollar amount.

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The report is too big. Why?

It is important that "Type" references "Web" and "Format" references "PDF" on the Process Scheduler Request page when running the Pre-List Report. Run the report again verifying these two items before clicking "OK" in the Process Scheduler Request page.

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The "Run Status" is "Error." Why?

It is important that "Type" references "Web" and "Format" references "PDF" on the Process Scheduler Request page when running the Pre-List Report. Run the report again verifying these two items before clicking "OK" in the Process Scheduler Request page. If "Run Status" is still "Error" please establish a work order.

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I cannot print the report. What should I do?

It is important that "Type" references "Web" and "Format" references "PDF" on the Process Scheduler Request page when running the Pre-List Report. Run the report again verifying these two items before clicking "OK" in the Process Scheduler Request page. If you still cannot print the report please establish a work order.

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I ran the Pre-List Report. It has been "Queued" for over five minutes. What should I do?

Click "Details" on the Process Requests page. The upper left portion of the page has information specific to the Server Name. If the server reference is not "PSNT," establish a Work Order. Otherwise, the process will run when its turn comes.

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I need information specific to salaries within departments. What report provides that information?

The Departmental Salaries Report provides that specific information. The navigation is: Home>Compensation>Base Compensation>Compensation Reports>Salary History by Department.

Please know that access to reports is based on Position Description.

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Time and Labor FAQ

I need a report that shows the current balances specific to Sick Leave Plans and Vacation Leave Plans. What report provides that information?

The Leave Accrual Report navigation:
Main Menu>Benefits>Reports>Participation>Leave Accrual.

The Leave Accrual/CompTime Balance navigation:
Main Menu>Lucas Custom>Lucas Reports>Benefits Reports>Leave Accrual/CompTime Balance

The Annual Accrued Time Taken navigation:
Main Menu>Lucas Custom>Lucas Reports>Benefits Reports>Annual Accrued Time Taken

Please know that access to reports is based on Position Description.

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I need information specific to entries made in the Timesheet vs. what Time Admin has processed specific to a pay period. What report provides that information?

The TimeCard Report provides that specific information. The navigation is: Home>Time and Labor>Reports>TimeCard. The TimeCard Report also reports unresolved exceptions for an EmplID within the date range entered. This is only the case for the current pay period.

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I want to verify that all time needing to be approved has been approved. What report provides that information?

The Payable Status Report is the last step before sending payroll email that states your department is finished with Time and Labor responsibilities. This report provides details on time that needs approval. The navigation is: Home>Time and Labor>Reports>Payable Status. 'Needs Approval' option needs to be selected before running the Payable Status Report.

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I need information specific to an employee's earnings history. What report provides that information?

The Employee Earnings History Report provides that specific information. Information reported is based on a calendar year. The navigation is: Home>Lucas Custom>Lucas Reports>Time and Labor Reports>Employee Earnings History.

Please know that access to reports is based on Position Description.

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I need information that provides details specific to overtime worked for my agency. What report provides that information?

The Overtime Report provides that specific information. Information reported is based on a date range. The navigation is: Home>Lucas Custom>Lucas Reports>Time and Labor Reports>Overtime Report.

Please know that access to reports is based on Position Description.

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I need information specific to Comp Time balances. What report provides that information?

Comp Time balance information is reported in the Leave Accrual/Comp Time Balances Report. The information represented in this report is based on the most recently processed pay period. The navigation is: Home>Lucas Custom>Lucas Reports>Benefits Reports>Leave Accrual/CompTime Balance.

This report offers details specific to balances of sick, vacation, personal, and comp time. It also reports "Hire Date" and "Service Date" on each EmplID. The report is sorted by Department. When applicable, employees with a negative balance are reported on the last page of the report.

It is strongly suggested that this report be run before making entries in the "Timesheet" and before running Time Admin in the current Pay Period. WHY? Because balances associated with Comp Time are established when Time Admin is run, the information in the report is not constant. It is subject to change throughout the current Pay Period based on entries associated with Comp Time and Time Admin having been run.

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I need information specific to accrued time taken. What report provides that information?

The Annual Accrued Time Taken Report provides that specific information. Information reported is based on balances for a calendar year and is specific to the Plan Type selection. The navigation is: Home>Lucas Custom>Lucas Reports>Benefits Reports>Annual Accrued Time Taken.

Please know that access to reports is based on Position Description.

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I need to verify the service dates of the employees in our agency. What report provides that information?

Service Dates are included in the Leave Accrual/Comp Time Balances Report. The navigation is: Home>Lucas Custom>Lucas Reports>Benefits Reports>Leave Accrual/CompTime Balance.

Please know that access to reports is based on Position Description.

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When should schedules be assigned to new employees?

It is important to assign the schedule before Time Administration is run on the new employee. Establish a Work Order. Provide these facts - the name of the employee, the EmplID, the effective date, and the type of schedule. An example of the type of schedule is "eight hours a day, Monday through Friday."

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I had a schedule assigned to a new employee this pay period. No time was reported in the Pre-List Report. Why?

The assigned schedule must be established before Time Administration is run for payable time to be generated. Time Administration processes all employees identified on the Process Time Admin page. Please rerun Time Administration.

Establish a Work Order if further assistance is required.

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What is the importance of having a schedule assigned?

Schedules are very powerful. For EmplIDs associated with a workgroup that is exception time reporting, it is necessary to report ONLY exception days in The Timesheet when a schedule has been assigned. This is a time saver for the Time and Labor Professional.

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Time and Labor FAQ

My Time Administration process is still "Queued." What should I do?

Click "Details" on the Process Requests page. The middle left portion of the page has information specific to the Server Name. If the server reference is not "PSNT," establish a Work Order. Otherwise, the process will run when it is its turn.

Establish a Work Order if the process is still "Queued" after thirty minutes.

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Time Administration did not generate payable time on any of the employees in my agency. Why?

The "Process Date" on the Process Time Admin page should reference the last day of the pay period being processed.

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I cannot access the "Process Time Admin" page. What is wrong?

This is an indication that you have never run Time Administration. It is necessary to establish a Run Control ID to access the "Process Time Admin" page. Simply click "Add a New Value" in the Time Administration page. The entry can be letters or numbers - the choice is yours. Click "Add." The Run Control ID is saved when Time Administration is run.

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I have a Time Administration process that indicates "No Success." Why did this happen? What should I do?

This situation generally occurs when two Time Administration processes referencing the same Run Control ID are processing at the same time. PeopleSoft disallows that. The second Time Admin process is stopped in its tracks with "No Success."

It is not your responsibility to handle this situation. It is the responsibility of the PeopleSoft Team. This allows the PeopleSoft Team to evaluate details to determine if there is another cause for the "No Success."

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I'm my department's primary timekeeper. My alternate, who normally approves my time, is off this week. How can I get my time approved?

You may either send an e-mail request to Lucas County Payroll or call the Help Desk at 213-4037.

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I entered the wrong TRC last pay period on an employee. What should I do?

Do the following:

1. Make the necessary changes in the Timesheet on the EmplID.
2. Run Time Administration on the EmplID.
3. Manage Group Exceptions.
4. Approve Time for Time Reporters for the specific date range.
5. Contact the Payroll department of the change if it involves money.
6. For documentation purposes, run the TimeCard Report for this specific EmplID. Reference the specific date range affected by the changes made. The navigation is: Home>Time and Labor> Reports >TimeCard.

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I need to know if a specific TRC accrues sick hours and vacation hours. How can I determine that?

Refer to the Time Reporting Code Fact Sheet. It provides information pertinent to the Earnings Code that the TRC is mapped to, if applicable. Accruals are determined by the Earnings Code.

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Time and Labor FAQ

I have an employee wanting to cash in Comp Time Earned. Should I use COMPN or COMPC for this entry?

If any uncertainty exists as to the specific TRC to reference in the Timesheet based on PERS considerations, always contact the Payroll Department.

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I discovered that TRC SICK was entered four pay periods ago, when the entry should have been VAC. How should I handle this situation?

Please use ASB and AVB TRCs in the current pay period to adjust the balance correctly. Add a comment to indicate the effdt of the incorrect information.

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TRC entries made in the Timesheet do not agree with references in the Payroll Register. Why?

References to TRCs appear in the Pre-List Report and in Payable Time Detail. References to Earnings Codes are referenced in reports specific to Payroll – for example, the Payroll Advice Register and the Payroll Check Register.

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One of our employees is a "Rehire" effective this pay period. Why am I getting the message "No matching values were found?"

There are several possible reasons for this situation.

1. The Maintain Time Reporter Data (MTRD) record was not established.
2. The Job Data row was entered today. The employee will be available tomorrow.
3. Inaccurate information is referenced in the MTRD record on the EmplID.
4. The effective date of the active MTRD record is not being entered in the search page.

Establish a Work Order if assistance is needed.

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An employee was transferred into our agency. I am unable to access this EmplID in the Timesheet. Why?

There are several possible reasons for this situation.

1. The Job Data records have not been established.
2. The Maintain Time Reporter Data (MTRD) record was not established.
3. The Job Data row was entered today. The employee will be available tomorrow.
4. Inaccurate information is referenced in the MTRD record on the EmplID.
5. The effective date of the active MTRD record is not being entered in the search page.

Establish a Work Order if assistance is needed.

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An employee was promoted in our agency. I am unable to access this EmplID in the Timesheet. Why?

At times, a promotion will result in an EmplID having a new Maintain Time Reporter Data (MTRD) record established. The effective date of the MTRD record must be entered in the search page of the Timesheet to access the employee.

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Why am I getting the message "No matching values were found?"

There are several possible reasons for this situation.

1. The Maintain Time Reporter Data (MTRD) record was not established.
2. The Job Data row was entered today. The employee will be available tomorrow.
3. Inaccurate information is referenced in the MTRD record on the EmplID.

4. The effective date of the active MTRD record is not being entered in the search page.

Establish a Work Order if assistance is needed.

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One of our employees has returned from a "Leave of Absence." Why am I not able to access this employee in the Timesheet?

There are several possible reasons for this situation.

1. The Maintain Time Reporter Data (MTRD) record was not established.
2. The Job Data row was entered today. The employee will be available tomorrow.
3. Inaccurate information is referenced in the MTRD record on the EmplID.
4. The effective date of the active MTRD record is not being entered in the search page. Establish a Work Order if assistance is needed.

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I discovered that TRC SICK was entered four pay periods ago, when the entry should have been VAC. How should I handle this situation?

Please use ASB and AVB TRCs in the current pay period to adjust the balance correctly. Add a comment to indicate the effdt of the incorrect information.

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Changes were made to an employee's entries for the last pay period. These changes are NOT reflected in the employee's paycheck. Why?

It is important to **"Approve Time for Time Reporters"** for the specific date range when changes have been made. The payable status must be "Approved – Goes to Payroll." Entries with the payable status of "Needs Approval" are not processed by Payroll.

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Entries made in the Timesheet are NOT appearing in the Pre-List Report. I have run Time Administration several times. Why isn't the time appearing in the Pre-List Report?

There are several possible reasons for this situation.

1. Entries made in the "Timesheet" were not submitted.
2. The "Process Date" on the Process Time Admin page possibly is incorrect. The "Process Date" should be the last day of the pay period being processed.
3. Time Administration may need to be run on the employee(s) in question.
4. An exception may exist that needs to be managed specific to the entry made.
5. An exception from a previous pay period that is specific to Comp Time may be preventing an entry from being processed by Time Administration.

Establish a Work Order if assistance is needed.

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I thought entries in the Timesheet should start with the first day of the pay period. I am unable to access a new employee using that date. Why?

Within the Timesheet it will be necessary to do the following:

If the start date of employee is the first day of the second week, Change the 'View By' selection to 'Week'.

If the start date of employee is somewhere within either week, Change the 'View By' selection to 'Day'. Change the Date selection to the Maintain Time Reporter Data record date (start date). Click the refresh button.

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Time and Labor FAQ

An entry referencing Comp Time Earned is not being processed when Time Admin is run for the current pay period. Also, there are no exceptions on this employee for this pay period. What should I do?

An Exception from a previous pay period that is specific to Comp Time may be preventing the entry from being processed by Time Administration.
Establish a Work Order if assistance is needed.

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The "Timesheet" page does not allow me to reference any TRCs. Why? What should I do?

The Maintain Time Reporter Data record is missing critical information.
Establish a Work Order to have this corrected.

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How many pay periods can I go back and make changes to entries in the Timesheet?

Never go back more than one pay period when adjusting entries. Add "Comments" to document why the adjustments are necessary referencing the specific dates.

For adjustments that are farther back than one pay period please establish a work order.

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What impacts do Job Data records have on corresponding Maintain Time Reporter Data records?

All records in Job Data are effective dated. The accuracy of these records directly affects reports and processing specific to Time and Labor. Further, the employee status of the Job Data record determines whether or not the employee is viewable to the Time and Labor Professional.

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A report I ran has been "Queued" for over five minutes. Why?

Click "Details" on the Process Requests page. The upper left portion of the page has information specific to the Server Name. If the Server reference is not blank or is not "PSNT," establish a Work Order. Otherwise, the process will run when it is its turn.

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I am attempting to open a report that I ran. When I click "View Log/Trace" within Process Requests nothing happens. Why?

It could be because the report is already open. It cannot be opened a second time.

This can also happen if you click View Log/Trace too quickly after receiving a status of Success/Posted.

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What is Launch Pad and why would I use it?

Launch Pad is a tool that gives you a month-at-a-glance look at time entered for an employee. Each day on the calendar is broken up into payable time.

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