NEW TIME AND ABSENCE SYSTEM TL/ABS APPROVER TOUCHPOINT

August 2021

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South Carolina

TODAY'S AGENDA

- Review Time and Absence Employee Self Service Tiles

- Managing Exceptions

- Timesheet Approval Workflow

- Email Notifications

- Timely Supervisor Updates are Crucial

- New TL/ABS Approver Request Process

- New HCM All Access Form

- Timesheet Reminders

- Absence Reminders

- Fixes on the Way

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REVIEW TIME AND ABSENCE ESS TILES

Time

< Employee Self Service

*Select a Job   Empl Rec: 0 | Dept Id :115300 | Administrative Assistant ▾

Enter Time
08/08/21 - 08/14/21

● Reported 37.50
● Scheduled 37.50

Comp/Holiday Comp Time
7.50
Balance Hours

Request Absence

Absence Balances

Time Summary
08/08/21 - 08/14/21

Regular Hours
34.50 Hours

Compensatory Time Taken
3.00 Hours

Exceptions
0

View Requests

Cancel Absences

Payable Time

Last Pay Period   07/16/21 - 07/31/21

Total Hours   0 Hours

Estimated Gross   0

Extended Absence Request

Leave Transfer

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MANAGING EXCEPTIONS

Two types of exceptions:

- Low Severity – this is an allowable exception on the timesheet that will submit and can be processed by Payroll but will need to be marked allowable

- High Severity - timesheet will submit but will not be processed by Time and Labor until fixed

The most common exceptions you see on the Time and Absence Workcenter:

- Quantity cannot be zero – High Severity

- More than 24 Hours Reported - High Severity

- Work Order Number is Missing – High Severity (Facilities and Housing only)

- Terminated Employee – High Severity

- HOLEX only on holiday – High (exempt employee)

All exceptions must be managed. Please encourage employees and managers to pay close attention to error messages.

Currently the Fixed Exceptions area of the Workcenter is not working but there are some work arounds. A job aid will be created for future use.

TIMESHEET APPROVAL WORKFLOW

You can view the timesheet approval on the Timesheet from Manage Time and Absence.

TIMESHEET EMAIL NOTIFICATION

- Employee and Manager/Approver receives a notification at submission
- Employee receives a notification when approved

From: SLOOPD@mailbox.sc.edu <SLOOPD@mailbox.sc.edu>
Sent: Thursday, June 17, 2021 10:19 AM
To: xxAE12@mailbox.sc.edu; xxGAINESLS@mailbox.sc.edu; Albright, Jennifer <JALBRIGH@mailbox.sc.edu>
Subject: Timesheet requires your approval

This message is to notify you that there is a timesheet requiring your approval.

Name: Deanna Sloop
Employee ID: V0   0, 0
Business Title: Sr. Information Systems/BA
Date: 2021-06-21

To access the page, click on the following link to view the transaction: Click here. This is a system-generated email. Do not reply to this email.

Note: Currently timesheets entered and submitted by an employee that is a TL/ABS Approver is auto approving at submission. Project team is working on a fix.

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ABSENCE REQUEST EMAIL NOTIFICATION

- Employee and Manager/Approver receives a notification at submission
- Employee receives a notification when approved, pushed back, or denied

From: JMCKAY@mailbox.sc.edu
Date: June 16, 2021 at 4:47:55 PM EDT
To: xxGAINESLS@mailbox.sc.edu, "Albright, Jennifer" <JALBRIGH@mailbox.sc.edu>
Subject: There is an Absence Request awaiting your approval

There is an Absence Request awaiting your approval

Employee Name: Jennifer Mckay
Employee Id: YC____31
Department: DOIT Application Services
Job Title: Sr. Information Systems/BA
Absence Start Date: 2021-06-11
Absence Name: 250157 - USC AL TAKE F - Annual Leave
Absence End Date: 2021-06-11
Status: Submitted
Comments:

Please use the following link to view the transaction: Click here

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PUSHED BACK OR DELETED NOTIFICATION

- Employee and Manager/Approver receives a notification when a timesheet is pushed back, or time has been deleted (i.e., clearing zeros entered on a timesheet and resubmitted)

From: SCHOONJR@mailbox.sc.edu <SCHOONJR@mailbox.sc.edu>
Sent: Monday, August 9, 2021 9:23 AM
To: Lackey, Shannon <SVLACKEY@cec.sc.edu>; Wood, William <WILLWOOD@cec.sc.edu>; Wood, Janet <WOODJAR@cec.sc.edu>
Subject: Pushed Back/Deleted reported time requires your review

This message is to notify you that timesheet for the date: 2021-08-05 requires your review.

To access the page, click on the following link to view the transaction: Click here. This is a system-generated email. Do not reply to this email.

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TIMELY SUPERVISOR UPDATES ARE CRUCIAL

- When there is turnover in a supervisory role the HR Contact should immediately initiate a supervisor update for all subordinates (either via PD details modification or HCM Job Change eForm as applicable based on the employee type).

- If this is not done timely the subordinate employee's timesheets, absence requests, balances, etc. may become available to an employee outside your security.

- Why does this occur? – We reuse position numbers.

Example: If Tommy Lee Jones, supervisor in Mathematics, terminates on 7/1/2021 and on 7/15/2021 a new position is created an Advisor in the University Advising Center utilizing the same position number. The subordinates under Tommy (because supervisor is listed by position number) will now appear as reporting to the Advisor.

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NEW TL/ABS APPROVER REQUEST PROCESS

How to request to the TL/ABS Approver starting Monday, August 16:

- Complete the HCM All Access Form

- Once approved, the Time and Absence Approver Training will become available on the Employee Self Service landing page in HCM PeopleSoft

- Employee will complete the 5 activity steps:

  o **Introduction**

  o **Complete Training Video** – a link to view the training video will be available

  o **Quiz** – Employee must complete a 7-question quiz based on the information provided in the training video. Must receive 80% or higher before the TL/ABS Approver role is assigned. The system will provide the opportunity to retake the quiz

  o **Review Quiz Results** – will identify the questions that are incorrect

  o **Summary**

Note: When the employee receive 80% or higher, the Support Team will receive an email and they will reach out to the security team. The security team will assign the TL/ABS Approver and the Time and Absence Approver Training tile will no longer be available in Employee Self Service.

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NEW TL/ABS APPROVER REQUEST PROCESS

HCM Access Form

(1) Complete this form and have it signed by appropriate authority as outlined on the last page of this form.
(2) Attach completed form to the ServiceNow ticket.

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Important: Be sure to save this PDF to your drive or a Network folder <u>before</u> you fill it out. Also, be sure to <u>save</u> when you get to the end of the form.

Employee/ Affiliate Contact Information

EMPLID (USC ID)	
Last Name	
First Name	
Department ID Enter your Dept's 6-digit PeopleSoft ID	
Dept./College/Division Name	
Phone	
Email	
Campus/Operating Unit	
Network ID	

Requesting/Removing HCM Access for the Following Departments (6-digit *PeopleSoft Department ID is REQUIRED*). Note: Employees can only have one security level of access in the HCM system across HR, Payroll, Business Manager roles. For example: If someone has access as ePAF Initiator for department 111111 they cannot have a different access as Account Change Initiator to department 222222. *Access to Time and Absence is separate from the main HCM access and can be for different departments as applicable (outlined on page 2).

Remove Role(s):

☐ This person has a **change in responsibilities** within their current office and requires a change in roles. Roles/Department(s) to be removed: _____ .

☐ This person has left their **current USC office**, but **remains employed** in a different USC office. Please remove roles and departments for old office.

☐ This person is **no longer employed/affiliated** with USC.

To Add/Update Payroll or HR Roles, please provide the 6-digit PeopleSoft Department ID for each Department for which you are requesting access. If requesting top node access for a College, Division, or Campus please just indicate the highest department node 6 digit code below.

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Add Payroll/Business Manager Access (Roles): These roles must be approved by the Business Manager.

☐ **Account Funding Change** – Ability to initiate Account Funding Changes (current and future dated).

☐ **Campus/Department Approver 1** – Approve Account Funding Change actions.

☐ **View Business Manager Reports** – View relevant accounting queries and reports.

☐ **View HCM Distribution** - Access to view GL Distribution information (*this is in the Finance Intranet).

Add Human Resources Access (Roles): These roles must be approved by the College/Division/Campus HR Contact.

☐ **College/Division HR Contact (Columbia)-** Access to Job Data with History, Current Job Page, HR Query Access, HR Reports, Process Monitor Access, HR Job Data Search.

☐ **Campus College/Division HR Contact (Aiken, Beaufort, Palmetto, Upstate)** - Access to Job Data with History, Current Job Page, HR Query Access, HR Reports, Process Monitor Access, HR Job Data Search.

☐ **Department HR Contact (all Campuses)** - Access to Current Job Page, HR Query Access, HR Reports, Process Monitor Access, HR Job Data Search.

☐ **Dual Initiator** - Ability to create transactions for Internal Dual (Additional Assignment eForm).

☐ **Affiliate Initiator -** Ability to create transactions for Affiliates.

☐ **EPAF Initiator** - Ability to create HR transactions for <u>faculty and staff employees</u>.

☐ **Student Initiator** - Ability to create HR transactions for student employees.

☐ **Campus/Department Approver 1** - Approver HR Actions (One person can have both approver roles).

☐ **Campus/Department Approver 2** - Approve HR Actions (One person can have both approver roles).

☐ **Student Transactions Approver** - Ability to approve transactions submitted for student employees.

To Add Time/Labor and Absence Management Approver Roles, please provide the 6-digit PeopleSoft Department ID for each Department for which you are requesting access. This access can be different than your primary HCM HR/Payroll access as submitted in the previous sections.

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☐ **Time/Labor and Absence Management Approver** - Ability to enter time worked on behalf of the employee, request absences on behalf of the employee, and approve timesheets and absence requests as back-up to the manager. **The Business Manager or College/Division/Campus HR Contact must authorize this role.**

☐ **Add-on Leave Administration Approver** - Ability to request the following leave on the behalf of the employee: Bone Marrow Donor, Organ Donor, Sick Leave Advancement, Leave Transfer and Family and Medical Leave Absences. Employees receiving this role <u>must</u> understand UofSC's policies and procedures regarding the administration of leave. *Employees with this role may have access to confidential and sensitive health-related information, which must be protected in accordance with federal and state laws, regulations, policies, procedures, and guidelines. Additional employee attestation required. The College/Division/Campus HR must authorize this role.

Required Attestation for Add-On Leave Admin Role

I understand that continual training may be required to retain access to this role. I understand that unauthorized access or disclosure, through my deliberate actions or negligence, of confidential and sensitive health-related information could subject me to criminal and civil penalties imposed by law. If I am ever in doubt about my responsibilities regarding confidential and sensitive health-related information, I will contact the Central Benefits Office at 803-777-6650 or HRleave@mailbox.sc.edu.

_____   _____   _____
Employee/Affiliate Signature   Date   Employee/Affiliate Name Printed

TIMESHEET TIPS AND REMINDERS

- 0 zero hours cannot be entered in the timesheet. If there are no hours worked for a specific day, please leave the entry field blank. Entering 0 hours will cause the timesheet to have an exception which requires correction by manager or TL/ABS approver before they can approve.

- Hourly and Salaried Non-Exempt employees can enter time daily or at the end of the week. If entering daily, please save for later and submit the completed timesheet at the end of the weekly period. It is important to remember that saved for later does not equal submission. A timesheet must be submitted before it can be approved by the manager or TL/ABS Approver and then processed by Payroll.
    - Managers should set time weekly to approve timesheets. Best practice would be to approve on Friday for the time worked during the week prior. Timely approval of timesheets is crucial for our hourly temps and students to receive accurate/timely paychecks.

- If Annual/Sick Leave is reported for a salaried non-exempt employee in the current weekly period, the request(s) will appear on the timesheet as a view only row. To add new row for regular hours, scroll to the right and click the +plus button. A new active row will appear giving you the ability select the REGHR - Regular Hours time reporting code and enter hours worked in the time entry fields.

- A time reporting code must be selected before a timesheet submits for approval. We recommend you add the time reporting code before entering hours into the timesheet.

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ABSENCE TIPS AND REMINDERS

- As your employees begin requesting leave days, please stress to them the importance of intentionally selecting an Absence Name. The most commonly utilized Absence types are Annual Leave and Sick Leave, as they are the two types of accrued leave at UofSC. The Absence Type Reference Guide provides easily digestible information about each of the absence types and corresponding reason codes. During our first week live in this new system we saw a large number of absence requests coming through with the first option in the drop-down selected – Administrative Leave. We know this was submitted in error as Administrative leave is limited in scope as it is only applicable in very specific scenarios, as outlined in the Absence Type Reference Guide. Sick Leave Advancement is another leave type that has been selected in error. Please share this guide with all employees and managers in your area!

- Have an employee who only needs to be away from the office for a few hours? No problem! We have a job aid and a demo video that walks through the process to request a partial day absence. This is a different process than what folks are used to from ITAMS, but once they see how quick and easy it works it will become second nature.

TIME AND ABSENCE RESOURCES

The project team has spent countless hours ensuring employees, managers, and TL/ABS Approvers have resources they need at their fingertips – available on the implementation website. Please review available resources before reaching out with questions as you will likely find the answer in a job aid or reference guide. There are three reference guides that we recommend you print and hang near your computer for quick reference.

- <u>Timesheet Icon Reference</u> – This guide provides detailed information about each of the icons that you may see on timesheets along with description of the colored banners at the top of each day on the timesheets.

- <u>Time Reporting Code Reference Guide</u> – This guide provides easy to understand information to aid an employee in selecting the appropriate time reporting code for hours/days based on specific scenarios.

- <u>Absence Type Reference Guide</u> – This guide provides vital information on all absence names and corresponding reason codes available in the system. We have provided a breakdown of maximum limits, yes/no for attachment requirements, along with a description of when and why an employee would utilize each type of leave.

FIXES ON THE WAY

- Job descriptions are not correct on some timesheets.

- Currently not taking any notification updates. The team needs to research and fix a problem before changes can be made. It is important to remember that at least one TL/ABS Approver per department is <u>required</u> to receive notifications.

- When a TL/ABS Approver submits their timesheet, it will auto approve at submission and no email approval notifications are sent to the Manager/Approvers.

TIME/LABOR AND ABSENCE MANAGEMENT IMPLEMENTATION WEBPAGE

Job Aids are available for:
- Employees
- Managers
- TL/ABS Approvers
- View Only Access

Listing of Departmental Facilitators, front line support for employees.

Webpage URL:
https://sc.edu/about/offices_and_divisions/payroll/payroll_toolbox/time_labor_and_absence_management/index.php

Link to the **Time and Absence System**:
hcm.ps.sc.edu

Screenshot content

Payroll Department
My Payroll
Pay Dates
Direct Deposit
International Payroll
Payroll Toolbox
  iTAMS Reference
  Forms
  Payroll Schedules
  Student Account Codes
  HCM PeopleSoft Resources
  Time/Labor and Absence Management Implementation
Office Contacts

Time/Labor and Absence Management Implementation

Beginning August 1, 2021, UofSC employees will use a new time reporting and leave request system. Replacing ITAMS and implementing additional modules in HCM PeopleSoft brings pay, time and absence management together into one system.

What is Time/Labor and Absence Management?

Time and Labor is a PeopleSoft application that allows employees to report working hours and leave directly into the HCM PeopleSoft system using timesheets in Employee Self-Service.

Absence Management is where paid time off (Sick Leave, Annual Leave, and other types of leave) will be requested, approved and transferred to Time and Labor for payroll purposes.

Who will be Impacted?

All employees (students, staff and faculty), currently using ITAMS for time reporting, will be directly impacted.

What are the Benefits of this New System?

Here are just a few of the reasons why a new time reporting system is so important:

- Easy access to timesheets in Employee Self Service
- Pay stubs and timecards will be in one system
- Efficiency in payroll processing
- Manager validation of employee time
- Greater reporting capabilities for managers

How will Employees (Students, Staff, and Faculty) Receive Support All Along the Way?

One of the most important aspects of a successful implementation is providing proper training. We want to equip employees with the tools and confidence needed to enter time worked and request time off with ease. Online resources will be offered in an on-demand and self-paced format to include demo videos and printable job aids.

As implementation continues, we will add updates and resources to this webpage. If you have any questions, please contact CMTEAM@sc.edu.

Expand all

Employee Self Service Training Resources for Students, Faculty, and Staff

Manager (Employees with Direct Reports) Self Service Training Resources

Time/Labor and Absence Management (TL/ABS) Approver Training Resources

View Only Access Training Resources

Find Your Departmental Facilitator

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THANK YOU!

IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT TO CMTEAM@SC.EDU.