KPU | KWANTLEN POLYTECHNIC UNIVERSITY

Web Time Entry Frequently Asked Questions for the USER

1) Q – I am a regular employee, do I submit a timesheet only when there is an exception?

A – Regular employees (full-time or part-time) need to submit a timesheet for each pay. If there are no exceptions, you are still required to submit a blank timesheet with zero (exception) hours.

2) Q – What is the reason for a regular employee to submit a blank timesheet when there are no exceptions?

A – This is to certify that the employee works the required regular hours and there is no exception for the pay period.

3) Q – Why are there no regular hours showing on the timesheet of regular employees?

A – A regular employee's job is setup in Banner with regular hours defaulting automatically during the payroll processing cycle. Therefore, it is redundant to enter the regular hours on the web timesheet.

4) Q – I am an employee with an auxiliary position, do I have to submit a blank time sheet if I didn't work?

A – No, a timesheet for an auxiliary position is required <u>only if</u> you have worked hours in the position.

5) Q – How many timesheets do I see?

A – You will see one timesheet per pay period per time-sheeted position.
Note: Time-sheeted positions are BCGEU positions, Student Assistant/Co-op Student positions, Casual Services positions and time-sheeted Faculty positions.

6) Q – How do I report time, e.g. overtime on Friday evening or Saturday, after the timesheet has been submitted for approval or approved?

A – If you have worked hours for a pay period not yet recorded on the timesheet and you have already submitted your timesheet for approval, you can do one of the following:
  (a) If the timesheet is 'Pending', i.e. the approver hasn't approved the timesheet yet and it is before the timesheet submission deadline, you can use the '**Return Time**' button to retrieve your timesheet, make changes and re-submit for approval again.
  (b) If the timesheet submission deadline has passed and your approver is willing to change the hours for you, your approver can use the '**Change Record**' button to make changes and then approve your timesheet. (Note: Employee will <u>not</u> receive notification email when timesheet is modified by the approver, the approver needs to communicate with the employee.)

(c) If the timesheet submission deadline has passed and your approver is uncomfortable changing the hours for you, you need to submit a revised paper timesheet. One suggestion is to print the Preview page of your timesheet, write down the changes or new earnings on the printout, employee & approver sign the timesheet and send the revised paper timesheet to prassist@kpu.ca.

7) **Q** – Can I change a timesheet after it is submitted for approval?

A – If the timesheet is still Pending, you can use the '**Return Time**' button to retrieve the timesheet, make changes and re-submit for approval. If the timesheet has been approved but not completed, the approver can use the '**Return Time**' button to return the timesheet to you (timesheet status now becomes 'Pending'), you will then use the '**Return Time**' button to retrieve the timesheet (timesheet status now becomes 'In Progress'). You can now make changes and re-submit it for approval. If the timesheet has been completed, no more change can be done. Any revision must be in paper format.

8) **Q** – Will leave balances be updated after I entered time, such as vacation time or sick time, on the timesheet?

A – Leave balances displayed on the Time Sheet page reflect balances of previous pay period. Any vacation, sick, family illness or banked overtime hours entered in the current timesheet will be updated when processing of the pay period is complete.

9) **Q** – Can I report time after the timesheet submission deadline?

A - Please refer to answers to question 6 above.

10) **Q** – What should I do if I don't see my position on Self-Service?

A – This may mean your position has not been setup in Banner yet or the position is not web time entry enabled, please contact the HRIS Administrator or the Manager, Employee Services and HRIS.

11) **Q** – What should I do if I don't see the pay period for my position on Self-Service?

A – This may mean your position is not setup for the current pay period on web time entry. Or the timesheet submission deadline has passed and you have not initiated the timesheet before the deadline. If you have hours to report for that pay period, you need to submit paper timesheet.

12) **Q** – What should I do if, after I submitted my timesheet for approval, the approver's name displayed is not my approver?

A – This may mean the approver setup for your position is incorrect or the approver has changed since you initiated the timesheet, please contact the HRIS Administrator or the Manager, Employee Services and HRIS.

13) **Q** – What if I will be away for more than one month, can I submit timesheets ahead of time?

A – There should be at least one future pay period open for web time entry. If the open pay period(s) are not long enough to cover your vacation, you can submit paper timesheet(s) for pay periods not yet open.

14) **Q** – Does the employee receive notification once the timesheet is approved?

A – No, there is no email notification to the employee when timesheet is approved. Employee can check the timesheet status on the 'Select Job/Pay Period' page. (Note: The Payroll department will process all timesheets approved on or before the approval deadline. Any approver with unapproved timesheet(s) will receive email notification the day immediately following the approval deadline.)

15) **Q** – Does the employee receive notification when timesheet is returned for correction?

A – Yes, an email notification will be sent to the employee whose timesheet has been returned for correction. This emailing process runs twice per hour. Alternately, the approver can inform the employee directly in case submission deadline is approaching.

16) **Q** – Can you go back and see timesheets entered on Self-Service? If so, how far back?

A – Yes, timesheets of all statuses (except the 'Not Started' ones) are available for viewing for 3 months.

17) **Q** – What happens if a regular employee is not submitting timesheet on a regular basis?

A – An email notification will be sent to the approver the day immediately following the approval deadline.

18) **Q** – What happens if the timesheet is not approved by the approver before the approval deadline?

A – The approver needs to contact the Payroll Department. If deadline extension is not feasible, the employee needs to submit a paper timesheet signed by the approver.

19) **Q** – Will paper timesheet(s) received after the approval deadline be processed during the current payroll processing cycle?

A – Payroll will make every effort to process for the current pay period if time permits, otherwise, these will be processed on the next pay period.

20) **Q** – What happens if the approver is sick or on vacation?

A – Approver is encouraged to setup 2 proxies at all times. When an approver is unable to approve timesheets, the proxy can act as approver to approve timesheets.

21) **Q** – What happens if both the approver and proxies are sick or on vacation at the same time?

A – If an approver and the designated proxies are unable to approve timesheets, the employee will submit paper timesheet instead. Under special circumstances, the employee can contact the Payroll Department to make alternate arrangements.

22) **Q** – How to erase hours entered on the timesheet?

A – Click the hour link for the earning and date where you want the hours to be erased, use the Delete or Backspace key to remove the hours, then click '**Save**'.

23) **Q –** Do I submit multiple timesheets if I have multiple positions?

A – Yes, same as the paper timesheet, you are required to submit one web timesheet per pay period per position.

24) **Q –** Who needs to enter Flex/Modified Earnings?

A – If you are on a Flexible schedule, Modified schedule or you are a regular part-time employee working less than 70 hours per pay period, you are required to enter Flex/Modified hours for each day you work.

Flex/Modified earning is a non-cash earning; it is used to track your work schedule for the purposes of Record of Employment, EI, Statutory Holiday calculation and is in compliance with the approved schedule. It shows the hours worked per day. If there are exceptions such as medical appointment or sick time, you are required to enter both the exception hours and the Flex/Modified hours. That means the total hours for the date (and thus the pay period) will be more than the total number of hours you are paid for that date (and thus the pay period).

25) **Q –** Where can I find the Web Time Entry Quick Guides and this FAQ document?

A – The Web Time Entry Quick Guides (for Users and Approvers) and this FAQ document are hosted on the Payroll Services web site. The link to these documents can be found on the Self-Service 'Time Sheet' web pages as well as the Web Time Entry reminder emails.

26) **Q –** Can I export time entered to Excel?

A – Unfortunately, the export function is not supported in the current version of Web Time Entry module.

27) **Q –** Does the employee receive a notification email when approver changes the timesheet?

A – No, there is no email notification to the employee when an approver changes a timesheet. We encourage the approver to email or contact the employee explaining the reasons and details of the changes as soon as possible. For example, an employee is sick or out of town and the approver notices the hours entered are incorrect, 'Return for Correction' will not work because the timesheet will be stuck at 'Return for Correction' status. In this scenario, the approver will have to change the timesheet and move it forward to 'Approved' status so that Payroll can process the timesheet.

28) **Q –** Does the employee receive a notification email when approver deletes the timesheet?

A – No, there is no email notification to the employee when an approver deletes a timesheet. 'Delete' should be used sparely and only when the employee cannot perform a 'Restart'. 'Delete' a timesheet by an approver is similar to 'Restart' a timesheet by the employee - both erase all hours entered. We encourage the approver to contact the employee so that employee can make a copy of the hours originally entered before 'Restart' a timesheet.

29) **Q –** Can I access my timesheets when I am out of town or out of country?

A – Yes, as long as internet service is available, you can view, process and submit your timesheet for approval. No VPN login is needed.

30) **Q –** Can someone else, such as my colleague or my approver, create and submit timesheet for me?

A – We strongly discourage sharing your PIN with others. You should be the only person logging in to your Self-Service account to initiate, process and submit your timesheet for approval. (Note: Setting up proxy does not enable your proxy to act as <u>you</u> for timesheet processing and submission. Proxy can act as <u>approver</u> to approve timesheet only.)

31) **Q –** How do I find out if my timesheet has been approved or processed in Payroll?

A – You can check your timesheet status on the 'Select Job/Pay Period' page. (Note: Your approver will receive a notification email when there are unapproved timesheets, the Payroll department will follow up on that as well.)

32) **Q –** I review paper timesheets for my supervisor, how do I do that in the web time entry system?

A – You can contact HR to setup yourself as the FYI (acknowledger) for the timesheets you need to review on Self-Service. As an acknowledger, you will be able to view and verify hours on the timesheet, acknowledge the hours entered by clicking the 'Acknowledge' button. The Routing queue will show your name (as acknowledger) and the date/time the timesheet was acknowledged. (Note: An approver can still approve a timesheet with or without your acknowledgement.)

33) **Q –** Will I still get paid if I do not submit a timesheet?

A – If you are a regular employee, you will be paid regardless. However, you are required to submit a timesheet for each pay even though you have no exceptions to report.

If you are an employee with a non-regular position, such as auxiliary, student assistant/co-op student, casual services and time-sheeted Faculty position, you will get paid only if you submit a timesheet for hours worked in each position. You do not have to submit a blank timesheet.