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Troubleshooting Time and Labour

Overview

This section will highlight some of the common issues that may be encountered when entering or approving time within Employee Self Service for Time and Labour. Each issue includes a cause and resolution. As well, important reminders are included for when you are dealing with specific Time and Labour related information.

Unable to Enter Time

Issue: As an Employee, you are not able to access the Timesheet.

As a Timekeeper/Supervisor, you are not able to submit time and receive the error message: “Invalid Job. Employee 1234567, for Rcd 0 is not enrolled in an Active Job as of time entered…….”

Causes: Employee is not enrolled in Time and Labor workgroup

Invalid Job Data properties for Employee

Employee’s contract end date has occurred and the Employee has been automatically terminated

Resolution:
Contact Human Resource Services
Partially Disabled (Grayed out) timesheet

**Issue:** Timesheet is grayed out for some or all of the days where time is to be entered.

There are 3 possible causes for this issue.

**Cause 1:** This occurs when changes have been made to your Job Data mid-pay period.

**Resolution 1:**
Change the timesheet view to “View By Day” and enter time day by day. This will only be required for the period in which the change occurs.

**Cause 2:** This occurs when time is entered for an employee restricted Time Reporting Code (by Timekeeper, Supervisor or Central HR) and it is the only entry for that period.

**Resolution 2:**
Scroll to the right to see if the (+) sign is enabled. If it is, you can add additional rows to enter time.

The restricted TRC entries cannot be updated or removed by employees.

**Cause 3:** Prior Period Time Entries

Employees have a small window for entering their current time. It is important to enter transactions in a timely manner. The timesheet is disabled (grayed out) for employees to enter time further back than two previous pay periods.

**Note:** Due to other system access, some employees will not have this system limitation applied (i.e. timekeepers). However, self-service time entries should only be made to the current pay period plus two previous pay periods.

**Resolution:**
If time entry additions or changes are required for earlier time periods, Timekeepers and Human Resource Services have larger time period access.
Invalid Values (red field)

Issue: A field is highlighted in red, and the system will not allow you to move forward.

Cause: Information is invalid or a required field has not been populated. The field must be corrected (changed in some way) to continue.

This can also happen when hours are entered in the future and then the employee moves into a different employee type where the code use is no longer applicable.

Resolution:
Option 1: Correct the field highlighted in red to continue with the timesheet.
Option 2: Click on the Prior Period or Next Period link to navigate out of the current timesheet page.
Option 3: Click on the “Timesheet” menu item, at the top of the page, to navigate out of the current timesheet page. Otherwise, every other activity on the timesheet page (return to select employee, etc) will require the 'red field' to be fixed first.
Option 4: If the highlighted field is in the section where you enter your hours, you can delete the entire row.

Exception Error for Leave Time

Cause: When an employee with 2 part-time jobs enters leave on the same day for both jobs, the Time Administration Process create an error.

Resolution:
Move the reported leave time to one job and remove from the other. This is the workaround for payroll processing even though this does not accurately reflect the hours worked within both jobs.
Pending Approvals Transaction not opening from Manager Dashboard

Issue: When you have people reporting to you, transactions under the Pending Approvals section will appear on your Manager Dashboard. When you click on the transaction link, the spinning icon appears in the top right but the transaction never opens.

Cause: There are some known issues with the system and browser compatibility. This is most often encountered when using Internet Explorer or Mozilla Firefox. It is not a consistent issue and will not affect everyone.

Resolution:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Use Google Chrome as your browser.</td>
</tr>
<tr>
<td>2</td>
<td>Use the T&amp;L WorkCenter or Approvals &gt; Payable Time to approve time.</td>
</tr>
<tr>
<td>3</td>
<td>Log out, delete your Internet browser cache (history, including cookies) and attempt the same action again. This may or may not fix the issue.</td>
</tr>
</tbody>
</table>

Approver cannot approve a transaction

There are multiple scenarios where an approver is unable to approve a transaction. The following provides some of the most common scenarios and their resolutions.

Issue 1: As an approver, you see a transaction under the Pending Approvals link on your Manager Dashboard. However, you cannot access the transaction to review and approve.

Cause 1: This occurs when either the Employee or you as the Approver have a job change (e.g. transfer). Approvers require security access to the employee to perform the approval, and once the “Reports To” or “Supervisor ID” is updated (either with a current or previous date) the previous approver will lose access to perform time approvals for the employee.

Resolution 1:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Workflow Administrator (HR) can approve the transaction</td>
</tr>
<tr>
<td>2</td>
<td>The Mass Approval process will process the transaction when HR runs this process.</td>
</tr>
</tbody>
</table>
Issue 2: New supervisor could not approve an employee's old transactions.

Cause 2: This occurs when the Reports To was a different person at the time the transactions were entered. Submitted time goes to the person the employee reports to at the time of submission. If the reports to person changes after the time is submitted and before it has been approved, those transactions are not automatically sent to the new reports to person.

Resolution 2:

The timekeeper can remove and re-enter time with new reports to.

Contact Employment services for assistance.

Supervisor cannot see an Employee’s Submitted Time

Issue: As a Supervisor, you are unable to see an employee’s information or timesheet that reports to you.

There are multiple reasons that you, as the supervisor, cannot see an employee’s time. Listed below are the areas you will need to check.

Cause 1: Reporting relationships must be correct for the timesheet to go to the correct Approver.

Resolution 1:

In the Reports To Application, check to make sure that the reporting relationship is correct. If not correct, refer to the ‘Changing Reporting Relationships’ information provided within this document.

Cause 2: If time has been submitted but has not been approved before the Auto Termination batch process runs, the hours are routed to the Workflow Administrator and a manual workaround must be done.

Resolution 2:

The hours are routed to the Workflow Administrator and a manual workaround must be done. Contact central Human Resource Services for assistance.

To avoid this issue, approvers need to be aware of the termination dates and payroll cutoff dates to ensure that all hours are approved BEFORE the payroll cutoff for the pay period that the Termination date falls within.
Supervisor cannot Submit a Delegation

**Issue:** As a Supervisor, you receive the following message when trying to delegate a proxy and are unable to submit a delegation request.

![Image](https://example.com/message.png)

**Cause:** You can only have one delegation requested or assigned at a time.

**Resolution:**

In the ‘Manage Delegation’ page within PeopleSoft HCM, review your proxies for active delegation status. Revoke the existing active proxy and resubmit a delegation request for the new proxy. For further details on how to revoke and change a proxy, refer to the ‘Changing an Existing Delegation’ topic available online or within the learning reference materials web page.

Prior Year Leave

Leave entitlements roll over on January 1st of each year, if an absence must be entered in the prior year (i.e. On January 10, 2017 for December 28, 2016) there are special rules around prior year time reporting code selection. Only Timekeepers, Supervisors and Human Resource Services can enter these codes.

Please contact your Timekeeper to resolve this.

Override Rates

Only Timekeepers/Supervisors can override rates. Employees can add or change hours associated to an entered row. If an employee makes changes, the revised transactions will require approval. Use the comments area to record the changes are required.
TRC 660 – Banked Time Premium

Banked time is stored in the system in hours. A premium code is used to reflect the overtime premium hours.

Supervisors will only see this TRC for approval when an employee banks time (TRC 661 or 662)

After an Employee enters Banked Time on their timesheet, Time administration runs and creates the OT Bank Time Premium TRC 660.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Hours</th>
<th>Needs Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/17/2017</td>
<td>Banked Time Premium</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>11/17/2017</td>
<td>Banked Time @ 1.5x</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td>11/17/2017</td>
<td>Banked Time @ 2x</td>
<td>2.00</td>
<td></td>
</tr>
</tbody>
</table>

Hours will show on the Banked Time History on the employee timesheet

Example:

2 Hours Banked @ 1.5x = 2 Reg Hours Banked + 1 Hour OT Premium Banked

and

2 Hours Banked @ 2x = 2 Reg Hours Banked + 2 Hours OT Premium Banked

The above example will generate the following rows.
Delegation Administration

To contact the Delegation Administrator please open an IST Helpdesk ticket via the IST website or by phone call and specify that the ticket is for ‘HCM T&L Approval Delegation’.

Pushed Back Time

There are multiple scenarios that occur when dealing with pushed back time, therefore a separate document has been created to address these scenarios. Refer to the ‘Managing Pushed Back Time’ Quick Reference Guide (QRG) for further details on correcting pushed back time.

Changing Reporting Relationships

The following outlines key information relating to changing reporting relationships. Refer to the Quick Reference Guide ‘Reports To Application’ for a one page reference document.

- Reporting relationships should be changed through the ‘Reports To’ application.
- If the reporting relationship is a permanent change, submit a Position Information Form (PIF) first before submitting an eForm.
- Reporting relationships must be correct for the timesheet to go to the correct Approver.
- Remember to always use the Reports To Position number

Negative Hours on the Audit Report

The negative hours indicate that a correction was made to a timesheet. The negative hours are the offsetting entries and MUST be approved by the Supervisor.

For example, it could be hours that were approved and then an employee makes a change to those approved hours.

For details on how to manage negative hours, refer to the ‘Managing Negative Payable Time’ quick reference guide.
Prorated Leave Plan Balance is not Accurate for Part-Time Employee

The Leave Plan buckets are populated on an annual basis, except for vacation time. Time and Labour buckets reflect a full entitlement and does not prorate the leave balance based on the part-time employee status. This is not corrected until an employee goes on leave or it is brought to the attention of HRS.

This provides the employee the opportunity to oversubscribe to leave hours that they are not entitled to.