

Self Service Time Entry Problems and Solutions

August 2014

Setup/Maintenance

Problem	Solution
An employee is moving to self service time entry effective the first day of the pay period or later in the pay period. What is the deadline for updating the job record and the Self-Service Time Entry Type field on the work schedule?	Before the first day of the pay period.
Are there special processing rules for employees assigned a self-service time entry type of <i>Exception</i> ?	Yes. When an Exception employee starts mid-pay period, assign the self-service time entry type Time Only or Time and Labor. On the first pay period end date, change self-service time entry type to <i>Exception</i> . Exception employees must be paid 80 hours a pay period. <i>Exception</i> should not be used for part-time employees or if it is likely they will be paid less than 80 hours.
Can an employee access the Time and Labor page if a self-service time entry type is not selected on the employee's work schedule?	Yes. The employee will have the same options as those assigned the Time Only type.
A new or current employee assigned to a department after the pay period began does not display for the manager in search results. Is there a problem?	No. The employee will display in the manager's search results after the department has been validated.
Today an employee new to state service was hired with an effective date of three days ago. She was assigned to a department using self service time entry. When will the <u>Time Entry</u> link be on her self service home page?	Tomorrow. With an effective date of today or earlier, the <u>Time Entry</u> link will display the day after the job record has been added/updated.
How far in advance should Statewide Payroll Services be notified of departments using self service time entry?	Thirteen or more days prior to the first day of the pay period the departments will start using self service time entry.
A manager recently left our agency to work for another agency. Are there steps related to self service time entry we need to complete?	Yes. On the payroll Self-Service Security page, delete the manager from each department.
When updating work schedules, I noticed in the Lookup for the Begin With PPE Date field, that some employees have an additional pay period available to select. Why?	Employees in department IDs set up for self service time entry have an additional pay period available to allow the Self-Service Time Entry Type field to be updated before the next pay period starts.

Manager/Supervisor

Problem	Solution
After validating a department, will the Error? column in the manager search results display for both error and warning messages?	Yes. The search results display errors and warnings, but there are very few warning messages.
Can a manager view employee self service timesheets for a past pay period?	Yes. On the search page enter the pay period end date and department.
The first employees were assigned to a department after the pay period started. The manager is not able to view search results for this department. What action must be taken in order for the manager to view search results?	<p>Have any employee assigned to the department access their Time and Labor page, make a change, and save. Then have the manager search again. Search results should display the employee. Next, have the manager validate the department. This will build the default records for all the other employees in the department.</p> <p>Be sure the manager has been assigned to the department on the Self-Service Security page.</p>
Why is a manager, now responsible for an additional department, unable to view search results for the department that has had employees using self service time entry for several pay periods?	The manager has not been assigned to the department on the Self-Service Security page.
Should a manager validate a department after reviewing each employee?	No. The manager should validate each department when it is initially accessed. After that, it is only necessary to revalidate if the records are updated.
An employee has been promoted to a supervisory position but does not have the <u>Mgr Task</u> link needed to approve payroll. When will he be able to approve payroll?	The first workday (Monday-Friday) after the supervisor has been added to the Self-Service Security page for the department(s).
A manager has been responsible for approving payroll for two departments. Today is the pay period end date and she is assigned a third department, effective immediately. When can she approve payroll in the new department?	Immediately after she has been added to the department on the Self-Service Security page.
What happens if all employee records in a department are approved but the manager did not mark the department “ready to load,” and the last load to mass time entry has occurred?	The payroll information will not load to mass time entry. Payroll staff will have to enter the payroll information for each employee in mass time entry.
Should a manager fix payroll records that have errors or are not accurate?	The best practice is to have the employee make the necessary changes.
What happens if an employee enters payroll information but the manager doesn’t approve it before the department loads to mass time entry?	The employee’s payroll information does not load to mass time entry. The payroll staff must enter the payroll information in mass time entry for the employee to be paid.

Reports

Problem	Solution
Are there reports that include self service time entry information?	Yes. The reports are documented in SEMA4 Help. On the SEMA4 Help Contents page, select <u>Reports Inventory</u> , then <u>Report Descriptions</u> . Under Payroll Reports select <u>Listed by Business Function</u> , and then <u>Self Service</u> .