HIP Leave Keeper Frequently Asked Questions (last revised 10/24/2020)

Question	Answer
Need to add administrative leave for absences due to office closures from events like natural disasters. How do we handle that?	Administrative Leave is a type of leave in the system, however it is not available for an employee to select for themselves. When Administrative Leave is granted, it will be mass applied in the system. Departments who have some essential workers who did not actually take the Admin Leave will then go in and remove the record of Admin Leave from any applicable employee's leave records. Timkeepers have the ability to do that in HIP.
Would leave balances be available before approving leaves?	Yes, both the employee will see their balance and the manager will see the balance when the request comes through.
For BU01 employees who earn sick leave per day worked, will the system provide a current balance of leave for sick leave only?	BU1 employees do earn their sick time as they work, according to the Collective Bargaining Agreements. For BU1 employees, their accruals will be recorded as something called the "Earn as you go Sick Entitlement" instead of the normal "Sick Entitlement" that other employees will see on their Absence Balance tile.
How many leave types can be requested per work day/shift?	There are no limits. The employee and the supervisor will want to be sure that all leave that's recorded is accurate, however.
How would an audit for an employee who is retiring/resigning be completed? Right now we do a 5 year audit of all G1s and Form 7s.	The 5 year audit should be phased out over time as the leave balances and leave tracking should always be current once you start recording leave in HIP.
If an employee has excessive leave without pay will the system flag this?	Queries are available in HIP to leave keepers so that excessive LWOP can be monitored. The query HIP_TL_LWOP_IN_ABS_MGMT gives you a listing of employees with LWOP. As well, the query HIP_TL_LESS_THAN_40_SCK_VAC can be run for people who have very low balances.
Is Time and Leave information only available on kiosks and employee computers or will they be able to access this on their phones?	Employees can access HIP on State kiosks and shared computers. If they don't have Office 365 accounts with the State, they will have their time and leave entered by timekeepers and leave keepers. Those with Office 365 Accounts should use the execsso.hip.hawaii.gov logon with their hawaii.gov account name and Office 365 password. They should also register for multi-factor authentication to be able to use HIP from any location and any device. To register for Multi-Factor Authentication (MFA) have them go to https://aka.ms/MFASetup.
Can multiple types of leaves be reported on the same day?	Yes, multiple types of leave can be used for the same day. The employee and the supervisor will want to be sure that all leave that's recorded is accurate, however.
How are leaves like Worker's Compensation/FMLA handled?	HR Administrators manage Worker's Comp/FMLA in the extended absence pages. There are two parts to extended absence -- the Eligibility, and then the recording of leave hours used for that type of absence. There are specific leave types codes for recording the hours used so that system can assist with tracking the hours per established limits.
Can we request new types of Leave?	We can add new Leave options if necessary, and that may be necessary in situatios where new union agreements are reached or the State revises its leave policies.
If and employee wants to request leave but they do not have any leave hours, will it be rejected?	An employee cannot request leave for hours that they have not yet accrued. Rather than being rejected, they cannot actually even request it in the first place.
Will the comp time be added to request for use of leave?	No, comp time in the new system is actually a type of time and not a type of leave. It's covered also in the timekeeper course. It's important to understand that comp time is a three part process. First, the employee requests overtime via the Overtime Request tile. Second, the employee records the hours worked of comp time on their timesheet to bank those hours as accrued comp time. They'd use a Time Reporting Code of "Earn Comp Time". Last, the employee records the hours taken of comp time on their timesheet to use the hours they've previously banked. They'd use a Time Reporting Code of "Take Comp Time".
Should the internet or this system goes down, would the system allow for after the fact approvals?	Yes. We do take the system off line for planned upgrades and maintenance with advance notice to HR and fiscal offices. However, for the most part it's available 24 x 7. Employees and supervisors should make sure that all time and leave is recorded without fail by the end of the pay period so that we can pay our employees accurately and timely.

We have employees that don't work M-F, does the system automatically compute leave based on M-F work days?	It's important that supervisors set their employee's schedules in HIP correctly. At go-live, everyone will be defaulted to a Monday through Friday, 8 hours a day schedule. If that needs to change, it should be updated by the employee's supervisor. Leave will be taken against hours that they are normally scheduled to work, and not on days that they're not scheduled to work. For instance, if an employee requests Friday and Saturday for vacation, but they don't normally work on Saturdays and their schedule in HIP has them working Monday through Friday, HIP will not dock them for vacation hours on the Saturday if they request vacation for Saturday accidentally.
Will the system be able to charge vacation leave in lieu of sick?	System will process based on what is inputted. Employee or Timekeeper can follow the steps to change a previously approved vacation to sick leave for instance, but system will not do that on it's own.
Will the system adjust leave balances when workers comp kicks in?	During the period of when the worker's comp needs to be processed, HR Admin can input the supplemental leave so that the balances would be reduced accordingly.
Will the system accommodate advancing sick leave for UPW Unit 01 employees?	BU1 employees do earn their sick time as they work, according to the Collective Bargaining Agreements. For BU1 employees, their accruals will be recorded as something called the "Earn as you go Sick Entitlement" instead of the normal "Sick Entitlement" that other employees will see on their Absence Balance tile.
Can we see our leave balances on our pay stub?	Yes, that's correct. The pay statement will show an employee all of the hours of sick and vacation leave that they've accrued year-to-date and taken year-to-date. They're displayed as hours "Earned" and hours "Taken". There is also a field for hours of "Adjustments" which refers to your starting balance when HIP Time and Leave is launched for you and any hours that your HR office has to correct if there happens to be a correction that's necessary for you after HIP Time and Leave is launched.
There will no longer be a Form 7?	That's correct. There will no longer by a Form 7. An employee is able to get a full history of their leave from the Absence Balance tile in HIP. As well HR and Leave keepers can run queries if they need specific historical information on leave transactions. It's strongly discouraged to continue to maintain Form 7s after your department transitions to HIP Time and Leave because those manual records may become out-of-synch with the official records in HIP if human error occurs in recording the Form 7s.
Will we have access to employee's leave records to print?	With the new system being electronic and records kept in the system forever, there doesn't see to be a need to print leave records. However, leave keepers have access to all leave records for the employees that they manage. Queries will be available for reviewing leave data.
Can you print the monthly calendar?	The monthly calendar is designed to display on your screen, as opposed to being printed. It displays each day of the month across the top as columns and each employee is listed as a row. It does have quite a bit of data on it and it might be very hard to read if you print it. It's recommended that you don't print, or perhaps switch to the weekly view of the calendar and then change the orientation of the paper and reduce the size to fit more appropriately if you want to still print the calendar.
Is the system able to track sick leave and vacation leave separately for the year? The calendar only shows leave balance in total.	Yes, HIP keeps leave balances for sick and vacation leave separately. Any employee can access their leave balances by going to the Absence Balances tile. As well, leave keepers can query leave balances for employees using the HIP_TL_LV_BAL_BY_EE query, which will give you leave balances by employee at month end accruals.
How would I or HR get sick hours and vacation hours accrued by employees for the annual audit?	Each year, HR will have access to a query to run the Accrued Liability report, which is a query in HIP.
Would the leave flow into our timesheet or would the employee have to remember what day they were off?	Once an absence is recorded in the system, it automatically gets noted on the timesheet. There's nothing an employee has to do in order to also record the leave on their timesheet.
Would you enter each entry if you are using both sick/vacation leave?	Each leave request is separate. An employee would do one leave request for their sick hours and another for their vacation hours.
If an employee is out, how can you prevent LWOP situation?	If the employee has sick and/or vacation leave available and the employee is unable to request the leave, the Leave Keeper is able to request leave in the employee's stead. Once the employee exhausts all applicable leave, then any remaining time the employee is out from work will need to be recorded as Leave Without Pay. Please note system does not "automatically" process LWOP. LWOP needs to be inputted directly by EE/Supervisor/Leave keeper for system to be able to process.
Under duration, can you note less than 8 hours (system seemed to calculate automatically)? How many decimal places can you carry out?	Yes, if an employee is requesting leave for less than a full day of work, the employee will select the "Partial Days" option to indicate the number of hours that they are requesting, up to two decimal points. If the "Partial Days" option is not selected, the system will default the leave to the full day scheduled.

If you're out sick, and you complete leave upon return, would you be able to select a date that has already passed or would you need to complete leave request online while you are out?	Yes, there are no limits to how far you can go back to record an absence up to the point that your department went live on Time and Leave. If you need to record an absence prior to do that, leave keepers are to request a Balance Adjustment be completed by HR. There is a form on the For Leave Keepers webpage where you can access the Balance Adjustment worksheet to turn into HR.
Is there a calendar to know who is out on any particular day (e.g. secretary of program)?	Yes, Monthly Time Calendar
Can we have more than one approver (a recommend approver and an approver)?	HIP only maintains one Reports-To supervisor for every employee. To have more than one level of approver would require very difficult and costly maintenance for the State unfortunately.
if an employee's supervisor changes, Who makes the change?	The Department's HR office has the ability to make a change to what's known as the "Reports-To" supervisor in HIP. The Reports-To supervisor should be designated according to what's on the department's org chart, and when changes need to be made, HR can do that. The employee or supervisor cannot modify the Reports-To supervisor information in the system by themselves. When a supervisor position is vacant, HIP will route employee requests up to the next available supervisor in the department hierarchy. Usually, TA supervisors are not used by HR to the be the Reports-To, but in some cases, HR can make the TA supervisor the Reports-To if the department requires that.
Employee took vacation through the weekend and holiday , HIP is showing the holiday as 8 hrs. Did employee get charged for the holiday and weekend?	If an employee accidentally includes a paid holiday or one of their days off in their leave request, HIP will automatically know not to include those hours for approval so that the employee is not accidentally docked for those hours. Something important to remember is that, to do that, HIP is looking at the employee's scheduled hours to figure out which days they're scheduled to work and which they're not, so it's important that supervisors maintain accurate schedules for folks who work schedules other than Monday through Friday, 8 hours a day.
As a supervisor, how do I cancel a leave request for one of my employees who entered the wrong day?	You may cancel the request in Manager Self Service> Team Time> Cancel Absences.
Why does employee have more than one employee record? Which one do I use to pay the employee?	An employee may have more than one employee record if they have worked in two different jurisdictions (e.g. worked for an Executive Branch agency then worked for Judiciary, etc.), or if they are working two different jobs concurrently. If you have questions regarding which employee record to use when entering time, please contact your HR office.
Is there a preferred Internet Browser that works best with HIP?	There are no preferred browsers that work best with HIP per se, for employees and supervisors. However, timekeeper and leave keepers will want to use something other than Microsoft Edge because Edge lacks pop-ups and there may be limitations with the ability to run your queries and reports.