

## HIP Timekeeper Frequently Asked Questions (last revised 10/24/2020)

| Question   | Answer   |
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| If an employee is temporarily assigned (TA), do we fill in daily the salaried schedule?  | If an employee is temporarily assigned to a position, the difference in pay will still need to be calculated manually. Timekeepers can enter the TA Pay for the pay period as hours and the rate through Rapid Time using the TA Pay template.   |
| Is it possible to use timesheet feature to charge against project time accounting?   | Yes, a separate training course on using Task Profiles will be available to specific employees whose departments need them to charge their time to specific projects for accounting purposes.  |
| Will the Reports To supervisor have the ability to approve and effect the change of supervisors in the system rather than HR staff?  | HR Staff will be the ones that can change the Reports To Supervisor.   |
| Are you going to include Temporary Assignment at some point?   | For right now, the Form 10 isn't able to be replicated, however there is feature that PeopleSoft offers for tracking Temporary Assignments and the State Project team will be looking at later enhancements after go-live.   |
| Are we ready for shift work timekeeping?   | Schedules in the system are currently tracked as total hours per day. More detailed schedule implementation can be explored at a later date.   |
| 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 <a href="https://execsso.hip.hawaii.gov">execsso.hip.hawaii.gov</a> logon with their <a href="https://hawaii.gov">hawaii.gov</a> 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 <a href="https://aka.ms/MFASetup">https://aka.ms/MFASetup</a> . |
| 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 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.   |
| What about Standby Time for emergency response? How does that work?  | Yes, there's a Time Reporting Code for Standby called "STDYBY". Those employees that it applies to will have that TRC available on their timesheet.  |
| Will the the UAC lookup will be limited to the department?   | The UAC lookup on timesheet limits search results to the payroll number the Employee is assigned to.   |
| If employee has multiple records (i.e. empl record 0 and empl record 1), will need to input rapid time, will you need to input twice (i.e. empl record 0 and empl record 1)? | If an employee has multiple records and both records are in departments currently enrolled through Time & Leave, time will need to be entered separately for each employee record. If the employee has multiple records but only one record is for a Time & Leave-deployed department, the Timekeeper will only need to enter time for the Time & Leave-deployed employee record.  |
| Will a TRC legend (code with description) be distributed?  | Yes a TRC listing is available. Please be advised TRC codes available to employees are specific to an employee's bargaining unit. There are some TRCs on the list that only related to system processing behind the scenes and do not appear on the timesheet. See <a href="https://ags.hawaii.gov/hip/files/2020/04/TRC-Codes.xlsx">https://ags.hawaii.gov/hip/files/2020/04/TRC-Codes.xlsx</a>   |
| Does the entry page for Hourly workers apply to our part-time workers?   | It depends. Your part-time employees could be either salaried or hourly employees. If they're hourly, they'd use the punch time timesheet. If they're salaried employees, but happen to work less than 40 standard hours, they'd use the salaried, elapsed timesheet.  |
| Can salaried employees enter multiple types of meals per day?  | Yes, employee's have the option to use the "+" to record multiple meals per day. Different Meal TRCs are available for breakfast, lunch and dinner   |
| How are night differentials recorded?  | Yes, there's a Time Reporting Code for Standby called "NDIFF". Those employees that it applies to will have that TRC available on their timesheet.   |

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| What would departments submit to pay out comp time, backups if any?  | The query HIP_TL_COMP_BAL_BY_EE is available to HR and Timekeepers to review an employee's comp time balance. If at time of termination an employee has comp time balance, the results on the query can be used to determine how many hours needs to be paid out. This can be forward to payroll for processing.   |
| 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.   |
| 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.   |
| 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. |
| Why do I sometimes see negative amounts to approve as a supervisor?  | When time is paid previously and then updated or changed in some way, HIP creates something called an "offset". Offsets reverse the previous time reported after time is corrected. Offsets must be reviewed and approved by supervisors also, just like normal time reported.   |
| What is the difference between Punch Time and Elapsed Time?  | Punch Time is used for hourly employees to record the time that they actually work. Hourly employees are required to submit their timesheets for payment each pay period. Elapsed Time is used for salaried employees. Salaried employees will only need to submit timesheets if they are reporting special types of pay (e.g. Night Differential, Comp Time, Overtime, etc.). Salaried employees do not need to submit a timesheet for regular time worked.   |
| Employee is trying to enter time on timesheet but is receiving a message that anything after the date displayed is a future period. What does that mean?   | Employees are only able to report time during the current pay period or up to 30 days prior. Employees will not be able to report time in a future pay period.   |
| Is there a cap on the amount of Compensatory Time that an employee can accumulate?   | The maximum for Compensatory Time will be dependent on the employee's bargaining unit. If an employee has questions regarding their maximum, please have them contact their HR Office for clarification.   |
| 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.  |
| When entering overtime hours, is the comment icon a mandatory field?   | Yes, when an employee enters overtime on their timesheet, they'll notice a comment bubble below, and they'll need to enter the time segment specific to their overtime. For example, if my overtime is between 5 and 6pm today, I would click on the comment bubble and a page for me to enter 5:00 pm to 6:00 pm will appear.   |
| If the employee entered the wrong date for the overtime request and submitted for approval, can the employee cancel the overtime request or does the supervisor need to deny the request? Is there an option to modify the overtime request? | If the Overtime Request is pending approval, the supervisor will need to deny the request, and the employee will need to resubmit a new Overtime Request with the correct date. If the Overtime incurred has already passed, Overtime will need to be entered on the timesheet. The supervisor will then need to allow the overtime exception, and approve the employee's timesheet.   |
| 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.  |