Hawaii Information Portal (HIP)
Time and Leave Standard Operating Policies and Procedures (SOPP)

Contents

1.0   Version Control

Version Number	Effective Date	Description of Changes
1	10/15/2020	As issued.
2	5/7/2021	Removed references to the Families First Coronavirus Act (FFCRA) of 2020. Added footnotes to imbedded URLs. Clarified requirement for an Executive Branch Department Director's signature on an Administrative Delegation form. Added policies concerning the timely input of LWOP and the use of an exception hourly designation for employees with chronic LWOP. Added procedures for employees that transfer departments mid-day.
3	1/19/2022	Changed name of DAGS Technical Support Office to DAGS Accounting; removed out-of-date hyperlinks.
4	5/4/2022	Policies and procedures section 5.1 was amended to indicate that HIP should NOT be used to transmit or store medical information about employees or other individuals

2.0   Purpose

The purpose of this SOPP is to ensure that the use of HIP time and leave records by State of Hawaii personnel meet the following objectives:

- Employees receive compensation based on hours worked, as described in collective bargaining agreements and State policies and procedures, as applicable;
- Employing departments maintain efficient operations with respect to time and leave submission in HIP; and
- Payroll is calculated accurately based on timely entries of leave and other pay types. The purpose of this SOPP is not to take the place of step-by-step HIP navigation training materials available at http://ags.hawaii.gov/hip/ and State of Hawaii personnel must take advantage of that training.

3.0   Scope and Applicability

This SOPP applies to State of Hawaii departments, jurisdictions, and agencies who use the time and leave features in HIP.

3.1   Department and User Responsibilities

    3.1.1   While using HIP Time and Leave, State of Hawaii personnel shall comply with all applicable State and Federal laws, rules, and regulations, including but not limited to the Fair Labor Standards Act (as amended), and Hawaii Revised Statutes Chapters 76, 78, 89, and 91.

    3.1.2   While using HIP Time and Leave, State of Hawaii personnel shall comply with all applicable State policies and memoranda, including those issued by the Department of Accounting and General Services in Comptroller's Memoranda ("CM").

    3.1.3   The Department of Accounting and General Services ("DAGS") shall be responsible for the HIP application, including its maintenance and support, review/approval of enhancement requests, and resolution to technical or compliance issues.

    3.1.4   Departments, jurisdictions, and agencies shall be responsible for the conduct of their employees and to adequately monitor the activity to ensure compliance.

4.0 HIP Definitions

4.1   "Allow": An action taken that resolves a Timesheet Exception and moves it to a supervisor for approval.

4.2   "Approve": An action taken that approves the record and makes it final for payroll processing.

4.3   "Check Eligibility": HIP validation process to ensure that an employee has sufficient leave to cover a request.

4.4   "Elapsed Time Entry": When entering time, hourly employees who use this method enter the total number of hours worked for each day.

4.5   "Forecast": HIP validation process to project future leave that an employee may be eligible for assuming their employment status remains the same and they do not use up the leave through unanticipated future leave requests.

4.6   "Payable Time": Time that has been validated by the Time Administration process and does not have any High severity exceptions. The processed Payable Time is then submitted for approval. Once approved, Payable Time is ready for payroll processing.

4.7   "Positive Time Reporter": Positive time reporters report all time worked. Depending on the setup, this type of reporter can report either punched or elapsed time.

4.8   "Punch Time Entry": When entering time, hourly employees who use this method enter specific In and Out times for the workday.

4.9   "Push Back": An action taken that does not approve a record but rather, sends it back to the employee for correction or cancellation.

4.10   "Rapid Time Entry": The Rapid Time Entry page allows the user to enter time for multiple employees at the same time.

4.11   "Reported Time": Time that has been entered into HIP and submitted but not yet processed through Time Administration, or the submitted time has been processed through Time Administration and has at least one High severity exception (see Section 5.11.1 Exception Management).

4.12   "Saved": A record that has been saved by the user but not submitted for approval.

4.13   "Submitted": A record that has been saved and sent to someone for approval.

4.14   "Record": Refers to any electronic transaction within HIP Time and Leave.

4.15   "Time Administration": Batch process that runs nightly and applies the rules (i.e., system logic based on business-defined policies) for processing time and leave.

4.16   "Time Reporting Code (TRC)": A Time Reporting Code (TRC) is a code that identifies the type of time worked, earned, or taken.[1]

4.17   "Timesheet Exception" (also "Exception"): An exception is a condition that exists regarding time requiring further review. For example, overtime recorded on the timesheet that was not pre-approved will be marked as an exception.

4.18   "Timesheet Lockdown": Occurs during payroll processing after the supervisor's deadline for approval. Refer to Payroll Calendar. Users will not be able to add, delete, or modify timesheets while payroll is being processed.

5.0 Policy and Procedures

5.1   HIP Tiles. HIP tiles will assist users with navigation to major functions of Time and Leave. While the following list represents these major functions, it is not intended to be an exhaustive list of system navigation which is accessible through the Navigator menu in HIP. Note: HIP should NOT be used to transmit or store medical information about employees or other individuals, however doctor's notes excusing an absence from work that do not reveal a medical condition are acceptable.

   5.1.1   Employee Self-Service (within Time Tile)

      5.1.1.1   Time: Found on Employee Self-Service page. Allows employee to navigate to time and leave tiles.

      5.1.1.2   Overtime Requests: Allows an employee to get preapproval to earn overtime and compensatory ("comp") time.

      5.1.1.3   Enter Time: Allows an employee to enter their time by week, by pay period, and no further back than the last month.

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[1] Listing available for download at https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls

5.1.1.4   Time Summary: Allows an employee to see the time that they have reported against their schedule, including absences reported.

5.1.1.5   Report Time: Allows an employee to enter their time by day.

5.1.1.6   Weekly Time: Allows an employee to enter their time by week in a mobile-friendly format.

5.1.1.7   Weekly Time Summary: Allows an employee to see the time that they have reported against their schedule, including absences reported, in a weekly format.

5.1.1.8   Comp Time: Allows an employee to see how much compensatory time ("comp time") earned and available.

5.1.1.9   View Requests: Allows an employee to see the leave requests previously submitted, approved, and or canceled. Allows an employee to submit a modification for any "pushed back" leave record or any approved-cancelled leave.

5.1.1.10   Request Absence: Allows an employee to request regular leave. Regular absences include: Sick, Vacation, Leave Without Pay, Jury Duty, Parent Teacher Conference, Bereavement (Funeral), Blood Donation, Foster Parent Court Hearing, and Medical Treatment Leave. (Admin Leave is granted centrally by the State.)

5.1.1.11   Absence Balance: Displays leave earned and allows the employee the ability to forecast future balances based on a date picked.

5.1.1.12   Cancel Absences: Allows an employee to cancel their leave request for their supervisor's approval. Cancellations require supervisor approval prior to modifying a leave request. Note that the View Request tile should be used

after an absence request is cancelled and approved to modify existing leave requests (e.g., changing 4 hours of requested leave to 8 hours of requested leave for a given day).

5.1.1.13   Extended Absence Request: Allows an employee to request an extended absence. Extended absence requests include: Bone Marrow/Organ Donor Leave, Family Medical Leave Act ("FMLA") Continuous Leave, FMLA Intermittent Leave, Hawaii Family Leave, Military Leave, Sabbatical/Education & Professional/Study Leave, Temporary Disability Insurance ("TDI") Leave, Adoptive Leave, Child Care Leave, Political Campaign Leave, and Worker's Compensation Leave.

5.1.2 Manager Self-Service

5.1.2.1   Assign Work Schedule: Allows a supervisor the ability to manage employee schedules. HIP's default schedule for employees is Monday through Friday, 8 hours a day.

5.1.2.2   Approvals: Allows a supervisor to view and approve all the pending requests they have for employee time and leave. Approval finalizes a record. Push Back sends the record back for editing, the requestor may re-submit or cancel if necessary.

     5.1.2.2.1   Delegation Request: Accept or Reject
     5.1.2.2.2   Overtime Request: Approve or Push Back
     5.1.2.2.3   Payable Time Request: Approve or Push Back
     5.1.2.2.4   Absence Request: Approve or Push Back
     5.1.2.2.5   Extended Absence Request: Approve or Push Back

5.1.2.3   Team Time

5.1.2.3.1   Timesheet (Enter Time/Time Summary): Allows an authorized user to report time for an employee by week and by pay period on their behalf or review the employee's time input.

5.1.2.3.2   Report Time: Allows an authorized user to report time for an employee by day on their behalf.

5.1.2.3.3   Weekly Time Entry: Allows an authorized user to report time on behalf of an employee by week or review the employee's time input.

5.1.2.3.4   Weekly Time Summary: Allows an authorized user to review an employee's reported time by week against their scheduled time.

5.1.2.3.5   Payable Time: Shows an authorized user what employee time is due to be paid or what was paid.

5.1.2.3.6   Comp Time: Shows an authorized user the comp time balances for each of their employees.

5.1.2.3.7   Request Absence: Allows an authorized user to report leave on an employee's behalf. Note: this does not display information for employees that are under a vacant supervisor position to a higher level supervisor.

5.1.2.3.8   Cancel Absence: Allows an authorized user to cancel an employee's leave on the employee's behalf. Note: this does not display information for employees that are under a vacant supervisor position to a higher-level supervisor.

5.1.2.3.9   View Requests: Allows an authorized user to review the employee's leave requests and the status and history of those requests. Note: this does not display information for employees that are under a

vacant supervisor position to a higher-level supervisor.

5.1.2.3.10   Absence Balances: Allows an authorized user to see their employees' leave balances. Note: this does not display information for employees that are under a vacant supervisor position to a higher-level supervisor.

5.1.2.3.11   Manage Exceptions: Allows an authorized user to manage the high- and low-level exceptions that HIP flags. See 5.9.1.

5.1.2.3.12   Workforce Availability: Allows an authorized user a supervisor to see the availability of the employees in their organization by day and drill down into details of their Reported Time and requested/approved leave. (For broader searches and calendar views by week or by month, other views of employee time are found under Navigator, Manager Self-Service, Time Management, View Time.)

5.1.2.4   Manage Delegation: Allows a supervisor the ability to name someone who will manage approvals on their behalf for a limited period or indefinitely. When selecting an end day for delegation, the date chosen will mean the delegation is revoked on that day. Leaving an end date blank will mean a delegation will be in place until revoked.

5.2 Roles and Responsibilities in HIP

5.2.1 Employees

5.2.1.1   Request overtime and compensatory time in advance of earning it, whenever practical.

5.2.1.2   Be cognizant of their own leave balances.

5.2.1.3   Report their actual time worked in a timely manner.

    5.2.1.3.1   Hourly employees (i.e., student workers, 89-day hires, and casual employees) will report all time worked.

    5.2.1.3.2   Salaried employees will <u>not</u> report regular hours worked and will <u>only</u> report time on an exception basis, such as when they work overtime, earn differentials, or other <u>additions</u> to their regular pay.

    5.2.1.3.3   Request leave (i.e., absences) in a timely manner, per Collective Bargaining Agreements and State policy[2].

5.2.2 Supervisors[3]

5.2.2.1   Approve/deny employee overtime and compensatory time requests in a timely[4] manner.

5.2.2.2   Approve/push back employee timesheets in a timely[5] manner.

5.2.2.3   Approve/push back employee leave requests in a timely[6] manner.

5.2.2.4   Monitor and manage exceptions in HIP.

5.2.2.5   Ensure any delegations they set up for their approvals are not abused. Supervisor duties include electronic approvals of records (like wet signatures), and delegations are not meant to delegate mere administrative responsibilities.

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[2] https://ags.hawaii.gov/hip/files/2020/04/2020-Payroll-Deadlines-Modified-for-Time-and-Leave-part-2-signed.pdf
[3] Please refer to the Supervisor support page at http://ags.hawaii.gov/hip/for-supervisors/
[4] https://ags.hawaii.gov/hip/files/2020/04/2020-Payroll-Deadlines-Modified-for-Time-and-Leave-part-2-signed.pdf
[5] https://ags.hawaii.gov/hip/files/2020/04/2020-Payroll-Deadlines-Modified-for-Time-and-Leave-part-2-signed.pdf
[6] https://ags.hawaii.gov/hip/files/2020/04/2020-Payroll-Deadlines-Modified-for-Time-and-Leave-part-2-signed.pdf

5.2.3 Timekeepers[7]

    5.2.3.1   Support employees with their questions regarding how to report time in HIP.

    5.2.3.2   Monitor and manage exceptions in HIP to ensure supervisors do not fail to address them.

    5.2.3.3   Enter time on behalf of an employee when they cannot do so for themselves.

    5.2.3.4   Monitor the timeliness of employee time submissions and supervisor approvals.

    5.2.3.5   Generate system reports to review, audit or analyze trends, as needed.

5.2.4 Leave Keepers[8]

    5.2.4.1   Support employees with their questions regarding how to manage leave in HIP.

    5.2.4.2   Enter leave on behalf of an employee when they cannot do so for themselves, and their supervisor cannot either.

    5.2.4.3   Request balance adjustments be performed by HR Admins on behalf of employees when necessary.

    5.2.4.4   Generate system reports to review, audit or analyze trends, as needed.

5.2.5 HR Admins[9]

    5.2.5.1   Administer Extended Absences.

    5.2.5.2   Administer Leave Transfers.

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[7] Please refer to the Timekeeper support page at http://ags.hawaii.gov/hip/for-time-leave-keepers/
[8] Please refer to the Leave Keeper support page at http://ags.hawaii.gov/hip/for-time-leave-keepers/
[9] Please refer to the HR support page at http://ags.hawaii.gov/hip/for-human-resources-and-payroll-personnel/

5.2.5.3   Administer Leave Balance Adjustments.

5.2.5.4   Administer Leave Sharing Programs.

5.2.5.5   Monitor the use of MSS delegation and ensure compliance.

5.2.5.6   Generate system reports to review, audit or analyze trends, as needed.

5.2.6 Fiscal Admins[10]

5.2.6.1   Monitor payroll expenses, as their department procedures dictate.

5.2.6.2   Generate system reports to review, audit or analyze trends, as needed.

5.2.7 Department HR Transactions Staff

5.2.7.1   Administer the timely input of person, position, and job data, including application of Uniform Accounting Codes ("UAC") used to charge for base pay for a position.

5.2.8 Department Payroll[11]

5.2.8.1   Monitor the input of employees, supervisors, and timekeepers to ensure both accuracy and timeliness.

5.2.8.2   Communicate with department personnel to ensure compliance within the department.

5.2.8.3   Process payment of non-base pay (e.g., Temporary Assignment Pay, Wages-In-Kind, Worker's Compensation, etc.).

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[10] Please refer to the Payroll support page at http://ags.hawaii.gov/hip/for-human-resources-and-payroll-personnel/
[11] Please refer to the Payroll support page at http://ags.hawaii.gov/hip/for-human-resources-and-payroll-personnel/

5.2.8.4   Run system queries to review, audit or analyze information, as needed.

5.2.8.5   Notify supervisors and timekeepers to resolve unresolved exceptions.

5.2.8.6   Administer UACs used to charge for non-base pay for a position.

5.2.9 DAGS Accounting

5.2.9.1   Resolve HIP Service Tickets coming from HR Administrators, Department Payroll, Timekeepers, and Leave Keepers for Time and Leave matters. (DAGS Central Payroll responds to HIP Service Tickets for payroll matters, for example questions regarding pay checks, expenditure reports.)

5.2.9.2   Intake and evaluate department requests for queries.

5.2.9.3   Ensure proper maintenance and operations of Time and Leave functionality in HIP, including the Time Administration Process.

5.2.9.4   Setup absence calendars and prepare year-end processes.

5.2.9.5   Approve ETS-304 Security Access Forms[12].

5.3 Supervisor Delegation

5.3.1 Background: HIP uses the same structure for employee-supervisor relationships that exists in HIP's Human Resources Management System (HRMS), known as the "Reports-To" structure. All time and leave records route to the employee's immediate supervisor for approval.

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[12] Form available at https://docs.google.com/forms/d/e/1FAIpQLSdBn_vtESRUl0jMqCTfW0DaTObLafDLbrSI3i-TMqU0n2necw/viewform

5.3.2 Supervisor Self-Service Delegation ("MSS delegation"): Supervisors who are unavailable to approve, may delegate their supervisor authority for time and leave record approvals in HIP. To prevent situations where a delegate approves their own time and leave records for approval, the temporary, delegate supervisor must be at a level in the department higher than the current, delegating supervisor in his/her chain of command.

    5.3.2.1   HR Admins shall monitor the use of delegation to ensure that MSS delegation is not mis-used. If the delegation is not according to policy, the HR Admin is to work with the TSO to revoke the delegation.

5.3.3 Administrative Delegation ("Admin delegation"): If a supervisor is unable to perform an MSS delegation for themselves in accordance with section 5.3.2, an Admin delegation may be performed for the supervisor by DAGS personnel. The form attached hereto as Attachment C must be completed, signed, and submitted according to form instructions. The temporary, delegate supervisor must already have supervisory responsibilities in HIP and be at a level in the department higher than the current, delegating supervisor in his/her chain of command.

5.4 Vacant Supervisor

    5.4.1   When a supervisory position is vacated and HR staff records the termination of that supervisor in HIP, HIP will begin to route employee time and leave records to the next available supervisor up the supervisor's chain of command. In these situations, departments may choose one of three options:

        5.4.1.1   (Preferred method) Department HR offices may elect to leave the supervisor data in HIP's Job record alone and let the employee time and leave records route up to the vacant supervisor's chain of command; or

        5.4.1.2   If 5.4.1.1 is not practical or the vacancy is expected to be for an extended period of time, departments may elect to name a

temporarily assigned supervisor in the position ("TA supervisor") and modify HIP's Job record(s) to make employees report to the TA supervisor.

5.4.1.3   If 5.4.1.1 and 5.4.1.2 are not practical, another method is to change the supervisor Position record(s) to name the TA supervisor as the Reports-To. An effective dated row of job record(s) needs to be updated to bring forward the position update.

5.5 Leave Donation

5.5.1 Background: Leave donation (also known as leave sharing) programs exist throughout State of Hawaii government to help employees with supplemental leave that they need. Specific policies and procedures for leave donation are managed by individual departments, jurisdictions, and agencies and this SOPP is not intended to supersede any of those policies and procedures.

5.5.2 To facilitate leave donation policies, a central bank in HIP for leave donations will exist for each department/jurisdiction/agency policy. HIP provides employees the ability to donate hours to a central bank, which HR Admins may draw on to transfer donated leave to any employee that meets the criteria of their respective policy.

5.5.3 No less than annually, a department will contact employees to notify them of procedures for donating leave and make an appeal for leave donations. HIP employee self-service leave donation instructions are available at: https://ags.hawaii.gov/hip/time-and-leave/. Departments are also encouraged to run reports/queries available in HIP that provide lists of employees with greater than 300 hours of vacation and 600 hours of vacation who may forfeit their hours at the end of the year according to State polices, and notify employees that they can monitor their absence balances in HIP and prevent forfeiture by donating leave and/or taking leave.

5.6 Overpayment

5.6.1 In the event a person takes more leave than available, the leave will be converted to Leave Without Pay ("LWOP").

5.6.2 To minimize overpayment, Leave Keepers or Supervisors are responsible for placing an employee on LWOP in HIP immediately if the employee has not already done so for themselves. Supervisors have primary responsibility and Leave Keepers can assist Supervisors with this task when necessary.

5.6.3 An LWOP entry is required to be entered on time for the current period to avoid overpayments. Refer to section 5.8 for deadlines.

5.6.4 If overpayment did occur, the options to collect the overpayment are: 1) Enter the LWOP on the dates that should have been recorded; or 2) If additional pay was not stopped in time, set up an Overpayment Recovery (OPR).

5.6.5 Also see section 5.7

5.7 LWOP and the Prevention and Control of Salary Overpayment

In accordance with this SOPP, the State requires employees to submit their time and leave records **by the end of each pay period** to ensure that employees are paid accurately and timely**.** With the implementation of HIP Time and Leave, timely transactions of LWOP are critically important to reducing and stopping overpayments. With the elimination of the paper State G-1 form in most circumstances, employees and their supervisors now have the responsibility to record their LWOP directly in HIP.

Supervisors, as designated by a Human Resources Office, are responsible for entering LWOP immediately if their employees don't report to work and do not input LWOP for themselves in HIP. If it is discovered that LWOP was not entered by the pay period's deadline, supervisors may go back to the date the LWOP was not reported and enter the LWOP so that the subsequent paycheck will reflect the LWOP transaction and corresponding pay reduction. To assist supervisors with how to enter LWOP on behalf of employees using the Team Time > Request Absence feature in HIP, supervisors should review HIP training material posted at: https://ags.hawaii.gov/hip/for-supervisors/.

Departments using HIP Time and Leave must monitor employees with low leave balances and chronic LWOP using existing system queries. HIP has developed queries to help department with this identification process. The query "HIP_TL_LESS_THAN_40_SICK_VAC" is an example of a type of system query that should be run at least monthly. For a complete listing of mandatory and optional queries that should be run by your department's staff on a regular basis are found on HIP's support page: https://ags.hawaii.gov/hip/tl-reports-and-queries/.

All applicable department staff may self-subscribe to receive HIP support page updates. At the bottom of the Reports and Queries support page, a self-subscription box is provided. See Figure 1.

Figure 1

Pursuant to Comptroller's Memorandum 2019-01, any employee who has been working for the State for at least six (6) months and had at least two (2) incidents of leave which result in salary overpayment within the last six (6) months will be placed on an after-the-fact payroll schedule as a non-salaried employee. To comply with the Comptroller's Memorandum 2019-01, the Department's Human Resources Office must update HIP's Job Data records for such employees to designate them as an "exception hourly" employee. This designation will require employees to report all their time worked to be paid and will prevent future overpayment. When changing a salaried employee to be an exception hourly employee type, it is extremely important to communicate to the employee that they will need to report all their time worked for the day in order to be paid.

After determining the employee is to become an exception hourly time reporter and informing the employee, the Human Resources Office will need to change the employee's Job Data record in HIP. To change an employee from salaried to exception hourly, the Employee Type must be changed from "S" to "E". The Effective Date of the change in HIP shall align with the beginning of a pay period, e.g. 4/1 or 4/16, depending on if the employee is on the After-the-Fact or LAG payment schedule. See Figure 2.

Figure 2

If there are no incidents of leave which result in a salary overpayment for a subsequent four (4) month period, the employee should be paid the employee's salary on the same pay dates and for the same pay periods as salaried employees. If an employee is to be reverted to a salaried employee again, the same procedure and effective dates should be used to change the employee back from an exception hourly to a salaried employee again.

Departments are to follow all existing procedures regarding employee notification and overpayment recovery as per Comptroller's Memorandum 2019-01.

5.9 Temporary Assignment Pay ("TA Pay")

5.9.1   HIP is not designed to manage the calculation of TA Pay, which is complex and requires the analysis of HR. State Form 10 shall be used to authorize TA Pay and Department Payroll shall enter TA Pay into HIP. The Rapid Time feature is recommended for this purpose. These policies and procedures do not supersede any departmental procedures for the submission and approval of TA Pay.

5.10 Deadlines

5.10.1 Background: In accordance with federal regulations and collective bargaining agreements, it is crucial that employees are paid on time. To that end, DAGS policies exist to ensure that deadlines are met. See: https://ags.hawaii.gov/hip/files/2020/08/Deadline-Requirements.pdf. Every year, DAGS Accounting will post specific deadline days when time and leave records are due. At no time should time or leave be submitted in HIP after the pay period is over (i.e., the 1st through 15th of the month and the 16th through the end of the month).

5.10.1 Timesheets

5.10.1.1 Employees must only submit actual time worked in HIP according to instructions available at: https://ags.hawaii.gov/hip/time-and-leave/ as soon as the time is worked and not in advance. Every year, DAGS Accounting will post specific deadline days in each pay period when timesheets are due, and days when timesheets are locked during payroll processing. Time submitted and approved after deadlines will be paid on the following payroll. Timekeepers are to monitor their employees to ensure that timesheets are submitted timely.

5.10.1.1.1 HIP allows an employee to submit multiple revisions of a timesheet, if necessary. If a subsequent revision of a timesheet is submitted after time is already paid to the employee, HIP will calibrate their pay on the next payroll cycle by adjusting their earnings either up or down, depending on whether reported time was adjusted up or down.

5.10.1.1.2 HIP allows employees to submit timesheets for themselves for the current and previous month,

after which the timesheet will be locked for the employee. Beyond this window, a timekeeper must submit the adjustments for the employee up to 90 days in the past.

5.10.1.2 Supervisors must approve actual time worked in HIP according to instructions available at: https://ags.hawaii.gov/hip/forsupervisors/. Every year, DAGS Accounting will post specific deadline days in each pay period when timesheets must be approved. Supervisors must approve all submitted time by approval deadlines or push back the timesheets in HIP to the employee for correction also by the approval deadline. Timekeepers are to monitor supervisor approvals to ensure that timesheets are submitted timely. Timekeepers must monitor to ensure that employees are adhering to deadlines and provide counsel and advice when timeliness issues develop.

5.10.1.3 If an employee cannot submit a timesheet in HIP for themselves (e.g., employee doesn't have computer access, or has separated from their job without submitting their time, etc.) the timekeeper shall submit the employee's time for the employee, and the system will route the timesheet in HIP for supervisor approval. When submitting timesheets in HIP for employees, the same deadlines for submission and approval shall apply. Timekeepers must monitor to ensure that supervisors are adhering to deadlines and provide counsel and advice when timeliness issues develop.

5.10.1.4 Department Payroll must monitor to ensure that Timekeepers are adhering to deadlines and provide counsel and advice when timeliness issues develop.

5.10.2 Leave Requests (i.e., Absence Requests)

5.10.2.1 Employees must submit their absence requests in a timely manner. Use of HIP's employee self-service is to be encouraged so that employees record their leave as soon as

possible and in accordance with collective bargaining agreements, if submitting leave after-the-fact.

5.10.2.1.1   HIP has a "Check Eligibility" feature to ensure that an employee has enough leave balance to take leave they are requesting before they request it. If an employee has received approval for future leave and does not actually earn enough accrued hours to take that future leave, HIP will automatically turn the leave request into Leave Without Pay. It is the responsibility of the employee to cancel their Absence Request and work their scheduled hours.

5.10.2.2   Supervisors are responsible to approve or "push back" leave requests as soon as practical. Supervisors and employees should be communicating with one another to ensure that both employee and employer needs are met, and the action is in accordance with applicable collective bargaining agreements.

5.10.2.2.1   Supervisors are responsible for ensuring that the employee attaches any applicable documents to their Absence Request, including but not limited to doctor's notes as required by applicable collective bargaining agreements.

5.10.2.3   If an employee cannot submit leave for themselves in HIP (e.g., employee doesn't have computer access, or has separated from their job without submitting their time, etc.) and the Supervisor is also unable to enter the leave, the Leave Keeper shall submit the employee's leave for the employee immediately, and then route the Absence Request in HIP for either Supervisor approval or auto approval by the Leave Keeper.

5.10.2.4   HR must monitor to ensure that Leave Keepers are adhering to deadlines and provide counsel and advice when timeliness issues develop.

5.10.3 Overtime and Compensatory ("Comp") Time Requests

    5.10.3.1   Employees and supervisors are encouraged to work together to plan overtime and comp time in advance.

    5.10.3.2   The overtime/comp time process is a two-step process in HIP: 1) request pre-approval for the time using the Request Overtime tile and 2) report the time worked on a timesheet (i.e., Enter Time tile) in HIP. HIP is designed to ensure there are controls on earning overtime and comp time by having the employee request approval from their supervisor to earn overtime/comp time before it is reported on the employee timesheet. Whenever practical, the employee must be encouraged to request approval overtime/comp time in advance of working the time and supervisors should approve it.

        5.10.3.2.1   When it is not practical to request the overtime/comp time in advance of working the time, employees will report their overtime/comp time on their timesheet and HIP will generate an exception that will need to be allowed. See 5.11.1, Exception Management.

    5.10.3.3   Supervisors may monitor how much overtime/comp time they have pre-approved for budget control purposes.

    5.10.3.4   If a department has a local policy or procedure for requesting budgetary approval for overtime/comp time, HIP is not intended to replace that policy or procedure. Therefore, an employee may need to follow that local policy/procedure for authorization prior to using two-step process in HIP -- the Request Overtime and Enter Time tiles in HIP.

5.10.4 HIP shall be the official system of record for time and leave. Departments are not to keep manual tracking records of time and leave that conflict with official records in HIP.

5.11 Exception Management and Audits

5.11.1   Exception Management

    5.11.1.1   Supervisors have the primary responsibility for monitoring and managing exceptions in HIP that are created as the result of employee time and leave input. Exceptions are generated based on logic that is designed to flag unusual transactions that may be incorrect or need closer controls. Additionally, Timekeepers and Department Payroll must ensure that exceptions are being monitored and actively worked on to ensure timely resolution and to facilitate timely payroll. A department has the authority to decide if Timekeepers or Department Payroll are primarily responsible for enforcement of exceptions.

    5.11.1.2   Exception Levels

        5.11.1.2.1   High Level Exceptions – High exceptions are flagged because transactions likely violate rules. This type of exception may be reviewed and allowed if desired or the time can be deleted from the timesheet if it's not allowable. HIP will stop this transaction from becoming a payment to an employee until such time as it is allowed.

        5.11.1.2.2   Low Level Exceptions – Low level exceptions are flagged because transactions may violate rules. This type of exception may be reviewed and allowed if desired, however HIP will automatically move these transactions to payment without anyone's intervention. It is recommended that they be reviewed and addressed as department policies or procedures require.

    5.11.1.3   A list of exceptions along with their meanings and instructions for resolution are available at: https://ags.hawaii.gov/hip/exception-management/.

5.12.2   Audits

5.12.1.4   HIP has several queries available to Timekeepers, Leave Keepers, HR, HR Admins, Fiscal Admins and Department Payroll for regular use to meet the business needs of the department, jurisdiction, or agency. A listing is maintained by DAGS at: https://ags.hawaii.gov/hip/tl-reports-and-queries/. Queries may be run using the Query Viewer feature in HIP based on the applicable parameters.

5.12.1.5   At the above referenced webpage, each available query is listed in a table and indicates the query is either "Mandatory" or "Optional", along with the corresponding role (i.e. HR, HR Admin, Timekeeper, Leave Keeper, Fiscal Admin, Department Payroll) and the minimum frequency the query must be run with.

   5.12.1.5.1   "Mandatory" queries are required audits and must be run by the corresponding role at the minimum frequency described.

   5.12.1.5.2   "Optional" queries may be run by the corresponding role if desired, or as a department's internal processes dictate.

   5.12.1.5.3   The "Action Required" column listed for each query describes what the employee running the query must do with the query results.

   5.12.1.5.4   For example, the query listed as "HIP_TL_MISSING_REPORTS_TO" functions to identify employees who are missing a Reports-To Supervisor in the system. The query is mandatory, and must be run by HR. The minimum frequency is monthly. The Action Required is for HR to update the employee record with the Supervisor position number so that approvals for the employee do not result in errors.

5.13 Mid-Day Transfers

HIP uses the Job Data screen to manage employee information. When an employee is hired or terminates, the effective date in HIP drives time and leave functions as well as payroll. As such, an employee who terminates in one department and starts work in another department on the same day cannot be managed correctly for payroll purposes because both actions they have the same effective date. Departments are highly encouraged not to make such arrangements. If such a situation arises, departments must make arrangements with one another to transfer funds to cover the partial day of payroll costs of the other department.

5.14 Security and Training

    5.14.1 Security

        5.14.1.1   Departments are to utilize the ETS-304 security form[13] to authorize access to HIP for any of the following security roles: Department Payroll, Fiscal Admin, HR Admin, Timekeeper and Leave Keeper. Instructions for submission and approval are found on the ETS-304 security form.

    5.14.2 Training

        5.14.2.1 Departments are to ensure that anyone who is given one of the roles described below takes on-line training before using their access in the system. The training is available at:

            5.14.2.1.1   Department Payroll - https://ags.hawaii.gov/hip/for-payroll-personnel/

            5.14.2.1.2   Fiscal Admin - https://ags.hawaii.gov/hip/forpayroll-personnel/

            5.14.2.1.3   HR Admin – https://ags.hawaii.gov/hip/for-hrpersonnel/

            5.14.2.1.4   Timekeeper - https://ags.hawaii.gov/hip/for-timeleave-keepers/

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[13] Form available at https://docs.google.com/forms/d/e/1FAIpQLSdBn_vtESRUl0jMqCTfW0DaTObLafDLbrSI3i-TMqU0n2necw/viewform

5.14.2.1.5   Leave Keeper - https://ags.hawaii.gov/hip/fortime-leave-keepers/

5.14.2.1.6   Supervisors - https://ags.hawaii.gov/hip/forsupervisors/

6.0   User Support

6.1   To ensure user support is conducted efficiently, it is expected that personnel will approach the appropriate person to ensure their question is addressed or their issues are resolved. The hierarchy of support is depicted below in Figure 3.

6.1.1 Employees and supervisors are supported by their designated Timekeepers and Leave Keepers.
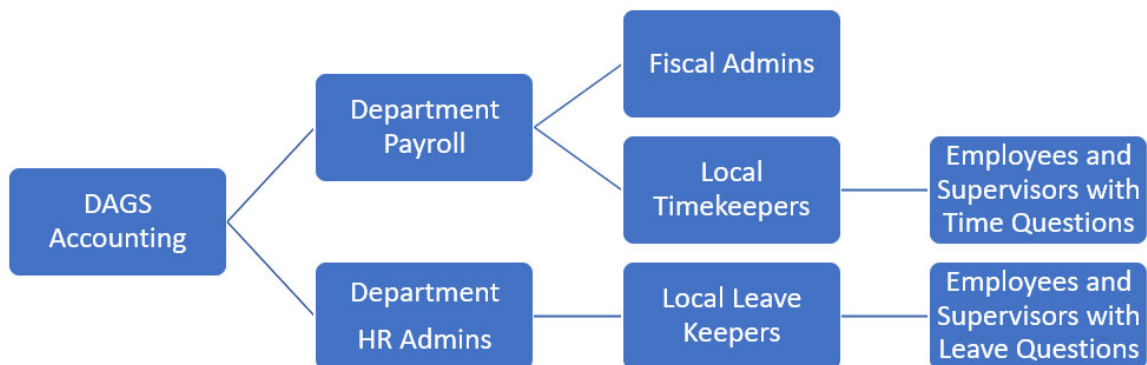
6.1.2   Timekeepers are supported by Department Payroll, including for LWOP purposes.

6.1.3   Fiscal Admins are supported by Department Payroll.

6.1.4   Leave Keepers are supported by HR Admins, including for LWOP purposes.

6.1.5   HR Admins are supported by DAGS Accounting. Department Payroll are supported by DAGS Accounting.

Figure 3

6.2   Issue Resolution

   6.2.1   Any issues encountered that require troubleshooting must be submitted
            to DAGS Accounting via the HIP Ticket Center at:
            https://hipservice.hawaii.gov/s/. The HIP Ticket Center is available to HR
            Admins and Department Payroll.

Attachment A: Request for Administrative Delegation

I.   Form instructions for Timekeeper/Leave keeper

This form is to be used only in exceptional circumstances when a supervisor cannot perform approvals of time worked or leave requests for their subordinates or perform a delegation themselves in the Hawaii Information Portal (HIP) via Manager Self-Service. Manager Self-Service Delegation instructions for supervisors are found at http://ags.hawaii.gov/hip/forsupervisors/.

All delegations are temporary in nature, and therefore must have a designated end date. The temporary, delegate supervisor must already have supervisory responsibilities in HIP and be at a level in the department higher than the current, delegating supervisor in his/her chain of command.

Please submit a copy signed by your Executive Branch Department Director through the HIP Service Portal at https://hipservice.hawaii.gov/s/. The delegation will be completed by the Hawaii Information Portal Service Center and the submitting Department Payroll Office will be notified once complete.

II.   Delegate Information

Please complete the following information about the delegating (from) supervisor and delegate (to) supervisor.

Current, delegating supervisor:

Name of Supervisor	
Employee ID	
Email Address	

Temporary, delegate supervisor:

Name of Delegate	
Employee ID	
Email Address	

III.   Duration of Delegation Requested

Delegations must have an end date. If the delegation is still required after the end date, a new form must be submitted to authorize the delegation again.

From Date	
To Date	

IV.   Type of Delegation Requested

Circle one or both.

HIP Timesheets and Overtime Requests	Yes	No
HIP Leave/Absence Requests	Yes	No

V.   Justification for Delegation Requested *Please provide a justification for the request.*

VI.   Authorization

By signing this form, the undersigned understands and agrees to the following:

1. The current, delegating supervisor is not able to approve the delegation for themselves in HIP.
2. The new temporary, delegate supervisor is aware of this delegation request, and accepts their responsibility for approving salary payments and/or leave requests for employees.
3. The new temporary, delegate supervisor is someone <u>above</u> the current, delegating supervisor in their chain of command.

Approved (signed):   _____

Director/Approver Name: _____

Dated: _____

Title: _____

Executive Branch Department: _____