

## Leave Keeper FAQs - Last revised 6/28/2021

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.
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. Their sick balance is updated at the end of each pay period (half month).
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 regular access, they should will their time and leave entered by timekeepers and leave keepers. If they have a single sign on account with libraries or the executive branch, they may access the feature using their phone. See <a href="http://ags.hawaii.gov/hip/how-to-access-hip/">http://ags.hawaii.gov/hip/how-to-access-hip/</a> .
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.
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. That may be necessary in situations where new union agreements are reached or the State revises its leave policies. For the executive branch, DHRD provides authority for such changes.
If an 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. HIP's forecasting logic prevents that from happening.

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 its own. Employees and leave keepers have an option under vacation to use "sick" as the reason.
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.
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 be 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 are available for reviewing leave data. See <a href="https://ags.hawaii.gov/hip/tl-reports-and-queries/">https://ags.hawaii.gov/hip/tl-reports-and-queries/</a> and subscribe to the page at the bottom to be notified of updates.

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. You can additionally drill down in the calendar for the leave details.
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 report in HIP. This will be covered in HR Concepts training.
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 supervisor and Leave Keeper are able to request leave on behalf of the employee. 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 (LWOP). 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?	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 should request a "Balance Adjustment" be completed by HR. There is a form on the For Leave Keepers webpage -- <a href="http://ags.hawaii.gov/hip/for-time-leave-keepers/">http://ags.hawaii.gov/hip/for-time-leave-keepers/</a> -- 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, feel free to use the Monthly Time Calendar feature.
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. 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 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.
How do we amend already approved leave? Ex: an employee request 8 hours VL and gets approval, but they come in on their approved VL day to finish up something. Can they amend their hours to be the actual time taken?	The employee can submit a cancellation request to cancel the already-approved leave request. The supervisor will get a notification to approve the cancellation and once approved, the leave will be removed from the employee's timesheet. The employee can then go in and submit a modification by using the View Requests tile.
Are we able to search employee by name?	Yes, the magnifying glass next to the field will offer more search criteria to look up the correct Empl ID.
Will we get a notification from the supervisor that an absence request, partial absence or/and cancellation of an absence was pre-approved so we can select "approve automatically?" Meaning, when & how would we know that such requests was granted?	When an employee requests leave for themselves in HIP, you don't need to also input it. You would only enter the leave and use "approve automatically" if you have someone without computer access and they've gotten approval for leave on a paper G1 that they give to you. Using the paper G1, you enter it into HIP and select "approve automatically" to record it for them.
Will employees be allowed to enter their own leave request or amend a previously submitted leave request if they are at home sick or have to take emergency vacation leave (family illness/death)?	Yes, absolutely! Changes can be made retroactively. There are detailed instructions and scenarios for them on the page <a href="https://ags.hawaii.gov/hip/time-and-leave/">https://ags.hawaii.gov/hip/time-and-leave/</a> if they need help on how to do that. See "Making Changes to Leave Requests".
How will the 720 and first 42 day rules and possible forfeiture be applied via HIP?	Per the union agreements, vacation will be capped at 720 hours automatically at the end of the year. This is handled by a system routine instead of done manually by folks. Also, when system recognizes an employee has reached the 336 hour (42 days) balance, employee will need to use 6 days of leave to avoid forfeiture.
Just wanted to clarify, that leave keepers have to maintain the employees leave ONLY when the employee asks us to do it. Otherwise, if employee submits their leave request themselves through the system, there's nothing Leave Keepers must do since the system will automatically update the employee's leave. Is that correct?	There are additional functions for leave keepers such as running queries and supporting employee questions, however Leave Keepers do not need to enter on behalf of employees if they can do so for themselves.
Who is going to back up the leave keepers and time keepers when they are out?	You should designate appropriate back ups for operational coverage. Please work with your department to designated additional Leave Keepers if need be, and submit an ETS-304 security form.
Does an employee need a hawaii.gov email address to submit a leave requests?	An employee needs to be on the State network in order to submit leave requests.
If yes, to the above, will his supervisor who has a hawaii.gov email address be able to submit the request or will the leave keeper have the submit the request?	Either the supervisor or Leave Keeper will be able to submit the request on the employees behalf if need be.

What happens if there's not enough leave and an employee is out on Sick leave beyond the time they have available? Will the system automatically mark the employee as LWOP? Does the leave keeper continue to be responsible to call in the LWOP to PERS RES and Payroll? Or is the system integrated with our Personnel Office to cover that process?	The forecast feature prevents folks from requesting leave they have not earned. If the employee takes more leave than they have accrued, HIP will turn the SICK to LWOP. HR will be able to review LWOP and update HIP (HRMS) as necessary.
How do I send a leave request that needs to be approved by someone else besides the default Supervisor? The true supervisor/approver is not the default supervisor in the system.	Please consult your HR Office to ensure that your department's reporting structure is correct. HIP will send approvals for employee time and leave requests to the reporting supervisor listed on the employee's job record. Leave Keepers cannot direct requests to someone else.
If a Leave Keeper is submitting leave for an employee, and is submitting as "automatically approve" with prior supervisor approval, will the supervisor still need to go into portal to approve?	Selecting "automatically approve" will not trigger an email notice to the supervisor, nor require the supervisor's further action.
Will HIP inform employee of excess vacation hours before year end?	There won't be any notice to them, but there are two things that can address this so the employee can know how much leave they have before they forfeit. 1) They can use the forecast feature in HIP to forecast how much vacation they have if they select the 12/31 date to forecast to. 2) Leave keepers have access to two queries to proactively inform employees - HIP_TL_GREATER_THAN_300_VAC and HIP_TL_GREATER_THAN_600_VAC. The first query shows who might be at risk of earning more than 336 hours. The second query shows how might be at risk of earning more than the 720 hours.
When an employee submits request for leave, do Leave Keepers get an email that requests are pending approval? After Supervisor "approves" leave request, do Leave Keepers get a confirmation email?	All of the notifications occur between the employee and the supervisor only. What some departments choose to do is to instruct the supervisor to send the approval confirmation to another individual - a leave keeper for example - if there's a tracking process that's required. Of course, the Leave Keeper can see all of these transactions in the system at any time if they wish.
If an employee is taking off 8 hours off on the same day does the end date match the start date?	Yes, if the employee is requesting a full-day absence for only one day, the start and end dates will be the same when the employee submits the leave request.
How do we create query report?	All of the queries are developed and tested by DAGS. If there's something that you don't see on your list of available queries - <a href="https://ags.hawaii.gov/hip/tl-reports-and-queries/">https://ags.hawaii.gov/hip/tl-reports-and-queries/</a> - your HR office can work with us to meet your needs.
What's the difference between a Timekeeper and a Leave Keeper?	They are quite different and have access to totally different screens in HIP. Feel free to review our <a href="http://ags.hawaii.gov/hip/for-time-leave-keepers/">http://ags.hawaii.gov/hip/for-time-leave-keepers/</a> page which gives you descriptions for both roles and what their responsibilities are.
Will all other employees receive the same training when the new system is launched?	Leave keeper training is specifically for leave keepers, as only you will have access to the screens that are being covered in training. However, every salaried and hourly employee with an email address was also sent self-paced leave training. Similarly, all supervisors were sent a self-paced training that was geared toward them.
How do TA's approve leaves if request is sent to the Supervisor?	TA's will not have supervisor access if an employee's Reports To normally. If a supervisor position is vacant, it will go up the chain of command and get routed to the next supervisor above the vacant supervisor position. Contact HR if you have questions on the routing of requests.