Timekeeper FAQs - Last revised 6/28/2021

Question	Answer
How is Travel Time managed in HIP? This time "expires" if not used within a certain amount of time after being earned. Many employees earn and use this benefit.	Comp time for Travel is a TRC available to Timekeepers only TRVLE & TRVLT. You can review comp time balances in the balances tab of the Time and Labor WorkCenter.
For OT, we have to get 3 approvals. How do we submit a preapproved OT outside of the system? Do we still have to get an approval by the supervisor via HIP?	Many departments have different processes for getting budgetary approvals for overtime that involve special workflows, different forms, special memos, etc. Your department should continue all of those processes as required outside of the system. Once budget approval is set, the employee should go into HIP to request their specific number of hours for the specific days they intend to use it.
Is a timesheet submission required for all employees related to payroll?	If you are a salaried employee, you would not have to submit your time in HIP for your regular hours/regular pay. You'd only submit your time when you have a special type to claim, for example differentials, overtime, comp time, etc. Hourly employees should submit all of their time in HIP to be paid. Paper timesheets are recommended for those who do not have computer access and need to have their timekeeper enter the time for them.
Are there alert emails to remind the Leave keepers and Timekeepers of pending approvals? is this exceptions?	Supervisors get alerts on the exceptions that are pending, as well as requests for leave approvals, overtime approvals, and payable time approvals. Timekeepers do not receive pending approvals and exceptions, however they have access to see all of that in the system.
Am I able to keep the Timekeeper WorkCenter screen up the entire day or will I get timed out?	HIP will time out after about 30 minutes of inactivity, just as a security precaution if you happen to forget to logout and walk away from your workstation.
As timekeepers, are we the only ones that will have access to time & labor work center?	The Time and Labor WorkCenter is specifically designed for Timekeepers, yes. Supervisors have another dashboard that consolidates what they need, called "Team Time".
Who is responsible for maintaining Compensatory time balances (timekeeper or leave keeper)? Why is compensatory time not an option on the leave request module? UPW & HGEA employees both have different conditions when it comes to earning CTO, how will this be determined?	The employee has primary responsibility for entering compensatory time on their timesheet. The timekeeper may also do so if becomes necessary. Comp time is a type of time and not a type of leave. The system is programmed to apply the appropriate comp time rules (including any applicable limits) according to the bargaining unit of the employee.
In Working with Exceptions, it said "Employee will not be paid" until exception is allowed/resolved. Does this mean only the exception portion of pay will not be paid, and the regular salary will be paid? Or will the ENTIRE regular salary not be paid until exception is allowed/resolved?	Employees will not be paid for time when there is a HIGH level exception, for instance when overtime is not pre-approved. This only pertains however to just the exception portion of their pay -- for example just their overtime hours -- and not to their entire base pay.
When will there be a recorded training available? It was difficult to concentrate since my desk is in the middle of the office and I kept getting interrupted even though I have a sign that says "I'm in a training ".	Thank you for taking the time out of your busy day to do the training. We value your time! Yes, recordings are available for replay at any time. Feel free to click again on the Attendance Link in the invitation, and you'll have that recording available to you immediately.
Is there a specific format for entering time worked, OT, etc. as I believe the example in the course was Start Time: enter 5 pm. Right now on the D-55 we would enter it as 5:00 pm. Does it also allow time that is not rounded to the nearest quarter hour, e.g., 5:03 pm - 6:22 pm?	The system will take the time exactly as it's entered and it will convert it to AM and PM accordingly. You wouldn't need to round the time yourself.
How do you get the combination code? We have employees who charges hours for federal projects.	Combination codes are generated automatically by HIP. Grant/project labor reporting will be available to certain employees and Timekeepers on their timesheets under tasks profiles if your department has requested that feature. There will be training provided before go-live for the employees that the feature will pertain to.

When do exceptions appear? Do Timekeepers need to look every day? Throughout the day or will it appear first thing in the morning?	Exceptions are immediately visible when an entry is made. It's recommend that folks review exceptions on the exceptions tab periodically or at least prior to the deadline days to clear those up with supervisors.
Do time records have to be reviewed before each pay period?	There are specific audits that should be run by timekeepers prior to the close of each pay period. For a list of those, see https://ags.hawaii.gov/hip/tl-reports-and-queries/ and look for your security role "timekeeper" and review which ones are indicated as "mandatory". Subscribe at the bottom of the page to be notified when new queries become available.
For an employee TA'ing in a different office, which office is responsible for submitting the TA pay into the Timekeepers system, their "home" office or their TA office?	You would follow the same process you do today to have the Form 10 completed and your department's fiscal office/payroll staff would do the entry.
How will we know if there are exceptions on a time entry?	They'll appear as exceptions in your Time and Labor WorkCenter.
Just double checking if in the system there are alerts if you fill the wrong fields, wrong codes or forget to input data anywhere and stops you before going forward? And there's a pop-up window that tells you what's needed or wrong?	The system will alert you if required fields are not filled in. In many cases, you only have the option to select from the choices that it presents you, to help you prevent making mistakes.
When are the timesheets due for payroll?	Everyone should be submitting their time by the end of the period worked. That means the 1st through the 15th and the 16th through the end of the month. For LAG employees, if they happen to submit their time after the time is taken for payroll processing, the additional hours on top of their regular pay will be paid out in the next payroll processing cycle.
Is the timekeeper required to review all employee timesheets?	Timekeepers should be auditing the timesheets for certain things. Please visit https://ags.hawaii.gov/hip/tl-reports-and-queries/ for a list of queries that are listed as "mandatory" for the timekeeper security role.
If the supervisor is out on leave, will the TA supervisor have the ability to resolve exceptions? If not, how do we get the exceptions resolved to insure the employee gets paid properly on time?	A supervisor should set up a delegation in HIP before they take leave. If a supervisor delegates their authority to another individual, that includes the authority to allow and resolve exceptions as well as to approve all other time and leave requests in HIP. A quick reference guide for supervisors to use the Manage Delegation feature is available at: https://ags.hawaii.gov/hip/files/2021/02/Delegation-Quick-Reference-Guide.pdf
We are able to go back or forward to input information on the timesheets. How far back are we able to input information on these timesheets?	You can go back 90 days, while employees only have access to go back 30 days. Please encourage employees to be timely about their timesheets so that you don't have to help them do their entries.
Who takes over timekeeper responsibilities in the event Timekeeper retires? Will it be someone in the next organizational level up?	When timekeepers leave or retire, a department would request that DAGS establish a new timekeeper in HIP through our security form, the ETS-304 at: https://docs.google.com/forms/d/e/1FAIpQLSdBn_vtESRUl0jMqCTfW0DaTObLafDLbrSI3i-TMqU0n2necw/viewform
When an exception is allowed, and then approved by the supervisor, is it basically resolved and becomes Payable Time, and no further action is to be done?	Once an exception is allowed, the supervisor will get a request to approve Payable Time and then no further action is required.
If an employee misses turning in their timesheets for payroll, do the get paid twice the next pay period?	No, they will not get paid for that time until they submit their timesheet in HIP, and the system will only pay them once for the time.
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 have the ability to make changes to the Reports To Supervisor.
Are we ready for shift work timekeeping?	Schedules in the system are currently tracked as total hours per day and can be updated using the Assign Work Schedule feature by supervisors and timekeeper if necessary.

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 http://ags.hawaii.gov/hip/how-to-access-hip/.
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?	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 UAC lookup will be limited to the department?	The UAC lookup on timesheet limits search results to the department-specific payroll number the employee is assigned to.
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 https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls.
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. Consult applicable collective bargaining agreements for rules that pertain to meals.
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.
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 forwarded 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. 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 all the time that they actually work (i.e., In/Out times). 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. To prevent people from reporting time they actually will not end up working, 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 (Payable Time request).
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.