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Time and Leave Support Call
Time Questions

Question	Answer	TL Role
Regarding Standby Pay - on the D55 we used to put 2 portions on weekdays and 1 portion for weekends and holidays. When the employee entered 2 for weekdays in HIP, it shows 4 on the query report. Does this mean the employee will get paid double?	When the employee enters standby pay it is by portions and 1 portion = 2 hours. If they input 2 portions it will equal 4 hours. If the employee made a mistake and meant to use 1 portion (2 hours) please have them submit a corrected timesheet in HIP for supervisor approval.	Employee
This is regarding standby pay, we don't calculate standby pay by the hours. It's calculated by the "day". So weekdays would be 2 days and weekends are 1 day each. How do we input it by the days?	Standby pay is paid in portions according to the contract. 1 portion = 2 hours = 25% of pay. You enter the number of portions (max 2) and the system will calculate the standby pay for you.	Employee
Programs asked, In the past employee attached D55 to the SWV for mileage reimbursement, since D55 is no longer being used, is there any report in T&L that employee can run in lieu of the D55, so they can attach to the mileage reimbursement form?	We understand that you need a record of OT to attach to your mileage reimbursement. Here are some options for the employee: 1) Payable Time Detail (NavBar> Navigator> Self Service> Time Reporting> View Time> Payable Time Detail) 2) Payable Time Summary (NavBar> Navigator> Self Service> Time Reporting> View Time> Payable Time Summary) 3) Employee Timesheet	Employee
Program wanted to seek a confirmation from HIP T&L that they can tell employees to input their OT daily, instead of enter OT worked at end of the pay period. Thank you!	It is best practice to record overtime daily at the end of the day (shift). The overtime request can be made in advance. Please note that an exception will be generated if overtime is not preapproved.	Employee
This question is from the Janitorial Unit: Holiday pay: How do we input absences for shift-workers who are off on the actual Holiday? Their first day back is considered their Holiday. We have done the input, but the system 'pulls hours' from the EE's Leave Balance. According to the UPW/HGEA contracts; EE's get a "free-day". We were advised to use the HOLIDAY TRC from the drop-down menu. There is NO HOLIDAY TRC from the menu.	State holidays are already programmed into HIP so employees that are off on holidays don't need to report that they were absent. Nothing needs to be recorded for their holiday "free day" which we take to mean their holiday make-up day. A procedure/instructions are forthcoming for dealing with paid holidays for BU01/10 workers who are on LWOP, WC, pursuant to a Settlement Agreement.	Employee
Another question from the Janitorial Unit regarding 'Holiday' inputs: When an EE wants to receive partial hours pay / partial hours selected as Comp-time, how do we input this? Is it by hours worked (the system calculates) or do we calculate an input the hours earned???	Comp time has nothing to do with paid holidays. However, comp time is recorded by hours on the timesheet – either hours worked in the case of Comp Time Earned or hours taken in the case of Comp Time Taken. The system calculates the rate at 1.5 in the background when the time is earned and there's nothing they need to do to adjust or calculate it.	Employee
On Feb 26th, HIP presented a Town Hall meeting with sign language interpreters. Since technical difficulties prevented many employees from logging in and/or viewing the session, HIP was making arrangements to record an interpreted session. Is the recorded session with interpreters available for viewing?	Yes recorded session is available for viewing at https://ags.hawaii.gov/hip/time-and-leave/	Employee
How are we going to enter "meal", ex: TRC=MEALD for meal dinner? Input Quantity of meal like "1", input hours of corresponding OT, input amount of meal allowance like \$12.00? I don't think I've seen an exercise for how to enter meals. Thank you!	Please refer to employee training on how to complete the timesheet. Meals are entered by the employee on their timesheet in a qty (e.g. Breakfast, 1). After supervisor timesheet approval, it will be paid at the CBA rate. The applicable codes are MEAL1, MEAL2, MEAL3. Logic behind the scenes converts to MEAL1, MEAL2, or MEAL3 and upon submission payable time.	Employee

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>I am trying to Enter Time for a Salaried Employee (me), I am a BU 13. On my drop-down field to insert a TRC, I do not see the TRCs MEALB, MEALL and MEALD. I only have MEAL1, MEAL2 and MEAL3. Effective 7/1/2020, BU 13 and BU02 have increased meal allowances of the \$8.00,\$10.00 & \$12.00 which is the MEALB, MEALL and MEALD respectively. Isn't suppose to be that employee's TRC drop-down will show all the TRCs that are effective and applicable under her BU? Just FYI, the majority of our Department's employees are under BU13. Please advise.</p>	<p>Meal rates are configured in the system. BU02 and BU13 have special rules in place due to recent increase. Employee reports MEAL1, MEAL2, or MEAL3 and upon submission payable time becomes MEALB, MEALL, MEALD for the BU02 and BU13 population. When it loads into payroll the appropriate rate is applied.</p>	Employee
<p>Should employees input regular time on their timesheets? As salaried employee, I thought they only enter exception time.</p>	<p>Hourly employees should report all time worked. Salaried employees need only report their exception time. There are local exceptions however, such as DLNR DOFAW/DAR who report regular time and record the grants they worked on as a part of the Labor Reporting process. Additionally, if your department has designated some salaried employees as "exception hourly" because they have had frequent salary overpayment in the past, those exception hourly employees will need to report all time worked.</p>	Employee
<p>There has been great confusion about the "enter time" tile and whether or not SALARIED employees should still be hitting "submit," specifically when an employee does NOT have any exceptions that need to be entered.</p> <p>Can you please clarify what SALARIED employees should be doing in this title?</p>	<p>Salaried employees do not need to enter any regular time, as they will be paid their semi-monthly salary every pay period. The "Enter Time" tile for Salaried employees should only be used to report any types of exception time (e.g. Overtime, differentials, etc.). If an employee does not have any exception time to report, they do not need to submit a timesheet for the pay period.</p> <p>Please refer to employee communications in your communication kit and refer people to the employee support page at: https://ags.hawaii.gov/hip/time-and-leave/</p> <p>Your employees also don't need to submit timesheets when they have leave.</p>	Employee
<p>For "HOLIDAYS" do exceptional hourly employees need to report time on these days or are holidays defaulted as a paid day? Please advise.</p>	<p>Yes Exception Hourly employees need to report REG00 on a Holiday to be paid.</p>	Employee
<p>If I submit a timesheet in ESS will I be able to go back and fix it?</p>	<p>Yes, please review course 101, timesheet training for salaried employees and course 100, timesheet training for hourly employees. Please remember that submitting time after it's paid may result in a negative offset that the supervisor also needs to approve.</p>	Employee
<p>We have an employee who is an 89-day hire. Her break day was August 11, 2021.</p> <p>She was re-hired on August 12th in another position. She cannot enter her time on the August 12th on "Enter Time". It is all grayed out. But when she went to "Report Time" that day is open. Can she enter some hours on Enter Time and and the other on Report Time? Please advise. Thank you!!!</p>	<p>For assistance with this, please see hourly timesheet training at https://files.hawaii.gov/dags/hip/100/story.html</p> <p>Please point the employee to the section "Timesheet Editable" for Mid-Period Term/Rehire Timesheet entry and they'll follow the step-by-step instructions.</p>	Employee

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>We have a handful of chronic absentees (LWOP) who do not voluntarily submit their G-1s. In order to avoid overpayment, Fiscal has been very proactive in coordinating with the employee's supervisors and/or division's payroll coordinators by requiring them to report to us their employees absences every pay period, followed by the approved G-1 and Form 7. With the implementation of T&L, employees are now responsible in inputting their LWOPs and G-1s are no longer required. Do we just rely on the data on the payable time report? Thank you,</p>	<p>Please review Time and Leave Standard Operating Policies and Procedures at https://ags.hawaii.gov/hip/files/2020/10/Time-and-Leave-Standard-Operating-Policies-and-Procedures.pdf.</p> <p>With implementation of Time and Leave, employees are required to input their time and leave records by the end of the period of work, but those without computer access can rely on supervisors or leave keepers to input the leaves such as LWOP and must do so promptly. Timeliness was really emphasized in training that people took. Your department should enforce timeliness too with employees, supervisors, and other support staff to ensure the accuracy of records.</p>	<p>Employee</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
There's a lot of confusion with combination codes with supervisors, time/leave keepers and employees. How are employees supposed to know what combination codes need to be used for certain TRC's?	Generally speaking, employees need not enter combination codes on their timesheets. HR manages their base pay UAC on Job Data. Payroll/Fiscal manages their non-base pay UAC on Job Data. If in the event that you want employees or timekeepers to make updates to their timesheets to reflect different UACs, you can advise them what to use.	Payroll
This question is for accounting and reporting purposes. For non-base pays like OT, Temporary Assignment, etc. and no combo code was selected, of if the combo code is incorrect, which gets recorded in FAMIS? Is it according to the TRC, or the combo code? If what gets recorded in FAMIS is coming from the combo codes and say, some combo codes that were approved on the timesheet are incorrect, how will those be corrected in FAMIS?	If a combo code is fixed/modified on the timesheet the following period, the correction will be included in the report that will be loaded into FAMIS. As long as it doesn't result in a 0 check for the employee, they can change it on the timesheet and a negative offset will be generated to correct the ACCT_CD for the subsequent check. The generated offsets for both sides must still be approved by the Supervisor. If there's no correcting entry generated for the following period (i.e. employee is terminated), FAMIS users always have to ability to create a Journal Voucher (JV) entries.	Payroll
When an employee has LWOP, according to the comptroller's memorandum NO. 2019-01, pursuant to HRS 78-12, we must notify employee in writing and if they want to contest or if they do not respond, we can collect. With the time and leave system, do we still have to send the overpayment notice? This is for employees on LAG and the LWOP is after the pay period for when the LWOP was taken is closed, or the notification of LWOP is not timely.	The best course of action would be to enter the LWOP as soon as its discovered and HIP will automatically recalculate their pay on the next available pay cycle either in the same period as when it occurred or the next one. Please continue to notify employees per the CM, however DAGS is reviewing the CM and making updates to better align with HIP's time and leave functions because entering the LWOP is a much faster way to resolve the overpayment than the previous manual process. We hope to streamline that process, and we're looking to issue a revised CM.	Payroll
If there is correction on monthly base pay and change of funding at the same time, would T&L capture the new entry on Job Date and process accordingly?	Yes. Please note that changes to Job are effective date driven so the effective date needs to align with when you expect the change to apply to.	Payroll
Is there a way to get a list of all the Earning Codes/Time Reporting Codes - I'm trying to answer questions, but seem to have to go into the system just to get to the codes.	Please visit the payroll users support page at http://ags.hawaii.gov/hip/for-payroll-personnel/ . The TRC list is posted there at https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls and the TRC/Earn Code matrix is at https://ags.hawaii.gov/hip/files/2020/08/Time-Reporting-Code-and-Earn-Code-Matrix.pdf . Recent updates were made for your deployment. Please review Payroll Concepts training for additional details.	Payroll
How can we download the list of "Time Reporting Code (TRC) and Earn Code Matrix" (Rev 8/10/21)? Thank you.	Please refresh your browser by using CTRL+SHIFT+DEL if the previous version is appearing for you. The file can be accessed via https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls	Payroll
A salaried employee has contracted a breakthrough case of COVID and will be quarantining at home. Since his symptoms are not severe, he thinks a few days of rest will do. How are we coding these days--regular sick hours, or is this covered by a special code to charge federal funding? (Luckily, our entire office has been working remotely for over 3 weeks, so this individual has not been and will not be in contact with any staff for a while)	We're sorry to hear about that. We noted that this question pertains to an employee of the Legislature. While the Time and Leave project is not able to advise on HR policies concerning using sick leave for quarantine time, we believe that, if this were an executive branch employee, the employee would be premitted to use sick leave for this purpose. If that is the Legislative Branch's HR policy also, you could record it as sick time. There is no special code to charge for federal funding.	Payroll

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>We are not able to select employees on the Monthly Time Calendar using the "Supervisor ID" selection criteria. When searching on the Supervisor ID, only one name appears (Gina Yi, who is not in our Dept). When a leave keeper and a supervisor tried to enter a supervisor's EmplID, the system could not find a matching record ("No matching values"). Is the Supervisor ID search function in HIP available at this time?</p>	<p>We don't recommend searching by Supervisor ID field on Monthly Time Calendar. We aren't using this functionality at this time, it's not populated in Job.</p>	<p>Leave Keeper</p>
<p>For BU 13 employees not entitled to OT under the CBA (4 groups), but are eligible for OT under the FLSA -- how do you record OT hours in the HIP Time and Leave System to accurately reflect hours work AND receive accurate pay? For example, if a Monday-Friday (8 hrs. a day / 5 days a week) employee takes 8 hours of Vacation Leave on Monday, works 2 hours "OT" on Tuesday, and normal 8 hours on Wed-Fri, and is recorded as such in the HIP, will the employee receive OT pay for 2 hours (inaccurate under the FLSA) or will the System know not to process OT because the employee did not actually work more than 40 hours in the workweek?</p>	<p>Unit 13 employees are exempt from earning overtime if they're in salary range 31 and above (as well as some other excluded categories). Can Health provide examples of Job titles/classes of where a Unit 13 employee in salary range 31 and above is also covered under FLSA?</p> <p>Salaried employees enter their Overtime hours as a request to be paid. HIP will not calculate the overtime hours for salaried employees as salaried employees are not required to enter all hours of regular time worked and therefore will not know how many hours were worked in the week. If the employee enters 2 hours of OT and the supervisor is able to approve it, 2 hours of OT will be paid.</p>	<p>HR Admin</p>
<p>Please provide additional info including a demo on the process for an employee (or timekeeper) to request for CTO/FMLA. This scenario seems to cross time and leave functions.</p>	<p>Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210812.mp4</p>	<p>HR Admin</p>
<p>The query HIP_TL_BASE_PAY_JED gave us a spreadsheets with active employees and combo code info. We ran the query because we need to charge TA to a combo code that is different from the employee's base pay. The combo code from the query is 693516. When we used the Select Combo Code feature in Rapid Time, the combo code came up as 704813. How do we know which combo code is the correct one to use? We are trying to process this TA for the 9/3 pay period. Thank you</p>	<p>We noticed the combo code was changed to 704813 on the rapid time template. You can check the UAC values when you click on the select combo code button.</p> <p>Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210824.mp4</p>	<p>HR Admin</p>
<p>What is the correct working condition differential for salaried BU1 employees at HSH? I see two noted but they are at the incorrect rate: WDATY at 0.25 or WDCOR 0.30.</p>	<p>Under BU01 WDATY is used to pay the differential for section 50.01 and 50.02. WDCOR is used to pay differentials for section 50.03. Please clarify what rate is wrong and please reference what section under the CBA.</p>	<p>HR Admin</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>1. How is unauthorized LWOP managed in HIP T&L? In other words, what are the steps in processing unauthorized LWOP for an employee? This situation is involving an employee that may be out from work during, and when a pay period closes.</p> <p>2. What is the best process for us in payroll to process the pay of employees with chronic LWOP on T&L so we can avoid overpayment? Employee can only enter their LWOP upon return to work, I know leave keeper can do it for them, but per CBA rules or maybe policies, it should be the employee who will enter their LWOP on HIP T&L (or file G1 using the old process). Our process (before T&L) is have the leave keeper report to Payroll/HR at the end of the pay period any employee who is on LWOP. Employee files their G1 later upon return to work and HR prepares the EPAR after that; and payroll would be able to dock the pay based on LWOP reported by leave keepers.</p> <p>How can we in payroll dock the pay for their LWOPs so they won't be overpaid? Can we use use the RNG code in T&L to reduce the pay of employees with chronic LWOPs?</p> <p>Please advise.Thank you!</p>	<p>1. Absences, including LWOP, can be entered by an employee, a supervisor, a Leave Keeper, or an HR Admin. Per State policy, leave (and time) need to be entered timely. To prevent overpayment, if the employee does not have enough paid leave, LWOP should be input as soon as possible.</p> <p>2. If an employee runs a low balance and overpayment has occurred twice within the last 6 months, per Comptroller's Memorandum, the department is to convert that person to Exception Hourly, so that they need to report all of their time worked in order to be paid. You will want to follow CM 2019-01 very carefully and notify the employee accordingly. The State is under no obligation to overpay them.</p> <p>3. Leave may be recorded as LWOP or HR may put the employee on a Leave of Absence on Job in order to stop their pay. Either one ensures that the LWOP is correctly reflected on absence reports that HR needs to monitor for Service History entry. If RNG is used, the LWOP isn't recorded anywhere and HR does not have the visibility to adjust the employee's service credit/retention properly.</p>	<p>HR Admin</p>
<p>Are Federal Comp Time balances paid out when the bal</p>	<p>Once the max hours are reached, the employee simply cannot accrue more comp time than the limit. HIP will prevent any more Comp Time earned from being entered. Therefore the balance will never exceed the federal limit.</p> <p>When employees reach the Federal limit and continue to earn OT, should be submitting OT payments on their timesheets.</p>	<p>HR Admin</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>When trying to approve time, why does the approver see two lines for each day, one positive hours and one negative hours?</p> <p>On time summary it also displays 0 total payable hours (means it offset the amounts?)</p>	<p>Once the employee submits their timesheet for approval, and then resubmits changes, the approver will see two lines, one for a negative amount (to offset what was previously approved) and one positive amount (for what the change was). It looks like the employee resubmitted night differential using a different combo code than what was previously submitted (combo code 539002). The 0 total payable hours means that there is no net difference in terms of what additional needs to be approved, and the approver should approve both sets of entries. For further details, please navigate to Navigator > Manager Self Service > Time Management > View Time > Payable Time Detail</p>	<p>Supervisor</p>
<p>Employees have 30 days to submit OT; when does the 30 days start from? Thanks!</p>	<p>Employees and Supervisors have access to their timesheets going back 30 days from the current time period they're in.</p> <p>For example: Today's date is 03/24 and current period is 03/16 - 03/31. Employee has access going as far back to period 02/16 - 02/28. Just note, you don't have access to any timesheets prior to go live.</p> <p>In terms of submitting Overtime Requests on HIP, requests can only be made on the present date forward (no retro requests). If Employee submits Overtime on their timesheet without an approved Overtime Request, a high-level exception will need to be cleared by the Supervisor/Timekeeper prior to Supervisor approving the time.</p>	<p>Supervisor</p>
<p>On 3/23/2021 which was the Supervisor Approval Deadline for 4/5/2021 and employees said they were not able to input their OT on 3/23/2021, is there a lock out date(s) for employees to input his/her OT? Thanks.</p>	<p>Timesheet lockout date is COB on Timesheet Submission Deadline.</p> <p>2021 T&L Calendar Link: https://ags.hawaii.gov/hip/files/2020/10/2021-Payroll-Calendar-for-TL.pdf</p>	<p>Supervisor</p>
<p>Please clarify when can managers use the "pushback" button for overtime request. An employee tried to input an overtime request for tomorrow July 13; when Supervisor went into the system and approve - the "pushback" button is grayed out; it is only allowing the supervisor to click "approve" or "deny". Thanks.</p>	<p>Supervisors can only either "Approve" or "Deny" an overtime request. "Pushback" is configured in the system to be unavailable (grayed out). If changes are necessary, supervisor can deny the request and employee will be able to resubmit another.</p>	<p>Supervisor</p>
<p>We made some changes to the supervisor's position and job data in hopes that they would see the subordinates' timesheets but still cannot. Can you tell us what's wrong?</p>	<p>We see the changes were correctly entered and effective dated 8/25/2021. The department ID changed on the employee record, however the supervisor department security needs to be corrected. Please submit an ETS-304 to indicate the new department ID the supervisors need access to.</p>	<p>Supervisor</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>As a timekeeper, how do you input time for an hourly graveyard shift employee (e.g. 9:30 pm to 5:30 am)? Program tried to add a new row but it was unsuccessful.</p>	<p>Timekeeper should report time in/out on appropriate dates and system will convert those times for each day to the hours that should be paid out. For example, if an employee reported to work on March 22nd at 9:30pm, time would be reported on 03/22 with 9:30pm In time. If the employee took a lunch break, it depends if the lunch break is prior to 12:00am. If the lunch break is prior to 12:00am, the lunch break can be recorded on the same line as the In time. If the lunch break is after 12:00am, lunch would be recorded on the next day (March 23rd) with the appropriate lunch out and in times. Then the employee would put 5:00am on March 23rd as the Out time.</p> <p>Generally speaking, if the time that needs reporting is prior to 12:00am, the time should be reported on the same day, if it is after 12:00am, the time should be reported on the next day. If the employee works consecutive shifts, then a new row is needed by clicking on the "+" on the next day, and follow the same procedures as outlined above.</p>	<p>Timekeeper</p>
<p>I submitted a HIP ticket regarding the BU 09 Nurse Night Differential as \$2.50 but should be \$3.50, how do we delete those transactions from payroll so it's not payed at the wrong rate? Also submitted a separate HIP service ticket regarding BU 10 lapse 10 and lapse 12 as this is considered OT but not paid like OT 1 1/2times but paid as straight time what TRC do we use. also BU 10 doesn't have a TRC for Call Back, there is only one for Call Back (consultative calls).</p>	<p>If there has been time that has already been approved that needs to be changed, Timekeeper or Supervisor can delete the entries off of the employee's timesheet and re-submit. This will create a negative entry and the Supervisor will then need to approve the offsetting entry in order to avoid overpayment. If the initial entries have not been approved by the Supervisor, the Supervisor can just Deny the entries on the 'Approvals' tile.</p> <p>Pursuant to the BU09 tentative agreement in 2014, the rate was updated to 3.50 and a TRC for BU10 Call Back was implemented. The OT Lapse (rest) issue is being evaluated currently. For now, you can use code 3 in Additional Pay.</p>	<p>Timekeeper</p>
<p>I have a Supervisor who is asking about editing/adding Comp Time hours to a previously submitted timesheet. I myself have Comp Time from a previous period that I didn't enter into T&L, can I enter that at a later date as well?</p>	<p>You can edit/add Comp Time (also applies to all other TRCs) from previous period up to 30 days back from the current period if you're an employee or supervisor. Timekeepers can go back up to 90 days.</p> <p>Comp Time should be entered in the applicable date it was earned/taken. Please emphasize timely input to minimize prior period correction. Any changes from prior period must be submitted and approved to be reflected on the upcoming period.</p>	<p>Timekeeper</p>
<p>Rapid Time does not allow us to enter TA (ppe 3/15/2021) for LAG employees. A window pops up: "Employee is not an active time reporter given the provided date." The date is highlighted red and TA is not included in the TRC Code pull-down menu. It appears the only day we can access to enter TA is strictly for 3/15/2021. How do we properly process these LAG employees TA?</p>	<p>For any time that needs to be entered for a pay period prior to the employee's conversion date in Time and Leave (3/1 for ATF and 3/16 for LAG), you can request that Central Payroll unlock your PCS which is available for a few months more before it's discontinued.</p>	<p>Timekeeper</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>A LAG (current) employee already checked her pay statement for 4/5/2021 pay date and asked question on her OT paid because she thought the OT paid 5.50 hours was duplicate. Long story short, we told the employee that the OT was not a duplicate payment. In T&L Team Time showed she had OT for 3/16/2021 (2hrs), 3/17/2021 (2hrs) and 3/23/2021 (1.5hrs), so total OT hours are 5.50. Question: 3/22/2021 was the timesheet submit due date and 3/23/2021 was the supervisor approval deadline, how would the 3/23/2021 OT be included in the 4/5/2021 pay date. Furthermore, when T&L audit date/time was 3/24/2021 at 7:33am? Also, will the next pay statement i.e. 4/20/2021 show two separate rows for OT hours paid for different pay period i.e. 3/24/2021-3/31/2021 for 2.5 hrs., and any addition OT hrs. for 4/1/2021-4/15/2021?</p>	<p>Any time that is submitted and approved by the supervisor's approval deadline would normally be taken for payroll processing. However, there is a bit of time between the supervisor approval deadline and when Central Payroll loads the timesheets for payment when time could be approved and included with the processing. In this case, the OT for 3/23 was approved early in the morning on 3/24, before all of the timesheets were loaded for processing.</p> <p>For time that is approved after timesheets are loaded, they will show up on the next check as a separate line item with the pay period listed. For example, OT that was approved for 3/24 and 3/29 would be paid on the 4/20 check with the 3/16 - 3/31 pay period listed so that the employee knows that it is retro overtime. Any current payments would not have a pay period noted.</p>	Timekeeper
<p>Thanks again to develop another query for us to use, it's very helpful. After running the query HIP_TL_HRS_WORKED_CHECK_DT and found error with the combo code used, therefore we need to make correction, would you please walk us through how to make the correction? Please use Employee ID # <REDACTED> for 4/5/2021 pay date. For example, the default combo code 505871 was used, but combo code should be 545899. Also, would you mind telling us what's the difference between O and OTP Earn Code?</p>	<p>If the account code for the original time entry is incorrect, it should be updated on the timesheet. If it's a permanent change going forward, it's best to change JED.</p> <p>"OTP" is the earn code for Overtime in T&L. "O" is the earn code for Overtime in the prior system (PCS).</p>	Timekeeper
<p>for the 4/5/21 pay day, pay period 3/01-15/21 for an ATF employee all of the LWOP was not entered so payroll entered TRC RNG to stop the pay. So now the unit entered all of the LWOP for this ee. Is this still going to cause an overpayment because of the LWOP even though we stopped the pay, if so how do we fix?</p> <p>In the future if the LWOP is not entered on time how should we have process this?</p>	<p>03/09 to 03/15 LWOP was processed on the 04/05 paycheck. However, since RNG was entered and processed for the full period salary, paycheck for 04/05 will be \$0.00.</p> <p>LWOP 03/01 to 03/08 wasn't processed on the 04/05 paycheck but it will be reflected on the 04/20. Employee is already on LWOP next period (03/16 to 03/31). Paycheck will be \$0.00 for 04/20 paycheck. No overpayment.</p> <p>We are currently reviewing a business process for LWOP/RNG and will follow up with you regarding our recommendation.</p>	Timekeeper
<p>Hypothetically speaking, it didn't happen yet but I think it could. Can the system detect a time sheet being submitted if the date goes beyond the ppe date? Let's say submission deadline is 4/8 but time was entered from 3/16 to 4/7 for OT for an ATF employee and pay date is 4/20. ATF employee are normally paid from 3/16-31/21 correct? Or are we allowing this going forward? If not, how can it be recalled if it should happen?</p>	<p>For 4/20 payroll processing, only time approved during 3/16-3/31 (or prior) for ATF employees will be recognized for processing. The "future" time (4/1-4/7) will remain in system but will only be picked up when that pay period is processed (e.g first half April time will process on 5/5 for ATF).</p>	Timekeeper
<p>Is administrative leave on a case by case basis, not an e</p>	<p>Administrative leave (e.g. Hurricane) is granted centrally when authorized by an order by Gov's Office/DHRD and in cases where employee actually worked during the Admin Leave period, TimeKeeper is to remove the admin leave from the record on a case-by-case basis. Any new type of Admin leave must be authorized by DHRD prior to being established in HIP as a leave type for use by departments.</p>	Timekeeper

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>Regarding excluded employees and matching to the appropriate BU:</p> <p>Overtime rules for certain BU35 and BU13 employees are different. BU13 employees, who are paid at salary range 31 and above, as well as, BU35 employees, who are paid at EM-08 and above, are not entitled to cash payment or compensatory time credit because of overtime work. Employees who are paid lower than this SR31/EM08 rate are eligible for overtime compensation.</p>	<p>EM08, SR31, SC01, SC02, SC03, ES01, ES02, ES03 cannot earn overtime and the system creates a exception making it impossible to approve. Supervisors should not approve overtime for the BU13s (or excluded counterparts) who are not eligible for overtime. According to procedures, Timekeeper is to run mandatory HIP_TL_SRNA_EM08_EE_OVERTIME query each pay period. Query identifies EE with Overtime who are not eligible for OT and must be corrected. These are in Salary Plan SRNA and EM08, not limited to BU13 (but identified in BU13 CBA) and HI_GRADEs SR31, SC01, SC02, SC03, ES01, ES02 or ES03.</p>	Timekeeper
<p>Please clarify and/confirm: "ALL" hours to be reported in this Time and Leave System including night differential OT should be "unconverted" as T&L System will "convert", "round" ex: is the nearest half hour increment of OT ND, and "calculate"? Specific example: if employee works overtime and gets night differential (ND), the ND is calculated 6.50 *1.50 = 9.75 rounded to 10.00 (BU contract pays in increments of half hour), it appears that employee would have to input the hours she worked 6.50 overtime and then 6.50 overtime ND on T&L, and the system will convert to the 10 hours and calculate?</p>	<p>That is correct. Use actual hours worked, not converted hours. This way, you don't have to rely on the employee to determine the correct calculation and instead rely on the system calculated payment.</p> <p>Please note, HIP will not round after the 1.5x is applied to night shift overtime. According to executive branch departments, once night shift is converted to 1.5x, the State's practice is not to round again to inflate the hours. The rounding referenced in the union contract takes place with the unconverted hours and HIP performs the rounding for you before the calculation takes place.</p>	Timekeeper
<p>What if the employee forgets to enter the Combo Code (UAC) in his time entries, what will happen? Will employee still get paid? Will it prompt to be an exception? Will employee be able to submit without the UAC? Thanks.</p>	<p>UACs are charged according to what you set up for the employee on the Job Earnings Distribution tab in Job Data. This will also be covered in Payroll Concepts training for you in July. If the combo code is not selected on the timesheet, the employee will still get paid if time is approved and the UAC on Job Data will be applied. A useful query to determine what UACs will be charged is HIP_TL_PAYABLE_TIME_REV_UAC and available after go-live. Instructions for each query we have available are found at: https://ags.hawaii.gov/hip/tl-reports-and-queries/.</p>	Timekeeper
<p>We have a handful of salaried (AFP) employees who have chronic LWOP (every pay period). If these employees do not report their LWOP (for various reasons, like their are on extended LWOP, not comfortable with computer, don't mind being overpaid, don't check their leave balances, etc.), can the leave keeper or timekeeper go in the system to accurately correct/modify their hours to prevent an overpayment? If so, what module do they do report the LWOP hours and how often/when do they go in (for example at the end of the pay period, daily, etc.) . Thank you</p>	<p>If your department has employees that are being chronically overpaid, you can work with your HR office to designate them as "exception hourly" and then they will need to report all of their time in order to be paid. You will want to be sure you follow State policies outlined in Comptroller's Memorandum 2019-01, and communicate with the employee to inform them that they need to report all their time on a paper timesheet which can be used for data entry by a designated timekeeper. Otherwise division leave keeper or HR Admins may input LWOP requests on the employee's behalf on the Create and Maintain page, which was covered in Leavekeeper training. The LWOP requests approved by the approval deadline would adjust the employee's pay.</p>	Timekeeper
<p>Can Uniform Payment be entered by Timekeepers too?</p>	<p>Yes, Timekeepers have access to the TRC (ZUNFM - Uniform Pay) on the Timesheet or in Rapid Time.</p>	Timekeeper

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>Can you please show a sample download of this query HIP_TL_TIME_IN_PROCESS for the timekeeper? It was mentioned in the Sandbox Meeting this morning 7/8/21 that Timekeepers (TK) can use this query to verify/audit UACs HIP_TL_TIME_IN_PROCESS. We just want to see what data would be on there.</p> <p>By the way, the reason why we raised that Sandbox question about a TK Query with UAC info. is that timekeepers will have and maintain the time backups like D55s, payroll staff won't have, so it is ideal that Timekeepers will have a query that has the UAC information so they can audit the UAC that they or their employees have entered. Payroll staff will have the capability to determine which UAC is valid or not, but will not have the back-up to verify which UAC combination has been specifically charged by each employee or timekeeper. Please note that various cost center codes and activity codes are being charged to each appropriation; and payroll staff will not know what UAC is to be charged for a particular OT work/task/activity of the employees (The timekeeper and the Supervisor would know). If the timekeeper can audit the UAC before payroll submission deadline, then less chance of processing journal vouchers later to correct the charges.</p>	<p>There might have been a misunderstanding about viewing/updating combo code/UAC information, versus having access to run a particular query. To clarify, timekeepers can view combo codes/UAC codes, they just cannot make changes to UACs in Job Data. They can only view/make changes to combo codes/UAC codes on employee timesheets and make updates to non-base pay UACs.</p> <p>HR manages UACs in Job Data for base pay. That is the ePAR UAC. Payroll manages UACs in Job Data for non-base pay (i.e., "fringe" UAC). The UAC for fringe can be overridden by a timekeeper with authorized access to an employee's timesheet and it will take precedence over the UAC in Job Data for non-base pay.</p>	<p>Timekeeper</p>
<p>Can you please show a demo of how to enter an overtime night shift (NDIFF). Actual unconverted hours entered in the "Bubble/details" is from 6:00 PM to 6:21 PM, how are you going to enter this 21 minutes of NDIFF in the Time Title-Enter-Time-Elapsed Time screen where you input the total hours reported. You mentioned before that we have to enter actual/unconverted hours and the system will apply logic to convert time according to rules; so will this round to the nearest half hour? Please show a demo. Thanks.</p>	<p>Yes, it will round up to nearest half hour.</p>	<p>Timekeeper</p>
<p>Please show a demo for Travel Time. Travel Time earned, travel time taken, and travel time payout. Please provide information on how employees/Timekeepers are going to handle/report travel time. Thanks!</p>	<p>Timekeepers have access to TRCs TRVLE and TTPAY. TRVLE is earned travel comp time while TTPAY is travel payout.</p> <p>Employees have access to TRVLT (Take Travel Comp Time) should they choose to use their earned travel comp time earned.</p>	<p>Timekeeper</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>We request clarification as to when our employees should stop submitting timesheets (on the D-55 for OT, etc.) to Payroll for processing/inputting on the current on-line PCS. Is there a "hard deadline" date. We know go-live is on Monday, August 9th. Can employees enter their own time on the new T&L system for overtime prior to August 1st as far back as thirty days? Or if it is older than 30 days, can their leave keeper/timekeeper enter it for them? Or is the go-live August 9th date only for OT, meals, etc. from August 1, 2021 and forward? If it is just from August 1st then for how long will Payroll have to enter old submissions (D-55) on HIP on-line PCS ?</p>	<p>AEX employees will have access to their Timesheets and Leave request on August 9th, LEX employee will have access on August 16th. The first paycheck produced out of Time and Leave for both groups is Septemeber 3rd.</p> <p>Employees will have access to submit timesheets and leave records from the time they were enrolled in HIP T&L - 8/1 for ATF employees and 8/16 for LAG employees. For time prior to that, you can request via a HIP Ticket (category = payroll) that Central Payroll unlock your PCS to submit old pay for that employee. Earning dates must be prior to 8/1 for AEX and 8/16 for LAG. For those in that are attending the Payroll Concepts training on 7/26 further explanation on the business process will be reviwed. Try as much as possible to clean up that old pay as soon as you can. Several employee communications have emphasized how important it is for them to turn in those old records.</p> <p>As long as the earnings occur after your go-live, an employee will be able to go back 30 days, from their current timesheet to enter it for themselves, and timekeepers can go back 90 days from their current timesheet. If you have earnings that are more than 3 months old, you would have to log a HIP Ticket (category = time and leave) to request help from DAGS TSO to add it to the employee timehseet.</p>	Timekeeper
<p>Please show a demo for comptime: comptime earned, comptime take, and most importantly - comptime payout.</p> <p>Also, if there is any discrepancy and you need to make an adjustment, how can the timekeeper make an adjustment? Are there any TRCs to be used for adjustments on earned CT and CT taken? Please do a demo as well. Thanks.</p>	<p>HR runs the query for comp time -- HIP_TL_TERMED_HAS_COMP_BAL -- once the employee has terminated. The processes for payouts was covered in Payroll concepts training on 7/26. Please reference slide 46 of the Payroll Concepts training on 7/26/21 (https://ags.hawaii.gov/hip/files/2021/07/Payroll-Concepts-Training.pdf) and recording of that session - time marker 1:36:45 (http://files.hawaii.gov/dags/hip/Payroll_Concepts_Training_July2021.mp4).</p> <p>On our support page for payroll users, you can follow the step-by-step we have with screen shots for how to do Comp Time Balance Adjustments if that's ever needed -- https://ags.hawaii.gov/hip/files/2021/03/Comp-Time-Balance-Adjustment.pdf</p>	Timekeeper
<p>When does the comptime balance gets updated? When does it run? Overnight when the Time Administration runs; or per pay period run?</p>	<p>Comp time balance is updated upon supervisor approval. Comp Time tile balance is updated in real time and you can use the hours. However, if the comp time earn entry was for the current/future date, Comp Time tile balance will get updated the next day after the nightly process,. You are able to use your earned comp time as soon as it's approved.</p>	Timekeeper
<p>Just like the Comptime, is there anywhere where it shows the Travel Time recorded balance as of a given date and the Expiration Period? We saw in the Comptime balance screen that it says "Expiration Period" as NEVER; but this NEVER cannot be assigned for Travel Time because travel time off must be taken within two pay periods after the pay period of when it was earned. And if the travel time earned expires, will it automatically adjust the travel time balance to deduct the expired TT hours earned? Where can we see all these information?</p>	<p>Although the system says never, your department should institute a process to track and adjust the travel time as necessary. The project team recieved your request for a process to have the system auto-expire the travel time as an enhancement and customization. It's currently in testing. Once ready, we'll communicate the procedure for adjusting travel time.</p>	Timekeeper

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>What is the process in Time and Leave for an employee to elect travel time to earn as comptime instead of a payout? Is there any TRC Code to use to earn travel time as Comptime? And on the Comptime balance screen, the balance as of a particular date is not broken down as to whether it is a Travel Time Comptime or Regular OT Comptime; please note that these two different types of comptime has different expiration: unused travel time comptime expires after two pay periods while regular OT comptime has no expiration. Please show a demo as we need to advise our employees (all roles) on this.</p>	<p>The State, Federal and Travel Comp time are all tracked separately, as different buckets. We'll do a demo shortly.</p>	<p>Timekeeper</p>
<p>The Comptime balance does not show the breakdown whether it is a comptime state or federal. How would we know the breakdown of how many comptime hours (state, federal) were earned, taken, and balance of each?</p>	<p>Please click on the Comp Time balance tile, to see a breakdown of each.</p>	<p>Timekeeper</p>
<p>Employee has a Monday thru Friday 8-Hrs each day work schedule. Employee had 3 hours overtime from Monday thru Friday (3 hours each, beyond his 8 hours work schedule) and on Saturday he worked 8-Hrs overtime. Employee wants to earn ALL of these overtime as COMP TIME, total of 23 unconverted hours. The system provides two separate TRCs for state comp time and federal comp time. Please show a demo of how will the employee earn these comp time hours. Please advise on the following questions too.</p> <p>a. How shall the employee code to earn these 23 hours? Is it on a per day basis where the 3 hours each from Monday-Friday is State Comp time and the 8 hours on Saturday is Federal Comp time? Or is it that the entire 23 hours is Federal Comp time as it exceeds the 40 hours? What is the Time and Leave process/guidance on how to code earn comp time hours that employees should follow?</p> <p>b. When will the employee go into the system and enter the comp time that he wants to earn, is it per day or at the end of his work schedule?</p> <p>c. Should there be any adjustments and/or corrections to be made on the comp time earned and taken on each type of bucket (state and federal CT), can the employee go into the system and make the adjustments? If so, how?</p>	<p>a. Every department has been tracking state comp time and federal comp time separately per DHRD's instructions. Payroll should consult with HR about state policies and federal Department of Labor, Wage and Hour division guidance regarding how to classify State Comp Time versus Federal Comp Time. DLIR has guidance for Hawaii employers as well at: https://labor.hawaii.gov/wsd/wage-and-hour-faqs/. It's our understanding that if someone is working over 40 hours a week, they qualify for Federal Comp time.</p> <p>b. When the employee is making an overtime request, it's on a per day basis. When the employee logs comp time on their timesheet, they put the actual hours they worked of comp time on the date that they earned it. If you have multiple days of comp time and cannot determine if it's state or federal, you can enter it by day on timesheet once you reach the end of the week. Timeliness is important so you want to be sure you submit your timesheet by the end of the period.</p> <p>c. On our support page for payroll users, you can reference a quick reference on how to do Comp Time Balance Adjustments. https://ags.hawaii.gov/hip/files/2021/03/Comp-Time-Balance-Adjustment.pdf</p>	<p>Timekeeper</p>
<p>What is Awards Earn Comp Time TRC and Awards Take Comp Time TRC? Please clarify what is this for and when do we need to use these TRCs.</p>	<p>We think you are referring to Comp Time Awards, which is the "CTA" TRC. This applies if you've had settlement agreements or MOUs with the unions to award comp time as relief for previously unrecorded comp time. If you don't have settlement agreements for comp time awards for your current active employees, this does not apply to you.</p> <p>Some departments with active comp time awards are using the CTA codes in their leave balance conversion spreadsheet to have us load.</p>	<p>Timekeeper</p>
<p>For Uniform Pay, the object code is not "2000" for payroll, it is "3068" (uniform). Can we edit the chart field's object code of the UAC/combo code to 3068 when we enter on Rapid Time? Thank you!</p>	<p>Yes, you can edit the chart fields in Rapid Time using the combo code look up. The default you see is from Job Earnings Distribution, but you can always change that. Feel free to try it in Sandbox.</p>	<p>Timekeeper</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>Thru MSS, in Rapid Time, Rapid Session Information section, I'm using the template type: "Punch Time Reporter" for an 89-day hire, there are no options under "Template", unlike when I select Elapsed Time Reporter, there are four different templates to choose from. Is the "Template" box a required box to fill? How do I get a template to use for the rapid time entry for an 89-day hire?</p>	<p>You will want to reference this Job Aid for Rapid Time - https://ags.hawaii.gov/hip/files/2021/02/Rapid-Time.pdf -- page 5:</p> <p>For 89 day hire (hourly) you can use the DEFEXHRLY template and enter the number of hours worked in the day.</p>	Timekeeper
<p>Our fire responder staff wants to know if meals are automatically calculated when overtime hours are being entered based on the BU agreement. Thank you.</p>	<p>Yes, the applicable rates for meals will be paid according to their CBA rate when the employee uses the meal corresponding TRC on their timesheet.</p> <p>Timekeepers can run query HIP_TL_OT_NO_MEALS to view anyone who has reported OT but not meals.</p>	Timekeeper
<p>We have a Program TK/LK that, when going into "Assign Work Schedules" and searching for all at the level they can see (DeptID 320069, HTH/HRA/DisOutbreakCtrIDiv) ... they are pulling up records of employees that have terminated from the Department. Why?</p>	<p>In PeopleSoft time and leave, employee records do not disappear once an employee leaves a position. For example, a supervisor will still be able to review timesheets for employees that terminated even after they leave.</p>	Timekeeper
<p>The working condition differentials on HIP for Bargaining Unit 10 show an ACOWD. What does 'ACO' stand for. Also the working condition differential rate is \$0.75 not \$0.50 as it is shown in the TRC table.</p> <p>The night shift differential for nurses in Bargaining Unit 9 is \$3.50. The TRC is NRSDF but the rate still shows on the TRC table as \$2.50.</p> <p>For employees in Bargaining Unit 10 what TRC do Timekeepers use for Night Shift Differential? Two codes on the TRC table: N10HT and NDF10.</p>	<p>ACO is an abbreviation for Adult Corrections Officer and refers to Unit 10 employees.</p> <p>TRC COIWD-HSH/HHSC/LPN&PMA Work Diff - \$0.75 TRC ACOWD- ACO Work Conditon Diff - \$0.50</p> <p>The new TRC table shows the correct rate of \$3.50 for night shift differential for nurses.</p> <p>When someone works night shift and earns Overtime they would use NDF10 Night Shift Differential. N10HT is for an employees that is scheduled for a night shift.</p>	Timekeeper
<p>It's understood that for the 09/03/21 pay date, lagged/LOH employees will be submitting time for the period 08/16/21 - 08/31/21. With the HIP supervisor approval deadline of 08/25/21, how are lagged employees expected to enter all of their time if the period is still in progress? Do lagged employees estimate time worked? If so, what happens if what they submitted is not accurate? Is an adjustment to be made the following period? Please advise.</p>	<p>Employees should enter actual hours worked and not estimated hours, to prevent overpayment situations. If they enter their exception time (OT) and submit after the supervisor deadline, the LAG employee's time will be picked up automatically for the next pay day. Remember that a salaried employee will always be paid their semi-monthly salary regardless of whether they submit a timesheet.</p>	Timekeeper
<p>How shall we input the ADJUST TRCs for Comp Time (State & Federal) and Comp Time Travel ? unconverted or converted? How will the system calculate?</p>	<p>For Comp Time adjustments using the Adjustment TRCs (e.g. CTZEA for State Earn Comp Time Adjustments), you will enter the number of hours they should have earned at the converted hours. Once entered and submitted, HIP will take that entry and adjust the employee's balance by that amount. We have a reference to Comp Time Adjustments here: https://ags.hawaii.gov/hip/files/2021/03/Comp-Time-Balance-Adjustment.pdf</p> <p>For example, if an employee should have earned 12 hours of Comp Time from working 8 hours overtime, but was not previously recorded, you will enter 12 hours CTZEA on the employee's timesheet, and upon submission, the employee's State Comp Time balance will reflect +12 hours.</p> <p>Travel Comp Time adjustments follows the same principle as above. We also have a reference here: https://ags.hawaii.gov/hip/files/2021/08/Comp-Time-Balance-Adjustment-Travel.pdf</p>	Timekeeper

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
For those State Comp Time hours that was earned last July for an ATF employee, how shall we input on the system? The TRC Code CTZEA (Adjust Earn Comp Time State) shall be used? Shall we input unconverted hours or converted?	For any Comp Time hours that were not initially provided with your leave balance spreadsheet submission, you can use the adjustment TRCs to enter the adjustment onto the employee's timesheet.	Timekeeper
How shall we input Awards Earn Comp Time, those hours that were not included in the conversion before we go-live and those that will be earned going forward? converted or unconverted?	You may use TRC CTAEA (Awards Earn Comp Time) to enter any hours that were not included as part of conversion and going forward if a future settlement with the union requires a comp time award.	Timekeeper
If I submit a schedule in ESS for a pay period not due yet, e.g. 8/1 -8/15/2021, will I be able to edit the submitted schedules later?	Yes, Timekeepers have access to the "Correct History" function on Assign Work Schedules to edit any previous entries to an employee's work schedule.	Timekeeper
How do I input Comp Time Earned requests for a day only and not in the timesheet?	Comp Time requests are handled the same way as regular overtime requests. The employee will submit an Overtime Request through the Time tile for supervisory approval. Please note that overtime requests can only be made for the current date forward. For Comp Time that has already been incurred without an approved Overtime Request, employee or Timekeeper can enter the comp time earned onto their timesheet, Supervisor will then need to allow the OT exception, then approve the employee's time the next day.	Timekeeper
Are Leavekeepers able to input sick leave if the Sick and Vacation leave balances are not loaded?	Yes, Leave Keepers are able to enter vacation and sick leave requests on behalf of their employees as of their go-live date (August 1 for ATF). ATF Leave balances have been loaded, but just will not show until the 9/3 check has been finalized. LAG leave balances will be loaded and will be ready to use once they are live on Monday, August 16th.	Timekeeper
For Bargaining Unit 9, are there separate TRCs for overtime Night Shift Differential and Overtime Night Shift Differential.	Thank you for bringing this to our attention. We will be creating a new TRC for Overtime Night Shift for unit 9 employees. We will contact you when it's ready to be used.	Timekeeper
Please provide a demo on how to enter a vehicle WIK (WV), if this is only included on the 5th pay date.	Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210813.mp4	Timekeeper
Please provide a demo on how to enter taxable WIK (WT). If the UAC for the taxable WIK is different from the Regular Earnings Code in Job Data, will a Non-Base Earnings Distribution Code need to be entered in Job Data? And/or can it be added in Rapid Time?	Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210813.mp4 The Taxable WIK TRC (WT) is available for Timekeepers to enter via timesheets/Rapid Time, or to enter via Create Additional Pay. The combination code can be changed when entered through Rapid Time if the WIK is charged differently than regular pay.	Timekeeper

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Time Questions

Question	Answer	TL Role
<p>Is reporting overtime hours using rapid time allowed for a previous pay period or periods? If an overtime exception is not approved by the supervisor in a timely manner, will only the OT not be paid? Will the manager still be able to approve the regular reported hours?</p>	<p>Timekeepers can enter time in the current period as well as the last 90 days, however, no one can enter time for earnings before conversion took place when we enrolled your employees. Please refer to Payroll Concepts training for specific instructions on how to submit for earnings to DAGS that were from prior to your conversion.</p> <p>As a general rule, it's a really good idea to emphasize the importance of timeliness with your employees, supervisors, and lower level timekeepers so they stay on top of it.</p> <p>If an overtime exception is not allowed by the timekeeper or supervisor, it will not become payable time and the supervisor cannot approve the OT on the timesheet.</p>	<p>Timekeeper</p>
<p>For the Travel Time Payout (TTPAY), what is the time entry? unconverted hours or converted hours?</p>	<p>Travel Time Payout should be entered with the number of hours that should be paid out. Please review our previous demo on how to manage Travel Time: https://files.hawaii.gov/dags/hip/Travel_Time.mp4</p> <p>Specifically, Travel Time Payout was covered at the 3:20 (3 minutes, 20 seconds) marker.</p>	<p>Timekeeper</p>
<p>In entering time in HIP time/leave can we enter the whole half month like in the old PCS from July 1-15/21, or do we need to enter it per day? Example is T/A, Night differential, working condition differential, etc. Thank you!</p>	<p>You can enter on the last or first day of the pay period and it will get picked up to reported in the earnings period. For example you can enter TA on 8/15 and it will be included in the 8/1-8/15 period. For auditing purposes, any differentials should be entered per day.</p>	<p>Timekeeper</p>
<p>Is there a TRC code for Holiday OT - which has a different object code than regular OT.</p>	<p>For 89 days hires working on a Holiday the system will pay OT for that day that the system knows is a State holiday. For salaried employees they will need to use the TRC-OT Please keep in mind that the combo code on Job Data is what controls non-base pay (e.g., overtime) or entering a combo code on the timesheet, not the TRC code itself.</p> <p>For now a manual change to the UAC (ComboCode) on the timesheet to a differenttt object code. The project will be evaluating a systematic approach to this.</p>	<p>Timekeeper</p>
<p>When an employee enters his own elapsed time how and where should the employee enters the UAC or combo code say the UAC is not in the list provided? Thank you.</p>	<p>Speaking generally, not many departments expect their employees to enter the combo code on their timesheet due to the high risk of error, however it is possible. It is wise to make sure that your department communicates expectations carefully to employees if that is what you'd like to do.</p> <p>Another reminder any REG00 time and UAC changes on REG00 submitted by Salaried employee will NOT flow to the paychecks</p> <p>Here's how a timekeeper would go about creating a new combo code for your employees: https://ags.hawaii.gov/hip/files/2021/07/Creating-a-new-Combo-Code-in-Classic-Timehseet.pdf</p>	<p>Timekeeper</p>

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>When an employee enters his elapsed time, is there a way that only the COMBO CODE or UAC in the employee's EPAR and whatever COMBO CODE used is saved under the employee? Right now, all available combo codes will appear to select from (about 300 combo codes). Or is there a way to enter the UAC code and if it's already in the system it will pop up to be selected and if not the system will create it instead of selecting from a large group of available combo codes? Thank you.</p>	<p>The EPAR UAC is the employees Base pay UAC. Anything left blank on the timesheet the Base pay UAC will be charged. All applicable Combo Codes to pick from are based on the employees payroll number.</p> <p>Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210818.mp4</p>	Timekeeper
<p>I used Rapid Time to enter TA pay for 3 employees. I used the calendar icon to choose the date. When I selected August 15, 2021 for the first employee, an message came up (sorry I did not write down the message) and the date field was highlighted in red. When I went to the TRC dropdown box, it listed TA but not TA - Tem. For the other two employees, the TRC dropdown box listed TA - Tem. I saved the session but did not submit it. What should we do? This is for the 9/3 pay check.</p>	<p>Not knowing the error message, we are assuming you are entering time for a LAG employee. They were converted effective 8/16. IF the earnings are for 8/15, you will need to use the PCS page.</p>	Timekeeper
<p>When they enter the time in and out in rapid time, will the system know that meals are to be paid? Or do the employees calculate/determine their entitlements themselves and enter separately using TRC meals (B, L, D) by date?</p>	<p>No, the system will not know to pay meals automatically. Also in and out times are not entered on rapid time, rather, just the total number of hours worked for the day.</p> <p>Employees, Supervisors, Timekeepers and Department Payroll Timekeepers can all enter time for employees. There are TRCs for meals that they would use on the employee timesheet or Rapid Time if the person entering meals as a timekeeper. The TRC for meals is entered by quantity. (example - qty 1 MEAL- BREAKFAST) Once the timesheet is approved, the system calculates the meals at the appropriate rate. For a list of the meal rates that the system calculates at, see https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls. You will want to follow up to ensure that employees and timekeepers take training via https://files.hawaii.gov/dags/hip/101/story.html and https://files.hawaii.gov/dags/hip/125/story.html</p>	Timekeeper
<p>Tomorrow 8/24 is the timesheet submission deadline, until when will system will accept timesheet submissions, till 4:30 only? Or till midnight?</p> <p>On August 25 approval deadline day, Supervisors will have 3 times for allowing exceptions and approving payable time, 9:00 AM, 12:00 noon, and 3:00 PM (final time for supervisor to approve)?</p> <p>What's the deadline for LWOP entries LAG (8/16-8/31) and ATF (8/1-8/15)?</p>	<p>Timesheets are typically locked around 5pm, so the employees have until then to submit timesheet entries.</p> <p>Supervisors can allow exceptions all day and can approve up to the end of approval deadline day around 5pm. The three time slots are there to help facilitate the movement to approvals. For example, if Supervisor allowed exception at 8am, they can approve time related to that exception at 9am because we run the processes more frequently on the Approval Deadline Day (instead of waiting overnight to approve).</p> <p>LWOP entries by Timesheet Deadline Day, (e.g. tomorrow 8/24 5pm) would be ideal. If the LWOP is approved by the approval deadline 8/25 that would allow it to load to the payroll side and dock the pay. Note if a LAG employee enters LWOP from 8/16-8/31/21 and it's approved on 8/25, then system will load all of that into payroll and stop the pay.</p>	Timekeeper
<p>If an employee wants to earn CTF (ex. CTRFQ) would this be input on HIP as CTRFQ 8.00 hrs. or OT 8.00hrs. and CTRFQ 8.00? I do not want to double-enter time.</p>	<p>When an employee elects to earn comp time they would use a Comp Time Earn TRC, in this case TRC:CTFRQ. The OT TRC is used when they are to be paid for their overtime and not banking it as comp time.</p>	Timekeeper

Time and Leave Support Call
Time Questions

Question	Answer	TL Role
<p>How do you adjust initial "balances" for CTO (Compensatory Time Off)? Is it the Dept.ASO Timekeeper, Program Timekeeper, or Fiscal Admin role? Our HR Office keeps receiving inquiries about how to adjust initial "balances" of Compensatory Time Off (CTO) as it used to be kept on the Form 7 Leave Record. We have Programs stating that they need to add CTO earned prior to go-live because they weren't able to enter it before the Department reported the Leave Balances to the HIP for go-live. HR Admin can only adjust VL or SL, correct?</p>	<p>Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210827.mp4</p> <p>As comp time is a type of time, it's associated with the timesheet and is a timekeeper function. Anyone with the timekeeper role, including department payroll personnel, may adjust comp time balances. A step-by-step job aid is provided below. These steps are used when you don't need to adjust the conversion balances. https://ags.hawaii.gov/hip/files/2021/03/Comp-Time-Balance-Adjustment.pdf</p> <p>By contrast, HR Admins can do leave balance adjustments. Applicable job aids and FAQ for HR Admins are found at: https://ags.hawaii.gov/hip/hr-administrator-leave-balance-adjustments/</p>	<p>Timekeeper</p>
<p>The Time Reporting Code OTRST is not in HIP. HSH contacted HIP previously about having an OTRST for less than 10 hours of rest but I notice it is not in the system. Please update the Time Reporting Codes.</p>	<p>The applicable codes are already found on the TRC list, "RST10" and "RST12". https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls</p>	<p>Timekeeper</p>
<p>Time Reporting Code OTHOL is not in HIP, but it is listed as a TRC. Please update the Time Reporting Codes in HIP so HSH can input OTHOL for August 20.</p>	<p>For Salaried employees they enter the OT TRC on the holiday. For hourly employees, any time reported on the holiday will be converted by system rules to OTHOL https://ags.hawaii.gov/hip/files/2021/03/TRC-List.xls</p>	<p>Timekeeper</p>

Time and Leave Support Call
Query Questions

Question	Answer	TL Role
<p>Changes were made to the conversion sick and vacation balances but when the HIP_TL_LV_BAL_BY_EE query was done it doesn't show the updated balances.</p>	<p>You should see the updated balance the next day after the nightly Absence Calculation is ran and used a previous calendar period. For example, you adjusted leave balance for calendar ATF 2021S04 (02/16 to 02/28/21).</p> <p>If you updated an unconfirmed payroll calendar, you won't see balance adjustment until payroll is confirmed. For example, you adjusted leave balance for calendar ATF 2021S05 (03/01 to 03/15/21 check dated 04/05/21) until payroll confirmation is processed.</p>	<p>HR Admin</p>
<p>Where can we find the Leave Share balance query? Per the instructions I need to search for M_TL_SHARED_POOL_BALANCE but we are unable to locate it. One of our staff found the leave share balance query but others are unable to find it. We have HR Admin roles.</p>	<p>Instead of using the Time and Labor WorkCenter which gives you timekeeper queries, since you are HR Admins, you may want to navigate to Main Menu > Reporting Tools > Query > Query Viewer. We confirmed Saree and Kristie can see the query. Jennifer is not able to however, and that issue is still being researched.</p>	<p>HR Admin</p>
<p>Since the Form 7 (Leave Record) will no longer be available with the implementation of HIP Time and Leave, is there a query being developed that will capture all leave types currently recorded on a Form 7? If not, please provide the query names and/or instructions on how to obtain the paid and unpaid leave information.</p>	<p>PeopleSoft does not offer a Form 7. Please review our queries page for all queries that we have available currently: https://ags.hawaii.gov/hip/tl-reports-and-queries/. HIP_TL_EE_APPRVD_LV_DTRNG gives HR Admins all approved leave for all employees by the date range you select.</p> <p>If you work in HR transactions, you should also use HIP_TL_LWOP_IN_ABS_MGMT to receive a listing of LWOP occurrences so you can apply necessary updates to service history in HIP.</p>	<p>HR Admin</p>
<p>Can you explain the purpose and search criteria of the "HIP_TL_SRNA_EM08_EE_OVERTIME" query? The HIP TK/LK website describes the function of the query as used to identify employees with OT requests pending payment (assuming this is OT pending payment in the current pay period) that are actually not eligible for OT.</p> <p>However based on the description it appears the query is not limited to BU 13 included/excluded employees (i.e. BU 13, 23, 73, 93, 35) where these exclusion factors are listed, leading me to believe that the "action required" description may be misleading to Timekeepers.</p> <p>It is DOH's understanding that while FLSA designation is independent of the collective bargaining agreement, only BU 13 really has this issue with employees ineligible for OT under the CBA but could be eligible for OT under the FLSA (i.e. all other BUs have coverage for OT under the CBA or Executive Order.) Therefore, if all SR-NA is pulled, it will be misleading when the "action required" portion states that anyone who shows up has to be removed. In addition (I think I requested this prior and it was noted as a request), the LHCP salary should be considered and LHC1, LHC2, LHC3, LHC4, added to this exclusion criteria (similar how EM-08 and above is identified.)</p> <p>Please contact me (586-4548 or nicole.shida@doh.hawaii.gov) if you have questions about this submission.</p>	<p>The query referenced here helps you identify any employees with overtime who might not be eligible for OT. It pulls OT reported for employees in Salary Plan SRNA and EM08, not limited to BU13 (but identified in BU13 CBA) and HI_GRADEs SR31, SC01, SC02, SC03, ES01, ES02 or ES03. This query must be run before each timesheet deadline by your timekeepers and they should contact employees/supervisors to remove ineligible OT on the timesheet as necessary as HIP does not automatically "exclude" the above employees from overtime.</p> <p>We are in receipt of your request to add LHC1, LHC2, LHC3, and LHC4 to the query criteria.</p>	<p>HR Admin</p>

Time and Leave Support Call
Query Questions

Question	Answer	TL Role
Is there a query to identify employee's compensatory balances and who is responsible to provide payroll with hours to payout and adjust?	HR runs the query for comp time -- HIP_TL_TERMED_HAS_COMP_BAL -- and the more generic leave query -- HIP_TL_G2_INFO -- after an employee has terminated and their last accruals have been finalized, and furnishes it to fiscal/payroll for payout along with the G2 form. HR's part of the process was included in HR training held on 7/19. The processes for payouts was covered in Payroll concepts training on 7/26.	HR Admin
HIP's Query Website shows a query "HIP_TL_MISSING_REPORTS_TO" that is to be run by "HR" (HIP Security Role). However, when I look at my queries in HIP (search: HIP_TL_M), it doesn't show (the only one that does is a different query, HIP_TL_MGR_NO_RLS_FOR_DR. How do I get access to HIP_TL_MISSING_REPORTS_TO?	True, you may not have the legacy HR roles that would give you access to do certain transactions/report user in HRMS. You may want to review your HIP security for potential changes or work with your transactions section on performing this function.	HR Admin
I ran the Query "HIP_TL_MGR_NO_RLS_FOR_DR" and it pulled for the entire SOH (multiple departments like DBEDT, DCCA, DOT, PSD, etc. Is this what was supposed to happen?	Thanks very much for reporting that. We've applied Row Level Security to that query now, so that it will just pull up results for your approved specific security level. Luckily no sensitive information is shown on that query as it just lists managers who cannot see all of their direct reports so an HR office can fix any department ID conflicts for supervisors.	HR Admin
On the HIP Query Website, is there a difference between the HIP Security Role "HR" versus "HR Admin"? Also, why is it that I can view one query that has "HR" as a HIP Security Role (HIP_TL_FORECAST_LV_FORFEIT) but cannot see another that has the same "HR" as a HIP Security Role (HIP_TL_FTE_PCT_VS_STD_HRS)?	Speaking generally, the "HR" security roles traditionally refers to HR Transactions security/report security. The HR security role was in place pre-HIP. In contrast, "HR Admin" manages extended absences, leave share, leave balances.	HR Admin
We have a Division Chief position that has 2 individuals sitting in it - 1 is on LWOP to serve in an appointed position, the other is the LTA Supervisor hired into the position to serve until the LWOP-incumbent returns. Using "HIP_TL_EE_APPRVL_WRKFLW_ROUTING", it looks like those subordinates that report to the Division Chief position have 2 supervisors and it's picking the one on LWOP to send requests to for some reason, as that is the Supervisor showing in JOB. How do we fix this?	Approvals and email notification will route to both incumbents. HIP is working as intended.	HR Admin
Is there a way for HIP to create a query where overtime exceptions are displayed by the user/role who submitted it; for example, the employee submitted the overtime, or the Timekeeper submitted the overtime?	If you would like a query that we currently don't have, you may submit a HIP Ticket via https://hipservice.hawaii.gov/s/ for it and we will evaluate your request and prioritize it with other enhancement requests. You will want to be extremely specific when submitting a request for a new query to ensure that if it's approved for development it meets your needs.	HR Admin
I submitted a question on 8/16 regarding calculation of partial pay when an employee does not work the entire pay period. I asked if an example could be given based on employee working from 8/1/21 to 8/6/21. I just ran the active employee query and noticed that the employee who transferred to another state department effective 8/9/21 is not reflected on the query result. For this example, can you also provide instructions on how to pay employee that transfers to another department during the pay period. Thank you	In regards to this particular question, as long as the employee is transferred into the new state department on 8/9 payments will be handled automatically and the appropriate UAC will be charged too. Once they are not active in your department, they will not appear on queries that pull information for active employees.	HR Admin

Time and Leave Support Call
Query Questions

Question	Answer	TL Role
In HIP_TL_EE_APPRVD_LV_DTRNG run for 8/1/21-8/31/21, our salaried lag employees' vacation's Leave Description is "Hourly Vacation" instead of "Vacation". The leave was entered and automatically approved by HR Admin. "Hourly Vacation" was not an option in the drop-down at the time of data entry, so can you explain why this description is being shown in this report, what affect this might have on T&L processing, and if there is any corrective action HR Admin needs to take? Thank you.	Thank you for sharing your observation. Next time you run the query you will see the correct Vacation description.	HR Admin
Is there a query that shows how many hours are earned and taken in month for vacation, sick, and comp time? Or are there other queries or a combination of queries we can use to get this information? The query HIP_TL_LV_BAL_BY_EE only shows the balance at month end.	HIP_TL_EE_BAL_BY_PERIOD	Leave Keeper
Is there a query (that timekeepers/leave keepers can run) that will show all absence requests submitted (approved, denied, pending, etc.) for a particular date range by department? Or do you have to run multiple queries?	Please visit our queries page at: https://ags.hawaii.gov/hip/tl-reports-and-queries/ . Although we don't have one with all of the possible statuses, HIP_TL_EE_APPRVD_LV_DTRNG gives you approved leaves for all your employees for a given date range and HIP_TL_PENDING_LEAVE gives you all employee leave transactions that are pending.	Leave Keeper
We ran the query, HIP_TL_EE_APPRVD_LV_DTRNG, and noticed that not all the leave requests that were requested and approved were captured in the results (20). We ran a search in Create and Maintain Absence Requests with the same date range which captured 49 results (4 of the results had a status of submitted or cancelled). Is there a reason why we are not seeing all of the approved leave when running the query? Thank you.	This query right now only looks at payable time which means any time for the current or prior periods.	Leave Keeper
HIP_TL_EE_APPRVD_LV_DTRNG run for 8/1/21-8/31/21. Earlier you state that "This query right now only looks at payable time which means any time for the current or prior periods." However, leaves approved for ATF employees (salaried) to take during the current 8/16-8/31 period are not included in the report. Please advise.	Once we close the 9/3 absence calendar and open the 9/20 absence calendar for the period 8/16-8/31, ATF employees will be included.	Leave Keeper
Can you please provide the name of the query that contains employee's "Base Pay" only (no overtime, meals, etc.) that we can run every payroll before the payroll is finalized.	As employee's base pay is not reported on the timesheet, the base will be available after supervisor's approve timesheets. Two of the mandatory queries that Payroll is to run the day after approval deadline are: HIP_TL_PAY_COMPARE_DEPT and HIP_TL_PAY_COMPARE_EE. The first one is the turn around total for payroll - employee gross amounts, current pay period versus last pay period. The second one is the turn around total for department, gross amounts, current pay period versus last pay period. Please refer to Payroll Concepts training as a refresher on these.	Payroll
This query HIP_TL_EE_BAL_BY_PERIOD shows comptime earned, taken and balances. You mentioned in our Sandbox last week that only these roles: employee, HR and Timekeeper can run this query. Please confirm. Thanks.	TIP: you can check the security on a query by going to the query page, putting the query name in the search field and then it will list each role that has it. HIP_TL_EE_BAL_BY_PERIOD is available to HR Admins, Leave Keepers, and Timekeepers.	Payroll

Time and Leave Support Call
Query Questions

Question	Answer	TL Role
<p>Is there a report that we can run to show the regular and fringe pay by employee? We tried to locate on this website https://ags.hawaii.gov/hip/tl-reports-and-queries/ but did not find one. Thank you.</p>	<p>You will want to review these two queries on the mandatory audit list for payroll users: HIP_TL_PAY_COMPARE_DEPT and HIP_TL_PAY_COMPARE_EE. Those are available the day after the approval deadline. As a friendly reminder to all payroll folks, you should be starting to review your mandatory audits at this time. See https://ags.hawaii.gov/hip/files/2021/02/Audit-Procedures-Payroll.pdf</p>	<p>Payroll</p>
<p>If an employee had an adjustment to their pay on 3/20, how would I know if the pay has returned to their regular half a month pay for 4/5?</p>	<p>You may check if any additional pay is set up using query PY_ADDL_PAY_LISTING_UAC.</p> <p>Good to check Job Data. Comp rate changes, etc.</p> <p>To review time that will load for payroll processing you may run HIP_TL_TIME_IN_PROCESS.</p> <p>HIP_TL_PAY_COMPARE_EE - Compare Employee Gross Pay. Only after payroll confirmation.</p>	<p>Payroll</p>
<p>In order for payroll to reconcile and double check to pay employees correctly, can T&L set up a query for payroll to run the pre-processing report; a report to consolidate all pays for the pay date in one report? We understand there are reports that we can run after DAGS Central payroll processed the transactions, but if we can have the pre-processing report, and make correction instead of sending HIP ticket to Central Payroll and asked them to make correction. We understand Central payroll has tight timeline and try not to bother them.</p>	<p>With the elimination of the PCS, HIP payroll and time and leave functions are now fully integrated with HRMS (Employee Records) which generates Salaried employee's base pay. HIP highly recommends coordination with Personnel Office to have timely employment transactions, which ensures employees are paid their salary accurately. HIP has and continues to publish a list of mandatory pre-audit queries to run for each payroll with the intention of auditing timesheets and leave requests. Any data on pre-audit queries is subject to change, as processing at Central Payroll may change the paycheck values. Mandatory queries that should be run after approval deadline day will give you a good idea of what the payments will be. The payroll register will be your concrete source of payment data per check date. Along with the payroll register, HIP has develop query HIP_TL_HRS_WORKED_CHECK_DT. This can be ran after payroll deadline day and will give departments a review of pay that will be up for processing by check date.</p> <p>Per Time and Leave Standard Operating Policies and Procedures, section 5.2.8, Department Payroll's role is to monitor, ensure compliance within department, run system queries to review and audit, process non-Base pay (e.g., TA, WIK, Workers Comp, etc.), work with supervisors to resolve exceptions, and administer UACs.</p>	<p>Payroll</p>
<p>A Query was run using "HIP_TL_EE_PAYROLL_NUM" and the results showed a few staff members with double entries. Why is this happening? Is any corrective action needed on our part in HRMS? The staff that were doubled were only in 1 section.</p>	<p>Speaking in general for questions about queries, in order to reasech, we would have to look at your query results to be then determine if the query results are doubling for you incorrectly or if there is a reason why it's displaying like that. In other words, we'd need to look at what you're looking at to help you, and this may be a situation where a HIP ticket is recommended and you'd need to attach the excel files you're looking at.</p> <p>Note: If a person has 2 jobs, it will list 2 payroll numbers.</p> <p>*DO NOT PASTE THIS PART* They can also provide us the empl ID during chat and we can look at it. Per LK - I included a distinct qualifier and result dropped.</p>	<p>Payroll</p>

Time and Leave Support Call
Query Questions

Question	Answer	TL Role
At DOH, each payroll clerk are assigned by payroll # to process, I noticed when I was browsing in the HIP time and leave that employees are arranged in alpha not by payroll #, can we audit OT, T/A, stand-by pay, etc. by payroll number? If, so please provide instruction. Thank you!	If it would be helpful, we can look at updating queries to add an employee's Payroll Number to existing queries if it makes your division of labor easier. That would be something we could look at enhancing in the future. There is a query you can run that has payroll number in it called HIP_TL_ALL_TIME_BY_DT_RNG	Payroll
The query HIP_TL_EE_PAYROLL_NUM is returning an empty spreadsheet (void of data).	We have made a change to the query to allow LEG and OHA to also run this query. Please re-run this query.	Payroll
We are trying to get a report to show all TRCs (B, SD, OT,HAZ, Meals, TA, NS, NSD, etc) even before the approval deadline. If these reports are available only after the approval deadline, the window for us to validate is limited. Also, the comparison is lump sum amount not broken down by TRC. We need a report broken down by TRC including Base and base related TRCs. I noticed that there are separate reports but lacking some information that we want to see like the HIP_TL_BASE_PAY_JED. This would be a good tool for us if all employees have comp rate and if this report shows what is the payable base pay when WC, TDI, LWOP entered by HR are taken into consideration. I know this report has a different purpose but is there already a report like that? All we need to add is the corresponding comp rate based on the distribution percentage and name it a different report. Also, the search should be for pay date instead of range "from pay period to pay period" so it will pick up the 1-15 pay period for ATF and pay period 16-31 for LAG.	We dont have a specific query that meets your requirements and timing of the query. The closes query that meets your needs is HIP_TL_HRS_WORKED_CHECK_DT, which can be run after the deadlines. Please also realize B, SD, are not TRC rather they are earn codes that will be paid each period. With time and leave you are now auditing hours that will be paid.	Payroll
Is there a query we can see all WIK that will be paid?	PY_ADDL_PAY_LISTING_UAC for the WIKS put on Additional Pay ideally meant for "continuous payment" or if no code exists on Rapid Time for one off processing. WT is available on Rapid Time, and those Rapid Time entries can be viewed in HIP_TL_TIME_IN_PROCESS when submitted.	Timekeeper
It was mentioned in the Timekeeper (TK) Q&A meeting that there is no Query Report that the Timekeeper can download with the UAC /Combo Code Information. Can HIP T&L create one? It makes more sense to have a query with this information because the TK enters the time with UAC for employees (rapid time), and they review time entered with UAC for their Division employees. Although payroll staff will monitor the UACs that were entered, it is still part of the Timekeeper's audit to make sure UAC is being entered correctly by their employee; so can a query with the UAC/combo code information be created? It would be good for timekeeper to maintain a record and/or do query download that has all the necessary information on it. Thank you!	Here was the answer we believe you are referring to from the Q&A: "In terms of a query that is available, Timekeepers only have access to review the status of overtime hours in a given range as not all Timekeepers are Payroll staff. Payroll staff have access to query overtime reported and can review UAC information. To see a full list of queries available, please visit https://ags.hawaii.gov/hip/tl_reportsand_queries/ . Timekeepers can use HIP_TL_OT_HRS to get details and statuses of employees' reported overtime hours in a time range without UAC information." HIP_TL_TIME_IN_PROCESS will show the UAC only if a combo code is entered on the timesheet, if UAC values are blank that means the UAC set up on the Job Earnings Distribution on Job Data would be used. Timekeepers can run this query.	Timekeeper
The query 'HIP_TL_TERMED_HAS_COMP_BAL' is listed as a mandatory HR query to be run when processing a termination. The action required states 'review balance and provide payroll with hours to payout and adjust balance'. Isn't compensatory time a time keeper role in HIP Time and Leave?	Comp time is a timekeeper function, yes. Our understanding is that HR handles the G2 process however and furnishes the G2 forms to Payroll for processing/payout (who are timekeepers in the future). As an aside, we did also put out a larger query for the processing of G2s that has all of the types of paid time/leave that would need processing including comp time too. That query which is more comprehensive for HR is HIP_TL_G2_INFO and we'll cover how to use it in HR Concepts training next week.	Timekeeper

Time and Leave Support Call
Query Questions

Question	Answer	TL Role
Is there any query that timekeepers, Fiscal Admin and HR Admin can run and download that shows the beginning balance of comptime, comptime earned, comptime taken, comptime adjustments and comptime ending balance?	HIP_TL_EE_BAL_BY_PERIOD can be ran by employee, (note the query at this time does not show Comp Time adjustments) for a summary view HR and Timekeeper can run HIP_TL_COMP_BAL_BY_EE	Timekeeper
This query does not come up HIP_TL_HRYL_EE. I tried in the Query viewer	We have changed the name to HIP_TL_HRLY_EE please try again	Timekeeper
I have an AEX employee who was promoted effective 3/1/21. How do I check to make sure that they are getting paid their correct amount? Is there something other the looking on job data like a query that gives us what the employee will be paid on the 4/5/21 check. The Query that has been mentioned HIP_TL_BASE_PAY_JED only lists what was paid on the previous check.	The effective date of their compensation rate change entered by HR drives the calculation of pay automatically. Checking Job Data for current rates and effective date is another way to check.	
I've been running queries in HIP and downloading the report to Excel. I have found that the employees names do not always appear in the same format. Sometimes the names are arranged alphabetically by last name and yet other times the names are arranged by first name. Is there a reason why the display is not consistent throughout all reports?	Please submit a ticket with details of the queries you're referring to so research can be done. Copies of the query results would also be helpful. The name format depends on the table the data is pulled from.	

Time and Leave Support Call
Leave Questions

Question	Answer	TL Role
Does the TRC matter when salaried employees select HSI (Hourly sick), HVA (Hourly Vacation) instead of SIC (Sick) and VAC (Vacation)? thank you.	Employees do not select leave on their timesheets. Sick and Vacation TRCs aren't available for employees to use on the timesheet. You will want to have them refresh on training at https://files.hawaii.gov/dags/hip/200/story.html . They enter the appropriate Sick or Vacation type as an Absence Request and the system displays on their timesheet, but no action is necessary on the timesheet to pick a TRC as the system auto-generates those.	Employee
If leave approvals were sent to wrong Supervisors and a correction was made, are the approvals that were already sent to the wrong people being routed to the correct ones? Or will we have to redo the requests that were already submitted?	If you update the Reports-To, after the Time Administration process runs again, it will update the Reports-To and route it to the new supervisor. You should not have to cancel and re-submit. If for some reason the Time Administration process didn't update the Reports-to, you may submit a HIP ticket.	HR Admin
When a Leave Keeper, HR Admin or Extended Absence Coordinator submits a leave request for an employee, does the system generated email to the supervisor and employee provide who initiated the leave request? If not, how would the supervisor or employee find out who generated the leave request? Or does each department implement internal procedures to address this?	The request history in the system will tell them who submitted it. If you want the supervisor to know that a leave keeper submitted an absence for an employee instead of the employee themselves just by looking at the automated email (and the leave keeper wouldn't otherwise have a paper G-1 to back up the transaction), your business process can be to have the leave keeper enter a comment identifying themselves.	HR Admin
How does the T&L System handle vac and sick forfeitures at the end of the CY? Balances over 90 days and forfeiture of 6 days when vac balances reaches 15 days (refer to BU13 Article 36. B.1)	Answer: The rollover logic is something that runs each year when employees are paid for the 12/16-12/31 pay period. This occurs on the first payroll in January for LAG and the second payroll in January for ATF. This will be covered in HR Concepts training, but there's a query that you run associated with that payroll that will show you who the system capped. The rollover logic takes into account two separate caps. 1) Anyone who is over 720 hours of vacation is capped, and if they happen to be granted a waiver allowing them to keep their hours, HR Admins can put back their forfeited hours. 2) Anyone who has an AMI indicator of 1 (which you load into your balance spreadsheet and represents employees who have reached the 336 hours/42 day balance) and have not taken 48 hours of vacation forfeit the difference between what they have taken and the 48 hours that they must take. The logic also takes into account employees who start to take their leave at the end of one year and continue their leave into the new year to prevent forfeiture, which is a long standing state practice. Leave keepers/employees should be encouraged to start closely monitoring their balances several months before the end of the year to either prevent forfeiture by taking enough vacation, or using the leave donation process to get rid of their excess hours. Later in in the year, we'll ask for data on how many folks subject to the AMI indicator took vacation hours in 2021 prior to your go-live so we have a picture of whether they should forfeit.	HR Admin

Time and Leave Support Call
Leave Questions

Question	Answer	TL Role
<p>1) On 7/27/2021, salaried employee requested 8 sick hours and today, 8/9/2021, and emailed to ask if we could amend his request to 7 sick hours since he worked an hour that day. Today, I submitted a "HI SICK AE" adjustment to add 1 sick hour to the 423.50 Conversion Sick Balance for period 8/1-8/15/21.</p> <p>2) While entering this 1 hour, I noticed that the "Description" under the name in the system says "Executive Branch - ATF". Is that going to be an issue if we're not Executive Branch? We're under the Legislative Branch, Ethics Commission to be exact.</p> <p>3) BTW, for us smaller Leg agencies, we're both Payroll and HR, if it's not too difficult to add a "both" as an option in Q#3 of this google form.</p>	<p>1) If the leave took place prior to 8/1, we think it would be better to adjust the conversion balance as opposed to the first calendar (8/1 to 8/15) however we don't think what you did will cause an issue. <<CHRISTINA DEMO>></p> <p>2) Thank you for pointing out how the leave is labeled. It shouldn't cause any issues, however it's the absence pay group that applies to everyone. We can look at updating that to make it generically "State of Hawaii ATF" or something similar, so that it doesn't worry folks.</p> <p>3) We have added a new selection to the Google Form for you to notate if you're both HR and Payroll. Thanks!</p>	HR Admin
<p>A current employee took vacation on 8/12/21 after the submission of the beginning balances of vacation and sick leaves and before the effective date of the conversion for current employees which is 8/16/21. Since the event or vacation is before the conversion date, how do we adjust the beginning balance and who should do it? Thank you.</p>	<p>HR Admins can adjust the conversion balance for this LAG employee. They would use the 8/16-8/31/2021 dates and change the Element Name HI CNVVAC AE to the correct balance.</p>	HR Admin
<p>1. Why am I not able to view all absences in the query? I want to check that all my inputs for the down time are correct.</p> <p>2. Why can't I input for previous dates still? It was said in yesterday's call we have 90 days viewing and input capacity.</p> <p>3. System is not allowing 2 different types of leave in one day, even though only partial days?</p>	<p>Question #1: As we have 26 different leave queries available, in order to better assist you, we would want to know which specific query you were using, whose data you were trying to pull up, what specific timeframe and the expected results were. Alternatively, Leave Keepers can review leave inputted for employees by using the Create and Maintain Absence screen. Please open a HIP ticket with additional details.</p> <p>Question #2: The timesheets are open for the period of 3/1 through 3/15 currently. Remember that you cannot enter time or leave for anyone prior to the date they started in HIP -- 3/1 for ATF employees and 3/16 for LAG employees. If you are trying to record old time/leave you need to handle that differently. If it is old time, you may need to ask your timekeeper to enter the old time using the PCS which will only be available for a few months. If you're trying to enter old leave, you would need to do a balance adjustment if that leave was taken before their conversion date. You should be able to enter leave from their conversion date forward. Only the timesheets are ever locked.</p> <p>Question #3: The system does allow multiple types of leave in the same day as long as the total requested leave doesn't exceed their scheduled hours. If you want us to research a specific employee's records because you've reviewed their leave in HIP already and believe that you should be able to request for that second type of leave, we would have to know details such as the employee ID, the date, and the types of leave. Please open a HIP ticket with additional details.</p> <p>Question #4: Please open a HIP ticket and provide the original email to further investigate.</p>	Leave Keeper

Time and Leave Support Call
Leave Questions

Question	Answer	TL Role
When is Leave Credit reflected on employees' pay stub? For example, which earnings period will March leave credit be reflected on? Will leave for March be credited on the 4/1/2021 to 4/15/2021 pay period or 4/16/2021 to 4/30/2021 pay period?	For most employees, except for UPW who have earn-as-you-go sick, you accrue your leave at the end of the month. It depends which pay group you belong to when they will see that on their pay stub. March sick/vacation is granted on the pay period of 03/16 - 03/31, an ATF employee sees it on their 4/20 pay check and a LAG employee sees it on their 4/5 pay check.	Leave Keeper
The system let me request for 40 hours of bereavement/funeral leave in a block of time when the CBA only allows for 24 hours per relationship? Is there no check in the system for the CBA cap? No error message that limits each request to no more than 24 hours?	Based on what we've read in the contracts 3 days or 24 hours are allowed, but are silent on whether the employee must take all of the hours consecutively, or if the time is multiplied if there are multiple relationships involved. The system will not know the difference between individuals if someone is taking leave for several relationships, or be able to cap it if you allow people to take off days that aren't consecutive. Currently the system is set up to be flexible enough for employees to take the leave that is appropriate for their situation, and for the supervisor to confirm it's ok.	Leave Keeper
For what scenarios are the available reason options under the Absence Name supposed to be used? For example what is "sick" reason under "02-Vacation," does that mean in lieu of sick? What's the "Union Business" reason for? Employee's may have a hard time choosing the right reason. Can we make reason required?	Answer: The reason is a supporting data element to the absence type and should not be required. Sick as the reason under vacation means the person was actually sick but charging their time to their vacation balance. Similarly, it has been the practice for offices to allow employees to take off for union matters and charge their time to their vacation balance, distinct from the type of extended LWOP for Union Business that is described in the contracts for folks who are elected/appointed to offices in the Unions, for union conventions, etc.	Leave Keeper
Can you please provide a demo on how leave keepers may input LWOP on the employee's behalf on the Create and Maintain Page.	<< TYLER TO DEMO CREATE AND MAINTAIN ABSENSE PAGE, USING ABSENCE TYPE = LWOP >>	Leave Keeper
When an employee submits a TRC for Take Comptime (State or Federal), is there any "check eligibility" feature like the other types of leave? The system can check eligibility for each State and Federal? Please show a demo. Thanks.	The check eligibility feature is for leave requests. Comp time is a type of time rather than leave. If the employee puts more comp time take than they have balance for, the employee will get an error message when they try to submit their timesheet. Please give this a try in Sandbox.	Leave Keeper
How far in advance can an absence request be submitted in Time & Leave? Thank you.	You can submit leave through the next 2 calendar years (2021 - 2022) so far. Future years' leave calendars will be opened up by HIP thereafter.	Leave Keeper
When are submissions posted on an employee's (monthly, weekly and/or daily) time calendar? On August 11 I entered vacation leave for an employee for August 2, but the employee's calendar does not reflect that leave was taken and still shows as hours worked. Forecasting the employee's available vacation hours does show that the leave balance is lessened. Thank you.	After the 8/19 check has been confirmed, which will be Monday, August 23rd, you can see the absence in payable time. This is refreshed nightly.	Leave Keeper
When requesting leave, if JURY DUTY is selected, is this recorded as paid or unpaid leave of absence? Our agency considers JURY DUTY as unpaid leave of absence and OUR employees may select to use vacation leave to get paid for JURY DUTY leave.	For the Executive Branch and LEG, the Jury Duty absence is paid. For OHA users, we are currently working on removing it from the drop down selection, per OHA's request. We will let you know when this is available. Until then please use LWOP and Reason:Other.	Leave Keeper
When absence requests are submitted and approved, how soon will a timekeeper/leave keeper be able to view/access the request? Same day? Next day? By report/query?	As soon as it's transacted.	Leave Keeper

Time and Leave Support Call
Leave Questions

Question	Answer	TL Role
<p>In the notification email generated when an Absence Request is approved, the last line item is "Comments." Are these the comments inputted by the Requester or the Supervisor/Approver? If the Supervisor/Approver, is it possible to include a line item for the Requester's comments?</p> <p>The following Absence Request has been Approved</p> <p>Employee Id: 000XXXXX - Employee's Name Department: Employee's Department Job Title: Employee's Job Title Absence Name: 250025 - HI VAC AT - 02 - Vacation Absence Reason: Vacation Absence Start Date: 2021-11-09 Absence End Date: 2021-11-16 Absence Hours: 40 Status: Approved Comments: [Requester's or Supervisor's/Approver's comments?]</p> <p>Thank you.</p>	<p>The comments for this type of email notification are coming from the Supervisor's approval comment box in HIP, not the requestor.</p> <p>For this type of email notification, it is generated from the supervisor action, so that's why it cannot/does not include the requestor's comment.</p> <p>However, the email notification that is generated when the leave is submitted does show the requestor's comment to their supervisor (if they include one). Many departments like to use that email to forward to folks to let them know that the employee will be out or give them operational instructions. For example, "I'll be leaving at 3 tomorrow for a doctor's appointment. John is my back-up if you need help."</p>	<p>Leave Keeper</p>
<p>A leave keeper is inputting on the Create and Maintain Absence screen. It appears they're able to enter an absence using Absence Name = 03-Leave Without Pay and Reason = Unauthorized Leave. Is any leave keeper able to enter this type? I thought it was just HR Admins.</p>	<p>Yes leave keepers and HR admin have access to the same reason codes. Based on department request, this was a recent update made to help track the specific reason why the employee was out on LWOP.</p>	<p>Leave Keeper</p>
<p>What does it mean if an approved leave request has a "INELIGIBLE" status? Does this need to be corrected and how would I fix it? Please advise. Thank you!</p>	<p>For this specific issue, we would need some more information on where you are seeing this message, what steps were taken to get to that point, what employee it pertained to, etc.. Can you please provide more details for us to help you troubleshoot?</p> <p>Speaking generally for all of our core users, after our support calls end and you begin to submit HIP Tickets for help, you're going to want to submit a lot of details about the employee, their status, the pay period it pertains to, the transaction details, etc. This helps us research and get you some help in the fastest possible manner.</p>	<p>Leave Keeper</p>
<p>If an employee is LAG and calls in sick or uses LWOP for a date that past the payroll due date, how is that entered or do we have to go back when payroll is open to correct or deduct pay?</p>	<p>The employee, manager or leave keeper may still submit and approve leave requests during the timesheet lockout period. As with time entries, if the leave request is approved after the supervisor's approval deadline, it will be processed on the next paycheck.</p>	<p>Timekeeper</p>

Time and Leave Support Call
Payroll Questions

Question	Answer	TL Role
How does payroll process payment for a salaried employee who receives a reallocation with an effective date in a prior pay period? e.g. Effective date of the reallocation for ATF employee is 8/1/21. HR receives approval paperwork on 8/27/21 and enters action into HRMS on 8/31/21 because of HR lock out. Payroll receives EPAR on 9/1/21. Is the additional pay (difference between new and old salary amount) processed using Rapid Time? We apologize in advance if this question was covered earlier.	<p>If the earnings were from prior to Time and Leave deployment, please request to have your PCS unlocked.</p> <p>For earnings during Time and Leave, the project will create a new TRC :Base Retro mapped to BR earn code. On Rapid Time you would use the earnings end date.</p>	HR Admin
If employee entered a prior period non-base pay, as fiscal/payroll is their a some kind of warning for us so we can go audit prior period entry?	The audits that are mandatory for payroll users include all time that should be audited for the next payroll cycle, so if someone reports time and it's not yet paid, it will be included in your queries to audit. With some queries that include prior periods (e.g. HIP_TL_TIME_IN_PROCESS), you can sort the results to check prior periods if necessary.	Payroll
by chance is there a way to request for the payroll register to reflect the way the paycheck does with one base pay versus several sections of weekly base pay, this way we save a tree, when printing this it was almost 3 reams of paper- thank you	Payroll Register can't be modified to reflect the paycheck. We think that since the payroll register is electronic, we recommend saving the file to a computer or department drive instead of printing them. The State record retention schedule makes it ok to save them electronically.	Payroll
Comparing the HIP_TL_PAY_COMPARE_EE query with the payroll register from 3/19/2021 pay, there are a lot of employees not listed in the query. Why did the query not pick up these employees? How can we be sure these employees are going to be paid on 4/5/2021?	You may review anyone's earnings at any time if you wish using Payroll for North America > Payroll Processing USA > Produce Payroll > Review Paycheck. Employees were paid, however kindly submit a HIP ticket with your query results and we'll troubleshoot why it perhaps isn't giving you the expected results. Ensure that you click on pay period end date to get the latest check.	Payroll
Can you please provide a demo (and screen shots) of how to create an off-cycle paycheck on Time and Leave.	Kindly refer to the Payroll Concepts training at: http://files.hawaii.gov/dags/hip/Payroll_Concepts_Training_July2021.mp4 . The time marker is 43:20. Please reference slides 28 to 32 in https://ags.hawaii.gov/hip/files/2021/07/Payroll-Concepts-Training.pdf . Please also reference the Job Aid that provides step-by-step instructions with screen shots at: https://ags.hawaii.gov/hip/files/2021/03/Entering-Priority-Pay.pdf . that had screen shots. We recommend you approve time and practice in Sandbox.	Payroll
If an employee is overpaid for a pay period, how is the difference collected in a future pay period? Please advise on necessary steps.	The overpayment recovery process should be handled the same way as you would have in the past by setting up an Overpayment Recovery in Additional Pay.	Payroll
Please demo/provide instruction on how to complete a Vacation Payout. Thank you.	<p>Business Process Link: https://ags.hawaii.gov/hip/files/2020/04/Vacation_Comp-Time-Payout-Upon-Termination-BP.pdf</p> <p>Video link: http://files.hawaii.gov/dags/hip/Earn-Take_Comp_Time.mp4</p>	Payroll
Can you provide formula and example for calculating gross pay if an employee does not work the entire pay period. Although the system automatically calculates the pay, Fiscal Offices are responsible for checking accuracy. Can you use for the example what the gross pay would be if the employee works August 2-6, 2021. Thank you	<p>Example link: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210818.mp4</p>	Payroll

Time and Leave Support Call
Payroll Questions

Question	Answer	TL Role
<p>This is a follow up question to the one where the employee does not work the entire pay period because they transfer to another State agency. Will the employee and the amount paid (for 8/2 to 8/6) be reflected on the payroll report for the department that the employee transferred out of? Reason for asking is because the employee no longer appears on the active employee query report. Thank you</p>	<p>Yes, it will show up on your payroll department's reports for the portion of the pay period that your department incurred the charges.</p>	<p>Payroll</p>
<p>When calculating an employee's annualized hourly rate, are we supposed to be taking it out to 6 digits as illustrated on page 17 of the Payroll Concepts documents dated July 26th or just 2 digits as presented at all the Daily Support calls for example on August 19? Please clarify. Thank you!!</p>	<p>You should take the rate out to 6 decimal places.</p>	<p>Payroll</p>
<p>I have an employee who started 3/2/21 how do I ensure that the employee's base is pro rated correctly. If I need to correct their base pay rate how do I go about doing that.</p>	<p>The effective date of hire entered by HR drives the pay calculation automatically.</p>	
<p>Can payroll force pay a timesheet to get someone paid? For example, if a supervisor is out and timesheet was not approved, how do we get them paid without going up the chain of command? Is that when payroll uses Rapid Time or open a sales force ticket? As of right now we have a few employees that will not be paid for 3/1/21 to 3/15/21.</p>	<p>Rapid Time works just like if an Employee or Supervisor would input time onto their timesheets. Generally speaking, TRCs that employees can enter (e.g. Overtime, night differential, etc.) would still require supervisory approval. Any TRCs that employees do not have access to (e.g. TA Pay, TDI payment, WC payment, etc.) generally would not require any approvals as those types of pay would have been pre-approved through other means.</p> <p>Timekeepers and Payroll have access to Rapid Time. Please refer to Priority Pay procedures for additional information.</p> <p>Salaried base pay are going to get paid while Hourly employees will not get paid if they didn't enter any hours (approved) on timesheet.</p>	
<p>I checked the HIP_TL_COMPARE_PAY_EE for an employee and self-serve paycheck review for 04/05 paycheck. The amount on query report is he will get 2 payments \$316.52 and 2589.00 but the paycheck in self serve review is just \$2589.00. Which pay is correct?</p>	<p>In reviewing the Self-Service Paycheck records, employee is receiveing two pay checks for 4/5 - one for regular hours, in the amount of \$2589 and the other for Gross Retro for \$316.52. The query matches what they're being paid. Kindly review again in the system to confirm. Make sure to double click the period end date to sort correctly and see both 4/5 checks at the top of the list.</p>	

Time and Leave Support Call
Extended Leave and WC Questions

Question	Answer	TL Role
For extended absences that have been inputted and approved, is there a way to delete an approved extended absence? For instance, we inputted two worker's comp extended absences but for the same pay period. We would like to delete one of them.	Employees and HR administrators have no ability to delete the extended absence request submitted. You can leave it in the system as long as you do not add any absence in the request, it will not affect pay or balances.	HR Admin
How would an EE delete an FMLA EA request that is in progress (in saved status)?	It would remain in saved status if not completed, however if you really want it removed, you may submit a ticket to DAGS Support Services.	HR Admin
We already insert an action in HRMS placing the wc employee on paid leave of absence, with an NTE date. Will a separate request/approval for leave still have to be entered as an Extend Absence Request? I am not understanding the purpose of the Extend Absence Request process.	Answer: Yes, an extended absence request should be entered so that the employee's absence from work is tracked and the supervisor is aware. The extended absence request consists of two parts – the eligibility request to be on the type of extended absence requested and the hours used request for that extended absence. The eligibility request needs to be approved first so that the hours that are used for the request can be recorded and paid.	HR Admin
Please do a demo on how to input leave with someone on maternity leave. Please explain the difference of when to use Family Medical Leave (FML) and Hawaii Family Leave (HFL). Also include leave without pay (LWOP) when max vacation & sick leave hours has been used. Thank you!	1. Support Call recording link: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210811.mp4 2. Please contact your HR office for eligibility questions related to FML versus HFL. Additionally, DLIR's Wage and Hour Division also has handy guidance for Hawaii employers at: https://labor.hawaii.gov/wsd/files/2019/09/Family-Leave-Comparison-Chart-rev-5-2018.pdf on their HFLL FAQ page, section 3 (https://labor.hawaii.gov/wsd/hawaii-family-leave/)	HR Admin
Please demonstrate how an employee would request intermittent and continuous FMLA. Currently employees are able to request FMLA leave in the "Extended Leave" tile however they are not able to request the partial hours of intermittent leave. Also any approved FMLA is not reflected in their "Enter Time" tile. Are we missing any steps in the FMLA process?	See https://ags.hawaii.gov/hip/hr-administrator-extended-absence/ . We think you're on the eligibility step and haven't made it to the absence take step yet.	HR Admin
If an employee is eligible for both HFL and FFL, do I have to submit two Extended Absence Requests, one for HFL and the other for FFL? Can I use the same start/end dates?	You can submit Extended Absences for both FFL and HFL using the same start and end dates. Any takes against FFL/HFL should not overlap.	HR Admin
How do you go about deleting duplicate extended leave requests? We have a few accidental duplicates and we do not want our employees to get confused when taking FMLA. Thanks so much for your help!	PeopleSoft does not allow an HR Administrator to delete an extended absence. Please submit a HIP Ticket (Salesforce). DAGS Accounting can remove the extended absence request. You'll want to please be extremely careful when creating a extended absence!	HR Admin
Thank you for the demo on adjusting the Leave Used balances for HFL and FML. I have two follow-up questions. (1) After "go-live," I submitted an Extended Absence Request (FMLA-Intermittent EA) for an employee. Would I follow the same steps in the demo and input the hours of leave requested and taken on the Values tab? (2) Could you post the demo somewhere so we can reference in the future? Thank you.	1. You would follow the steps that were covered in HR Admin training to add the absence take to the Extended Absence. We also have job aids posted on how to administer Extended Absences https://ags.hawaii.gov/hip/hr-administrator-extended-absence/ 2. We record the support calls each day. http://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210826.mp4	HR Admin

Time and Leave Support Call
Extended Leave and WC Questions

Question	Answer	TL Role
<p>We are having problems with the supplementing vacation and sick for worker's comp. When we enter in the supplementing vacation and sick, if the employee has a zero balance, then when payroll looks at it, it will show Leave Without Pay. This is incorrect because the employee earns 14 hours vacation and 14 hours sick per month that would be used to supplement their worker's comp, so even though the employee has a zero balance, they are earning as they go and their earning is what is being used to supplement the worker's comp.</p>	<p>The only employees that earn as they go are UPW members and they would receive a mid-month accrual. If they have 0 balance as of today's date however, they do not have any hours to supplement with. For other employees, ATF employees receive accruals once the 2nd check of the month is confirmed, and if LAG, will receive accruals once the 1st check of the month is confirmed.</p> <p>We reached out to departments and no documentation has been received to support that employee should be able to use accrued leaves in the same month it is earned.</p>	<p>HR Admin</p>
<p>For the workers compensation, can HR staff and Payroll staff work simultaneously to enter the leave part of the WC and the negative earnings? Or shall HR enter and approve the leave information first, before Payroll can even enter the negative earnings?</p>	<p>Yes, HR & Payroll can enter WC Supplemental pay & WC pay and Negative RNG simultaneously. Either doesn't need to wait for the other, but we would like it to be in the same payroll, to help employees understand how they are made whole. Further details will be covered in Payroll concepts training.</p>	<p>HR Admin</p>
<p>We entered a WC for an employee in Time & Leave. Please kindly check my work. Thank you in advance!</p>	<p>(Verified on Production)</p> <p>1.) Paid Leave of Absence/WC row was entered on Job Data effective 08/01/21 w/ Effective Sequence 1. This will stop the regular pay from processing.</p> <p>2.) WC Extended Absence was entered w/ 9.3 hours of WC Sick AT that was approved. AT matches the Job Comments placed on the PLA row, but the Extended Absence comment says 9.3 hours WC Vacation. Was WC Sick supposed to be used as noted on the Job Comments or was it supposed to be WC Vacation as noted in the Extended Absence?</p> <p>3.) Did not see any rapid time sessions for WC payment (timesheet did not have WC either). Payroll will need to enter the WC payment prior to the 9/3 check deadline.</p> <p>WC demo link: https://files.hawaii.gov/dags/hip/WorkerCompDemo.mp4</p>	<p>HR Admin</p>
<p>Sorry we're just a little bit confused on how to enter the worker's comp into HIP time/leave. If employee payroll status was "active" but on workers comp, and have supplemental of vacation/sick leave, example the workers comp is \$195 and 1/2 salary is \$2,500 do we need to do the regular negative RNG first for 1/2 month salary? Could you please do a demo. Really appreciate it. Thank you.</p>	<p>Here's a demonstration we did in Sandbox for the full Worker's Comp process to assist you: https://files.hawaii.gov/dags/hip/WorkerCompDemo.mp4. It includes both the HR piece and the Fiscal piece of the process.</p>	<p>HR Admin</p>

Time and Leave Support Call
Extended Leave and WC Questions

Question	Answer	TL Role
<p>For the "regular wage/salary" portion of those employees on Workers Comp (WC), how shall we calculate it, is it using the effective hourly rate or using the annualized hourly rate?</p> <p>Same for the calculation of LWOP amount for WC, is the effective hourly rate being used or annualized hourly rate?</p> <p>How about the supplement leave amount for WC, is it supplement hours multiplied by effective hourly rate or annualized hourly rate?</p> <p>The reason for asking is that we turned off the base-pay of those employees on WC and TDI, we prepare the O9 (Disability Worksheet), and we input in rapid time the WC amount and salary portion based on O9 calculations. We want to know and understand T&L calculation process so we can apply that into the O9. We have WC and TDI entries for 9/3/21 PR, so your immediate response on this is greatly appreciated. Thanks.</p>	<p>1) For regular salary you would want to use the effective daily rate (Semi-Monthly / number of days worked) this is the same rate use for mid period hires and terms.</p> <p>2) To adjust salary accurately. LWOP rate used is (Semi-monthly salary / scheduled hours.) HIP leverages the scheduled hours the employee is set to work. This rate is always calculated by HIP when LWOP is entered.</p> <p>3) Supplemental leave uses annualized rate. Any leaves taken reduces from REG and adds to Gross which is always a wash for salaried employees.</p>	HR Admin
<p>Just a follow up on my question regarding workers comp. I was trying to open the link (https://files.hawaii.gov/dags/hip/WorkerCompDemo.mp4.) and its saying URL not found?</p>	<p>https://files.hawaii.gov/dags/hip/WorkerCompDemo.mp4 is a valid link. Maybe you accidentally brought up the URL with the period at the end. Please try again.</p>	HR Admin
<p>I have 4 questions regarding Workers Comp. 1) If EE elect WC only and have partial worked of 6 days how will be the entry? 2) What if EE elect WC only and has previous regular pay, how can we enter into HIP T&L? 3) EE just started WC and elect WC only, and has previous regular pay, should we RNG the EE regular pay? 4) WC reclassification, EE got paid 100% regular 1/2 month and elected WC only, what will happen to the difference? (How the overpayment will be process? Is it still the same that we will send overpayment packet? Thank you for your patience.</p>	<p>1) Enter TRC WC for workers comp portion and RWC for the 6 days of work. If you see the employee on this HIP_TL_EXT_LEAVE_NO_PAY they are on a extended leave and their regular salary will be turned off so you need to pay WC and RWC if applicable.</p> <p>2) If employee only elected to received WC then enter WC on Rapid Time. For previous regular pay for earnings prior to time and leave you would use the PCS to pay any base pay.</p> <p>3) You would use RNG if the employee does not show up on this query HIP_TL_EXT_LEAVE_NO_PAY. RNG is used to stop regular pay. Use WC to pay Workers Comp on Rapid Time</p> <p>4) Assuming the 100% of regular pay was issued prior to time and leave, the same overpayment process is used. For any reclass that needs to happen you should use the PCS and process the reclass as you did before.</p>	Payroll

Time and Leave Support Call
Extended Leave and WC Questions

Question	Answer	TL Role
<p>If we enter RNG amount and WC amount the difference will be EE's regular pay? Is this correct?</p>	<p>RNG is used to stop or reduce the regular salary. WC adds to gross. So if you stop the employees salary and only pay WC then that is what the employee will be paid. If employee is due partial regular pay then the negative RNG is entered to reduce that portion and employee is paid the difference in regular pay.</p> <p>For example: EE has a semi-monthly salary of \$1,000 and goes on WC half way into the period, you would use a negative RNG -\$500, resulting in regular pay of \$500. Any WC payments would be separate from this.</p> <p>You can also check the employees Job data if they are not on Action: Paid Leave of Absence, Reason: WorkerCompensation you should use the RNG to stop their salary or reduce it.</p> <p>It's highly recommended to review the employee paycheck starting on 8/26 to verify the totals look correct.</p>	<p>Payroll</p>
<p>How does the leave hours supposedly be reported in T&L? Rounded to 2 digits or 6 digits?</p> <p>For our employees whose pay was turned off due to being on WC/TDI, I tried to audit their pay using the query HIP_TL_HRS_WORKED_CHECK_DT, and total pay is off by few cents (not equal to their semi-monthly). It's because the leave supplement hours is at 2 digits on the system.</p> <p>Per instructions of T&L team, we should use the annualized hourly rate rounded to 6-digits to calculate the supplement leave amount for WC, which we did. But the leave hours that was entered in HIP T&L is at 2-digits, which I believe has brought the leave supplement leave amount by few cents, and correspondingly brought the total pay short by few cents.</p> <p>Ex: Employee's Semi-monthly is \$2222.50 Total of pay per query is \$2222.44 Off by .06 cents</p> <p>Leave amount per our O9 is 138.16, but the amount of leave supplement in HIP is 138.10, off by 6 cents. Leave Hrs was reported at 5.39, should HR input as 5.392419?</p> <p>How should we input correctly so that the employee won't be short-paid?</p> <p>I checked the other employees on WC and they are short-paid by few cents too. Please advise. Thank you!</p>	<p>HIP is aware and working on new development to ensure the pay is to the penny. For right now, payroll can add the short pay by using the TRC RWC to rapid time. Since the period has been closed, the short pay would be added for the next pay check 9/20.</p>	<p>Payroll</p>

Time and Leave Support Call
Extended Leave and WC Questions

Question	Answer	TL Role
1. Is there a guide we can follow for WC? 2. When I submitted rapid time, it said to use query TL_RAPID I believe, but "no matching values were found"	HR Link for general extended absence process: https://ags.hawaii.gov/hip/hr-administrator-extended-absence/ Payroll rapid time entry: https://ags.hawaii.gov/hip/files/2021/02/Rapid-Time.pdf Please elaborate or provide more details for question #2 regarding rapid time.	HR Admin

Time and Leave Support Call
Delegations, Exceptions, Schedule Questions

Question	Answer	FAQ TL Cate	TL Role
<p>Three of our Leave Keepers don't have access to the "Manage Delegation" box when they login. How can they get this function?</p> <p>One leave keeper is missing the security email when they login? Is that going to be a problem?</p>	<p>Manage Delegation is a supervisor function, so Leave Keepers (unless they are a supervisor) should not have that functionality. If they happen to be supervisors, they can delegate their supervisor functions.</p> <p>The project encourages departments to grant security to back-ups as necessary to meet operational needs via the ETS-304.</p> <p>For those DHRD employees that have dual logon, email notifications should go to their SSO email address.</p>	Delegations	Leave Keeper
<p>How would someone know to delegate work if they are sick and it is unexpected? We had unplanned leave used, but when it came to approving leave it was stuck with the supervisor which was not at work. Leave or timekeepers can approve on the supervisors behalf, they tried.</p>	<p>Only a supervisor can approve. The delegation feature was covered in supervisor training but that should be reinforced by the department. Supervisors may delegate their approvals in the system to a proxy using the manager self-service delegation feature: https://ags.hawaii.gov/hip/files/2021/02/Delegation-Quick-Reference-Guide.pdf. If they want to do that while they're out, they may do so if they have SSO and MFA enabled. Additionally, delegating upward (a proxy above the supervisor) prevents the proxy from approving their own time/leave records.</p>	Delegations	Supervisor
<p>If leave approvals were sent to wrong Supervisors and a correction was made, are the approvals that were already sent to the wrong people being routed to the correct ones? Or will we have to redo the requests that were already submitted?</p>	<p>If you have a supervisor that vacates the position without approving all of their transactions, you will need to request via a HIP Ticket for the pending approvals to be reprocessed. Outgoing supervisors are recommended to address any pending approvals.</p>	Delegations	Supervisor
<p>What happens if a leave request doesn't get approved and the supervisor is not able to push back or approve, is there a master key to approve or push back? Can the supervisor be changed and how can we get the past item routed to the new supervisor so that things can move forward? Does DAGS have the ability to fix these things?</p>	<p>If there are pending approvals and for some reason the approval is pending while the supervisor is out for the foreseeable future, for the short term you can make a ticket for DAGS Support Services office to either pushback the approval or reroute the approval to another approver. For the long term you would need to submit the delegation form so that future approvals do not route to the supervisor that is unavailable. Just an important note that when supervisors terminate, they should ensure they clean up their approvals before they go so no one has to re-route their transactions.</p>	Delegations	Supervisor
<p>We are having issues with delegation. If a supervisor is unavailable to sign leave requests, how does a timekeeper change the routing for approval. I've used the operator option but it doesn't always allow some operators to approve the leave requests "says not authorized". How can we give the operator the ability to approve requests since they are on TA. Are we required to complete the delegation form?</p>	<p>Only the Reports To Supervisor can approve and delegate their approvals. Timekeepers do not update the Reports To routing. We recommend that departments enforce policy that supervisors are responsible for approving or delegating appropriately when they need to. If you have a TA supervisor, the TA is not normally a Reports-To supervisor, but it's up to the department if you wish to update Job data to reflect that the TA supervisor is the Reports-To so that records flow to the TA supervisor. We do not recommend completing the delegation form as that's only to be used in exceptional circumstances when a supervisor isn't able to approve/delegate for themselves, for instance when they're incapacitated due to long term illness or LOA.</p>	Delegations	Timekeeper
<p>When Time/Leave Keepers go on vacation, do they also have a Delegation Approval access like Supervisors?</p>	<p>Supervisors are the only ones with delegation rights, however, we do recommend there be back-ups in place at the department so that coverage for timekeepers and leave keepers is maintained.</p>	Delegations	Timekeeper
<p>What happens to exceptions that were not cleared for August 1-15?</p>	<p>Exceptions sit in the queue for supervisors/timekeepers' attention. Once they are either 1) allowed or 2) the timesheet is updated to resolve the exception, the time becomes "payable time" and is ready for supervisor to approve the time. It is advisable for timekeepers to keep up with the exceptions and prompt supervisors' attention on things that are sitting too long. To help further explain please review our website on how to manage exceptions. https://ags.hawaii.gov/hip/exception-management/</p>	Exceptions	Supervisor

Time and Leave Support Call
Delegations, Exceptions, Schedule Questions

Question	Answer	FAQ TL Cate	TL Role
How do I as a Timekeeper allow TLX01560 codes? The QTY for CTZEA cannot be zero hours.	<p>Please see instructions for the most common exceptions at: https://ags.hawaii.gov/hip/exception-management/.</p> <p>Per the instructions:</p> <ul style="list-style-type: none"> -When reporting a TRC type of Hours or Units the QTY cannot be zero. -Action Required: Check with the employee's supervisor and adjust the timesheet, as necessary. -Supervisor approval of timesheet would be required after nightly system processing. <p>Please review timekeeper training on managing exceptions also. Timekeeper training can be found here: http://ags.hawaii.gov/hip/for-time-leave-keepers/</p>	Exceptions	Timekeeper
We have an error "Exception ID TLX00560 Invalid Billable Indicator". We tried to look at hip exception management website but not found. Please help. Thank you.	This exception occurs when there is a row on the timesheet that has a blank TRC and zero hours reported. Using the Classic timesheet under Time and Leave Workcenter please remove the row with the blank TRC and zero hours and re submit the timesheet. We are working on re creating the exception to understand how the timesheet can be submitted in this status.	Exceptions	Timekeeper
Is there a Glossary or something to tell us what the "Error" Messages mean in Manage Exemptions like this message "TLX01700 - Full Absence & Reported time" what does this mean?	Here's a handy guide for supervisors and timekeepers to understand exceptions: https://ags.hawaii.gov/hip/exception-management/ . The exceptions are indexed there however to answer your question about this particular one: "Work time has been reported on the same day where a Full Day absence has been reported. Action Required: Please check with employee's supervisor to determine if there was an incorrect entry on the timesheet. If not, no further action required."	Exceptions	
Aloha. I received an email from HIP stating: "Your Employees with Missing Work Schedules". However, when I logged into HIP to check "Assign Work Schedule" the employees schedule was already the default schedule M-F 8 hours/day and that is correct. However, I did notice that the employment record is 4, so not sure if that has something to do with the notice. For example, my own record goes to my supervisor and she receives the same email notice of the missing work schedule. From what I can discern, the messages seem to be emanating from new employees. Please advise. Thank you.	Once a new employee has enrolled in Time and Leave, the system should be setting up the default M-F, 8 hr/day schedule. Due to timing, some employees were missing a schedule at first and the system has since automatically established their schedule. Thank you for your cooperation.	Schedule	Supervisor
A leave keeper was inputting a LAG employee's G1 for vacation on 8/3 and 8/6 and received this error. "Your work schedule was not found. Work schedules are required to calculate the duration or end date. Contact System Administrator." What needs to be done to correct this error?	Time and leave records can be entered for ATF employees from 8/1 on. Time and leave records can be entered for LAG employees from 8/16 on. Prior to the conversion date, no one has a work schedule. If you find that you did not account for leave that was taken prior to conversion and your leave balances are now off, an HR Admin would adjust the conversion balance.	Schedule	Supervisor
Can we do a mass update/assigning of work schedules to several employees, instead of updating on a per employee basis?	Yes. If you have quite a few schedules to load at once, we provide a tool at https://ags.hawaii.gov/hip/files/2021/02/CI-Schedule-Template.xlsx to populate employee schedules. You must populate the spreadsheet and upload it to a HIP Ticket to have DAGS load it for you.	Schedule	

Time and Leave Support Call
Other Questions

Question	Answer	FAQ TL Cate	TL Role
<p>We have noticed some ATF/AEX employees with a start date prior to 08/01/2021 and after do not have a Time and Leave Conversion Job Data record. Is the HIP Time and Leave team performing an audit to ensure that all active ATF/AEX employees entered in HRMS prior to go-live have a Time and Leave Conversion Job Data record? If not, is each department responsible to submit a list of all employees with a missing conversion Job Data record? Please provide instructions. Thank you.</p>	<p>Some employees were not converted due to factors such as not having Job Earnings Distribution data to take from. Please look for an email with specific instructions from your mentor to address those.</p> <p>Some employees were not converted due to being on an LOA with no end date. They will be enrolled in T&L when they are returned from LOA in the system.</p> <p>Once you resolve any errors, hire new employees, or return someone from LOA, the nightly process will convert them.</p>	Conversion	HR Admin
<p>In the G-2 query, there are no sick and vacation balances for an employee who resigned from the State and did not transfer to another department. I am auditing the former employees G-2, how do I run a query for an employee who is no longer active in HRMS? Please advise.</p>	<p>We would need you to give us the name or employee ID to help with this question further, but there are a few things you should do to troubleshoot this. You will need an HR Admin to validate that 1) balances were loaded for the employee for conversion and they actually have leave to payout, and 2) the employee terminated AFTER their conversion date of 8/1 (ATF) and 8/16 (LAG), and 3) you run the G-2 query for the person after the 9/3 payroll is completed. Please refer to HR Concepts Training slide 44 https://ags.hawaii.gov/hip/files/2021/07/Time-and-Leave-HR-Concepts.pdf</p>	Conversion	HR Admin
<p>We have a vacation payout that we would like to pay out on the September 3rd, 2021 payroll with monies going to her Deferred Comp account. As this is our first vacation payout on the T&L system, I looked at the "Comp Time/Vacation Payout upon Termination" work flow diagram and I have a question in the Department Payroll section. Since "Deferred Comp" is involved, the diagram states, "wait until deferred comp deduction is set up in General Deductions". What does this mean? How can I be sure that her monies will be deposited to her Deferred Comp account? Can I already enter her payout on T&L or do I need to get notification from HIP Payroll since DC is involved? Or, can I enter this vacation payout on HIP instead? Please advise. Thank you</p>	<p>HIP receives a interface file from Deferred Comp, deductions are then setup under Payroll for North America>Employee Pay Data USA>Deductions>Create General Deductions. You can view of a new deduction has been set up under deduction code DC001 and it has a new effective date. Once its verified the deduction is there you can request thru Central Payroll your PCS payroll number be opened. The same process for using the PCS and "V" earn code for payout can happend. Note: once we retire the PCS any vacation payouts will need to go through Central Payroll with creating a help ticket. Also remember to adjust the employees balances in HIP if applicable.</p> <p>Demo as part of support call recording: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210816.mp4</p>	Deductions	Payroll
<p>We have a Program that has two (2) supervisors receiving notifications from a set of 5 employees. These two supervisors are Branch Chiefs in separate Department IDs (they do not occupy the same position.)</p> <p>The Program used HIP_TL_EE_APRVL_WRKFLW_ROUTING to pull info and the 5 employees are listed twice, once with the correct supervisor and once with the incorrect supervisor.</p> <p>Based on research, it seems the data in HRMS is correct: these 5 employees report to a vacant supervisor position in DeptID 320055, therefore HIP will send the requests one above until it finds a filled position; the next position above is filled, and so the requests do go there (correct supervisor), but then why does it also go to the incorrect supervisor (DeptID 320054)?</p>	<p>The 5 employees are reporting to position 00012477 which were last occupied by 2 different terminated employees. The job data of the termed supervisors and who they reported to is causing the routing to 2 different higher-level supervisors. The best solution is to override Job Data and enter the position these 5 employees should be reporting to.</p>	Direct Report	HR Admin
<p>We have an employee with an approved extended LWOP since July (it's on EPAR). Since the LWOP is on the EPAR or job data, are we safe to assume that T&L will adjust the base pay based on what's on EPAR or job data and no action is needed by Fiscal? Thank you.</p>	<p>You will want to review the employee's Job Data record in HIP. Did HR put the employee on a payroll status that says Leave of Absence? If so, that has stopped their pay. If not, you will want to contact your HR office for assistance to ensure that record is corrected.</p>	LWOP	Payroll

Time and Leave Support Call
Other Questions

Question	Answer	FAQ TL Cate	TL Role
How do I do CTO and Vacation Payouts using the Time and Leave system?	<p>Payout Business Process Link: https://ags.hawaii.gov/hip/files/2020/04/Vacation_Comp-Time-Payout-Upon-Termination-BP.pdf</p> <p>For CTO and Vacation payouts, you will need to submit a ticket for processing with the Modifications worksheet so that CP can process on your behalf, if the employee is terminated in Job Data</p> <p>For a limited time however, you may request the PCS to be open so that you can process that way.</p>	Payouts	HR Admin
In reporting rapid time entries, if I save and not submit employee time, can other timekeepers see my saved work? Is there a query available to see what is saved, I know there is a query to see what is reported. Mahalo!	Yes, TK can view other Rapid Time entries within the same department. We don't have a query specific for this, however you can view all saved and submitted rapid time sessions by clicking the Search box then next to the Session Status you can see if it has been submitted or not.	Rapid Time	Timekeeper
Please demo using rapid time entry for exceptional hourly employees reporting overtime hours. Will warnings pop-up when using rapid time entry? Is there a way to do rapid time entry for requesting pre-approval on overtime. Mahalo!	<p>Demo as part of support call recording: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210813.mp4</p> <p>1.) No warnings will pop-up. Rapid Time is simply a way to get hours into a employee's timesheet.</p> <p>2.) Overtime Requests can only be made by the employee and they have to be entered on a per-day basis from the current date forward. If no overtime request is entered, Overtime can still be entered onto the employee's timesheet (either directly to the employee's timesheet or by using Rapid Time), but the Supervisor will need to allow the OT exception prior to approving the employee's timesheet.</p>	Rapid Time	Timekeeper
<p>Is there a sign up required for attending the town hall sessions? If so, what is the sign up method? If there is no individual sign up, will HIP sign up employees similar to the Timekeeper/Leavekeeper trainings? If no, will HIP give notice to all employees about the town halls availability, or should we at the department make that communication? Should we pick a day for our employees to attend?</p> <p>Will the content of the town halls be the same at all sessions, or do we need to attend all sessions?</p> <p>Will you allow the town hall attendees to ask questions? If no, how should we manage the questions from employees?</p>	<p>Sign up is not required for townhalls. It's open for anyone to attend who has the links provided in your communication kit. All of the content is identical each session, so employees need only pick 1 session to attend that fits best with their schedule.</p> <p>Anticipating that departments might want to control who goes to what session, we are not contacting employees directly to invite them to attend.</p> <p>As the sessions are open to up to 10,000 employees to attend per session, there will be not be a live Q&A, but employees can go to the support page for time and leave to get additional information as necessary -- https://ags.hawaii.gov/hip/time-and-leave/ -- and are directed to their timekeeper/leave keeper for follow up -- https://ags.hawaii.gov/hip/get-time-and-leave-help/.</p>	Training	Employee
<p>1. How do I submit a ticket to DAGS?</p> <p>2. Please provide a demo on how to resolve TLX00001, fixing the rapid time entry to Adjust Comp Time Balances.</p>	We noted that the submitter of the question was a timekeeper in a branch rather than a Payroll or HR Admin. Per timekeeper training, you need to contact your Payroll/Fiscal office for support questions and if it's something they cannot answer for you, they have access to submit a HIP Ticket.	Training	Timekeeper
Where is the link to all the recordings and previous training we attended?	If you're an HR staff member, you may access the recording for the HR Concepts training from February using the Payroll Users support page at: http://ags.hawaii.gov/hip/for-hr-personnel/ . A replay of HR Admin training is posted to https://ags.hawaii.gov/hip/hr-administrator-overview/ .	Training	

Time and Leave Support Call
Other Questions

Question	Answer	FAQ TL Cate	TL Role
<p>I have some questions on the TRC code listing posted on HIP/Payroll:</p> <ol style="list-style-type: none"> 1. What are those Workgroup with HR? Example BU01HR, BU13HR? 2. Some TRCs have "Manager or Administrator Only" Access, so these will be available on the TRC drop down of those with Supervisor, Timekeeper and Fiscal Admin roles only? These will not be available on the employee's TRC drop down? 3. Some TRCs have "No Restrictions" Access, will these be the TRCs that are available to employees? 4. There's a column for "Earn Code", these will be the codes that employee will see on their pay checks? <p>Thanks.</p>	<ol style="list-style-type: none"> 1.) The "HR" workgroup indicator is for hourly employees in those bargaining units. 2.) "Manager or Administrator Only" TRCs are only available to the Supervisors, Timekeepers, and Payroll. Employees will not have access to TRCs with this designation. 3.) "No Restrictions" designation means that these TRCs are available to employees, as well as Supervisors, Timekeepers, and Payroll. Fiscal Admin do not have transaction ability. 4.) Yes, the Earn Code (more specifically, the Earnings Description) is what will be displayed on an employee's paycheck. We have an updated TRC to Earn Code Matrix which provides Earn Codes associated to the TRCs here: https://ags.hawaii.gov/hip/files/2020/08/Time-Reporting-Code-and-Earn-Code-Matrix.pdf 	TRC	Payroll
<p>The query HIP_TL_BASE_PAY_JED gave us a spreadsheets with active employees and combo code info. We ran the query because we need to charge TA to a combo code that is different from the employee's base pay. The combo code from the query is 693516. When we used the Select Combo Code feature in Rapid Time, the combo code came up as 704813. How do we know which combo code is the correct one to use? We are trying to process this TA for the 9/3 pay period. Thank you</p>	<p>We noticed the combo code was changed to 704813 on the rapid time template. You can check the UAC values when you click on the select combo code button.</p> <p>Demo recorded as part of support call: https://files.hawaii.gov/dags/hip/GR3Calls/Support_Call_20210824.mp4</p>	UAC	HR Admin
<p>Where in the T&L can an employee manually enter the UAC (if it's not in the the available combo codes)? I can only see the Search Criteria/ Engine for COmbo code but there there are no fields where the employee can manually enter UAC. It was mentioned before that even if the non-base earnings in the job data is not updated for each employee (especially for those employees who have a lot of UAC that they use for their times, and the UAC varies per pay period and per pay type), the UAC that they will manually enter for their time in the system will be charged (not what's on the job data). It will be a challenge for Fiscal Offices to update the job data of employees (50 to 100+) per period, per pay type (OT,ND.Meals). Also Fiscal staff maybe familiar of the valid combo/UAC codes upon audit, but it is the employee/timekeeper and supervisor who would know the specific UAC to be charged as it is based on activity/project/work to be done and/or they will have the back-ups like D55s; Fiscal Office will not have this information. Thanks.</p>	<p>The State's Payroll Office sets up valid UAC fields in the system. Timekeepers can create new combo codes for valid, existing UACs if need be, but they cannot create their own UAC fields (for control purposes) and would need to request a new UAC be created via a HIP Ticket to Central Payroll. We'll show you how to go into the timesheet as an employee and enter a combo code.</p> <p>Recorded as part of July 15, 2021 sandbox call via MS Teams.</p>	UAC	Timekeeper