NC STATE UNIVERSITY

User Guide for Supervisors and Timekeepers Managing Student & Temporary Hourly Employee Timesheets

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Contents

Introduction 3

Capturing Employee Punch Data 4

Timesheet Audits and Rounding 4

Supervisor Approval Mode 5

Supervisor Responsibilities 6

Timekeeper Responsibilities 7

Accessing Employee Timesheets 8

Time Exception Alarms 9

- Exception Alarm Severity 11
  - High Exception Alarms 11
  - Low Exception Alarms 11

Viewing/Printing Biweekly Employee Processed Timesheets 12

Approving Reported Time 13

Capturing Employee Approval on the Timesheets 13

Timekeeper Manager Search Options 14

Time Management Summary 15

- Supervisors/Managers 15
- Timekeepers 15

Non-Exempt employees subject to the Fair Labor Standards Act (FLSA) are required to document the hours worked each day of the pay week. This user guide covers the fundamentals of reviewing, managing and approving temporary employee timesheets that utilize the KABA time collection system.

Introduction

KABA is a third party automated time collection system integrated with the NC State University HR System. It is utilized to record the hours worked for all student workers and temp hourly employees. The university supports two types of Time Collection Devices (TCD).

The KABA wall clock (TCD) has a built-in proximity ID reader which allows the employee to simply scan their all campus ID card in front of the reader to clock in/out. (Follow the onscreen instructions)

The KABA web clock (TCD) is accessible through MYPACK Portal/Employee Self-Service or through a web clock URL; http://go.ncsu.edu/timeclock. It allows employee to clock in/out by typing in their 9 digit ID#, into the “Employee ID” field and clicking the “green OK” button. (Follow the onscreen instructions)

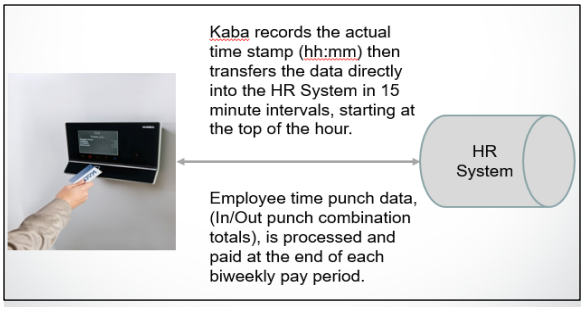
Each college division on campus has dedicated Time Keeping Locations (TKL’s). When employees are hired into the HR system and utilize KABA they are assigned a TKL associated with the specific dept./division. To eliminate any confusion for the employee, the department supervisor or manager should explain the KABA device options and indicate which TCD is preferred when clocking in/out for scheduled work activity.

Once the employee gets past the initial KABA login the display screen will allow the employee to select the TKL name and number they are assigned to work in by clicking on the drop down arrow. This only applies to employees with multiple jobs across campus. Employees with only one job will see just one TKL option. Please encourage employees to be responsible and select the dept/TKL specified by their dept. supervisor or manager.

The KABA system will only allow the employee to clock in on one TKL at a time. In other words if the employee clocks IN on the TKL displayed above (#704) the employee will have to clock OUT that TKL (#704) before they can attempt to clock in on another TKL.

Capturing Employee Punch Data

When the employee becomes active in the HR system, status updates are provided to the KABA TCDs. If a wall clock TCD is the preferred method of recording punch data within the dept, the employee can scan their badge ID in front of the proximity ID reader on the wall clock. Once the employee attempts to clock in/out, the KABA device validates the scanned proximity badge ID and/or 9 digit employee ID 9 (web clock). If the KABA device recognizes either ID it will allow the employee to clock in and record punch time. If the KABA device does not recognize the badge or employee ID, the person is typically not active and the screen will indicate an "invalid" type message. If the employee receives an invalid message or the TKL does not match the information provided by the hiring dept the employee should notify their supervisor immediately, who in turn will need to contact their College/Division Business Office for assistance.



Recorded punch data is captured by a KABA TCD and automatically transferred directly into the PeopleSoft (PS) employee timesheet. The transfer of recorded punch data occurs every 15 minutes starting at the top of the hour. Each IN and OUT punch reflects a punch combination that is calculated and processed during an audit cycle.

Supervisors and/or timekeepers within the college division will be able to access the employee timesheet to review, manage, update and approve. Daily timesheet review is recommended to resolve any questionable punch data submitted by the employee. The employee's direct supervisor will have to determine a routine that allows them to resolve timesheet punch data issues in a timely manner.

Deadlines for payroll processing are identified on the *Payroll lockout schedule* "Current Fiscal Year (Bi-weekly)" link. Any timesheet issues that are not resolved by payroll lockout deadlines will not be calculated and processed correctly for payment.

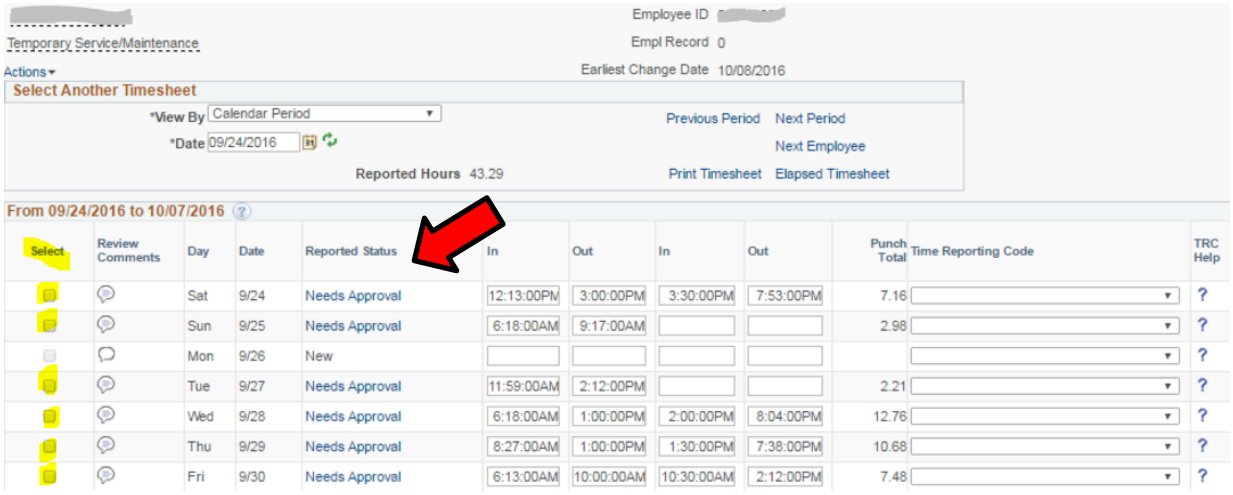
Timesheet Audits and Rounding

Timesheet audits occur four times a day: 4 AM, 11 AM, 2 PM and 7 PM, with the exception of Tuesdays at 11 AM. The audits typically take up to 90 minutes to complete and during the audit employee punch data, timesheet adjustments and administrative entries are calculated.

Rounding occurs during the audit cycle and based on each employee submitted IN and OUT punch combination. The punch combination is rounded to the nearest quarter hour. If the punch combination is 7.5 minutes or less during the quarter hour total time is rounded back. If the punch combination exceeds 7.5 minutes during the quarter hour total time is rounded up.

Supervisor Approval Mode

When a college division is setup for approval mode the supervisor is responsible for reviewing and managing the employee timesheet, making any necessary adjustments or corrections before payroll lockout deadlines. Once the employee punch data is transferred to the timesheet an ***"Approve"*** box (highlighted below) will be available on each date the employee worked and must be checked directly on the timesheet and submitted before payroll can process for payment. The following snapshot illustrates the employee timesheet and the approval box. Also notice the "Reported Status" indicates "Needs Approval".



Select	Review Comments	Day	Date	Reported Status	In	Out	In	Out	Punch Total	Time Reporting Code	TRC Help
☐	💬	Sat	9/24	Needs Approval	12:13:00PM	3:00:00PM	3:30:00PM	7:53:00PM	7.16		?
☐	💬	Sun	9/25	Needs Approval	6:18:00AM	9:17:00AM			2.98		?
☐	💬	Mon	9/26	New							?
☐	💬	Tue	9/27	Needs Approval	11:59:00AM	2:12:00PM			2.21		?
☐	💬	Wed	9/28	Needs Approval	6:18:00AM	1:00:00PM	2:00:00PM	8:04:00PM	12.76		?
☐	💬	Thu	9/29	Needs Approval	8:27:00AM	1:00:00PM	1:30:00PM	7:38:00PM	10.68		?
☐	💬	Fri	9/30	Needs Approval	6:13:00AM	10:00:00AM	10:30:00AM	2:12:00PM	7.48		?

Once the approve box is checked and approved the system will automatically stamp the unity-ID of the administrative personnel approving the timesheet data. The unity-ID of the person who approved the timesheet will be displayed on the printable timesheet version for audit purposes. Approved timesheets can be retrieved from the HR system for up to 24 months from the pay period date. Any timesheet retrieval beyond 24 months will have to be retrieved through a query process initiated by the timekeeper. This mode of approval does not require a printed/signed timesheet because the approver unity-ID is permanently stamped on the timesheet and can be retrieved from the HR system.

However there may be scenarios when a printed timesheet will need to be generated for individuals paid from a grant account and the grant dept. requires a printed timesheet.

Supervisor Responsibilities

Each student worker or temp hourly employee will have a direct supervisor identified on the hiring transaction. This automatically allows the supervisor to access their timesheet and perform the following:

- Supervisor approval means all reported time on the employee timesheet has to be validated and ***approved*** before the time is submitted for payroll processing.
- If a supervisor is unavailable to manage and/or approve employee timesheets for any reason they should notify the timekeeper within their division for assistance.
- Supervisors are responsible for making sure employee timesheets are accurate, valid and clear of exception alarms for each scheduled pay period. (Reference the Exception Alarm section)
- Overtime is automatically calculated once 40 hours are exceeded during the pay period week, (Sat – Fri).
- Holiday pay is automatically calculated if punch data is recorded on a scheduled NCSU holiday date.
- Supervisors can update timesheets anytime during the pay period to resolve any punch data issues for their direct employees. Just have the employee submit a missed log punch report documenting the missed punch: https://hrim.hr.ncsu.edu/wp-content/uploads/sites/13/2016/02/miss-punchlog.pdf
- Supervisors can manage direct report timesheets during the specified pay period and have an additional four days after the pay period which ends the following Tuesday at 5 PM. Any timesheet management outside of the mentioned timeframe will have to be administered by the supporting dept. timekeeper.
- An email notification will be sent the following day after the pay period end date (Saturday) **ONLY** when direct report timesheets have not been approved.
- A 2nd email notification will **ONLY** be sent the following Tuesday if any of your direct report timesheets have still not been approved. This is the last opportunity (@ 5PM) for the supervisor to approve any timesheet data.

Timekeeper Responsibilities

Each college division has dedicated timekeepers' set up to manage all or specific TKL's within the division. The TKL assignments are established through a Security Access Request (SAR). Timekeepers will be able to access employee timesheets and perform the following if the SAR has been approved:

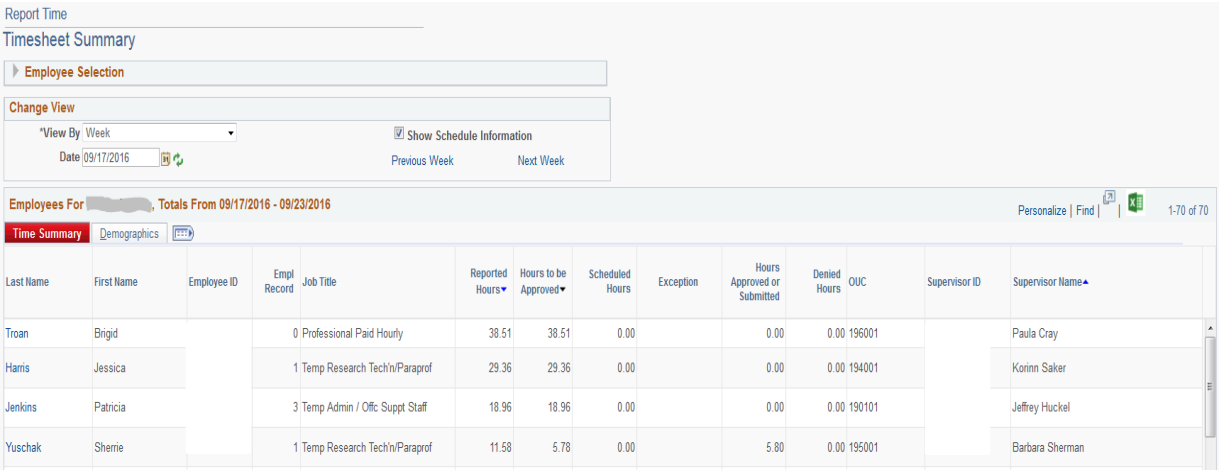
- Timekeepers are responsible for making sure the supervisors are accurately validating employee timesheets for the pay period.
- Timekeepers should also be the first point of contact for any issues the supervisor is unable to resolve.
- Employee timesheets can be retrieved by TKL#, dept/OUC#, employee name or empl-ID
- Supervisors should be managing and validating employee timesheets during the pay period. If timekeepers do not see progression being made on any exception alarm or missing punch data intervene and contact the supervisor.
- If supervisors have not ***approved*** reported time during the pay period weeks, the timekeepers should intervene and contact the supervisor before the payroll lockout deadline to validate the timesheet.
    - Employee timesheets cannot be processed for payment if they have not been approved.
    - If a supervisor is unavailable to review and manage employee timesheets during the pay period the timekeeper should intervene to review, resolve, validate and approve punch data.
    - If the employee failed to clock in/out during the pay period have the person submit a missed log punch report, documenting the missed punch data: https://hrim.hr.ncsu.edu/wp-content/uploads/sites/13/2016/02/miss-punchlog.pdf
- Overtime is automatically calculated once 40 hours are exceeded during the pay period week, (Sat – Fri).
- Holiday pay is automatically calculated if punch data is recorded on a scheduled NCSU holiday date.
- Payments will default to the distribution setup data established in the HR system.
    - If a specific portions of time needs to be paid from a different account, the project-ID can be entered at the far right side of the date the punch data was captured.

Accessing Employee Timesheets

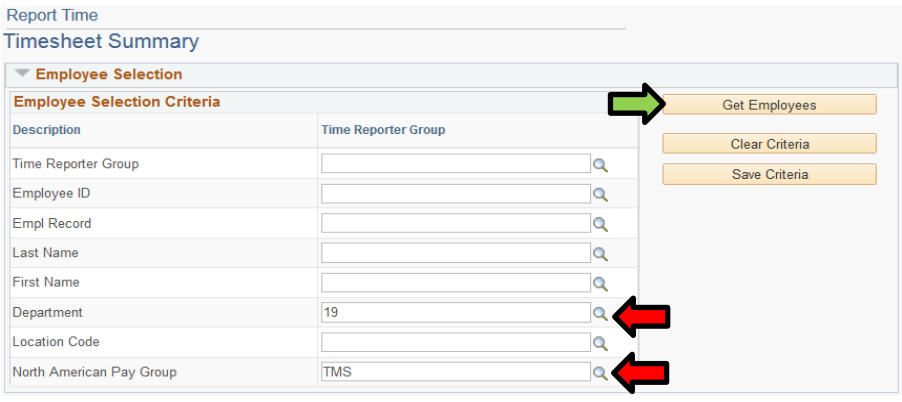
Accessing employee timesheets can be accomplished a couple of different ways, but the easiest way for a supervisor is through the “My Temporary Employees Time” quick link panel highlighted below. Simply click on “My Temporary Employees Timesheets” to access the timesheet summary panel.

Below is a snapshot of the Timesheet Summary panel.

When a ***Supervisor*** selects “My Temporary Employees Timesheets” the timesheet summary panel will automatically reflect a list of their direct reports.

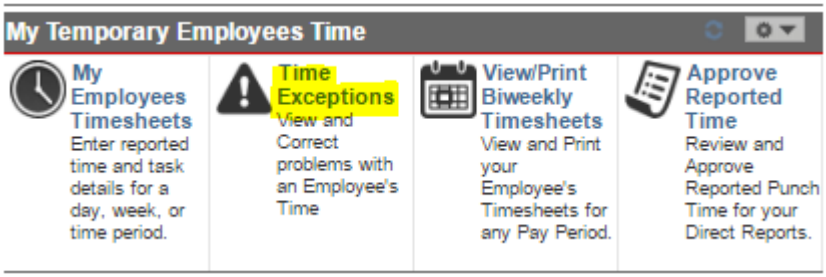


When a ***Timekeeper*** selects “My Temporary Employees Timesheets” the timesheet summary panel will automatically reflect a list of employees based on the default manager search options covered later in this document. Timekeepers can also specify search criteria as illustrated below. Remember to click “Get Employees” once the criteria has been identified to retrieve the results.

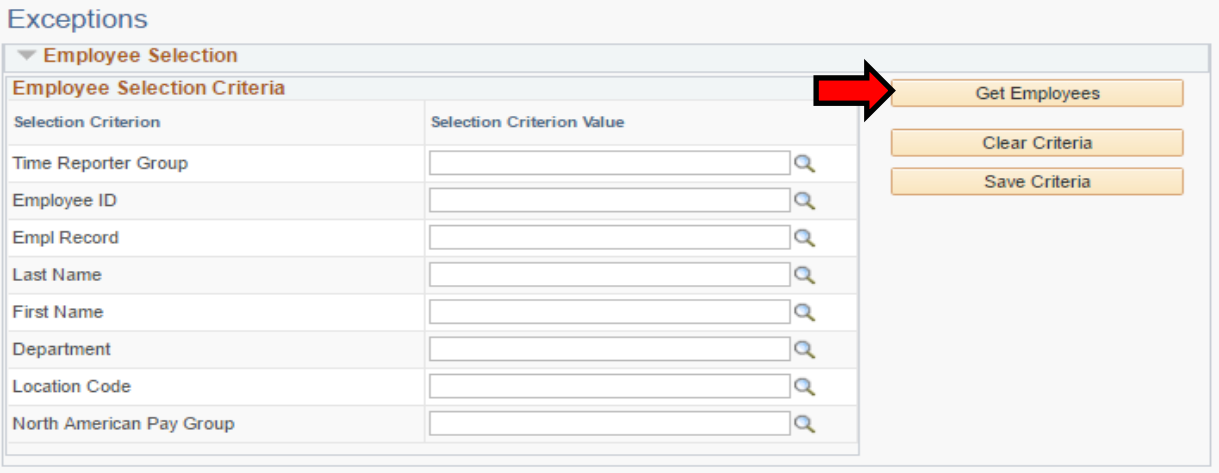


Time Exception Alarms

Exception alarms are generated directly on the timesheet when there is an issue with the punch data sequence submitted by the employee. To access and view exception alarms simply click on the “Time Exceptions” option located under the “My Temporary Employees Time” quick link panel highlighted below.



The following exception panel will open after the link is selected.



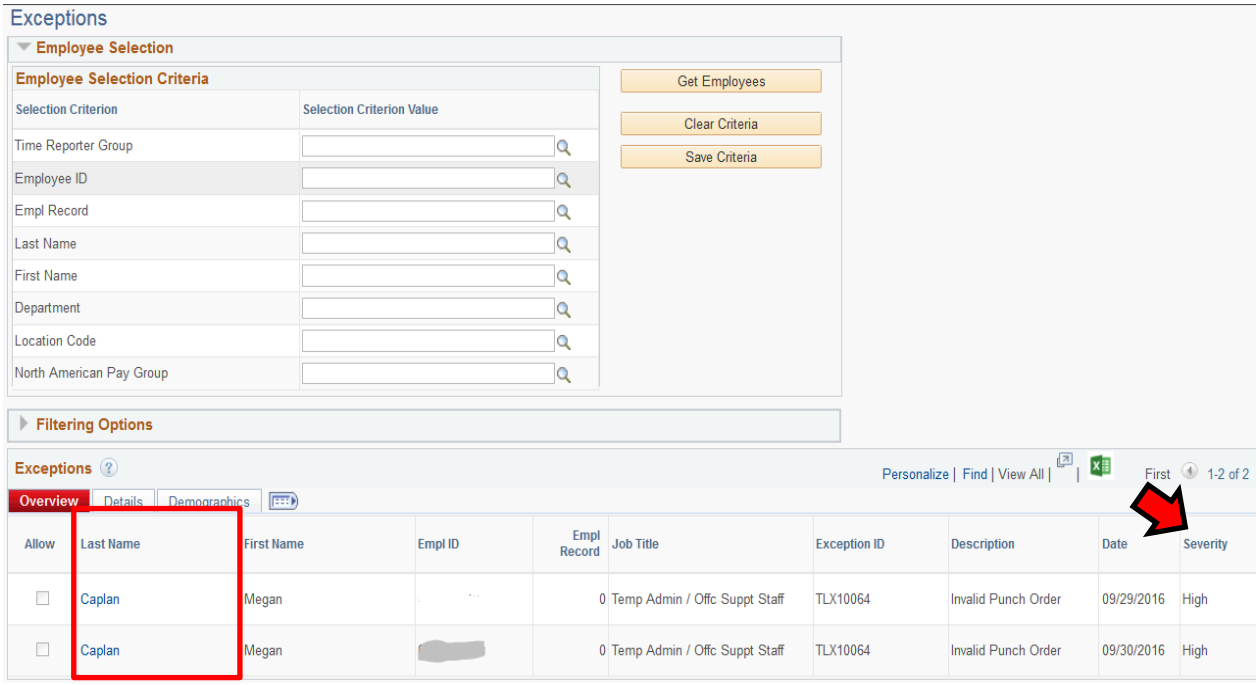
Exception alarms will appear directly on the timesheet in the form of an alarm clock icon, .

To see a list of exception alarms for your direct reports and/or employees you manage simply click “Get Employees” highlighted above. If no names appear in the results then no exception alarms exist at the time you initiated the request. Keep in mind that exception alarms can potentially span over long periods of time if left unresolved and will continue to show up in the results until the exception is resolved.

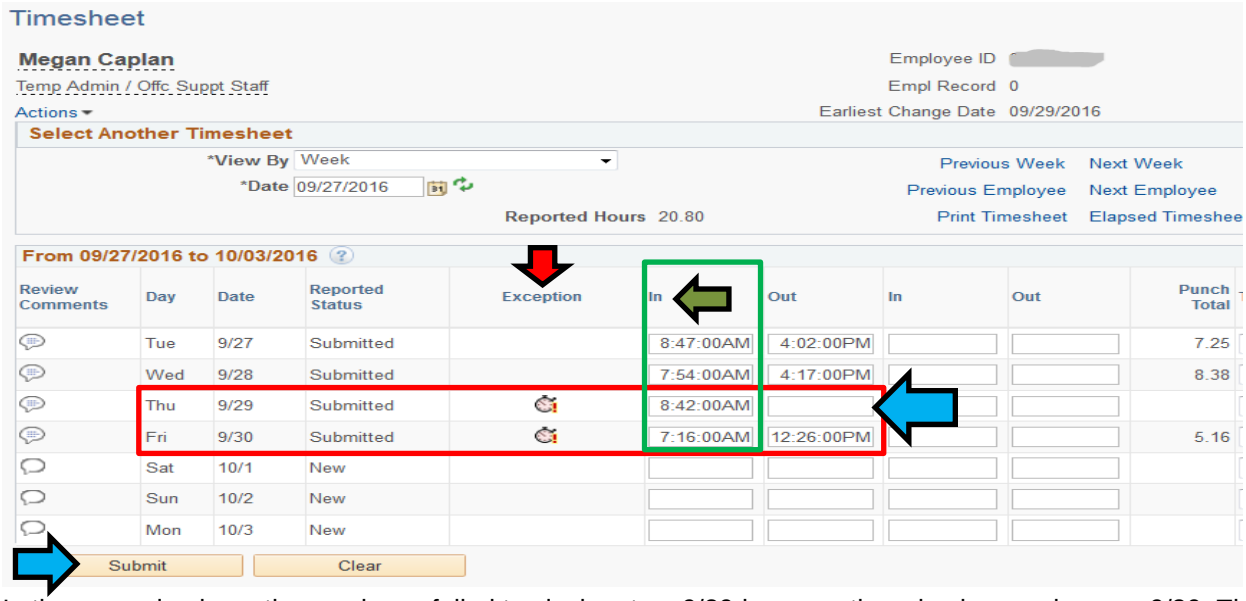
<u>Unresolved exception alarms can cause the following issues:</u>

- If the employee changes jobs the previous dept. no longer has access to the timesheet:
  - The new dept. timekeeper will have to work closely with the previous dept. timekeeper to determine what caused the exception alarm and work together to resolve it.
  - Ultimately the dept. the employee worked in when the exception alarm occurred is responsible for determining the resolution.
- The employee could potentially be ***over or under paid*** depending on the exception alarm severity.
- Unresolved exception alarms cause the timesheet audit cycle to take longer to process.

In the following example the user clicked “Get Employees” to view any exception results.



In the example above the system detected exception alarms for one employee but keep in mind the more employees you manage the larger the results could be. The last name of the employee is a hyperlink to the employee timesheet. The following example reflects the panel opening to the date the exception alarm occurred. The exception alarm icon will be displayed on the dates in question, illustrated below.



In the example above the employee failed to clock out on 9/29 however there is also an alarm on 9/30. The next morning (9/30) the system had detected enough time between punches (18hrs) to reset the punch sequence to an IN punch. This type of alarm is considered a “back-to-back” IN punch alarm. When the missing OUT punch is entered for 9/29 click the “Submit” button. Once the audit picks up the out punch adjustment the timesheet will have to be **approved again** and the alarms will clear.

Exception Alarm Severity

Exception alarm severity falls into two categories: High or Low. The following information examples the differences:

High Exception Alarms

- High exceptions cannot be calculated and processed for payment
- The most common high exception is a scenario where the employee clocks in for work but fails to clock out at the end of scheduled work activity
- The payroll process cannot determine the total time worked for the in/out punch combination
- The alarm will stay on the timesheet and the employee cannot be paid for the in/out punch combination until it is resolved.
- The supervisor and/or timekeeper reviewing the exception can click on the employees name displayed in the results field to access the employee timesheet. The timesheet will open to the date/pay period associated with the exception alarm.
- Review the timesheet to determine what caused the alarm, investigate any missing punch data and make any necessary adjustments to resolve the alarm.
- Submit the timesheet adjustments and the alarm should clear after the next audit cycle if it has been resolved.

Low Exception Alarms

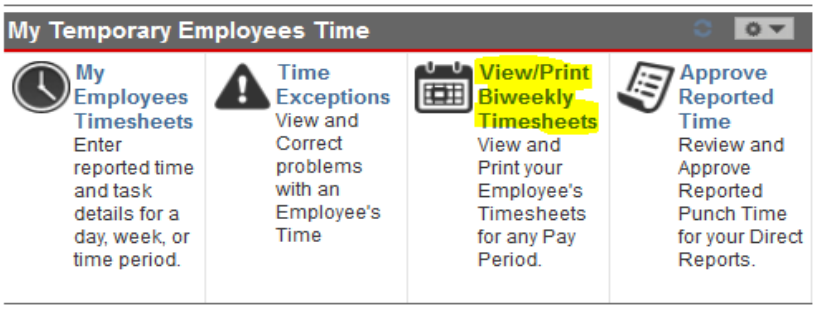
- Low exceptions can be calculated and processed for payment
- The most common low exception is a scenario where the employee has multiple jobs across campus and clocks out of one job then immediately clocks in to a different job within 60 seconds.
- Another common low exception is a scenario where the employee has multiple jobs across campus and clocks in/out on the incorrect TKL or job.
    - The employee cannot correct their submitted punch data and this results in duplicate punch data on two timesheets.
    - The employee will typically notify their supervisor on the correct job they should have clocked in on, providing in/out punch times.
    - The supervisor or timekeeper manually updates the correct timesheet.
    - The dept. or supervisor with the submitted incorrect timesheet is often not aware of the issue unless notified.
    - This type of issue causes an over payment that will have to be recovered if not resolved before the pay period lockout deadline.

Reference the “Exception Alarm Trouble-Shooting Guide” for a list of exception alarms and recommended resolutions: https://hrim.hr.ncsu.edu/kaba-resources/

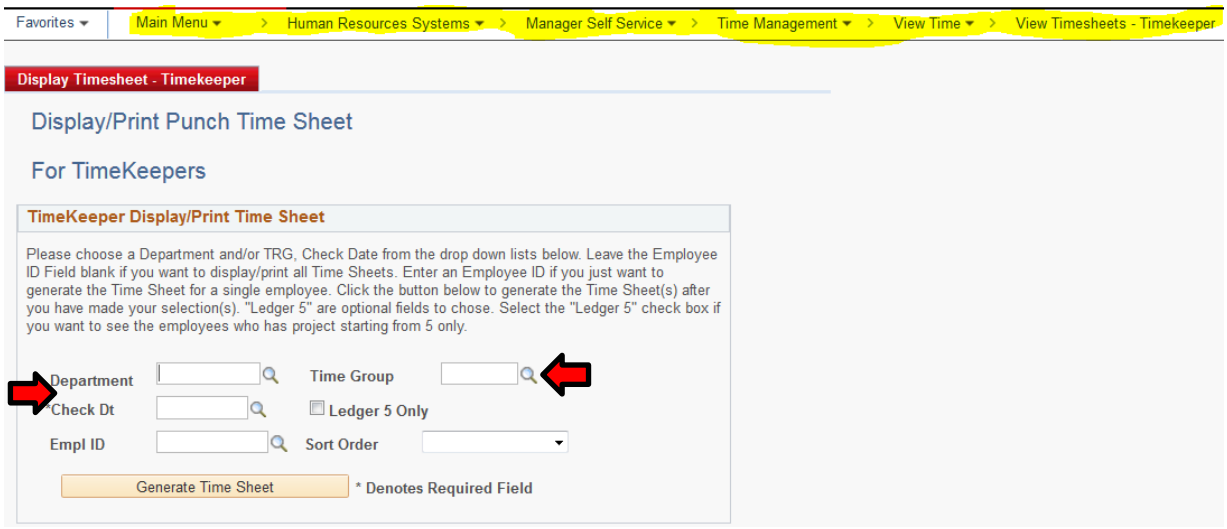
Viewing/Printing Biweekly Employee Processed Timesheets

Viewing and/or printing employee timesheets provides the supervisor with an option to review timesheets after the punch data has been rounded to the nearest quarter hour each day the employee worked during the pay period. This version of the timesheet reflects any hours during the pay week that exceeds 40. It also provides an option to review the project-IDs in which the hours worked will be paid. To review the timesheet simply access the “My Temporary Employees Time” quick link and select “View/Print Biweekly Timesheets.

Supervisors will only have access to their direct reports timesheets so they only have to select the pay period they would like to review.

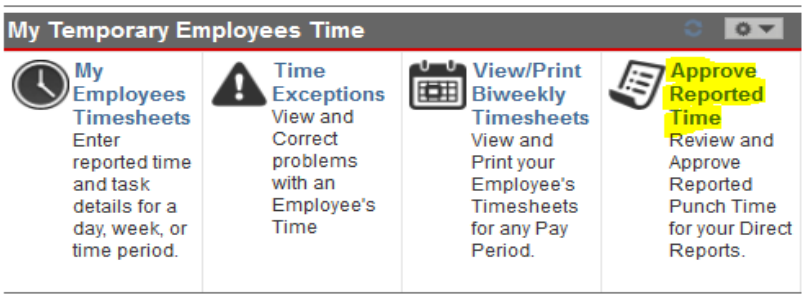


Timekeepers who manage and support TKLs within the division will have to navigate to the highlighted path below and identify the “dept/OUC” or the “Time Group/TKL” along with the “Check Date” to generate and review employee processed timesheets.

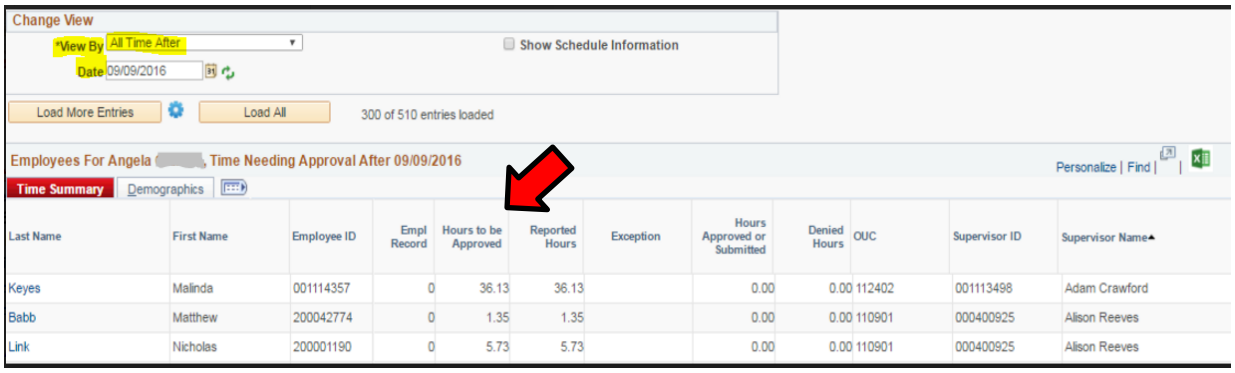


Approving Reported Time

Approving Reported Time is an option on “My Temporary Employees Time” that provides supervisors and/or timekeepers with another way to access and review employee timesheets requiring approval.



When selected the panel will open containing a list of employee names who require timesheet approval.



The HR system automatically defaults with the following data:

- View By - defaults to “All Time After” after the date listed.
  - There is a drop down arrow that allows the user to select other options.
- Date - defaults to the beginning pay period date for the scheduled lockout period
  - In this example 9/9 reflects so “All Time After” that date will be displayed in the results.
- When the results are displayed it will indicate the employee names requiring timesheet approval and a column that indicates how many hours need to be approved.
- When the user clicks on one of the names in the list it will open up the employee timesheet for review/approval.

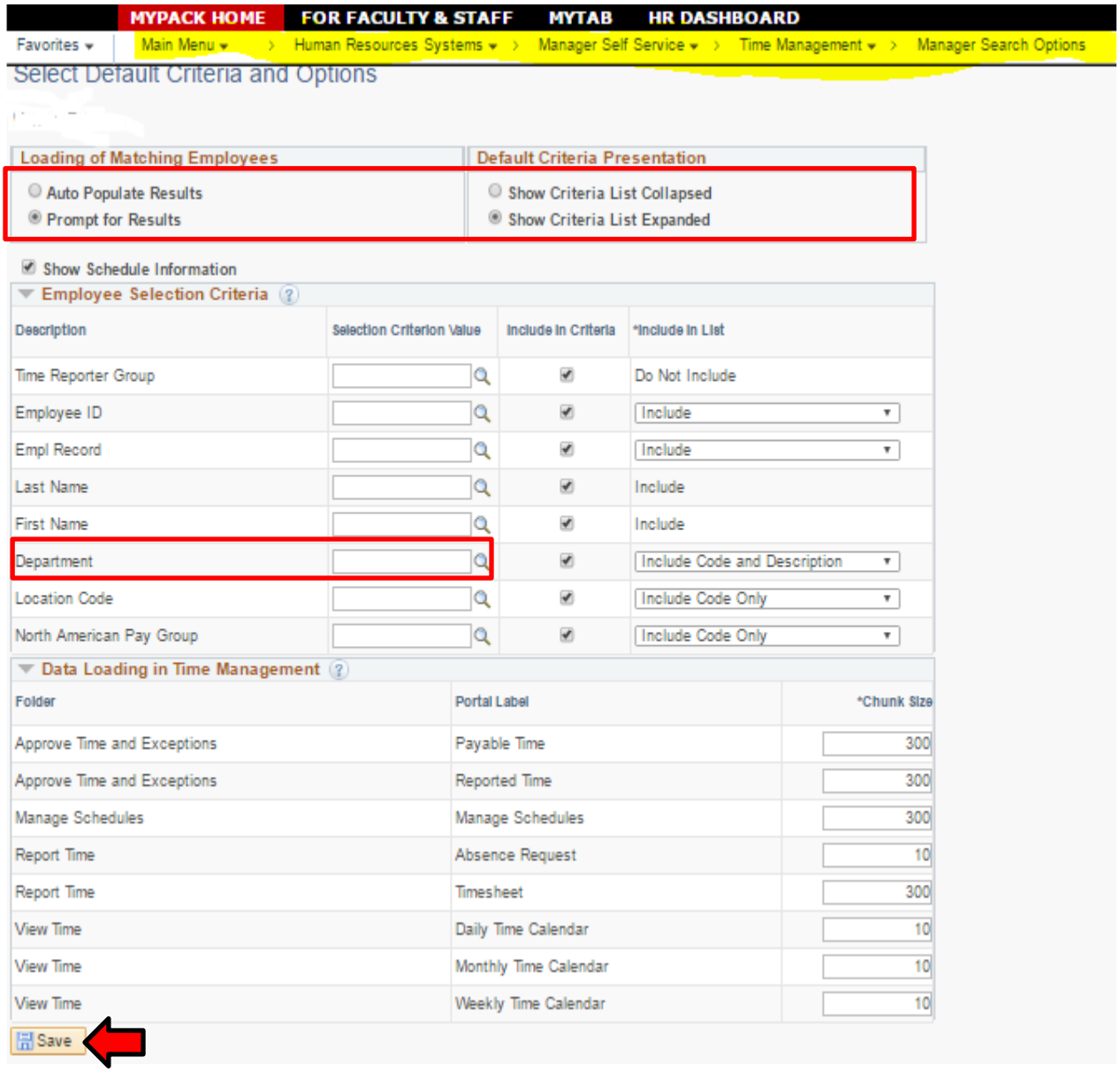
Please note this is just another way to access employee timesheets as discussed earlier in this document similar to “My Employee Timesheets”

Capturing Employee Approval on the Timesheets

When the timesheet has been approved by the supervisor and/or administrative personnel the employee will have the option to review their processed timesheet through Employee Self-Service. If the employee agrees with the final approved timesheet they can also stamp their unity-ID of approval. If the employee has questions regarding their timesheet they should contact their supervisor immediately. The employee will be able to retrieve timesheets for up to 24 months from the pay period date or they have the option to print a copy for record keeping.

Timekeeper Manager Search Options

Timekeepers do not have the luxury of just retrieving the employees they manage by simply clicking on “My Temporary Employees Timesheets” from the quick link panel as supervisors. However the timekeeper can setup Manager Search Options that allows them to manage what they see when utilizing the quick link option. First navigate to the location highlighted below. Make sure the section highlighted in red at the top is checked. Also make sure the first two digits of the OUC you manage is entered in the “Department” field. Click “Save” at the bottom of the panel to save the search criterial.



Time Management Summary

Supervisors/Managers

- Make sure the employee knows which device (wall or web clock TCD) they should utilize.
- Make sure the employee knows which Job/TKL to clock IN/OUT for scheduled work activity.
- Make sure the employee notifies you immediately if they fail to clock IN/OUT.
- Determine a routine that allows you to review your direct report timesheets, (daily or weekly).
- Resolve any exception alarms that may exist on the employee timesheet before lockout deadline.
- Approve the employee timesheets, once validated, before the lockout deadline.
- Direct employee timesheet access is available during the current pay period and four days after the pay period ends. Timesheet access is ***VIEW ONLY*** after the lockout deadline.
- If you detect a problem with a KABA device or have any questions regarding employee timesheets consult with the college division timekeeper or business office.

Timekeepers

- Make sure the supervisors are managing employee timesheet in a timely manner.
- Make sure **all exception alarms** are resolved before lockout deadlines.
- If supervisors are out of the office and cannot validate/approve employee timesheets determine a routine to validate and approve employee timesheets during their absence.
- If a problem occurs with a KABA device that cannot be resolved by a simply unplugging of the device or rebooting of the PC contact Andy Naylor or Vance Prince
- If exception alarms or employee timesheet issues cannot be resolved consult with your HRIM Specialist: https://hrim.hr.ncsu.edu/hrim-specialists/.