KRONOS®

Kronos

Manager/Leavekeeper

Reference Guide

Georgia Department of
Behavioral Health & Developmental Disabilities

DBHDD

DBHDD added business process notes and references to this document to enhance the usability for our employees. (November 2011)

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Getting Started

Importance and Benefits of Kronos

Purpose

With the transition from a manual timecard to an automated time and attendance system it is important that our employees are compensated accurately. To make this happen, managers will need to manage employees' worked and non-worked hours, as well as attendance issues, in an efficient and timely manner. Kronos supports our ability to perform these tasks so that the data sent to payroll is accurate.

The following are the benefits that Kronos provides to DBHDD:

- Automates and simplifies your timekeeping and scheduling tasks
- Saves both time and money
- Assists with scheduling standardization and policy enforcement
- Improves time and attendance tracking
- Enables better end-to-end timekeeping
- Automates the time-off request process

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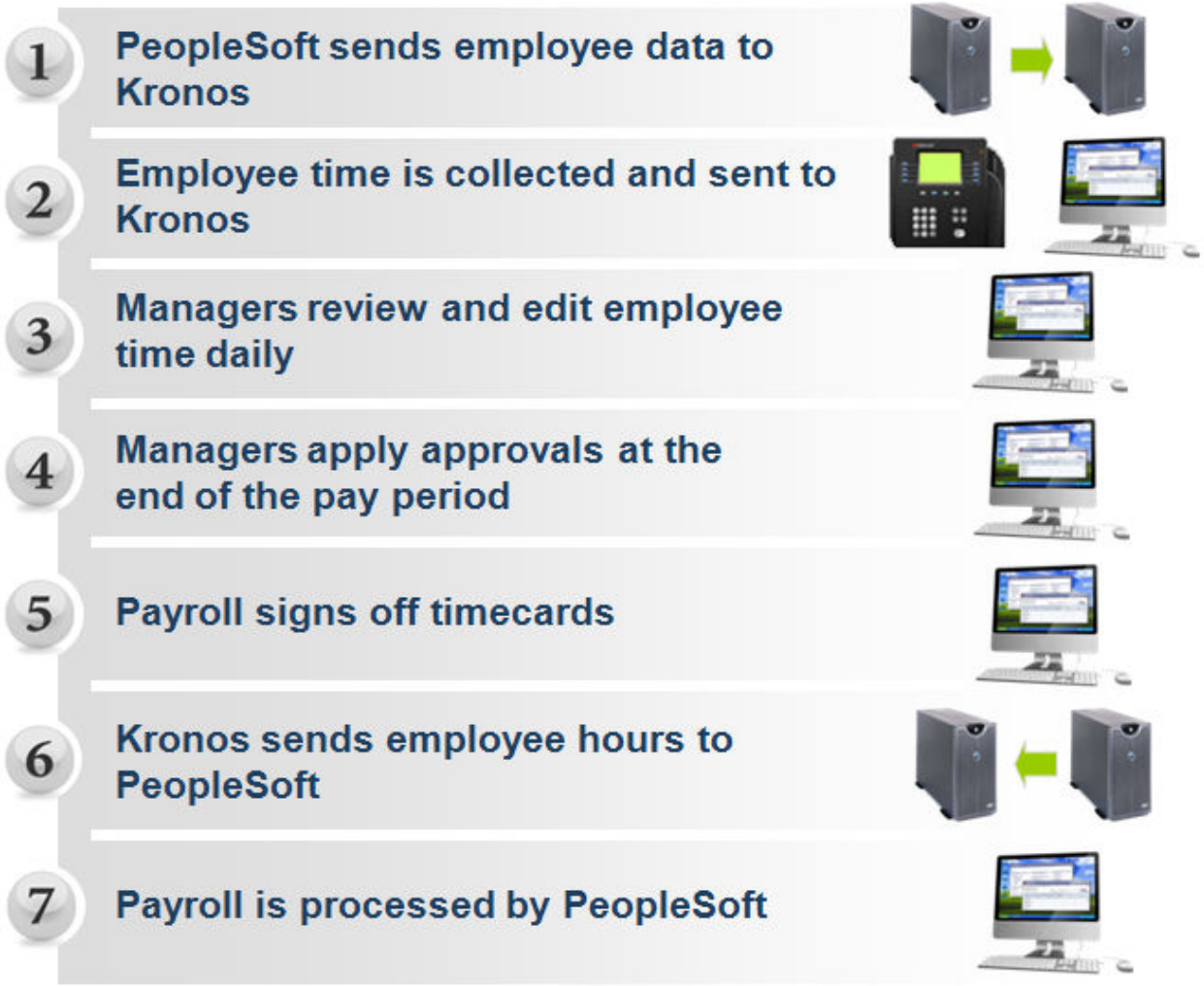
The Payroll Process

Purpose

Here is an abbreviated description of the DBHDD paryoll process using the Kronos Time and Attendance system. The application automates the payroll process, ensuring that the payroll is processed accurately and on time.

Managers are required to verify their employees work the expected number of hours and **Approve** timecards for their direct reports at the end of each pay period whether the employee has punches or hours on the timecard or not. Managers can remove their approval and make timecard edits as needed during the approval period.

After the approval period HR/Payroll will **Signoff** on Payroll. Once HR/Payroll has signed off, the manager can no longer remove their approval and make edits HR/Payroll CANNOT remove their signoff.



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Roles and Responsibilities

Purpose

Each employee and manager has responsibilities that are important in the payroll process. Each person's role determines his or her responsibilities and the tasks that he or she performs in the application.

Common Employee Tasks

On a daily basis, employees perform the following tasks:

- Enter time data using a time clock, time stamp, or project view timecard as applicable.
- Request time off
- Confirm status of request

Common Leavekeeper Tasks

On a daily basis, leavekeepers perform the following tasks:

- Maintain Leave Cards/Grids
- Check for missing punches and other exceptions
- Check for unexpected absences and missed time
- Check for non-worked time for employees
- Make schedule changes, ensure accuracy of schedule

On a pay period or as needed basis, leavekeepers perform the following tasks:

- Schedule staff for a specific time period
- Monitor timecards to assist managers in resolving exceptions
- Review timecards for completeness

Common Manager Tasks

On a daily basis, managers perform the following tasks:

- Check for missing punches and other exceptions
- Review inbox for leave requests
- Resolve requests for leave (approve or deny)
- Handle unexpected absences and missed time
- Enter non-worked time for employees
- Make schedule changes, ensure accuracy of schedule

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Common Manager Tasks (cont.)

On a pay period or as needed basis, managers perform the following tasks:

- Schedule staff for a specific time period
- Monitor timecards to facilitate payroll processing
- Resolve all exceptions
- Review timecards for completeness and approval

Note: Charge Nurses - have full edit access; and will coordinate roles and responsibilities with Nurse Manager

Common HR/Payroll Department Tasks

On a pay period or as needed basis, typical payroll tasks include:

- Review timecards for completeness and approval
- Sign off timecard totals
- Extract time data from the application to send to PeopleSoft

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Business Process- Important Points

Detail review of HR Policy is outside of the scope of this document. Aspects of policy that are highlighted in this document are provided to assist with the transition from a paper based to an automated time and attendance system.

PeopleSoft is the system of record for employee demographic, work, and leave balance data. This information is imported into Kronos nightly. New Employee Data or changes to employee data entered into PeopleSoft is available in Kronos the following day.

Employee Profile

There are three groups of employees in Kronos and each employee has an assigned payrule and time entry logic. The time entry logic is the method used for the employee to enter worked and non-worked time into Kronos. The payrule determines how the employee is to be paid for the worked and non-worked time entered on his/her timecard.

1. The Three employee groups are:
    a. Salaried Exempt
    b. Salaried NonExempt
    c. Hourly
2. The Three time entry methods are: (see Combined Kronos System_Business Processes document for details). There is one time entry method per employee.
    a. Time clock
    b. Timestamp
    c. Project View Timecard

There are too many payrules to list in this document. Refer to the Combined Kronos System_Business Processes document for details.
The above pieces of information help define an employee's profile. This determines what information they have access to in Kronos.

Rounding Rules

Kronos rounds time to the nearest quarter (1/4) hour for all employees. There is a seven (7) minute grace period on IN and OUT punches with the exception of the first punch of the day for employees with a schedule in Kronos. The only schedules entered into Kronos are for the three standard hospital shifts: 7:00 a.m. to 3:30 p.m.; 3:00 p.m. to 11:30 p.m.; 11:00 p.m. to 7:30 a.m.

There is a 15 minute grace period on the initial punch of the day for employees with a schedule in Kronos. For example, if the employee is scheduled to work from 7:00 a.m. until 3:30 p.m., and they punch in (start of shift) at 6:46 a.m., Kronos rounds the start time to 7:00 a.m. If they clock in at 6:45 a.m., Kronos rounds the start time to 6:45 a.m.

The 15 minute grace period on the initial punch does not apply for employees with a schedule in Kronos who are working off shift (i.e. normal shift is 7:00 a.m. to 3:30 p.m. but working 11:00 p.m. to 7:30 a.m.).

Payroll Actions

The process for handling all leave without pay actions, i.e.: pay docks in cases in which leave is denied or not available, will not change. A Personnel Action Form must be submitted to the HR office for entry into PeopleSoft. This includes all types of Leave Without Pay (LWOP), Family Medical Leave Act (FMLA), Contingency and Regular, etc.

Kronos does not process LWOP. It is **critical** that HR continue to be notified of all LWOP in order to enter this into PeopleSoft.

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FMLA,with or with pay, will continue to be handled and entered through the HR office as it is currently.

People Soft Maintenance

The Reports To field in PeopleSoft must be maintained, or no one will have access to manage leave or timecards for their direct reports. Fields in People Soft, i.e.: FLSA indicator, job and org code, etc. determine which pay rule an employee is assigned. People Soft must be accurate.

Shift Differential

Shift differential is paid to eligible employees based on "time zone." Eligible employees earn the differential for any hours worked between 3:00 p.m. and 7:00 a.m.

The shift differential for both nursing and non-nursing eligible employees will be paid on a one pay period lag.

State Personnel Board Rule 16 states: Pay for paid leave (e.g., annual leave, sick leave, personal leave) is computed at an employee's straight rate or on the employee's base pay rate in effect at the end of the pay period. Shift differentials, bonuses and overtime do not apply. Paid leave does not count toward the computation of overtime.

Overtime "Reset"

The FLSA defined work (week) period ends at 11:59 p.m. on the 7th day of the work period. Work time beyond 40 hours at the "reset" point will be accumulated compensatory time.

For all DBHDD employees other than those on Southwestern State Hospital organization budget codes, the following applies: Saturday 11:59 p.m. ends one week and Sunday 12:00 a.m. (midnight) begins the following week.

For employees on Southwestern State Hospital organization budget codes only, the following applies: Wednesday 11:59 p.m. ends one week and Thursday 12:00 a.m. (midnight) begins the following week.

Employees not on Kronos

Timecards for Outdoor Therapy Program will have to be approved by West Central Regional
HR Office. Timecards for the Firefighters on Central State Hospital positions will be approved by CSH HR Office. 2 Peachtree HR must approve timecards of DBHDD Board members, SORB, DD Council employees, and anyone else not on Kronos.

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Logging On

Purpose

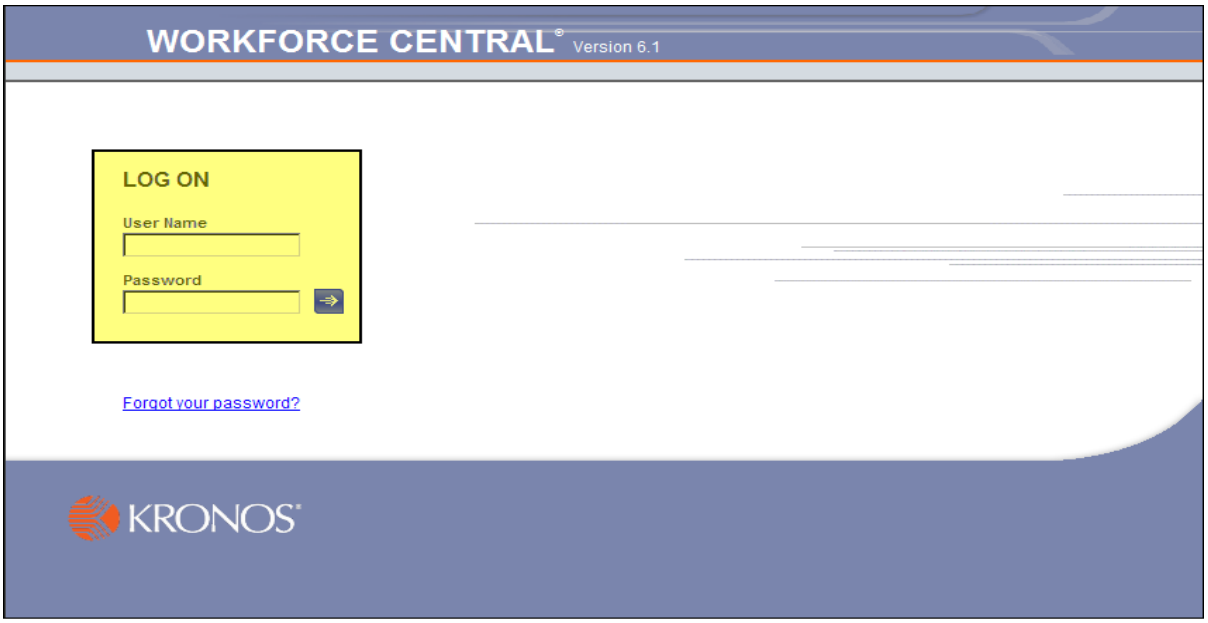
The Kronos log on page provides access to all the features of the Kronos application where you go to perform your time and attendance tasks.

On initial login, the employee will be prompted to change their password and select and answer three security questions. After two unsuccessful login attempts use the Forgot your password? Link to answer the security questions and change your password.

Entry of the full User Name is required when logging into Kronos.

Example

Kronos is Web-based and can be accessed through the internet. Once you have accessed the website by the URL, bookmark the location and create a shortcut on your desktop. You, as the manager or supervisor will log on to the Kronos application at least once a day to review and work with your employees' timecard and scheduling data.



Steps to Log on.	
1	Access the Kronos log on page using the URL or desktop shortcut .
2	Enter your user name and password in their designated boxes.
3	Click the **Log On** button or press the **Enter** key on the keyboard.

Business process

If users have any issues connecting to Kronos or logging in contact your HR Manager/Kronos Consultant for DBHDD Kronos Support

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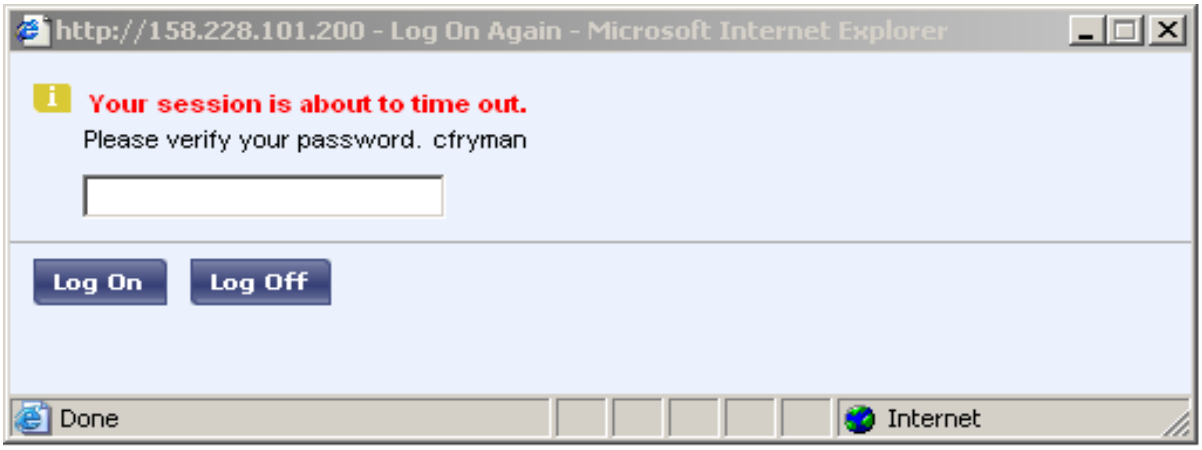
Logging Off

Purpose

The application provides security to prevent other people from accessing your information and helps keep your employees' information confidential.

Regaining access after the inactivity timeout

Inactivity timeout protects sensitive information in the application. If the application does not detect activity within a specific amount of time, it automatically logs you off. To regain access to the application, you must enter your password in the inactivity timeout screen. When you regain access, the application restores the last page you were viewing.



Business process

The inactivity timeout screen appears if there is no activity for 20 minutes.

Caution

If you do not log in after an inactivity timeout, you will lose all unsaved edits.

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Logging off Kronos

Upon completion of your tasks, you must log off the application to ensure that your employees' information is kept confidential.

Caution

Clicking the Close (X) button without first logging off might leave your connection to the application open, which might allow unauthorized people to view and edit information.

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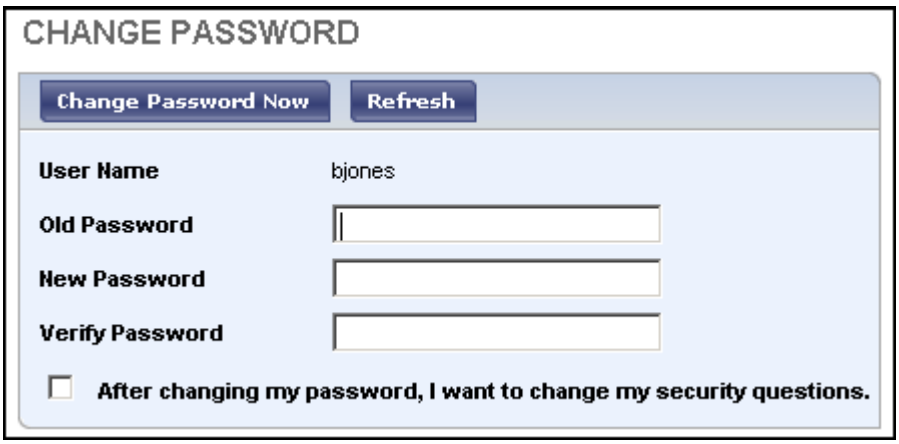
Changing Passwords

Purpose

You can use the Change Password link to change your password at any time. Your Kronos password will reset every 30 days.



Steps to Resetting Your Password	
1	Click the **Change Password** utility link in the banner.
2	In the **Old Password** field, enter the password you want to replace.
3	In the **New Password** field, enter the new password.
4	In the **Verify Password** field, re-enter the new password.
5	Click **Change Password Now**.
6	Select the **After changing my password, I want to…** check box if you want to update answers to your security questions.

Business Process

Employees must ensure the security of passwords. Do not provide your password to co-workers or other staff. You are responsible for any action taken using your password.

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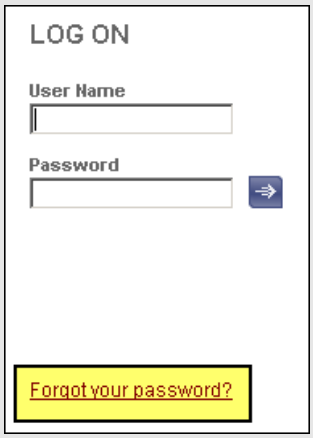
Resetting Passwords

Purpose

If you forget your password, you can use the Forgot your password? link to reset your password at any time. In order for this feature to work, your security questions and answers must already be saved in the application.

Use the Forgot your password? link after two unsuccessful login attempts. On the third unsuccessful login attempt Kronos will lock the employee's access. The Forgot your password link? cannot be used to unlock an employee's access. This must be reported to HR.

Steps for Resetting Passwords		
1	From the log screen, enter your user name in the **User Name** field.	
2	Click the **Forgot your password?** link.	
3	In the Security Question dialog box, answer the security question(s), and then click **Submit**.	
4	In the Reset Password dialog box, enter the new password in the **New Password** field.	
5	In the **Verify Password** field, re-enter the new password.	
6	Click **Reset Password Now**.	
7	You are brought to your default log on page.	

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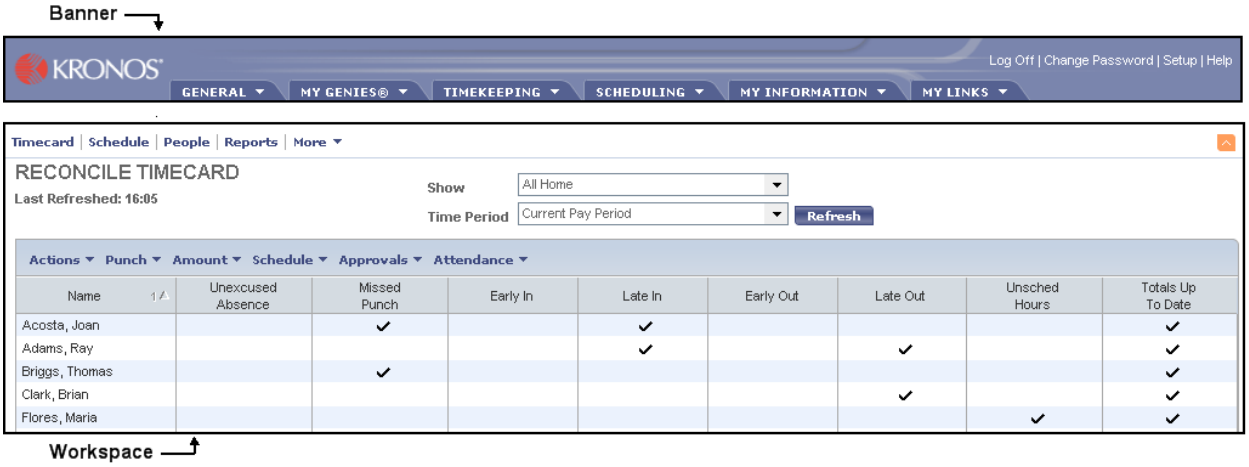
Navigating Kronos Pages

Purpose

The page that appears after you log on is typically a Genie. A Genie is a pre-defined view that summarizes and organizes information according to common tasks you perform on a regular basis. The name of the Genie reflects a common task, such as Reconcile Timecard.

The key areas of Kronos pages



Areas	Description
Banner	Located at the top of each timekeeping page, the banner contains tabbed menus with links to the features you need to perform your tasks.

Workspace	Located under the banner, the workspace contains:
	• Quick links bar with quick access to other areas of the application. You select the employees you want to review and use the quick links to access their information.
	• Page header that includes:
	  ○ Show field where you can select a specific set of employees.
	  ○ Time Period field where you select the timeframe for which you want to view schedules and timecard data.
	• Work area contains detailed information about the employees in the selected time period, as well as the action bar, which contains selections for modifying data.

Tip

Above the banner are Microsoft navigation tools. Kronos provides the tools and icons that you use while in the application; therefore, you should stay below the banner as much as possible when navigating.

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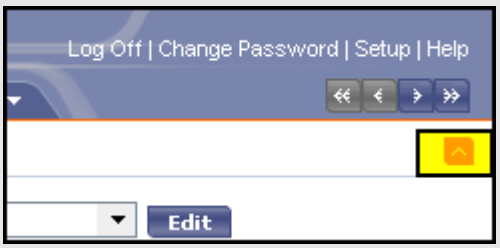
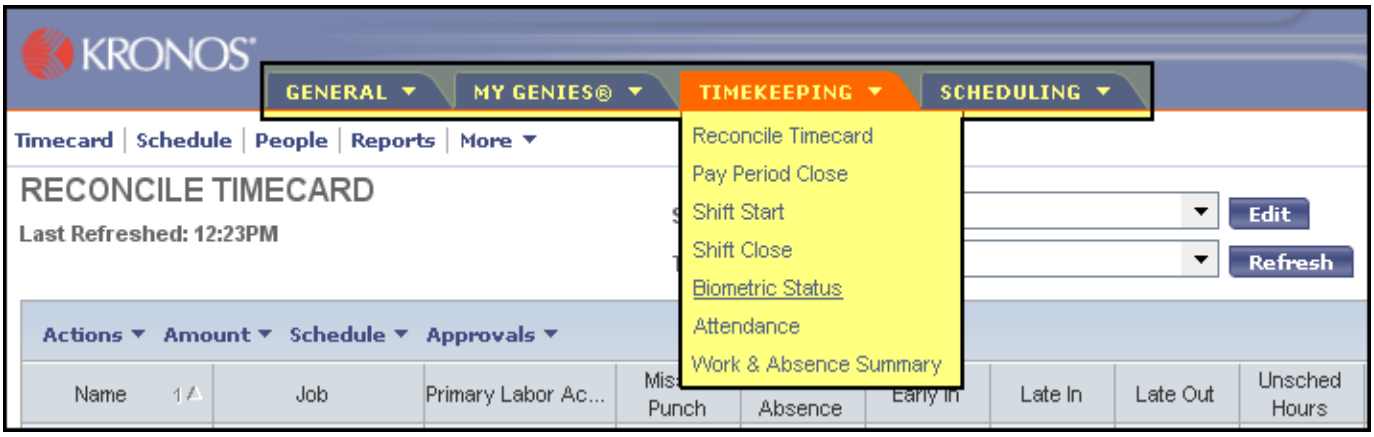
Showing and hiding the banner

Steps for Showing/Hiding the Banner		
1	Click the **Hide** button to hide the banner and view more of the page.	
2	Click the **Show** button to display the banner again.	

Using the tools within the banner

You can navigate to any timekeeping page using the tabs in the banner. When you click on a tab it turns orange and displays a drop down list. As you move your mouse from tab to tab, each one activates with a color change and a drop-down list. The list contains other timekeeping pages to which you have access.

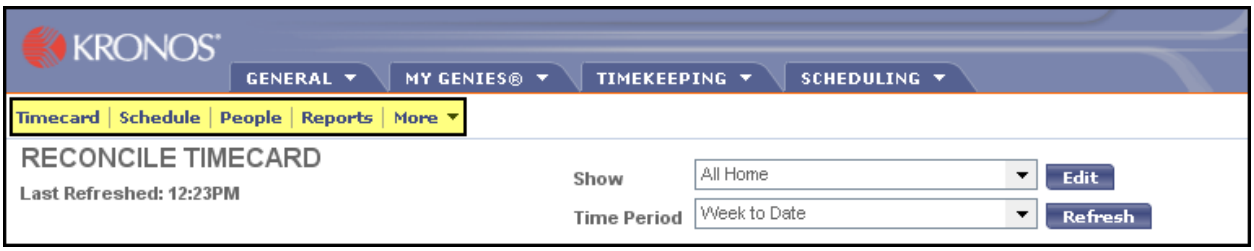


Tip

Remember to use the Kronos navigation tools only. Avoid using your computer's "back" button.

Using the tools within the workspace

Quick links are located at the top of the workspace and allow you to access information specific to one or more employees. For example, you can select one employee and click the Timecard quick link to access his or her timecard. Or, you can select multiple employees and click the Schedule quick link to view schedules for just those employees that you selected.



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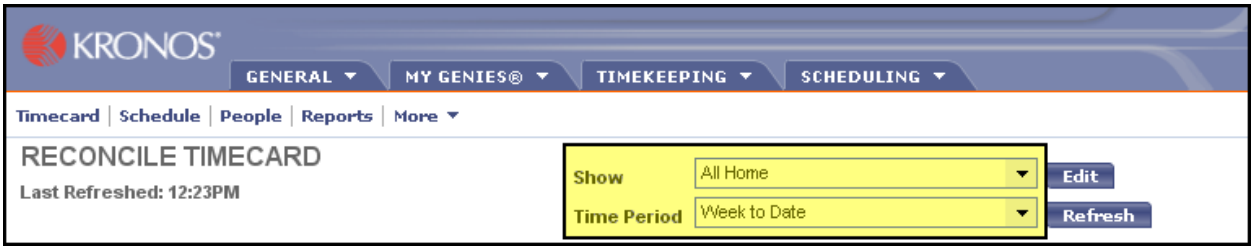
The Show field allows you to display a group of employees. The default setting for the Show field when you log on is All Home, which displays all employees that report to you. You can use the Show field to further refine your selection to include employees in a specific group, such as only those employees that are working on a particular shift. These are called hyperfinds.

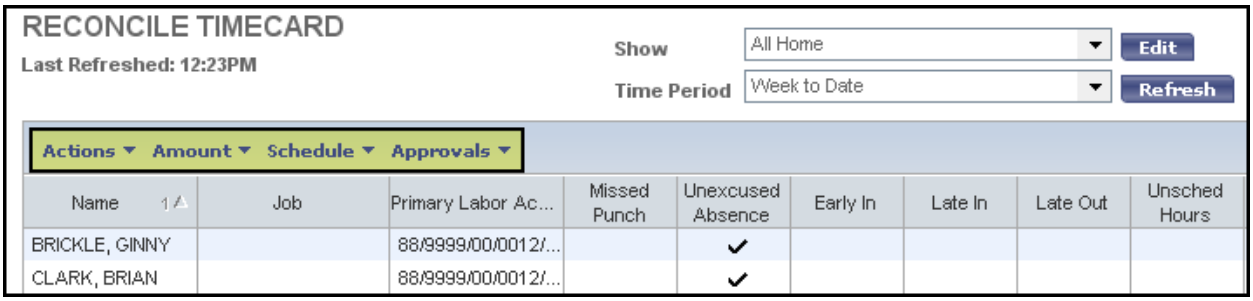
Access to create hyperfinds is limited in Kronos. Employee's with access to create hyperfinds should set them up as private so that only they can see them. Public hyperfinds not approved or created by the System Administrator will be deleted.

The Time Period field allows you to determine the timeframe you want to view, such as the current pay period, or a particular timeframe in the past. The time period you select determines what you will see on that page.

Pay special attention to the time period selected when reviewing timecards or running a Genie. Viewing a Pay Period will return different results than viewing a Schedule Period.



The Menu Bar contains tasks that you can perform on the page. Each Menu Bar is specific to the page you are currently viewing.



Steps for Selecting employees

1	In the workspace area, highlight the employees for whom you need to access data.	

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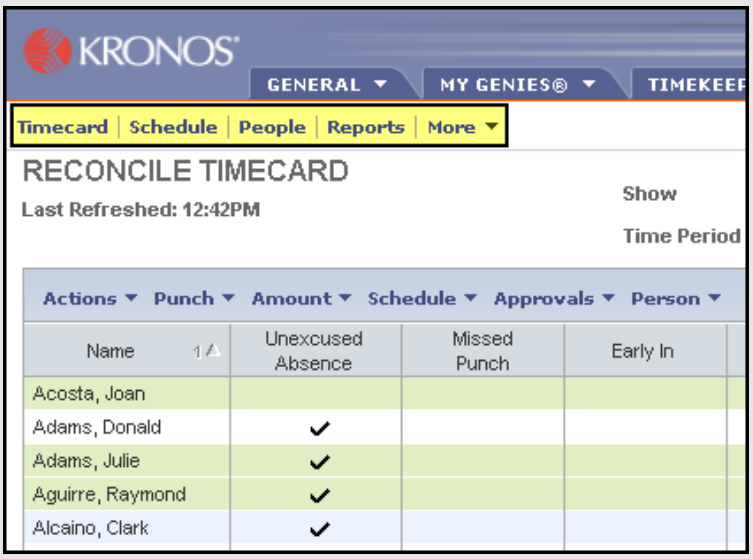
2	Which system component do you want to access? • To access timecards for the selected employees, click the **Timecard** quick link. • To access the Schedule Editor for the selected employees, click the **Schedule** quick link. • To run reports for the selected employees, click the **Reports** quick link.	

Tip

There are various ways to select employees before using a quick link:

- Use the Ctrl key to select more than one employee not listed next to each other.
- Use the Shift key to select all employees listed between two employees, including the two employees.
- Click and drag the mouse to select employees.

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Reviewing and Editing Time and Attendance Data

Reviewing Employee Data Using a Genie

Purpose

Genies present customized views of employee information in a summarized, easy-to-read format so that you can quickly analyze and respond to time, labor, scheduling, and attendance needs.

The Reconcile Timecard Genie provides a quick view of employees who have timecard exceptions. It is recommended that managers review ths Genie daily to easily access employees' with timecard exceptions.

You can further refine your search by using a hyperfind in addition to a Genie. Select a defined hyperfind from the Show drop-down list to view a particular group of employees.

Managers and charge nurses have the ability to edit employee timecards. The manager will see their direct reports while the charge nurses have access to all employees at their location.

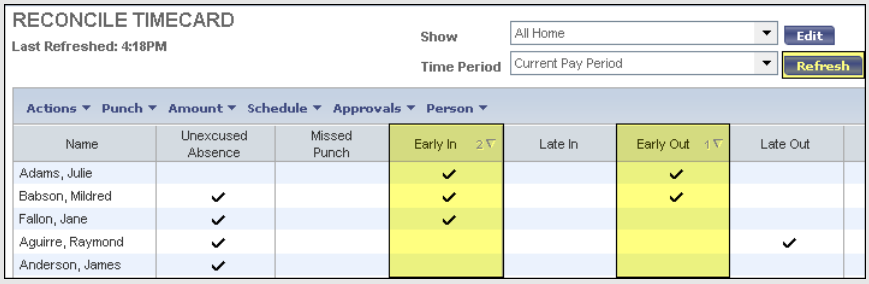
Leavekeepers should be knowledgeable of exceptions as well so they can assist the managers in identifying any discrepancies.

Example

Use the Reconcile Timecard Genie to review all employee timecards with unexcused absences.

Steps

1	Access the **Reconcile Timecard** Genie.
2	Select the specific set of employees from the **Show** drop-down list.
3	Select the specific time period from the **Time Period** drop-down list.
4	To sort information by one or two columns, click the column for the secondary sort first, and then click the column for the primary sort.
5	Review the information in the Reconcile Timecard Genie.



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Using the QuickFind Genie

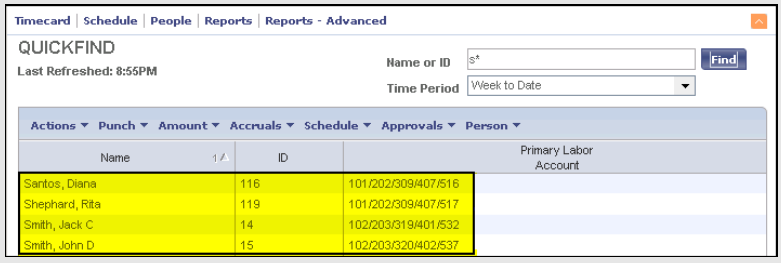
Purpose

The QuickFind Genie is a search tool specifically designed to help you locate an employee. Using this Genie, you enter an employee's name or ID, and information appears based on your search criteria. If you are unsure of the spelling of an employee's name or know only specific digits in an employee's ID number, you can use any of the following wildcard characters to enhance your search capabilities:

Wildcard character	Description	Example
? _	A question mark or underline character indicates a single character occupies a position in the search string	**07??** finds all employees whose ID contains 4-digit numbers starting with 07 **Anders_n** finds all employees whose last name starts with "Anders" and ends with "n" so you can locate either Andersen or Anderson.
* %	An asterisk character or a percent symbol indicates multiple characters can occupy a position in the search string	**H*** finds all employees whose last name begins with the letter H **%1** finds all employees whose ID number ends with the number 1

Example

An employee has informed you of a missed punch. Use the QuickFind Genie to quickly locate the employee's timecard and make the correction.

Step		
1	Access the **QuickFind** Genie.	
2	In the **Name or ID** box, type your search criteria.	
3	Click **Find**.	

Tip

To see a list of all your employees, and any employees delegated to you, leave just an asterisk (*) in the Name or Id field and click Find.

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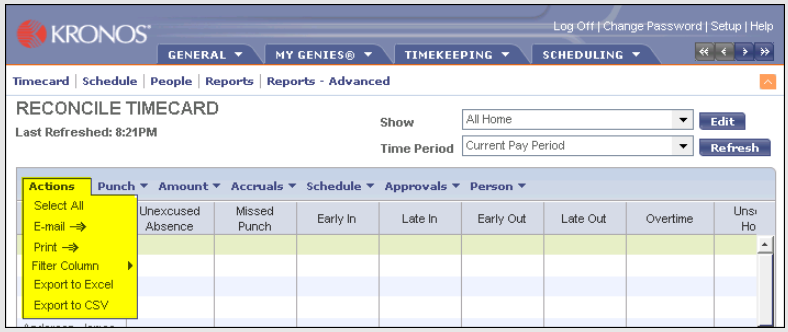
Exporting Genie Data

Purpose

Genies display critical information in an easy-to-read format. You can export this information to other applications, such as Microsoft Excel, where you can reformat the data for your business needs. For example, you can save labor information in the Reconcile Timecard Genie as an Excel file extension and then open it with Microsoft Excel to summarize the data in each column. You can also export the data to a CSV (Comma Separated Value) file to make it available to other applications such as Lotus 1-2-3.

Example

On a regular basis, timecard data is exported to Microsoft Excel to perform further data analysis. Run the Reconcile Timecard Genie and use Excel to analyze existing missed punches on employees' timecards.

Step for Exporting Genie Information into Excel		
1	Access a Genie. Select MyGenies > Quickfind or Select one of the Genies from the Timekeeping tab.	
2	Select **Actions > Export**.	
3	Choose the export option: **Excel or CSV**.	
4	In the File Download box, click **Open** to review the Genie data.	
5	(Optional) Click **Save**. Then, in the Save As dialog box, select a location for the file and click **Save**. You can review the data by opening the file from its new location.	

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Accessing Employees' Timecards

Purpose

Genies let you quickly review and monitor employees' time and attendance data. From a Genie, you can open employee timecards so that you can make any adjustments prior to payroll processing.There are a number of standard Genies set up in Kronos. Some additional Genies have been added by DBHDD IT to assist managers with their time and attendance responsibilities.

Below is a listing and description of the Genies that may be of assistance to managers:

Banner Tab	Genie Name	Description
My Genies	QuickFind	Displays the employees the manager has access to
Timekeeping	Scheduled Holiday	Displays employees with a Scheduled Holiday paycode on their timecards
Timekeeping	FMLA	Displays employees with the FMLA paycode on their timecard
Timekeeping	Leave Without Pay	Displays employees with the LWOP paycode on their timecard
Timekeeping	OT or Comp Time Earned	Displays employees with Overtime hours or FLSA or State Compensatory time on their timecard
Timekeeping	Pay Period Close	Designed to assist with pay period close responsibilities
Timekeeping	Reconcile Timecard	Designed to assit with daily timecard reconciliation
Timekeeping	IS Summary	Displays basic employee profile information. Run hyperfinds from this Genie.

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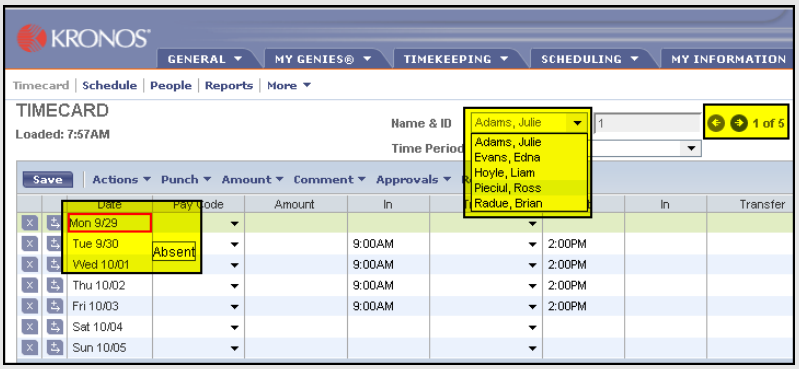
Example

In reviewing the Reconcile Timecard Genie, you notice that several employees have time and attendance exceptions. Open the timecards of each of these employees to review and adjust the data.

Steps for Accessing Employees' Timecards		
1	Access a Genie.	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Click the name of employee(s) whose timecards you want to review.	
4	Click the **Timecard** quick link.	
5	If you selected more than one employee, do one of the following: • Click the **Next Employee** scroll button to move to the next employee. You can use the **Previous Employee** scroll button to move to a previous employee. • Select an employee from the **Name & ID** drop-down.	
6	Place your mouse over the exceptions to display its description in a pop-up message.	

Visual indicator	Description
Blue border	• An excused absence for the day
Red bordered date	• An unexcused absence for that day
Red border	• An exception, such as a late punch or an early punch
Solid red	• A missed in punch or missed out punch
Purple text	• A transaction that was added by the application
Orange and yellow comment icon in the top corner of a cell	• One or more comments are attached to the transaction.

Business process

Managers are responsible for ensuring appropriate disciplinary action in cases of inappropriate, unexcused absences, no-call/no show, and other abuse and excessive use of leave.

The standard pay periods begin on the 1st and 16th of each month. The Day Divide is defined in Kronos as 12:00 a.m. – Midnight. Kronos is configured to associate all punches with the IN punch. For employees' who work across the day divide, all of their punches will be associated with the date of their IN punch.

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The remaining pages in this section outline steps the manager should take to resolve some common timecard exceptions. As a manager you will have access to a number of pay codes. It is your responsibility to select the correct pay code when editing timecards.

Tip

When the page name turns orange with an asterisk next to it, the timecard contains unsaved data.

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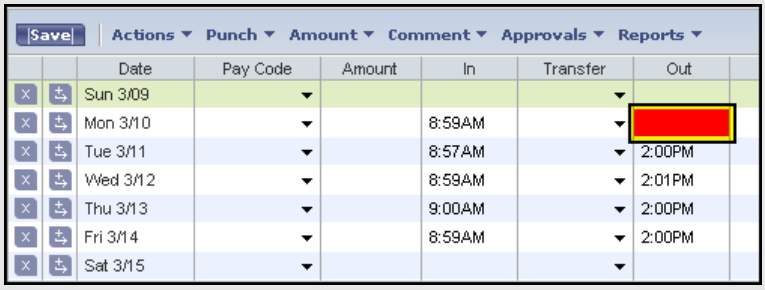
Adding Missed Punches

Purpose

An employee might forget to punch in or out. When this happens, a solid red box appears in the missed In or Out cell. To add that punch, you click the cell and type the missed time. The application accepts multiple formats for entering punches in a timecard.

Example

An employee notified you that she forgot to punch out on Monday of the previous pay period. From the Reconcile Timecard Genie, access the employee's timecard and add the missing out punch on the employee's timecard for Monday of the previous pay period.

Steps for Adding Missed Punches		
1	Access the **Reconcile Timecard** Genie.	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Sort the **Missed Punch** column in descending order.	
4	Click the name of employee(s) who have a check mark in the Missed Punch column and access their timecard(s).	
5	Click the **In** or **Out** punch cell containing the missed punch exception.	
6	Enter the missing times using an acceptable format.	
7	Click **Save**.	

Tip

You can enter time using either 12-hour or 24-hour time formats. For example, you can enter 8:00 A.M to 5:00 P.M. as 0800-1700 or 8a-5p. The configuration of the system determines the default time format. You can also copy and paste shifts using Ctrl-C and Ctrl-V.

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Refreshing and Saving Data in Timecards

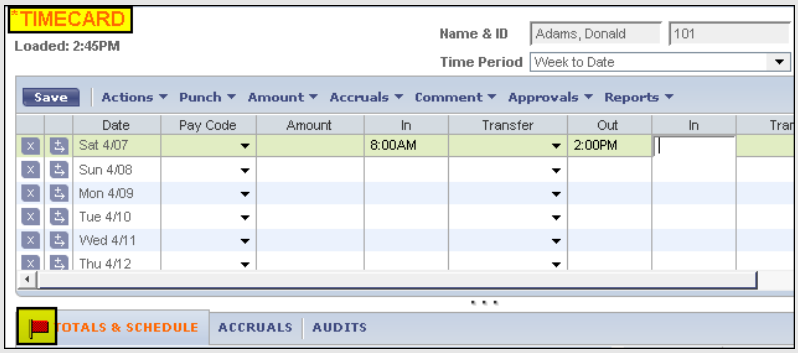
Purpose

When you add and modify timecard data, the application displays your edits but does not save them automatically. You must tell the application to save the data. Prior to saving your data, you can decide whether the edits are what you want.

Example

You have been editing the timecard of one of your employees when you realize that you entered the wrong information. Cancel the edits, edit the correct information and save it.

Canceling Edits

Steps for Refreshing and Saving Data in Timecards		
1	Perform one or more edits on a timecard. Notice the visual indicators that indicate unsaved data.	
2	Select **Actions > Refresh**.	
3	Do you want to cancel your changes?	
	To cancel your changes, click **Yes**.	
	To keep your changes, click **No**.	

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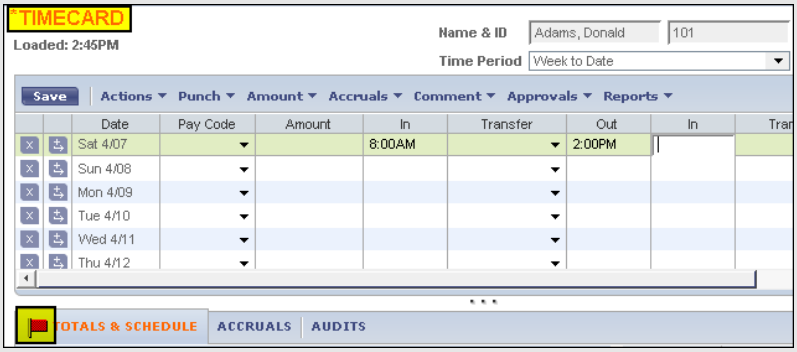
Saving edits

Steps for Saving Edits		
1	Perform one or more edits on a timecard. Notice the visual indicators that indicate unsaved data.	
2	Click **Save**.	
3	Review the employee's timecard to ensure that the visual indicators no longer appear, validating that your information was saved.	

Visual indicator	Description
Timecard title in orange with asterisk	Unsaved edits
Red flag in the Totals & Schedule tab	Totals are not up-to-date

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Attaching Comments to Punches

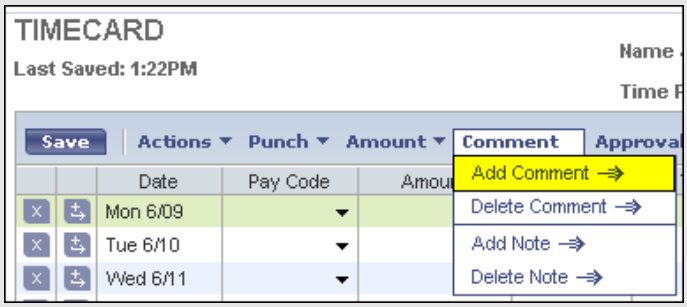
Purpose

Comments are predefined descriptive phrases that you attach to a punch or amount to provide additional, useful information about that transaction. You can attach as many comments as needed to explain the punch or amount. You can also add free-text notes to comments for additional clarification.

Explanation is the only defined comment set up in Kronos at the time this manual was printed. This comment must be selected before additional text can be entered in the **Note** section. A comment should be added when punches are edited or explanation of hours is needed.

Example

On Monday, an employee arrived late to work because she had car problems. Add a comment to the employee's late punch as a reminder of why the employee did not work her entire shift. From the Reconcile Timecard Genie, access the employee's timecard. Then add the Explanation comment to the employee's late punch with further details in the Notes section.

Steps for Attaching Comments to Punches		
1	In the timecard, click the cell that contains the punch to which you want to add a comment.	
2	Select **Comment > Add Comment**. **Note:** You can also right click in the cell and select **Add Comment** from the shortcut menu.	

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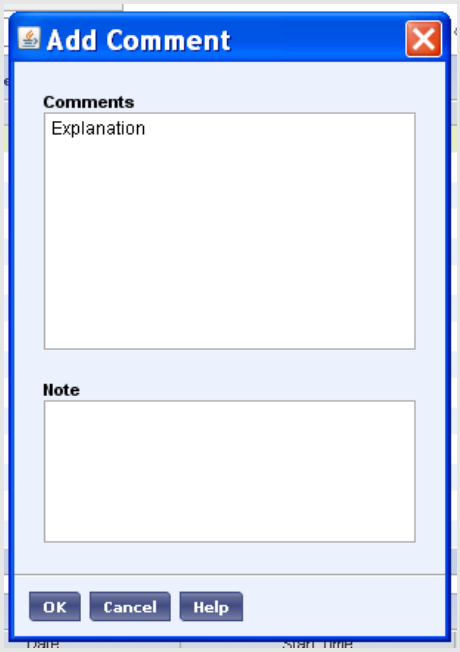
Steps for Attaching Comments to Timecards (con't.)		
3	Select the Explanation comment from the list.	
4	Enter text in the **Note** section.	
5	Click **OK**.	
6	Click **Save**.	

Business process

A Comments tab is added to the bottom portion of the employee's timecard when a comment is added to a punch. Click on this tab to read any comments added for the selected time period.

Comments cannot be read from the timecard workspace.

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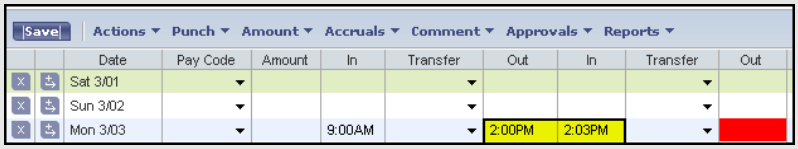
Deleting Punches

Purpose

As a rule, you should not delete punches from timecards because they represent actual times that employees started and stopped working. However, there are some exceptions to this rule. For example, an employee might punch twice when starting or ending a shift. When this occurs, you will want to delete the extra punch. The Audits tab provides a record of all timecard edits, including any punches that you delete.

Example

An employee reported to work on a day for which he is not scheduled for the previous pay period. He realized he was not scheduled as soon as he punched in and left the unit without punching out. While reviewing the employee's timecard, you notice the punch for the unscheduled day. From the Reconcile Timecard Genie, access the employee's timecard for the previous pay period and delete the punch for the unscheduled day.

Steps for Deleting Punches		
1	In the timecard, click the cell that contains the punch you want to delete.	
2	Press the **Delete** key on the keyboard.	
3	Click **Save**.	

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Adding Pay Code Amounts to Timecards

Purpose

Pay codes keep track of the type of worked and non-worked time that is entered in the timecard. Examples of pay codes include: Annual Leave Taken, Overtime, Sick Leave Taken.

It is important that hours are tracked to the correct pay code so that the employee is paid correctly. There are times when you might have to edit an employee's timecard and use a pay code to track his or her worked or non-worked time; for example, when the employee calls in sick.

A number of paycodes are available for managers to add to an employee's timecard for reconciliation purposes. See the Pay Codes document for a complete listing.

Pay codes have been added to Kronos for Leave Without Pay (LWOP) and Family Medical Leave Act (FMLA). These codes are for timecard reconciliation only. The standard process of informing HR when you have an employee out on LWOP or FMLA will continue with the implementation of Kronos.

Managers are to work with their local HR/Payroll office when there is no pay code representative of the leave being taken by the employee. For example, an employee is serving on jury duty. There is no pay code for this. The employee is paid while serving. The manager will put the hours in Kronos as if the person worked and add a comment to each entry and note Court Leave.

Common Pay Code and Leave Code Guide

LEAVE CODE	HOW TO USE IT
Ann Lv Taken	Use to indicate hours used for approved annual leave
FLSA Comp Taken	Use to indicate hours used from accrued FLSA comp time
GAComp Taken	Use to indicate hours used from accrued GA Comp Time
PersLvTaken	Use to indicate hours used for approved Personal Leave
SickLeaveTaken	Use to indicate hours used for approved Sick Leave
Holiday Deferral Taken	Use to indicate hours used from earned holiday deferral (ie Employee is using unused holiday hours)
Scheduled Holiday	Used to indicate a Scheduled State Holiday was taken on the actual Holiday (ie Employee did not work on that scheduled Holiday, did take the holiday off)

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Acceptable formats for entering pay code amounts

Acceptable format	Example	Morning/Evening time conversion
Leading zeros (optional)	07; 0830	7:00 hours; 8:30 hours
Colon (required)	7:30; 730	7:30 hours; 730 hours
Decimal entry (optional)	8.5; 8:30	8:30 hours; 8:30 hours

Note
You cannot add a pay code to a row that contains punches; you must add a separate row for the pay code transaction.

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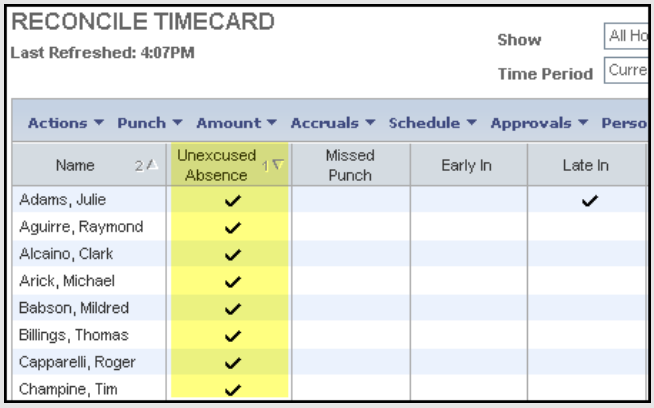
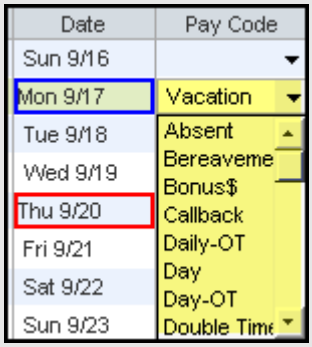
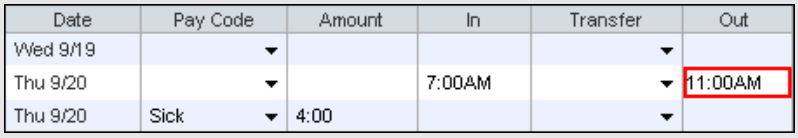
Example – Hourly Timecard

An employee was sick on Wednesday of the previous pay period. Her timecard was not updated to reflect the absence. From the Reconcile Timecard Genie, access the employee's timecard for the previous pay period. Add 8 hours of sick time to her timecard.

Steps for Adding Pay Code Amounts to Timecards		
1	Access the **Reconcile Timecard** Genie. Timekeeping > Reconcile Timecard	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Sort the **Unexcused Absence** column in descending order.	
4	Click the names of employee(s) that have a check mark in the **Unexcused Absence** column and click the Timecard quick link.	
5	Does the day already have punches?	
	• No—On the row of the date where you want to enter the pay code amount, select the pay code from the **Pay Code** drop-down list.	
	• Yes—On the row of the date where you want to enter pay code amount, click the **Insert Row** icon. On the new row, select the pay code from the **Pay Code** drop-down list.	
6	Click the **Amount** cell next to the pay code you selected. Enter the number of hours, using an acceptable format, or select one of the scheduling amount options.	
7	Click **Save**.	

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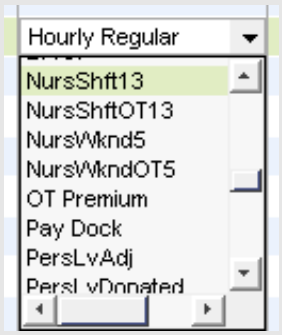
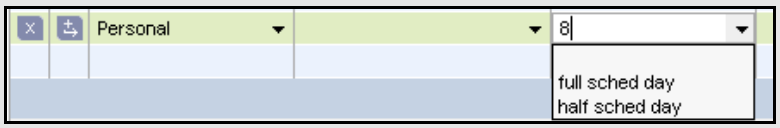
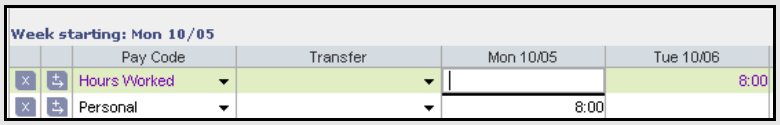
Example – Project Timecard

An employee was in intermittent FMLA leave on Wednesday of the previous pay period. Her timecard was not updated to reflect the FMLA absence. From the Reconcile Timecard Genie access the employee's timecard for the previous pay period. Add four (4) hours of FMLA time.

Steps for Adding Pay Code Amounts to Timecards		
1	Access the **Reconcile Timecard** Genie.	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee you want to edit and click the **Timecard** quick link.	
	Does the pay code for which you want to add hours appear in the Pay Code column? • Yes – continue to step 6. • No – continue to step 4.	
4	Click **Insert Row**.	
5	Click the **Pay Code** cell to display the available pay code selections. Select the appropriate pay code from the drown-drop list.	
6	Click the **Date** cell that corresponds to the appropriate pay code and enter the number of hours using an acceptable format.	
7	If your timecard is pre-populated with **Hours Worked**, you should delete or adjust the hours so your total for the day is correct.	
8	Click **Save**.	

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Holiday Pay

Purpose

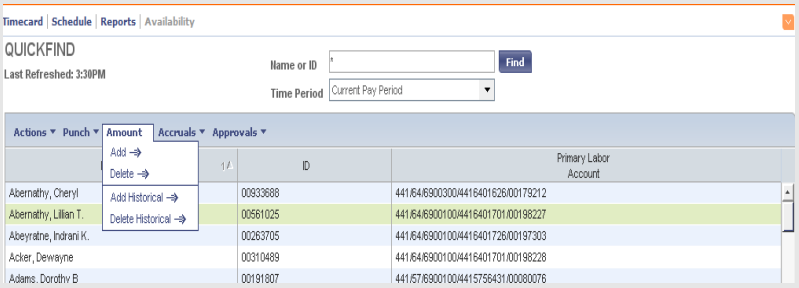
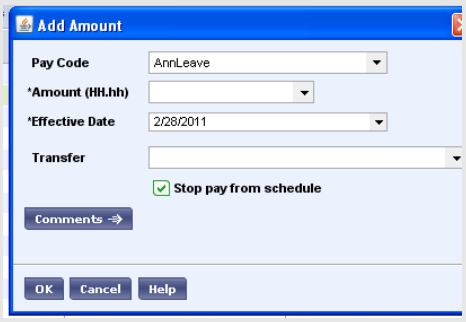
The designated state holidays are setup in Kronos. Scheduled holidays will be programmed into Kronos for employees for whom a schedule in Kronos exists. If no individual schedule exists for the employee, the supervisor must manually enter the holiday in the employee's timecard using the Scheduled Holiday paycode. DO NOT use the Holiday Deferral Earned (HDE) pay code for this will not charge the employee leave time but will give them additional HDE leave time.

When an employee works on a holiday, Holiday Deferral Earned hours up to eight are automatically accumulated in Kronos. The manager may schedule for the employee to use another day in the same work week as their designated holiday. The manager will add Holiday Deferral Taken pay code hours when this occurs. They do not have to wait until leave balances update in Kronos. This applies to HDE hours only.

The manager can add individually to each timecard by following the steps in the Adding Pay Code Amounts to Timecards or add to multiple timecards as outlined in the table below.

Example

An employee with no schedule observes the last scheduled holiday. Make the necessary corrections to her timecard.

Steps for Adding Holiday Pay Code Amounts to Multiple Timecards		
1	Select My Genies>Quickfind.	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select Amount>Add from the menu.	
4	Enter information on the Add Amount dialog box.	
5	Click OK	

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Adding OT and Shift Differential for Nurse Managers and above

Purpose

Salary exempt nurses in the below job codes will use the Project View Timecard to record their daily hours worked. On rare occasion these nurses perform clinical nursing duties and may be eligible for overtime and/or shift differential. The manager will use pay code edits to add this eligible time to the nurse's timecard.

- 71108 – Nurse Infection Control
- 71112 – Nurse Manager (Inpt)
- 71114 – Nurse Executive (Hosp)
- 71115 – Nurse Exec Assoc (Hosp)

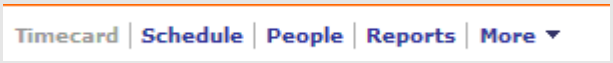
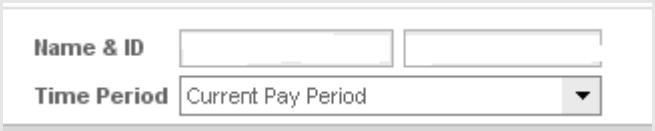
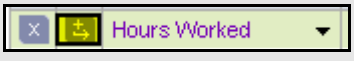
> Note
> You cannot add a pay code to a row that contains punches; you must add a separate row for the pay code transaction.

The pay codes to be used to add overtime and shift differential to the timecards for one of the above listed nurse job codes is:

- Overtime Pay – OT Premium
- Nurse Shift Differential 13% - NursShftOT13
- Nurse Weekend Shift Differential 5% - NursWkndOT5

Example

A nurse manager works 6 hours of clinical nurse duties in addition to her regular 40 hours during the workweek. Add six (6) hours of overtime to the nurse's timecard.

Steps for Adding Pay Code Amounts to Project View Timecards		
1	Locate the employee you want to edit and click the **Timecard** quick link.	
2	Select the specific time period from the **Time Period** drop-down list.	
3	Does the pay code for which you want to add hours appear in the Pay Code column? • Yes – continue to step 6. • No – continue to step 4.	
4	Click **Insert Row**.	

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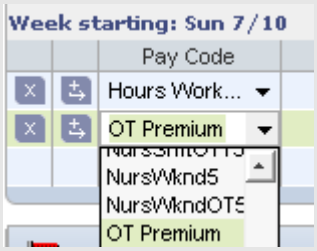
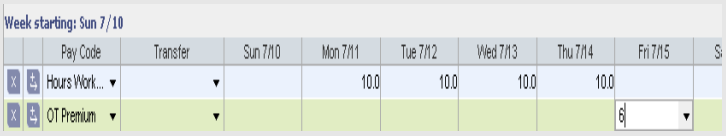
Steps for Adding Pay Code Amounts to Project View Timecards		
5	Click the **Pay Code** cell to display the available pay code selections. Select the appropriate pay code from the drown-drop list.	
6	Click the **Date** cell that corresponds to the appropriate pay code and enter the number of hours using an acceptable format. (enter 4)	
7	Click **Save**.	

Note

Employees cannot edit their own timecards. For the Salary Exempt Nurses who are eligible for overtime and/or shift differential the manager will perform pay code edits to the timecards.

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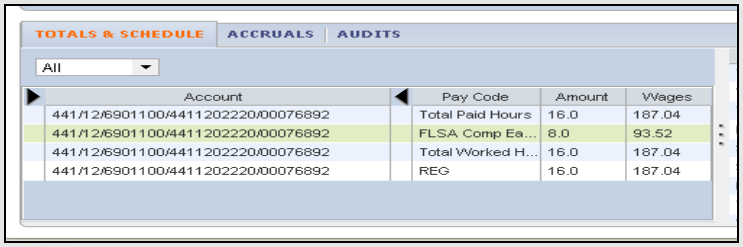
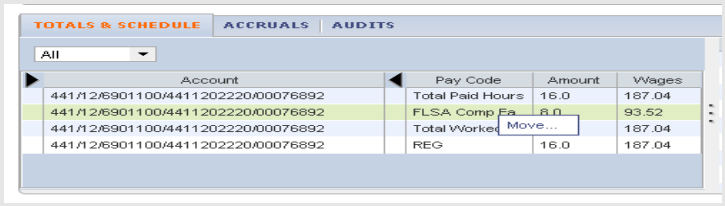
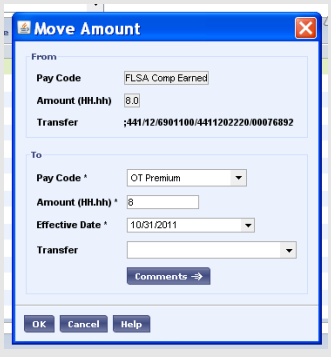
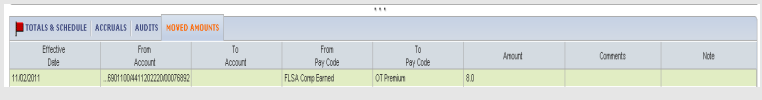
Move Pay Code Amounts

Purpose

The manager can move pay code amounts for direct care employees who accrue FLSA Compensatory time and are eligible to be paid for these hours.

The only pay codes that a manager should move amounts for is FLSA to OT Premium. Managers are not to move State Compensatory time to OT Premium. State Compensatory (GA Comp) is never paid.

Steps to Move Pay Code Amounts		
1	Access the **Reconcile Timecard** Genie. Timekeeping > Reconcile Timecard	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee you want to edit and click the **Timecard** quick link.	
	Locate the FLSA Comp Earned row in the Totals & Schedule tab .	
4	Right –click on the FLSA Comp Earned pay code. A short-cut menu displays.	
5	Select the Move option. The Move Amount dialog box displays.Enter the needed information.	
6	Click **OK.** A Moved Amounts tab is added to the bottom of the timecard.	
7	Click **Save**.	

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Override Automatic Meal Deduction

Purpose

Automatic Meal Deductions are amounts of time that are automatically taken out from an employee's timecard. This deduction is applicable to employees as per their pay rule, and will be based on employees IN punch time.

Rounding rules also apply to Meal Punches. The standard meal period in Kronos is 30 minutes. Kronos deducts the 30-minute meal period for employees who are clocked out for more than 23 minutes. The system assumes the employee forgot to punch back in from lunch when an employee is clocked out for more than 2 hours. This signifies the start of a new shift for the employee, and the manager will need to edit the employee's timecard.

The automatic meal deduction will be taken if the employee does not take a lunch or works exactly 4 hours. The manager will need to cancel the automatic meal deduction when this occurs.
A 30-minute automatic meal deduction will be applied to each scheduled work day after the employee has worked 4 hours and has not punched out for lunch. If the employee punches for the meal, the automatic meal deduction will be overridden. Long Shifts do not cancel Automatic Meal Deductions.

Managers are responsible for insuring that employees are managing their work time and non-work time appropriately. Because of the rounding feature in Kronos, it is particularly critical that employees take their designated meal periods, and clock in and out if they do not have an established automatic meal deduction. Managers are responsible for monitoring their employees' and must address disciplinary issues appropriately if needed. It is recognized that not all employees have a 30-minute meal period. Some employees have 45 minute or 60 minute designated meal periods. All employees need to adhere to their designated meal period and punch in and out as appropriate.

The following job codes have the 30 minute automatic meal deduction:

Job Code	Classification	Job Title	Old Job Title
70833	SS	Health Aide (WL)	Health Services Technician 1 I/S
70834	SS	Health Aide (AL)	Health Services Technician 2 I/S
70807	SS	Health Aide (WL)	Forensic Services Technician 1
70808	SS	Health Aide (AL)	Forensic Services Technician 2
70815	SS	Health Aide (SP)	MH/DD Shift Supervisor
71141	SS	Nurse Assistant (WL)	Nursing Asst, Certified
71142	SS	Nurse Assistant (AL)	Nursing Asst Lead, Certified
71109	TS	Lic Prac Nurse (WL)	Nurse Licensed Practical Inpt
71113	PS	Registered Nurse (WL)	Nurse (Inpatient)
71101	PS	Registered Nurse (SP)	Nurse Charge (Inpatient)
70201	SS	Client Support Worker (WL)	Houseparent
70981	SS	Client Support Worker (AL)	None

Example

An eligible employee works through his designated meal period during one shift. Cancel his meal deduction for that shift.

Steps to Override an Automatic Meal Deduction		
1	Access the **Reconcile Timecard** Genie. Timekeeping > Reconcile Timecard	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee you want to edit and click the **Timecard** quick link.	

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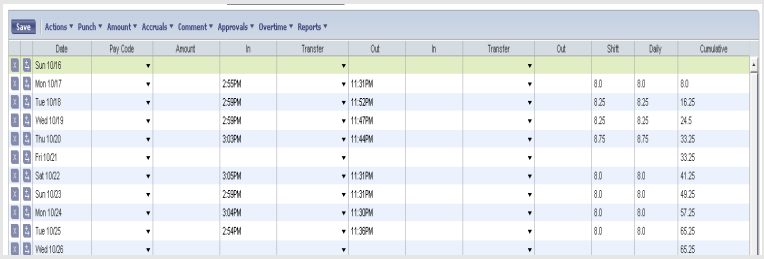
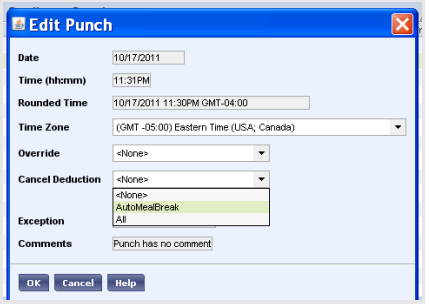
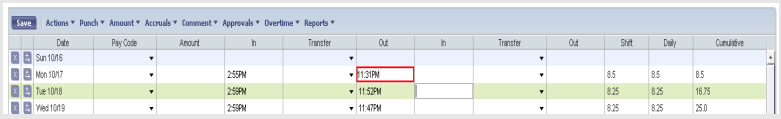
Steps to Override an Automatic Meal Deduction

	Locate the row in the timecard where the automatic meal deduction should be overridden..	
4	Right –click on the OUT Punch. A short-cut menu displays.	
5	Select the Edit Punch option. The Edit Punch dialog box displays. Select AutoMealBreak from the Cancel Deduction drop-down list.	
6	Click **OK.** When you click on another cell the timecard totals will update. A red border will appear around the out punch. Hold mouse pointer over cell and Cancel Deduction displays in a pop-up.	
7	Click **Save**.	

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Marking/Unmarking Exceptions as Reviewed (hourly view timecard)

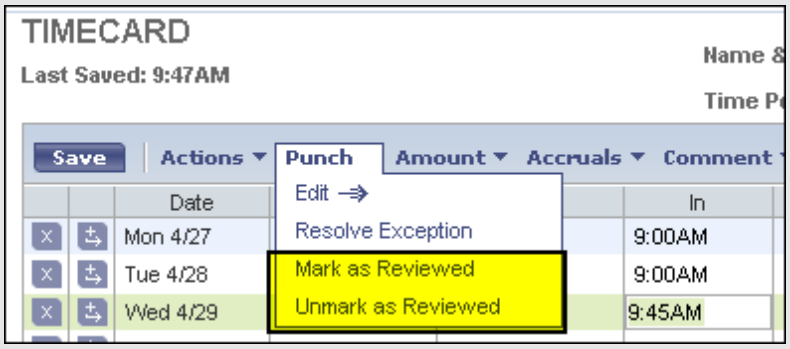
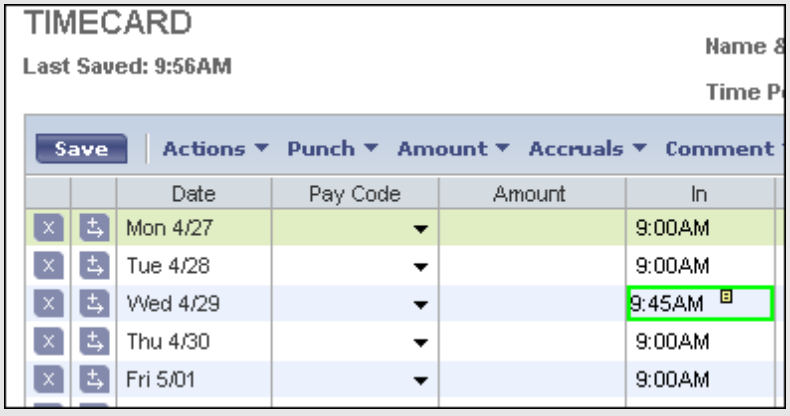
Purpose

Once you have reviewed an exception and resolved it to your satisfaction, you can mark the exception as having already been reviewed. The exception will remain visible in the timecard and in Genies, but will no longer display in exception reports or queries. Once marked as reviewed, a green border will appear in the cell containing the exception. Additionally, at anytime you can choose to unmark an exception as resolved.

This feature is not available on the Project View Timecards.

Example

On Wednesday of the previous pay period, an employee arrived late to work because she had car problems. A comment has been added to the employee's late punch as a reminder of why the employee did not work her entire shift. Now the exception needs to be marked as reviewed so that you do not re-check it again at a later date.

Steps for Marking and Unmarking Exceptions as Reviewed		
1	In the timecard, select the cell containing the exception.	
2	Do you want to mark an exception as reviewed, or unmark an exception as reviewed?	
	To mark an exception as reviewed, select **Punch > Mark As Reviewed**.	
	To unmark an exception as reviewed, select **Punch > Unmark As Reviewed**.	
	Note: You can also right click in the cell and select these options from the shortcut menu.	
3	Review the results.	

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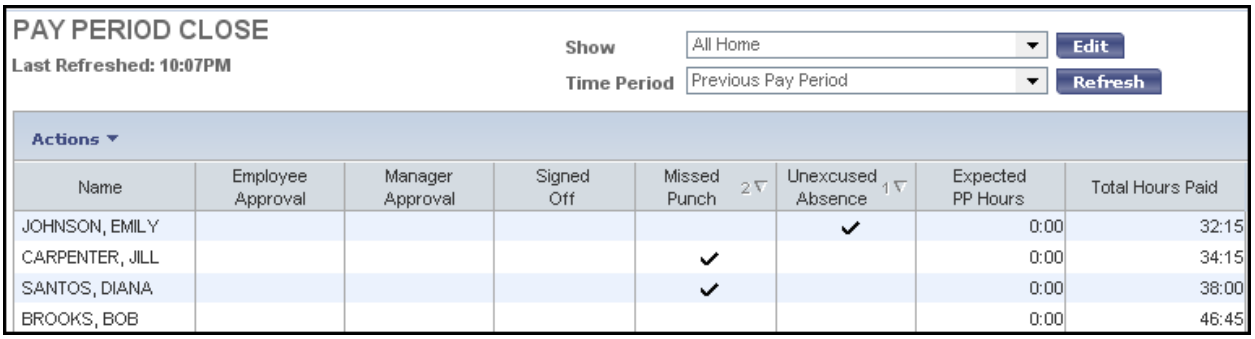
Finalizing Timecards

Reviewing Time Data using the Pay Period Close Genie

Purpose

The Pay Period Close genie helps you to identify timecard discrepancies at the end of a pay period so that you can perform any final edits. You must correct any exceptions before time data is signed off by HR/Payroll and timecards are locked. Otherwise employees may not get paid correctly for that pay period.

The main areas of the Pay Period Close Genie



Name	Employee Approval	Manager Approval	Signed Off	Missed Punch 2	Unexcused Absence 1	Expected PP Hours	Total Hours Paid
JOHNSON, EMILY					✔	0:00	32:15
CARPENTER, JILL				✔		0:00	34:15
SANTOS, DIANA				✔		0:00	38:00
BROOKS, BOB						0:00	46:45

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Approving Individual Timecards

Purpose

After you finish editing your employees' timecards, you need to approve them to indicate to HR/Payroll that they are ready for processing. After you approve a timecard, the employee cannot make any edits to it unless you remove your approval.

Managers must review and approve (after making appropriate edits) every employee's timecard each pay period. The local HR/Payroll will sign-off on all timecards for the hospital. State Office HR will do a final review to ensure that all timecards for the agency are signed off.

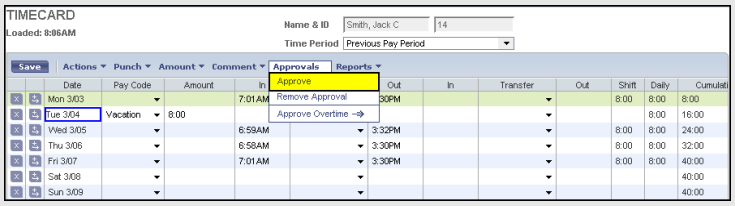
Partial approvals result when the manager approves a day or part of a pay period for an employee *OR* when new hires start work on dates other than the 1st or 16th. These show on the Pay Period Close genie as 1(partial) in the Manager approval column. The manager will need to remove his approval (before manager approval deadline) and approve the entire pay period when only part of the pay period was previously approved. If the partial approval is due to a new hire not beginning work on the 1st or 16th then the manager will need to remind HR/Payroll. There is no way to resolve.

Local HR/Payroll nor State Office will approve timecards when the manager has failed to do so. Neither will they sign off on data that they know to be incomplete or inaccurate.

DBHDD Payroll releases the quarterly Payroll calendar with Kronos deadlines. Contact your local HR office for this information.

Example

An employee's timecard data has been reviewed and necessary corrections made. Approve the employee's timecard for the previous pay period.

Steps for Approving Individual Timecards		
1	Access a Genie, such as the Pay Period Close Genie. Timekeeping > Pay Period Close	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select the employee and click the **Timecard** quick link.	
4	Select **Approvals > Approve**.	
5	Do you want to check the approval status on the timecard or a Genie? • To check the approval status on a timecard, click the **Sign-offs & Approvals** tab and review the **Approval by Manager** information. • To check the approval on a Genie, access the **Pay Period Close Genie**, click **Refresh**, and review the **Manager Approval** column.	

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Approving Multiple Timecards

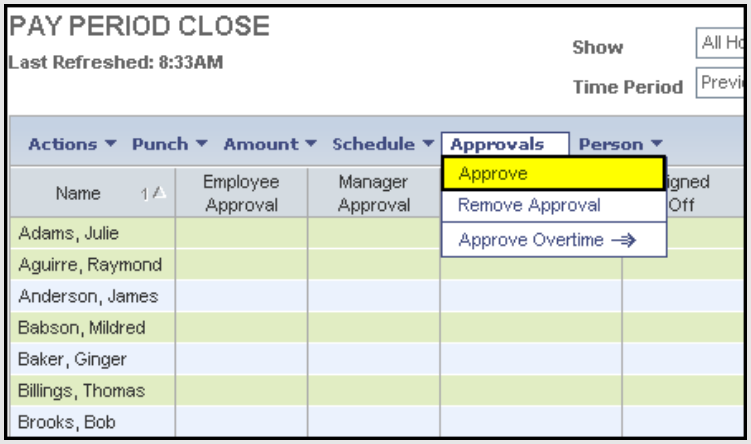
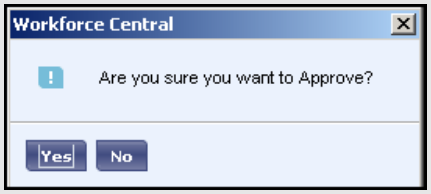
Purpose

Once you have reviewed and updated your employees' timecards, you can approve them all at once, rather than approving them individually. When you approve multiple timecards at once, use the Pay Period Close Genie to confirm that all of them are approved.

Partial approvals result when the manager approves a day or part of a pay period for an employee *OR* when new hires start work on dates other than the 1st or 16th. These show on the Pay Period Close genie as 1(partial) in the Manager approval column. The manager will need to remove his approval (before manager approval deadline) and approve the entire pay period when only part of the pay period was previously approved. If the partial approval is due to a new hire not beginning work on the 1st or 16th then the manager will need to remind HR/Payroll. There is no way to resolve.

Example

Final edits have been made to employees' timecards. Approve all of the employee timecards at once.

Steps for Approving Multiple Timecards		
1	Access a Genie, such as the Pay Period Close Genie. Timekeeping > Pay Period Close Genie	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Do you want to approve timecards for all employees or specific employees? • To approve timecards for all employees in a Genie, select **Actions > Select All**. • To approve timecards for specific employees, hold the **Ctrl** key and select each employee.	
4	Select **Approvals > Approve**.	
5	Click **Yes** to confirm your approval.	

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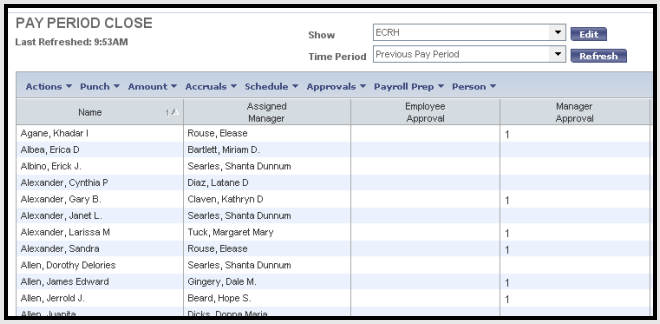
Steps for Approving Multiple Timecards (con't.)

6	Do you want to confirm the status of your approval on a timecard or a Genie?	
	• To confirm the approval status on a timecard, click the **Sign-offs & Approvals** tab and review the **Approval by Manager** information.	
	• To confirm the approval on a Genie, access the **Pay Period Close Genie**, click **Refresh**, and review the **Manager Approval** column.	

TOTALS & SCHEDULE | ACCRUALS REPORTING PERIOD | AUDITS | SIGN-OFFS & APPROVALS

Action Taken	Date	Time	Amount	User	Start Date	End Date	Comment
Approval by Manager	3/04/2008	8:25AM		cfrost	2/25/2008	3/02/2008	

PAY PERIOD CLOSE

Last Refreshed: 9:53AM

Show: ECRH [Edit]

Time Period: Previous Pay Period [Refresh]

Actions | Punch | Amount | Accruals | Schedule | Approvals | Payroll Prep | Person

Name	Assigned Manager	Employee Approval	Manager Approval
Agane, Khadar I	Rouse, Elease		1
Albea, Erica D	Bartlett, Miriam D.		
Albino, Erick J.	Searles, Shanta Dunnum		
Alexander, Cynthia P	Diaz, Latane D		
Alexander, Gary B.	Claven, Kathryn D		1
Alexander, Janet L.	Searles, Shanta Dunnum		
Alexander, Larissa M	Tuck, Margaret Mary		1
Alexander, Sandra	Rouse, Elease		1
Allen, Dorothy Delories	Searles, Shanta Dunnum		
Allen, James Edward	Gingery, Dale M.		1
Allen, Jerrold J.	Beard, Hope S.		1
Allen, Juanita	Dicks, Donna Marie		

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Removing Your Timecard Approvals

Purpose

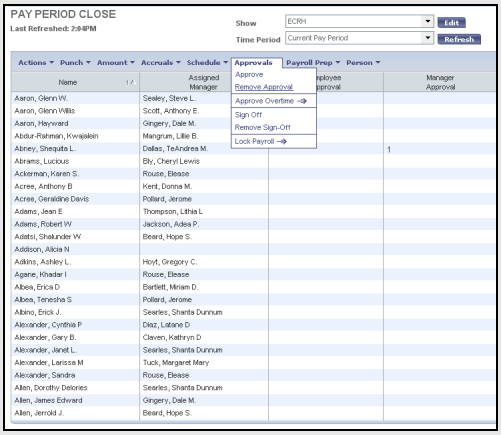
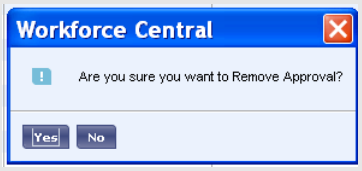
After you approve one or more employees' timecards, they are no longer editable. If the need arises you can remove your approval through the manager approval deadline. After you remove your approval, you can make the necessary timecard edits and then reapprove them. Only the approving manager can remove his approval. 2 Peachtree HR/Payroll staff cannot remove a manager's approval.

There are No Historical Edits in Kronos Once the manager approval deadline has passed, any changes to time or leave will need to be entered into PeopleSoft.

The PeopleSoft Record is the official record of accuracy. When time and leave must be entered directly into PeopleSoft, Kronos will not reflect the accurate record. It is recommended to review both Kronos and PeopleSoft data when conducting research on an employee's time and leave.

Example

An employee forgot to enter four hours of sick time for Wednesday of the previous week. You have already approved the employee's timecard. You need to remove your approval, add four hours of sick time for that Wednesday, and then re-approve the timecard for that day.

Steps for Removing Timecard Approvals		
1	Access a Genie, such as the Pay Period Close Genie. Timekeeping > Pay Period Close	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select the employee.	
4	Select **Approvals > Remove Approval**.	
5	Click **Yes** to confirm that you want to remove your approval.	
6	Confirm on a timecard that the approval is removed, click the **Sign-offs & Approvals** tab if multiple approvals have been made. If there is only one approval, the **Sign-offs & Approvals** tab is no longer visible on the timecard.	

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Performing Additional Manager Tasks

Approving Time-Off Requests - Inbox

Purpose

Employees can submit time-off requests using My Requests link on the My Information tab. The application's internal messaging system sends these requests to your Kronos Inbox, where you can evaluate them and approve or reject them. This feature provides a consistent, easily accessible way for employees to request, as well as a quick way for managers to evaluate and respond to them.

A separate leave request must be submitted for each day or portion of a day an employee is requesting leave. Even if the dates are consecutive. The manager must approve each individual leave request-- i.e.: employee requesting Monday through Friday off must submit 5 separate requests and manager must approve 5 separate requests.

In situations of FMLA, and the concurrent use of available accrued leave, the manager will populate the employee's timecard, rather than employee completing and manager approving requests for every individual day. Managers must understand it is critical that they enter these edits, or leave will not be charged and will result in overpayment…as with any leave edit situation.

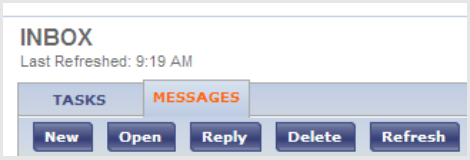
PeopleSoft is the official system of record for leave balances. Leave balances in Kronos are updated twice a month on the night of the 7th and the 22nd so there is about a 7-day lag in Kronos leave balance totals. Employees cannot request leave for projected balances in PeopleSoft. They can only request what is in Kronos balances until the next update.

Since leave usage entered in Kronos is dependent on timing to post to PeopleSoft, leave keepers will need to continue maintaining leave cards on employees. These cards will be critical in reconciliation of leave.

Email messages are sent to the manager and employee when leave is requested and approved/denied. The messages are sent to the email address setup in PeopleSoft Self-Service. The employee must add/change their email address in PeopleSoft: Self-Service. No updates are made in Kronos.

Example

An employee submits a request for time off on a day when she is scheduled to work. Review the Time Off Request form and approve the request.

Steps for Approving/Denying Time Off Requests		
1	Access the Inbox. General > Inbox	
2	Select General > Inbox > Messages – pending requests should appear	
3	Highlight the selected request – click 'open'	

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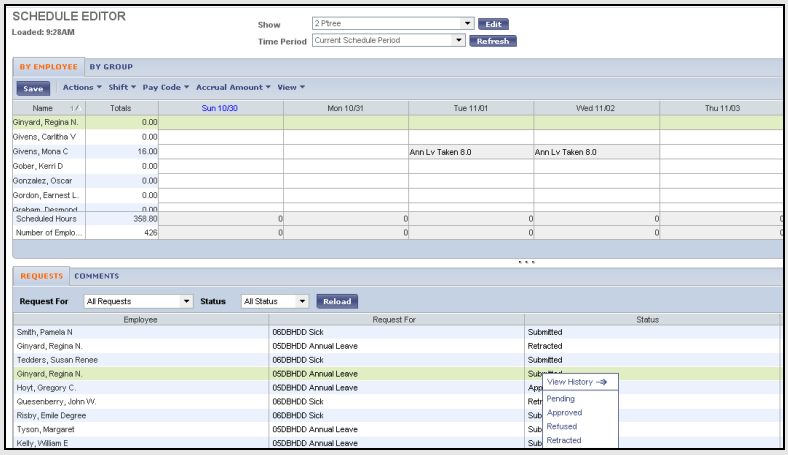
Steps for Approving/Denying Time Off Requests		
4	The request should appear. To reply – click 'reply' type your message – click 'send' – THIS DOES NOT APPROVE OR PROCESS THE REQUEST	
5	To process the request, select 'Scheduling' / Schedule Editor. Change the 'show' window, if necessary, to a genie that reflects only your employees.	
6	. Select request type at bottom of editor – Right-click on employee request Select approval level (Approved, Refused, Retracted)	
7	You'll see the approved time post on the appropriate day and the totals will change accordingly.	
8	Click **Save & Close**.	
9	Confirm that the employee's schedule contains a pay code edit in the date cells that correspond to the approved time-off request.	
10		

When checking an employee's leave balance from the Accruals tab in the timecard take note of the date in the Balance Projected Through column. The balance may reflect leave approved for future dates.

A negative leave balance reflected on the Totals & Schedule tab may be the result of managers moving too many hours between pay codes or the automatic system adjustment of leave when a work week crosses pay periods. In the latter case change the time period view to reflect the work week.

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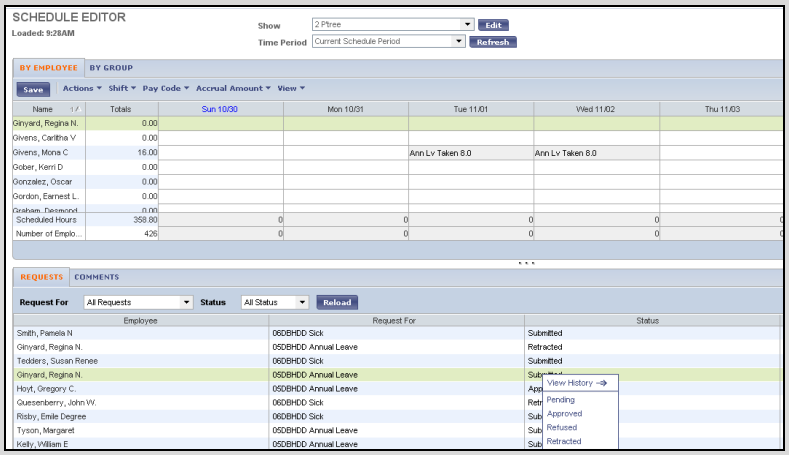
Deleting Approved Time Off

Approved Time off requests cannot be canceled in Kronos. You must inform your manager or supervisor when you wish to cancel an approved time off request.

Removal of approved leave time is performed in the Schedule Editor. This adjustment should be made prior to the Manager Approval deadline. Any changes needed after the Manager Approval deadline will need to be processed manually through PeopleSoft.

Steps for Canceling/Deleting Approved Time Off		
1	Select **Schedule Editor** from the Scheduling tab	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee's row and click the cell in the row and under the date that contains the leave you want to delete.	
4	Select **Actions > Cut**.	
5	Click **Save**.	

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Requesting Time Off

Purpose

The Time Off Request form provides a consistent, easily accessible way to request time off. The form displays accrual balances so you quickly see accrued time. Kronos forwards the requests to your manager.

A separate leave request must be submitted for each day or portion of a day an employee is requesting leave. Even if the dates are consecutive. The manager must approve each individual leave request-- ie: employee requesting Monday through Friday off must submit 5 separate requests and manager must approve 5 separate requests.

PeopleSoft is the official system of record for leave balances. Leave balances in Kronos are updated twice a month on the night of the 7th and the 22nd so there is about a 7-day lag in Kronos leave balance totals. **Employees cannot request leave for projected balances in PeopleSoft.** They can only request what is in Kronos balances until the next update.

Email messages are sent to the manager and employee when leave is requested and approved/denied. The messages are sent to the email address setup in PeopleSoft Self-Service. The employee must add/change their email address in PeopleSoft: Self-Service. No updates are made in Kronos.

Blackout Times apply to time clock employees. Employees' ability to request leave or check leave balances is restricted between the hours of:

6:00 AM – 8:30 AM
2:00 PM – 4:30 PM
10:00 PM – 12:30 AM

Example

Your house is undergoing major repairs next Thursday and Friday and you need to take those days off. Submit a time off request for 8 hours of annual leave for next Thursday and Friday.

Steps for Requesting Time Off		
1	Select **My Requests** from the **My Information** tab.	
2	Select the type of request**.** Leave balances are displayed on the far right of the form.	
3	Complete the form with your request.	

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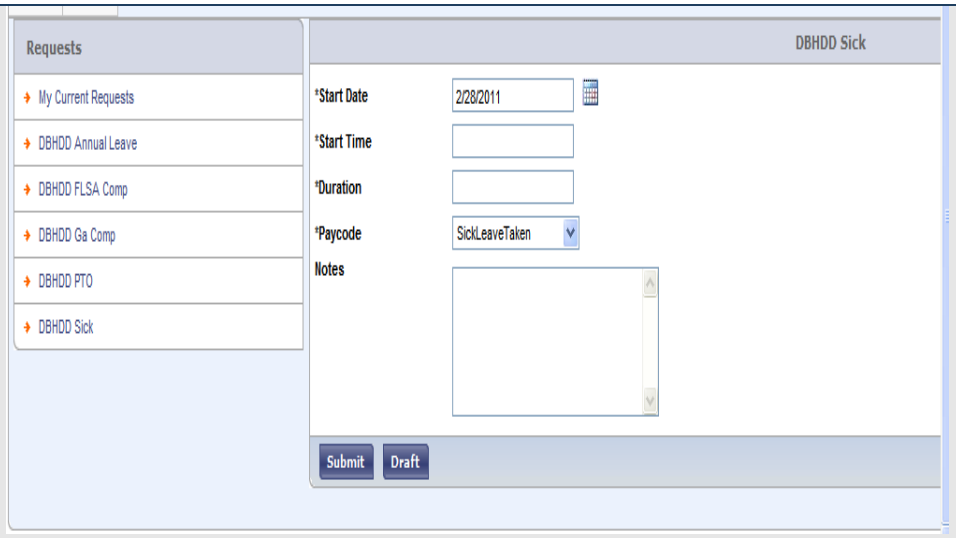
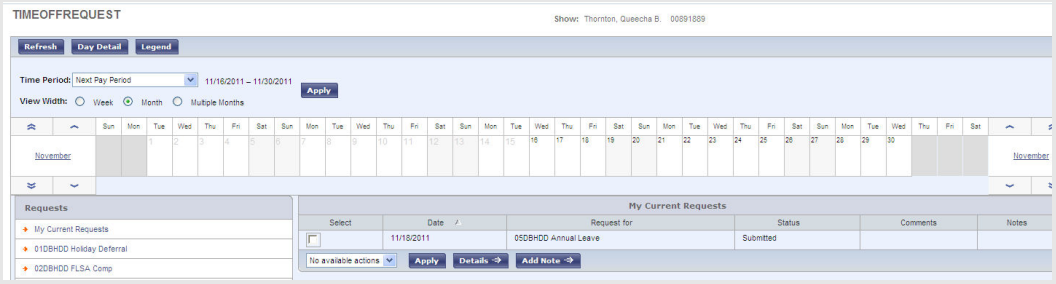
4	Click **Submit**. An email notification is sent to your manager. When the manager takes action on the request an email notification will be sent to you. Notifications are sent to the email address set up on your PeopleSoft Self-Service profile. Any changes should be made in PeopleSoft not Kronos.	

Reviewing Time Off Request

When your manager takes action on your request for leave you will receive an email notification. You can also check the status of your requests by viewing the My Current Requests screen in Kronos.

Steps for Reviewing Time Off Request Status		
1	Select **My Requests** from the **My Information** tab.	
2	Select the correct Time Period for the leave request.	
3	Review the status of the leave request in the **My Current Requests** section of the Time Off Request screen.	

Canceling Time Off Request

Approved Time off requests cannot be canceled in Kronos. You must inform your manager or supervisor when you wish to cancel an approved time off request.

If the request has not been approved, you can *Retract* the leave request. It is recommended that you also notify your manager.

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Manager Delegation

Purpose

You can temporarily delegate your manager authority to perform your timekeeping and scheduling tasks to another manager. The other manager can perform your tasks using his own user name and password. For example, he can modify schedule shifts for absent employees, or review and approve timecards. This allows the business process to continue, even when you are not there. All edits performed are recorded and assigned to the delegated manager for audit purposes.

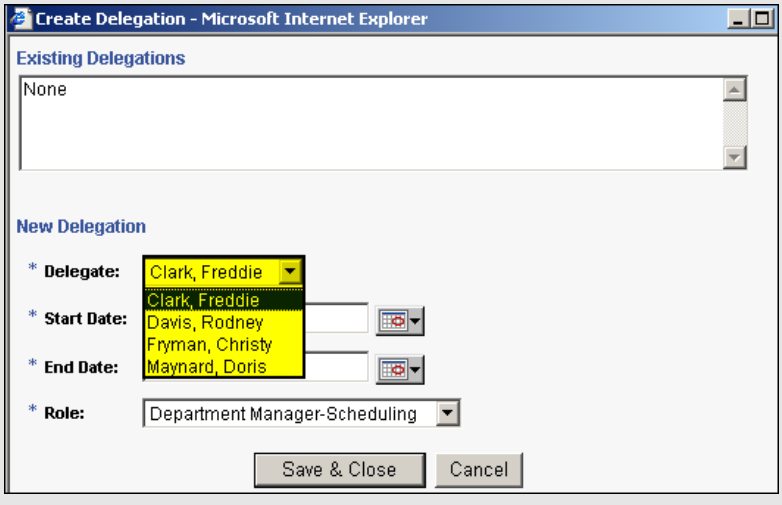
When a manager will not be available to approve employees' timecards and/or leave, they must delegate the responsibility to another manger. Delegation can go up to the next level manager, or to another supervisor at same level " lateral" supervisor. Delegation "down" or to a lower level supervisor should first be discussed with your HR office. All potential supervisor "delegates" must be set up in Kronos prior to initiating a delegation request. Delegates do not have to be in the same department as the delegating manager.

It is critical that the intended delegation agreement be discussed in advance between the two involved managers. This must be agreed and set up in Kronos prior to the need to delegate. The delegating manager will initiate the request in Kronos, notification will be sent to the delegate who will need to accept the request before he can access the timecards of the delegating manager. The delegation can be canceled if necessary prior to the expiration date.

HR must be contacted in any situation in which a manager fails to delegate.

Example

A manager will be out of the office for a week to visit other facilities. She would like to temporarily assign timekeeping tasks for her employees to her delegate. This will ensure that her employees' timecards are processed for payroll on a timely basis. Create the request for the backup coverage.

Steps for Requesting Backup Coverage (Delegating to Another Manager)		
1	Select **Actions > Mgr Delegation**. If other delegation assignments exist, click **Create New Delegation**.	
2	From the **Delegates** drop-down list, select the manager to whom you want to delegate your tasks.	
3	Select the **Start Date** and **End Date** to indicate when you want to delegate your tasks.	
4	There is only one role defined for DBHDD, Manager, so no selection is needed from the **Role** drop-down list.	
5	Click **Save & Close**. The application sends the delegation request to the other manager's Inbox	

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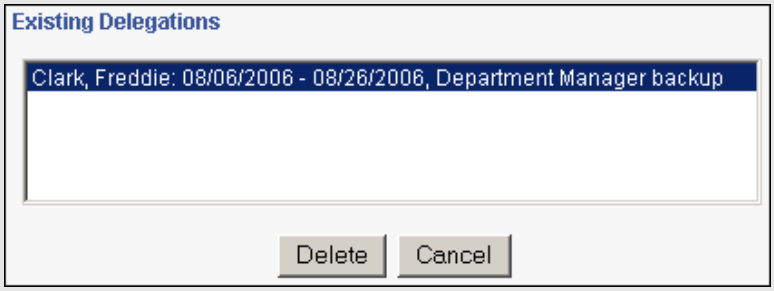
Canceling Delegations

Purpose

Once the end date of delegation occurs, the application automatically removes the rights of the other manager to your tasks. You can end it earlier.

Example

You had delegated your manager tasks to another manager to end next week so that you could be out of the office. You completed your visits by Wednesday. Cancel the delegation for the remainder of the week.

Steps for Canceling Delegation to Another Manager		
1	Select **Actions > Mgr Delegation**.	
2	Click **Remove Existing Delegation**.	
3	Click **Next**.	
4	Select the manager delegation that you want to cancel and click **Delete**.	
5	Click **Close**.	

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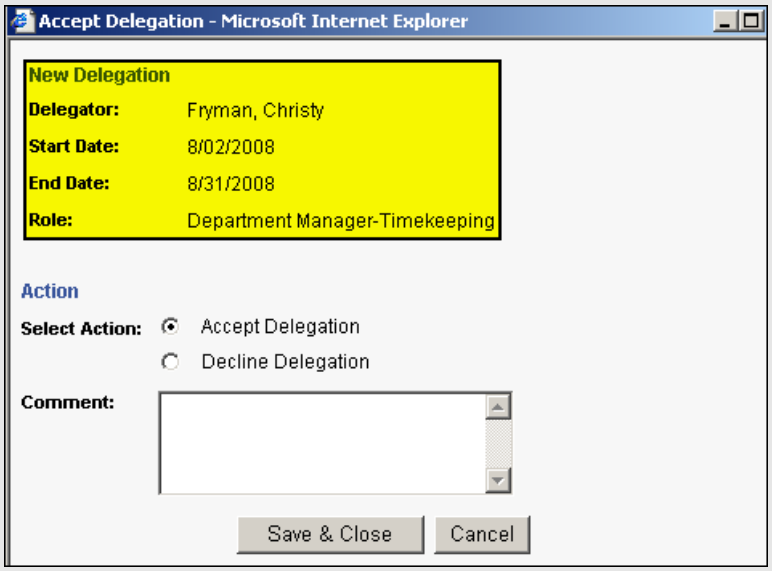
Accepting or Declining Backup Coverage Requests

Purpose

When another manager sends you a request to cover his or her timekeeping and scheduling tasks, the application automatically places a task in your Inbox. The delegation request specifies the start and end dates and the role you will assume. You can accept or decline the request in the application.

Example

Another manager is going to be away attending a conference next week. He sent you a delegation request. Review and accept/decline the request.

Steps for Accepting/Declining Backup Coverage (Delegation)		
1	Access the **Inbox**. General > Inbox	
2	From the **Tasks** tab, select the delegation request and click **Edit**.	
3	In the **Action** section, accept or decline the delegation request.	
4	(Optional) Enter a message to the requesting manager in the **Comment** box.	
5	Click **Save & Close**.	

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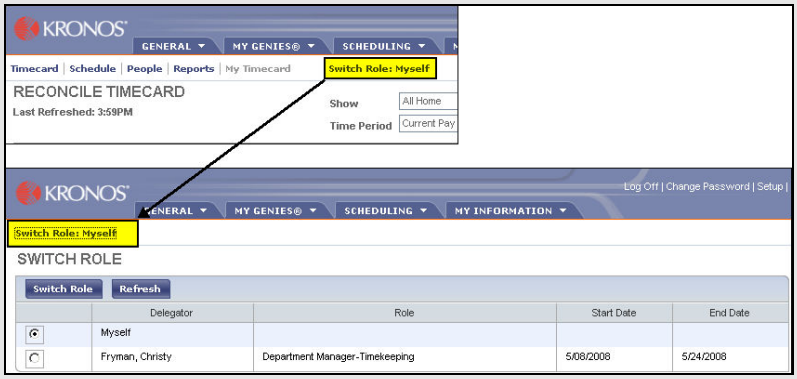
Switching to Delegated Roles

Purpose

After you accept a delegation request, the application automatically provides you access to the tasks defined in the role profile on the specified start date. A Switch Role link appears as a quick link so that you do not have to log on as the manager who delegated the tasks to you. The link identifies which role you currently are working as.

Example

Another manager delegated her tasks to you this week and you are ready to perform her timekeeping tasks. Switch roles while logged on with your own user name and password.

Steps for Switching to/from Delegated Roles		
1	Click the **Switch Role** quick link. **Note**: If you do not see the Switch Role link, log off and then log on again using your own user name and password.	
2	Click to select the manager whose tasks you will perform as his or her delegate.	
3	Click **Switch Role**.	

Note

You can use the application's functions delegated to you to perform the necessary timekeeping and/or scheduling tasks for the other manager.

Business process

Your time and attendance related tasks should be delegated in the best interest of the department, typically to an equivalent or higher pay grade and function level manager.—Staff should not delegate time and attendance responsibilities where those responsibilities would include maintaining or approving their own or family members' time or attendance.

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Adding and Maintaining Schedules

Refreshing and Saving Schedule Data

Purpose

When you add and modify schedule data, the application displays your edits but does not save them automatically. You must tell the application to save the data. Prior to saving your data, you can cancel your edits if necessary.

Visual indicators

When you make edits, the page name turns **orange** and an asterisk appears next to it to let you know that your data is not yet saved. After you save, the visual indicators no longer appear.

Canceling edits

The application does not save your edits until you tell it to do so. Until that time, you can remove or cancel your edits using the Refresh button. When you click Refresh, the application re-displays the most recently saved information, overwriting any of your unsaved edits.

Steps for Canceling Edits		
1	Perform your edits to a schedule. Note the visual indicators that indicate unsaved data.	
2	Click **Refresh** and review the schedule information.	
3	Do you want to cancel your changes? • To cancel your changes, click **Yes**. • To keep your changes, click **No**.	

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Saving edits

When you are satisfied with your edits, you must save them. If you close the employee's timecard, or click refresh before you save the edits, the edits will be lost, and will have to be recreated.

Steps for Saving Edits		
1	Perform your edits to a schedule. Note the visual indicators that identify unsaved data.	
2	Click **Save**.	
3	Review the employee's schedule to ensure that the visual indicators no longer appear, validating that your information was saved.	

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Creating Schedule Patterns without Pattern Templates

Purpose

DBHDD will not use pattern templates but you can create a schedule pattern manually and apply it to one or more employees. The application does not save the schedule pattern, so you cannot assign it to employees later. You would need to create it manually again.

Managers, leavekeepers, and charge nurses have the ability to add and maintain schedules. The only schedules entered into Kronos are the three standard hospital shifts: 7:00 a.m. to 3:30 p.m.; 3:00 p.m. to 11:30 p.m.; 11:00 p.m. to 7:30 a.m. Managers must maintain the schedules in Kronos for staff on a standard shift. Managers will need to create the schedule for new employees.

Exceptions are 'flagged' for employees with a schedule. This assists managers in reconciling worked and non-worked hours on the timecard.

Refer to the Business Process – Important Points section for information on rounding rules.

Example

One of your employees is scheduled to work Monday, Wednesday and Friday from 11:00 P.M. to 7:30 A.M. Even though there is no pattern template for this schedule, you know that it is quicker to create the schedule using a schedule pattern than to schedule each day separately.

Steps to create a Schedule Pattern without a Pattern Template		
1	Access the **Schedule Editor**. Scheduling > Schedule Editor	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select the employee who you will schedule using a pattern template. To select multiple employees, hold the **Ctrl** key and single click each employee's name.	
4	Select **Shift > Add Pattern.**	
5	Set the **Recurring** field to the correct interval, for example, days or weeks, and the number of days or weeks the pattern repeats.	

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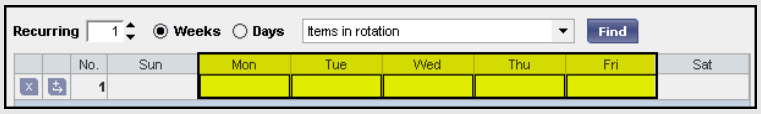
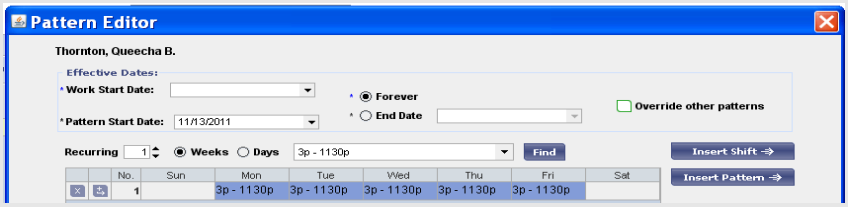
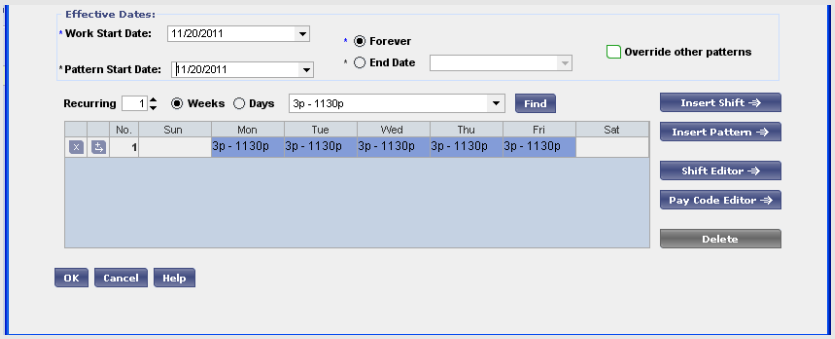
Steps to create a Schedule Pattern without a Pattern Template

6	Click the cell of the each day that applies to the schedule pattern. To select multiple days hold the **Ctrl** key and single-click the appropriate cells.	
7	Click **Shift Editor**.	
8	Enter the shift start and end times in the designated boxes and click **OK**.	
9	From the **Work Start Date** drop-down list, specify the date when the employee(s) starts working the schedule pattern.	
10	From the **Pattern Start Date** drop-down list, specify the date when the schedule pattern starts.	
11	From the **End Date** drop-down list, specify the last date the pattern is effective. To have the assignment in effect with no end date, select **Forever**.	
12	Click **OK** and then click **Save**.	

Business process

Schedules and Shifts must be consistent with existing shifts and schedules and should not be modified as ADA accommodations, modified duty, or telework without the approval of the HR manager.

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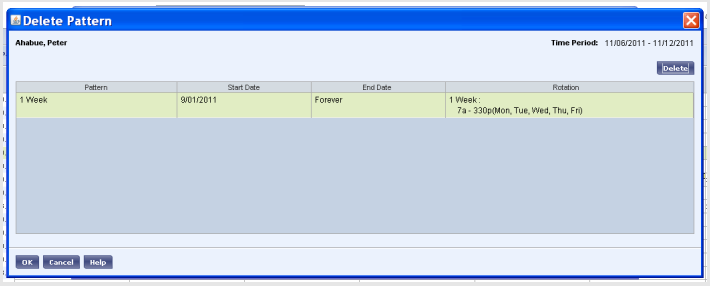
Deleting Schedule Patterns

When an employee no longer works one of the approved schedules the manager can delete the schedule for this employee.

Example

In error a schedule has been entered for a non-direct care employee. You need to delete the schedule.

Steps to delete a Schedule Pattern		
1	Access the **Schedule Editor**. Scheduling > Schedule Editor	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select the employee who you will remove the schedule pattern To select multiple employees, hold the **Ctrl** key and single click each employee's name.	
4	Select **Shift > Delete Pattern.** The Delete Pattern dialog box displays.	
5	Click the **Delete** button on the top right of the Delete Pattern dialog box.	
6	Click **OK** and then click **Save**.	

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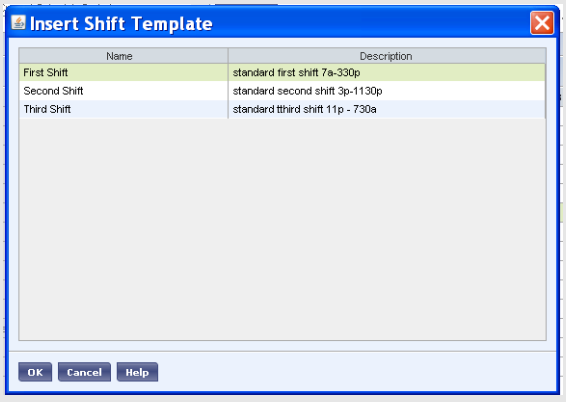
Adding Shifts by Inserting a Shift Template

Purpose

You can add a shift by entering the start and end times directly into the date cells in the Schedule Editor. Shift templates are available for the three standard hospital shifts - 7:00 a.m. to 3:30 p.m.; 3:00 p.m. to 11:30 p.m.; 11:00p.m. to 7:30 a.m. Shift templates define the start and end times of standard shifts that employees work regularly. A shift template does not include specific days or dates.

Example

You review your workload and notice that you need an employee to work the 3:00 P.M. to 11:30 P.M. shift on Monday of the next schedule period. You know that there is a shift template that defines the start and end times for this shift. You will insert the shift template when you schedule one of your employees to work the shift.

Steps to add a shift using the Shift Template		
1	Access the **Schedule Editor**. Scheduling > Schedule Editor	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select the employee who you will schedule using a shift template.	
4	Click the date cell that corresponds to the employee, click **Shift > Insert Template**.	
5	Select a shift template from the list.	
6	Click **OK** and then click **Save**.	

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Adding Shifts Using the Shift Editor

Purpose

Shifts can be added individually to an employee's schedule by entering the shift times in the Schedule Editor. Another method is to use the Shift Editor.

Example

On Monday of the next two schedule periods, an employee is needed to work from 3:00 p.m. to 11:30 p.m.. Use the Shift Editor to add the shift to the employee's schedule for the next two Mondays.

Steps to add a shift using the Shift Editor		
1	Access the **Schedule Editor**. Scheduling > Schedule Editor	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee's row and click the cell in the row and under the date where you want to add a shift.	
4	Select **Shift > Add**.	
5	In the Shift Editor, confirm that the correct employee's name appears in the **Employee** field and the correct scheduling date appears in the **Start Date** field.	

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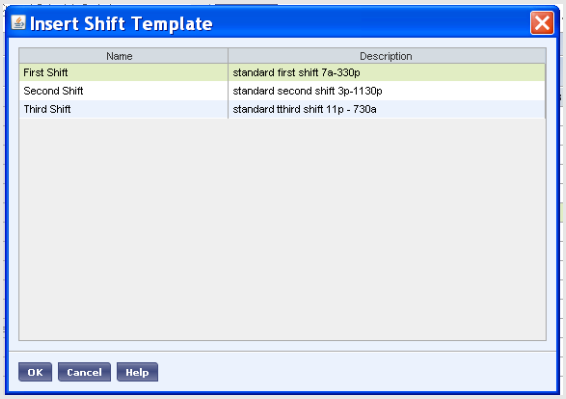
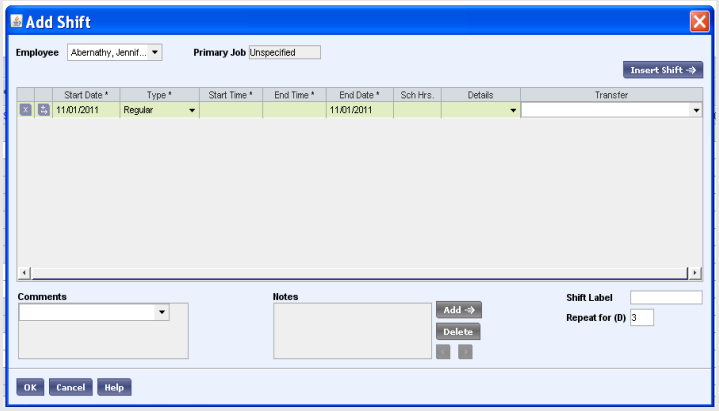
Steps		
6	Is there a shift template available for this shift assignment? • If a shift template is available, click **Insert Shift**. Select the appropriate shift and click **OK**. Continue to step 11. • If no shift template is available, continue to step 7.	
7	From the **Type** drop-down list, select the shift type for the first segment. Use the default type Regular. Transfers are only for Training hours. The other options are not to be entered into Kronos.	
8	In the **Start Time** field, enter when the shift begins and press **Tab**.	
9	In the **End Time** field, enter when the shift ends and press **Tab**.	
10	Confirm that the date in the **End Date** field is correct. If the shift segment crosses a day divide, you need to change the shift's end date to the following day.	
11	Confirm that the amount in the **Sch Hrs** column equals the total hours for this segment.	
12	Do you want to add additional segments to this shift? • To add additional segments, for each additional segment, click the **Insert Row** icon and complete steps 7—13. • To add no additional segments, continue to step 14.	
13	Enter the number of days you want to schedule this shift. Use the Repeat for (D) field on bottom right of Add Shift dialog box.	
14	Click **OK** and then click **Save**.	



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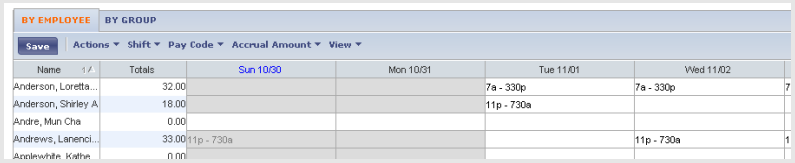
Editing Scheduled Shifts

Purpose

When events in employees' lives occur that require them to take time off and when your workload needs vary, you will need to change employees' schedules. You need to keep the schedules accurate to reduce the number of exceptions that might appear in employee timecards.

Example

Your workload needs have changed on Wednesday of the next schedule period. Change an employee's schedule to reflect the changing needs.

Steps to Edit a Shift		
1	Access the **Schedule Editor**. Scheduling > Schedule Editor	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee's row and click the cell in the row and under the date that contains the shift that you want to edit.	
4	Edit shift start and/or end times and press **Tab**.	
5	Click **Save**.	

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Deleting Shifts from Employees' Schedules

Purpose

Employees are sometimes unable to work a scheduled shift. When this happens, you need to delete the shift from the employee's schedule to prevent the application from flagging the employee as absent without an excuse.

There are various ways to delete a shift from and employee's schedule. Below are the steps for one method.

Example

An hourly employee mentioned that he will be unable to work Friday of the next schedule period because he needs to attend his brother's out-of-town wedding. Access the Schedule Editor and delete the employee's schedule for Friday of the next schedule period.

Steps to Delete A Shift		
1	Access the **Schedule Editor**. Scheduling > Schedule Editor	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Locate the employee's row and click the cell in the row and under the date that contains the shift you want to delete.	
4	Select **Actions > Cut**.	
5	Click **Save**.	

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Transferring Hours for Partial or Entire Shifts

Purpose

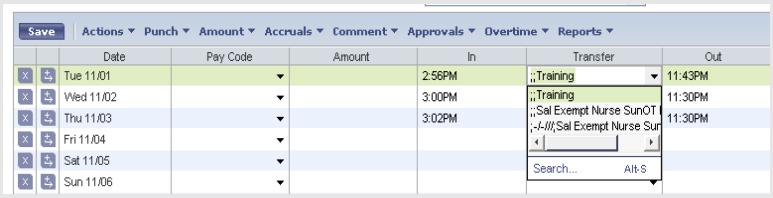
Each employee is assigned a default work rule. During the normal workday, all worked and non-worked hours apply to the default work rule. Occasionally, you may need to transfer the employee to another work rule for the full shift or for some part of the shift. You need to record the transfer in the application so that the right work rule is applied. You can record the transfer at a time clock or directly in the timecard.

Mangers are responsible for making appropriate decisions and for manually moving an employee from one work rule and back to another when necessary.

DBHDD will not process labor level transfers in Kronos (ex. From one unit to another). The only to be entered into Kronos is for the tracking of Training time. Managers will use the Training pay code for this time.

Example

On Monday of the previous pay period, an employee spent 8 hours in mandatory training. Access the employee's timecard for the previous pay period and transfer the 8 hours of worked time for Monday of the previous pay period to training.

Steps for Transferring Hours for Entire Shifts		
1	Access the **Reconcile Timecard Genie**. Timekeeping > Reconcile Timecard	
2	Select the specific set of employees from the **Show** drop-down list. Select the specific time period from the **Time Period** drop-down list.	
3	Select the employee and click the **Timecard** quick link.	
4	Click the drop-down arrow in the **Transfer** cell between the **In** and **Out** punch cells for the date you want to record the transfer.	
5	Does the labor account or work rule appear in the Transfer list? • Yes - Select the labor account or work rule and continue to step 8. • No - Select **Search** and continue to the next step.	

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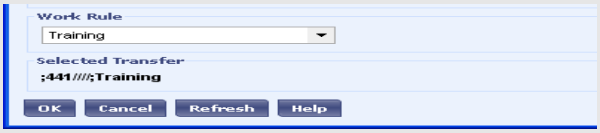
Steps for Transferring Hours for Entire Shifts		
6	• To transfer hours to the Training work rule, select Training from the **Work Rule** drop-down list. Note: Training is the only work rule transfer that should be tracked in Kronos.	
7	Click **OK**.	
8	Click **Save**.	

Business process

Training is the only approved Work Rule transfer. Managers have access to other work rule transfer options but are only to use for training.

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Reporting Issues

Support Tiers

There will be two levels of support with the implementation of Kronos. Outlined below are the levels:

1. Tier 1 – HR Contacts / Consultants
2. Tier 2 – Systems Analyst / DBA

After thorough research, the HR Contacts / Consultants will report issues they can't resolve to the Systems Analyst. If additional levels of support are required the Systems Analyst will coordinate and follow up with the HR Contacts.

Submitting Issues to Tier 1 Support

Managers will use the embedded Issues Reporting form to submit issues to Tier 1 level support. Managers will send the form to the HR Contacts / Consultants with all necessary information for research and resolution.

Email is the preferred method of contact for reporting issues to Tier 1 Support. If you must call or report in person be advised that you will be asked to submit an email in regards to your issue to receive a resolution.

Submitting Issues to Tier 2 Support

HR Contacts / Consultants will report any issues they are not able to resolve to Tier 2 level support. A Kronos Groupwise email box has been created for Tier 1 Support to escalate issues to Tier 3 level support.

Email is also the preferred method of contact for reporting issues to Tier 2 level support. If you must call or report in person be advised that you will be asked to submit an email in regards to your issue to receive a resolution.

Only HR Contacts / Consultants are to submit issues to the Kronos Groupwise email box. Enter the name of the hospital, name of the employee and issue in the subject line of the message (ex: GRHS – Stephanie Bryant - Clock Issue).

Resolution should be received in 1-2 business days depending on issue.

Attached is the form for submission of issues.

Steps to complete the form:

1. Check the correct box with your hospital name
2. Fill in Reported by and Contact information for follow up \
3. Enter the employee's name in the Name field
4. Enter the employee's ID# in the EID field
5. Enter the Date in the Date field
6. Check the employee's time entry method in the Time Entry Method field
7. If reporting a clock issue enter the clock id# and building # in the Clock Location and Building # fields
8. Enter a short description in the Short Description field
9. Fully describe the issue in the Problem field
    - Clock Message, any other information that will assist us in resolving your issue
10. Save and email to support contact.

Issue Reporting Form_110711.docx

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