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PeopleSoft Web Time Entry Manager Guide

Helpful Information & Tips

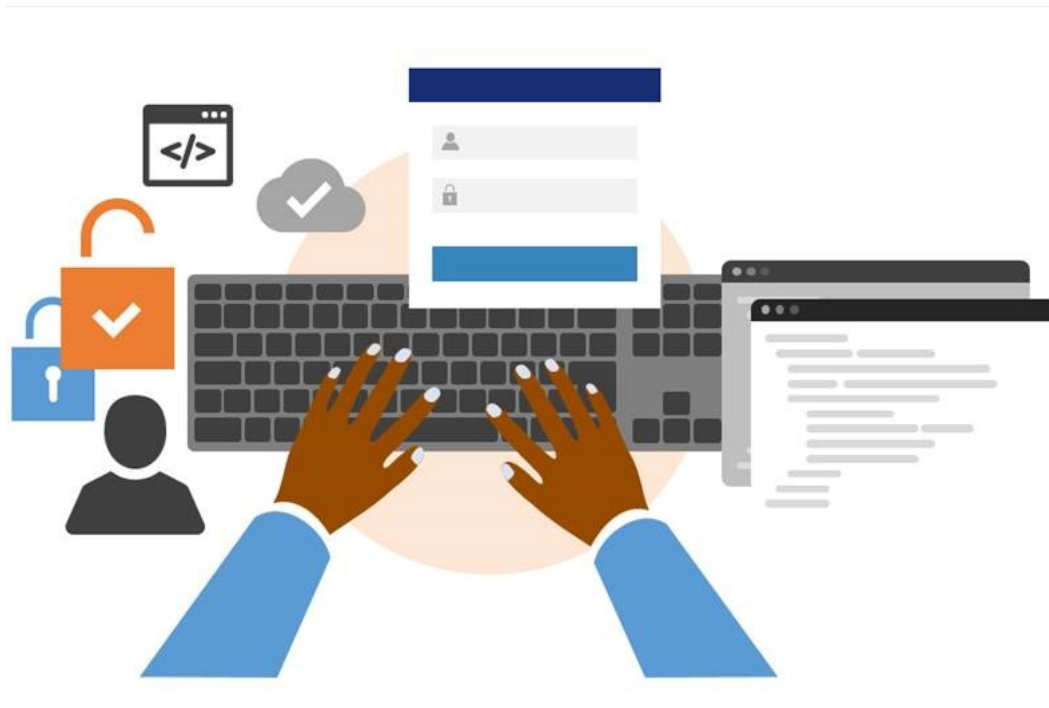


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Document Control Information

Document Edit History

Version	Date	Additions/Modifications	Prepared/Revised by
1.0	10/1/2020	Final version released	OCM Team
1.1	10/6/2020	Updated the WTE Support Page Links in the support section Updated the Time Reporting Codes & Reimbursement Codes Will Not Change regarding use of TRC '01'	OCM Team
1.2	10/30/2020	Updated the Time Reporting Codes & Reimbursement Codes section regarding use of TRC '00' Added the Saturday to Sunday section noting the reporting of time Added instructions on the process for correcting time Added the Adding Rows to Time Records section noting the reporting of time	OCM Team
1.3	11/20/2020	Updated the Emergency Delegation section.	OCM Team



Introducing Web Time Entry!

PeopleSoft Web Time Entry (WTE) is an online electronic time capture system that replaces paper and PDF timesheets.

It is an interim step in our Electronic Timekeeping Journey that is being implemented as a rapid response to COVID-19 to ensure the safety and security of your pay. At this time, WTE does not include the permanent solutions we've been preparing for, the PeopleSoft Time & Labor and Absence Management modules, as well as Time Capture Devices.

WTE provides visibility into the review and approval process of your submitted time. You can view the status of your employees' recorded time and submitted electronic time records, as well as any actions taken in the review and approval process:

- How and when can I review and approve my employees' time records?
- How do I delegate the review and approval of my employees' time records?
- Who do I reach out to for assistance with WTE?
- How do I assist employees with sign-on issues?



Getting Ready for WTE

Complete the Manager training prior to WTE Go-Live

Visit the [WTE Resources page](#) to access training and other helpful resources. Complete the available role-based training to get off to a strong start and return anytime as a refresher to access resources such as:

- WTE Job Aids
- Frequently Asked Questions
- Getting Timesheets Right Guide

Please note that while some of time reporting guidance provided in the Getting Timesheets Right Guide still applies once WTE is available, there are some changes not fully accounted for in this current version.

Review and Update 'Reports To' Information in PeopleSoft

The 'Reports To' field stored within PeopleSoft is critically important for Web Time Entry. The 'Reports To' field for each employee determines where their electronic time record is routed for review and approval.

Prior to the implementation of WTE, each 'Reports To' Manager should review and update the 'Reports To' information of their direct reports to ensure accuracy.

Refer to the [Manager Self Service \(MSS\) Reports To Job Aid](#) for instructions on how to review and update 'Reports To' information in Manager Self Service.

View Employee Leave Balances and Missing (Unprocessed) Timesheets

Missing or unprocessed paper and PDF timesheets will prevent Payroll from updating employee leave balances, which means that inaccurate balances will be displayed in ESS/MSS.

View the [Manager Self Service – View Employee Leave Balances and Unprocessed Timesheets Job Aid](#) for instructions on how to view employee leave balances and any unprocessed timesheets that may be outstanding.

Ensure that staff complete and submit all unprocessed timesheets before the Web Time Entry Go Live. Employees can follow the [Employee Self Service – Leave Balances and Unprocessed Timesheets Job Aid](#) for instructions.

Accessing Web Time Entry

Employees can enter work and leave time from a computer, tablet, kiosk or mobile device at any time (24/7). If they do not have access to a computer or mobile device, please contact your local HR team for assistance in locating kiosks that are available for Web Time Entry in your facility.

Help Your Employees Locate their Username and Password

Employees need to know their NYC Health + Hospitals username and password to sign in to Web Time Entry. Please be aware that the password must be changed every 90 days.

If an employee has forgotten their username or password or if they have not established NYC Health + Hospitals network password, they must contact the Enterprise Service Desk EITS Help Desk for assistance.

Email: EnterpriseServiceDesk@nychhc.org

Phone: 877-934-8442

Locate Your Departmental Super Users

A network of Super Users is available at each facility to help troubleshoot and provide WTE post Go-Live support for employees who have questions about how to use WTE.


Super Users are not payroll or timekeeping experts; however, they are trained to be Web Time Entry experts.

Click [here](#) to locate the Super Users who will provide support for your department / facility.

If you have difficulty locating your Super User, contact your [Change Champion](#).



Getting Started with WTE

<p>Day One</p>	<ol style="list-style-type: none"> 1. Log into Manager Self Service. <ol style="list-style-type: none"> 1.1. Type https://ess.nychhc.org in your Internet browser window and press Enter. Click the button below. <div data-bbox="721 558 1180 705" style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <p>NOTE: Alternatively, you can double-click the Employee Self Service shortcut that was recently downloaded to the desktop of all H+H computers.</p> 1.2. Enter your NYC H+H username and password. 1.3. Click the Team tile. <p>Each employees' electronic timekeeping record for the current week is displayed and you can start to review their recorded time.</p> 2. Assign a Delegate Editor and/or Delegate Approver (if needed). Click here for instructions on assigning a Delegate. 3. Accept or Deny a Delegation request (if you received a request).
<p>Daily</p>	<ul style="list-style-type: none"> ▪ Review the employees' electronic time records and ensure that they have recorded all of their work hours and leave time taken. ▪ If their work hours are different than their scheduled hours, check to see if they added the appropriate time reporting codes. ▪ Also, check to ensure that they properly coded and accounted for any leave time (i.e., sick, annual, jury duty, etc.). ▪ Regularly access your emails to review the WTE system-generated notifications regarding the status of time records that have been submitted for approval, delegation requests, acceptances and terminations, etc.
<p>End of Work Week</p>	<ul style="list-style-type: none"> ▪ When making an edit or denying an employee's electronic time record, it is strongly recommended that you add a comment in the 'Approver Comments' field explaining the reason why you made the edit or pushed back the time record.

	<ul style="list-style-type: none">▪ Review and approve your employees' time records one at a time.▪ Generate a Timesheet Detail Report for that pay period to review the employees' time record. Note, this report will not be available on Day One, but communication will be sent once it is available Then, do a Mass Approval.▪ Click here for instructions on how to run a Timesheet Detail Report.▪ Click here for instructions on how to do a Mass Approval of your employees' time records.▪ If the time record has been submitted and approved in WTE by the manager, then the Timesheet Change Form must be used to make corrections▪ If the time record has not been submitted and approved in WTE by the manager, then the employee can make adjustments within WTE and resubmit
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Web Time Entry Reminders

Time Reporting of Minutes

WTE reports time captured as minutes in the form of decimals.

For example, 1 Hour and 30 Minutes will be reflected as 1.5 in WTE. Please see below for a table that outlines the conversion from minutes to decimals.

Minutes to Decimal Conversion Chart

Below is a chart to help you convert minutes to decimals for use with MTime.

Minutes	Decimals	Minutes	Decimals
1	0.02	31	0.52
2	0.03	32	0.53
3	0.05	33	0.55
4	0.07	34	0.57
5	0.08	35	0.58
6	0.10	36	0.60
7	0.12	37	0.62
8	0.13	38	0.63
9	0.15	39	0.65
10	0.17	40	0.67
11	0.18	41	0.68
12	0.20	42	0.70
13	0.22	43	0.72
14	0.23	44	0.73
15	0.25	45	0.75
16	0.27	46	0.77
17	0.28	47	0.78
18	0.30	48	0.80
19	0.32	49	0.82
20	0.33	50	0.83
21	0.35	51	0.85
22	0.37	52	0.87
23	0.38	53	0.88
24	0.40	54	0.90
25	0.42	55	0.92
26	0.43	56	0.93
27	0.45	57	0.95
28	0.47	58	0.97
29	0.48	59	0.98
30	0.50		

Deadline for Submission of Approved Electronic Time Records

Managers or Delegate Approvers must review and approve employees' submitted electronic time records no later than end of day Monday for the prior work week to ensure timely processing of pay.

Employees who do not submit or have an approved timesheet by end of day Monday will still receive their base pay; however, they will not receive any overtime or shift differentials.

Time Submission Deadlines for Employees

All employees must complete and attest to (electronically sign) their electronic time record on their last work day of the week but no later than noon (12 pm ET) on Monday of the following week.

Time Reporting Codes & Reimbursement Codes

The usage of most codes remain the same, with the following exceptions:

- Employees do not need to use Time Reporting Code (TRC) '00' for regular time. Uncoded time defaults to REG TRC for your scheduled shift.
- Employees no longer need to enter Time Reporting Code '01' on the days that they do not work.

Time Off Requests

Employees must continue to request all leave time in advance via an [Electronic Form SR-70](#).

However, they are no longer required to submit an approved form SR-70 to Payroll with their WTE time record.

Departments are required to keep SR-7's on file, and they must be available for audit purposes.

Overtime Authorizations

If you are required to complete an OT Authorization form for all overtime worked it must be submitted to your supervisor as instructed. However, these forms are no longer required by payroll WTE.

Departments are required to keep OT Authorizations on file, and they must be available for audit purposes.

Assign a Delegate Approver when taking leave

Remember it is your responsibility to assign a Delegate Approver before taking any leave time so that employees' electronic time records can be reviewed and approved while you are away.

Click [here](#) for instructions on assigning a Delegate.

When assigning a Delegate Approver, please assign an employee who is at or above your level. Should you assign the approval role to one of your direct reports, they will be able to approve their own time record. As such, it is not recommended to delegate approval to a direct report.

Revoking a Delegate Editor or Delegate Approver

If you want to revoke delegation authority or assign a different Delegate Editor or Delegate Approver, you may change the assignment in MSS.

Click [here](#) for instructions on revoking a Delegate.

Emergency Delegation

This process can only be requested when a manager/supervisor is unable to assign a delegate to approve their employees' time records in WTE on their behalf due to one of the scenarios outlined below.

Circumstances warranting the use of Emergency Delegation:

- The manager is unavailable due to one of the following:
 - Leave of Absence as approved by HRSS Leaves Administration
 - Emergency Termination
 - Unscheduled and potentially lengthy absences will be reviewed on a case-by-case basis

If any of the above circumstances warranting Emergency Delegation occur, then a manager can contact the **Payroll Shared Services** center to request an Emergency Delegation. Payroll Shared Services will evaluate requests for Emergency Delegation where unscheduled and potentially lengthy absences occur on a case-by-case basis. PRSS is solely responsible for this process and they will review the reports to hierarchy in PeopleSoft and automatically assign emergency delegation to the manager's supervisor.

Enter Time for Your Employees who are On Leave

When an employee goes on leave with a status of U (Terminated w/pay) or P (Leave of Absence w/pay), you will receive notification to submit a timesheet on behalf of the employee. You will have access to edit, enter and submit the electronic time record on their behalf.

Schedule and Time Record Changes

If you need to change an employee's schedule, be sure to notify Payroll so that they can make the change within the Timekeeping system.

If you need to make updates to an employee's time record that has already been approved and submitted for processing, be sure to notify Payroll so that they can make the change within the system.

For both change requests, you and the employee must fill out a [Timesheet Change Form](#) and submit it to Payroll.

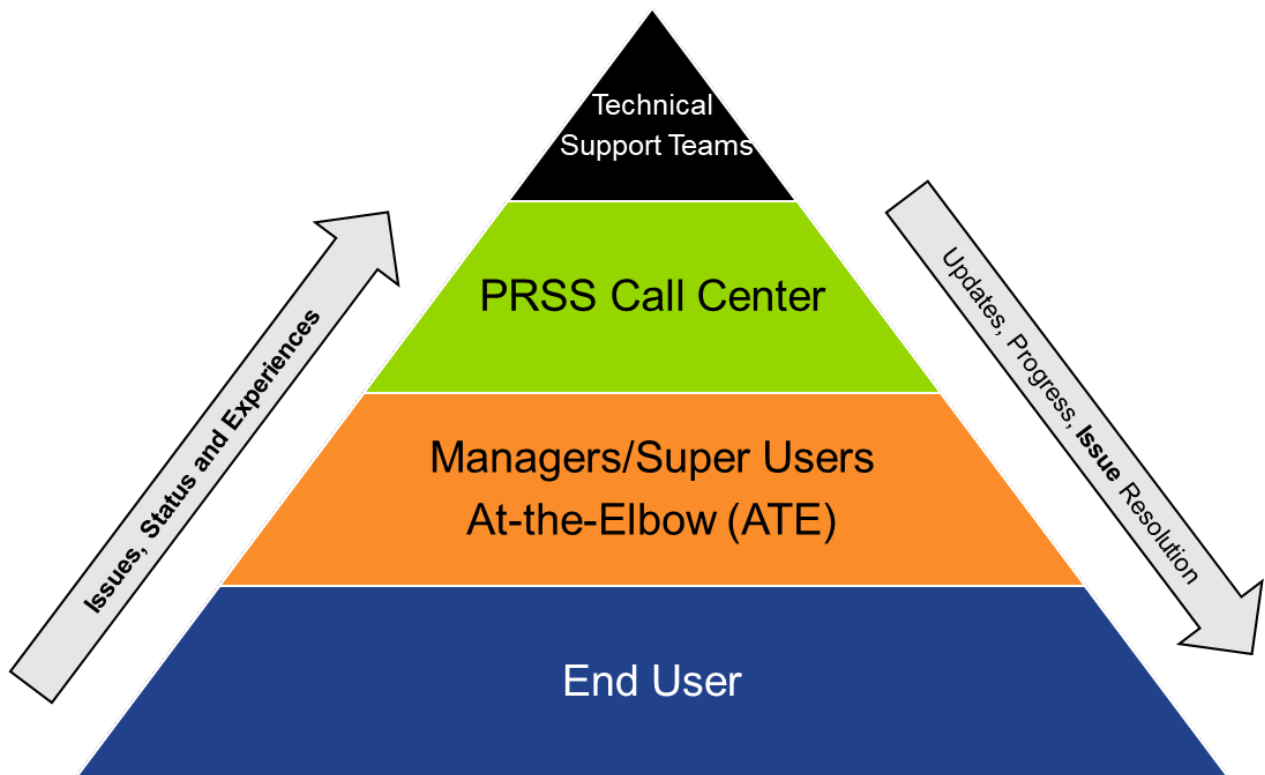
Saturday to Sunday Schedules

For staff whose shift begins on Saturday and ends at or after 12 AM Sunday, the reported time for that shift will display on the Saturday time record and the Sunday time record and will be included in the total hours reported for both weeks.

Payroll will only account for and process payment for the reported time on the Saturday.

Adding Rows to Time Records

Refer to this training [video](#) for more information on adding rows to time records.



How do employees get support for using the PeopleSoft Web Time Entry tool?

Employees have been instructed to follow these steps if they have a question or issue related to use of the WTE tool:

- Step 1:** Go to the Training Resources section on [WTE Go Live Resources page](#). Click on **Employee** and review the WTE training, resources and FAQ document. If they cannot find the information needed to answer their question or address your issue, go to Step 2.
- Step 2:** Follow up with their manager or Super User to see if they know the answer or can demonstrate how to solve your WTE issue. Managers and Super Users will be trained and prepared to answer most WTE questions.
- Step 3:** An employee can go to the [WTE Go Live Resources page](#) to access a list of Super Users who provide support for their facility / department.

How do employees get support for payroll-related questions?

Employees are instructed to follow these steps if they have a payroll-related question or issue:

- Step 1:** Contact their local Payroll Department for assistance, or reach out to their Super User and they will place a call to the PRSS Call Center
- Email: PayrollInquiries@nychhc.org
Phone: (646) 694-7777
- Step 2:** The PRSS Call Agent will try to answer their question or help them in addressing their issue. If they are unable to do so, a ticket will be created in Service Now and escalated to the appropriate technical support team.
- Step 3:** Once the issue is resolved, the ticket will be closed. An auto-generated email message will be sent to the employee, their manager and the Super User who assisted them.

Assistance from (PRSS) Call Center

The Payroll Shared Services (PRSS) Call Center can provide assistance with the following:

- The proper time recording codes to use on your WTE time record
- How to properly report your work or leave time on your time record
- TransitChek / Wage Works
- Garnishments
- Federal / State / City – Taken
- Direct Deposit (enrolment/cancellation/navigation)
- Questions on deductions (excluding health benefits)
- Questions on leave balances / missing timesheets
- Questions on Union benefits

Email: PayrollInquiries@nychhc.org

Phone: (646) 694-7777

Assistance from (HRSS) Call Center)

Human Resources Shared Services (HRSS) can provide assistance with the following:

- 'Reports To' field in PeopleSoft – Help with maintenance / update issues
- ESS – employment verification letters
- Health Benefit enrolments / deductions / arrears
- Where to find leave balances / missing timesheets
- Address Change – active, terminated or retired employees

Email: HRSS@nychhc.org

Phone: (646) 458-5634