



# TIME FAQs

## JOB AID TM-25

TM

The purpose of this job aid is to answer frequently asked questions about Time.

**I have an employee who is no longer accruing OT Comp. For some reason they are getting paid. I checked the position setting for Overtime Compensation (IT9005), and the record shows 365 days for the aging limit. Why is the employee getting paid instead of accruing comp?**

There could be one of two reasons for this issue. The employee has reached maximum of 240 hours for quota 20. When this happens, any overtime becomes immediate pay until the hours in quota 20 fall below the 240 hours threshold. Or the employee could have an active IT2012 –Z009 which is Pay Immediate After 10 hours or IT2012-Z020 – Immediate payout.

**One of my employees noticed they were not getting the right amount of vacation accrual. I realized their length of service was not correct and changed their IT552. It didn't fix the problem. Do I need to ask for a retro?**

Most likely, no. IT552 are meant to be used for newly hired employees who have never been in the Integrated HR-Payroll System. If you are trying to correct an employee's length of service, you most likely need an adjusting entry IT2012 which will be created for you by BEST. Fax or email a copy of a length of service form to BEST, and they will make the necessary adjustments.

**For some reason I have not accrued any vacation leave or sick leave. Can you tell me why?**

In order to accrue vacation and sick leave, time must be entered and approved for at least 50% of the month. If time has been entered, but not yet approved by the assigned supervisor, the expected accruals will not generate. The same is true for all premium related earnings such as overtime comp and shift premium pay. Premium related entries must be approved by the assigned supervisor.

**I noticed the amount of my end-of-year rollover changed. What would cause my balances to shift?**

Any late approved time entry that consists of leave or other time-related changes may cause shifts in end-of-year roll over balances.

### Bonus Leave

**I have an employee who has chosen to use Bonus Leave prior to Vacation Leave per OSHR policy. The employee is receiving a time entry error stating that Bonus Leave cannot be recorded because comp leave is available. How should the employee's time be entered?**

Reviewing the employee's quota balances using PT50, PT\_BAL00, or IT9901 to determine the remaining comp balances will help in determining how to allocate leave recorded to the appropriate absence type.

**I have an EE who recorded Bonus Leave (A/A 9100) for 16 hours, but I see they have comp. time available to use on those days in PT\_BAL00. I thought the system wouldn't allow an EE to use Bonus Leave until all comp hours are used. Why didn't it prevent the entry?**

This is a timing issue caused by late time approvals or time entry change. The comp time did not exist when the EE recorded the Bonus Leave record. Previous time entries that were approved or changed after the Bonus leave was entered in CATS or ESS generated the overtime comp. The system will check for available comp balances when the EE records the absence in CATS or ESS, not when Time Evaluation has run. It is important to always record and approve time on a weekly basis to avoid problems.

## Corrections or Changes

**I changed the premium rate on the position setting but the employee was paid at the old rate, why didn't they get paid the new rate?**

If you made the change retroactive, you would need to contact BEST and request a retro time evaluation back to the effective date. Or if the effective date was any day other than the first of the month, your Payroll Admin will need to create IT2010. Time evaluation only picks up the rates on the first day of a month, so any changes other than the 1<sup>st</sup> of the month must be adjusted with a manual entry.

**I have an employee who has a negative quota balance. Will 'touching the absence' clear the negative balance?**

In most cases, No. 'Touching the absence' only masks the negative balance. If the magic formula (PT50=T\*\*R = 9901) is out of balance, you should put in a ticket with Best Time Operations to successfully identify and correct the root cause of the negative quota. When holiday comp is negative because of late time entry and holiday leave rollover behavior, touching the absence tied to holiday comp causing the negative with the intention of moving it to another leave bucket is an acceptable method of correction.

**An IT 2013 was created then determined to be invalid. Should I correct the invalid original IT 2013 with a negative new IT 2013 record or should I delete the original IT 2013 record?**

Deleting the original IT 2013 record is the correct course of action.

## Holidays

**Holiday hours seem to be rolling to holiday comp before the 30-day period. My employee worked on the holiday and then tried to use A/A 9300 the following week but got an error message 'not enough quota 40.' Why did this happen?**

When an employee records time worked (A/A 9500, 9510, 9516) on a holiday, it will reduce the holiday quota by the same number of hours up to eight hours and increase the holiday comp quota.

**How can I tell if an employee has been given their holiday accruals?**

Several options available to use. Transcode PT50 has a tab for accruals that can be filtered for quota 40. Transaction code PT\_BAL00 and use T40A or Time Type 9140 can be used also.

**I need to record 24 hours On-call (A/A 9517) along with eight hours. (A/A 9300) on a holiday but the system will not allow me to do it. What do I need to do?**

Record the eight hours for A/A 9300 and 16 hours for A/A 9517. The remaining eight hours for on-call either needs to be paid via IT2010 Sty 1712 or create IT2013 for quota 26 for one hour. Do not do both, it is one or the other depending on whether the employee should accrue on-call or be paid immediately.

**I have an employee who is negative time reporting and cannot enter 9300 for the holiday.**

When an employee is set up as negative time reporting, the holiday is assumed, and the system manages the holiday use without time entry.

**I have an EE who worked on a holiday, but it wasn't necessary or required by her supervisor. She received holiday premium for this day. Management doesn't want her to get premium pay. How do I prevent this?**

Your agency Payroll Admin or HR Data Maintainer can create an IT2012-Z006 – Holiday Ineligibility. Please note that if the EE is trying to make up AW, this entry is not needed. EE should record A/A 9512 which will automatically prevent holiday premium.

## Time Entry

**When an employee goes out on an LOA absence and has already accounted for the expected 40 hours according to the assigned work schedule rule expectation, does the EE have to record leave for the rest of the week?**

Yes. Each day of the LOA period must be represented with an eight-hour absence. The system will handle the excess leave systematically. When each day within the LOA period has not been accounted for with an eight-hour absence, the employee's earnings are adversely impacted and base pay is short.

**An employee who was called in to work for another employee on their day off could not fill in as expected. How can the "fill in" employee record leave on their day off?**

Leave should not be recorded on FREE days. Please work with the agency contact to apply proper substitutions, if applicable.

**For some reason my employee's work week that displays in ESS does not match their assigned work week on IT0007. What needs to be done to get both to reflect the same?**

A ticket to Best assigned to the Security team is the best course of action for correctness. The CVR/PID should be updated.

**I have made changes to an employee's time records, but I do not see those changes on the employee's time statement or on PT 50. Why can't I see the changes I just made?**

All system corrections will be recognized and processed with the overnight time evaluation processing jobs. System changes can be reviewed the next day.

**I need to verify that the employees in my org unit have recorded enough time. What reports can I use to check this?**

There are several reports available. You can use transaction CATC. See the [CATC Report Job Aid](#). Or you can use BOBJ report B0205.

**I have an employee who has been approved for Paid Parental Leave. How should the eligible employee record time?**

Referencing the published Attendance/Absence type Job Aids and OSHR Paid Parental Leave policy is the best course of action to understand appropriate time entry.

## Work Schedule

**I just found out an employee has been on the wrong work schedule rule (WSR) for several years. Is it o.k. to just change it after I request the time wall lowered?**

Changing the WSR retroactively can be tricky. You need to consider several factors before making this change because it could impact the employees pay and quota balances. Are you changing from a WSR that has a built-in premium code or changing to a WSR that has a built-in premium code? Are there absences recorded on non-scheduled work days; are there absence hours that exceed the required hours for the new WSR? All these factors need to be addressed before making the change. The best solution is to make the change on a current basis.