NEW TIME AND ABSENCE SYSTEM
TL/ABS APPROVER TOUCHPOINT

August 2021
TODAY’S AGENDA

• Review Time and Absence Employee Self Service Tiles
• Managing Exceptions
• Timesheet Approval Workflow
• Email Notifications
• Timely Supervisor Updates are Crucial
• New TL/ABS Approver Request Process
• New HCM All Access Form
• Timesheet Reminders
• Absence Reminders
• Fixes on the Way
MANAGING EXCEPTIONS

Two types of exceptions:

- Low Severity – this is an allowable exception on the timesheet that will submit and can be processed by Payroll but will need to be marked allowable
- High Severity - timesheet will submit but will not be processed by Time and Labor until fixed

The most common exceptions you see on the Time and Absence Workcenter:

- Quantity cannot be zero – High Severity
- More than 24 Hours Reported - High Severity
- Work Order Number is Missing – High Severity (Facilities and Housing only)
- Terminated Employee – High Severity
- HOLEX only on holiday – High (exempt employee)

All exceptions must be managed. Please encourage employees and managers to pay close attention to error messages. Currently the Fixed Exceptions area of the Workcenter is not working but there are some work arounds. A job aid will be created for future use.
TIMESHEET APPROVAL WORKFLOW

You can view the timesheet approval on the Timesheet from Manage Time and Absence.
TIMESHEET EMAIL NOTIFICATION

- Employee and Manager/Approver receives a notification at submission
- Employee receives a notification when approved

From: SLOOPD@mailbox.sc.edu <SLOOPD@mailbox.sc.edu>
Sent: Thursday, June 17, 2021 10:19 AM
To: xxAE12@mailbox.sc.edu; xxGAINESLS@mailbox.sc.edu; Albright, Jennifer <JALBRIGH@mailbox.sc.edu>
Subject: Timesheet requires your approval

This message is to notify you that there is a timesheet requiring your approval.

Name: Deanna Sloop
Employee ID: VO 00 0
Business Title: Sr. Information Systems/BA
Date: 2021-06-21

To access the page, click on the following link to view the transaction: Click here. This is a system-generated email. Do not reply to this email.

Note: Currently timesheets entered and submitted by an employee that is a TL/ABS Approver is auto approving at submission. Project team is working on a fix.
ABSENCE REQUEST EMAIL NOTIFICATION

• Employee and Manager/Approver receives a notification at submission
• Employee receives a notification when approved, pushed back, or denied

From: JMCKAY@mailbox.sc.edu
Date: June 16, 2021 at 4:47:55 PM EDT
To: xGAINESLS@mailbox.sc.edu, "Albright, Jennifer" <JALBRIGH@mailbox.sc.edu>
Subject: There is an Absence Request awaiting your approval

There is an Absence Request awaiting your approval

Employee Name: Jennifer Mckay
Employee Id: YC0001
Department: DOIT Application Services
Job Title: Sr. Information Systems/BA
Absence Start Date: 2021-06-11
Absence Name: 250157 - USC AL TAKE F - Annual Leave
Absence End Date: 2021-06-11
Status: Submitted
Comments:

Please use the following link to view the transaction: Click here
PUSHED BACK OR DELETED NOTIFICATION

• Employee and Manager/Approver receives a notification when a timesheet is pushed back, or time has been deleted (i.e., clearing zeros entered on a timesheet and resubmitted)

From: SCHOONJR@mailbox.sc.edu <SCHOONJR@mailbox.sc.edu>
Sent: Monday, August 9, 2021 9:23 AM
To: Lackey, Shannon <SVLACKKEY@cec.sc.edu>; Wood, William <WILLWOOD@cec.sc.edu>; Wood, Janet <WOODJAR@cec.sc.edu>
Subject: Pushed Back/Deleted reported time requires your review

This message is to notify you that timesheet for the date: 2021-08-05 requires your review.

To access the page, click on the following link to view the transaction: Click here. This is a system-generated email. Do not reply to this email.
TIMELY SUPERVISOR UPDATES ARE CRUCIAL

• When there is turnover in a supervisory role the HR Contact should immediately initiate a supervisor update for all subordinates (either via PD details modification or HCM Job Change eForm as applicable based on the employee type).

• If this is not done timely the subordinate employee’s timesheets, absence requests, balances, etc. may become available to an employee outside your security.

• Why does this occur? – We reuse position numbers.

Example: If Tommy Lee Jones, supervisor in Mathematics, terminates on 7/1/2021 and on 7/15/2021 a new position is created an Advisor in the University Advising Center utilizing the same position number. The subordinates under Tommy (because supervisor is listed by position number) will now appear as reporting to the Advisor.
NEW TL/ABS APPROVER REQUEST PROCESS

How to request to the TL/ABS Approver starting Monday, August 16:

- Complete the HCM All Access Form
- Once approved, the Time and Absence Approver Training will become available on the Employee Self Service landing page in HCM PeopleSoft
- Employee will complete the 5 activity steps:
  - Introduction
  - Complete Training Video – a link to view the training video will be available
  - Quiz – Employee must complete a 7-question quiz based on the information provided in the training video. Must receive 80% or higher before the TL/ABS Approver role is assigned. The system will provide the opportunity to retake the quiz
  - Review Quiz Results – will identify the questions that are incorrect
  - Summary

Note: When the employee receive 80% or higher, the Support Team will receive an email and they will reach out to the security team. The security team will assign the TL/ABS Approver and the Time and Absence Approver Training tile will no longer be available in Employee Self Service.
NEW TL/ABS APPROVER REQUEST PROCESS

Welcome Christopher Poore,

The Time and Absence training is designed to provide you an overview of the time and absence process. There are a series of videos to watch which will walk you through how to complete key processes for recording and approving time and leave.

Once you have completed the videos, there is a list of 7 questions to answer related to the videos. In order to receive the Time and Absence Approver security role, you cannot miss more than 1 out of the 7 questions.
HCM Access Form
(1) Complete this form and have it signed by appropriate authority as outlined on the last page of this form.
(2) Attach completed form to the ServiceNow ticket.

Employee/Affiliate Contact Information

<table>
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<tr>
<th>EMPLID (USC ID)</th>
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<table>
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<tr>
<th>Department ID</th>
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<tr>
<td>Enter your Dept 6-digit PeopleSoft ID</td>
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<th>Dept./College/Division Name</th>
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<th>Campus/Operating Unit</th>
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Requesting/Removing HCM Access for the Following Departments (6-digit PeopleSoft Department ID is REQUIRED). Note: Employees may only have one level of access in the HCM system across HCM Payroll, Business Manager roles. For example: If someone has access as an APF Initiator for department 1113, they cannot have a different access as an Account Change Initiator to department 22222.

<table>
<thead>
<tr>
<th>Access to Time and Expense is separate from the main HCM access and can be for different departments or applicable (indicated on page 2).</th>
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<tbody>
<tr>
<td>Requesting Personnel</td>
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<tr>
<td>Person has a change in responsibilities within their current office and requires a change in role</td>
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<tr>
<td>Person has left their current USC office but remains employed in a different USC office. Please remove roles and departments for old office.</td>
</tr>
<tr>
<td>Person is no longer employed/affiliated with USC.</td>
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</tbody>
</table>

To Add/Update Payroll or HR Rules, please provide the 6-digit PeopleSoft Department ID for each Department for which you are requesting access. If requesting top node access for a College, Division, or Campus please list the highest department node 6-digit code below.

Add Payroll/Business Manager Access Rules: These roles must be approved by the Business Manager.

<table>
<thead>
<tr>
<th>Access to Payroll/Business Manager Access Rules</th>
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<tbody>
<tr>
<td>Account Funding Change - Ability to initiate Account Funding Changes (current and future dates).</td>
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<tr>
<td>Campus/Department Approver 1 - Approve Account Funding Change actions.</td>
</tr>
<tr>
<td>View Business Manager Reports - View relevant accounting queries and reports.</td>
</tr>
<tr>
<td>View HCM Distribution - Access to view GL Distribution information (this is in the Finance Intranet).</td>
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</tbody>
</table>

Add Human Resources Access Rules: These roles must be approved by the College/Division/Campus HR Contact.

<table>
<thead>
<tr>
<th>Add Human Resources Access Rules to College/Division/Campus HR Contact</th>
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<tbody>
<tr>
<td>College/Division HR Contact (Columbia) - Access to Job Data with History, Current/Job Pay, HR Query Access, HR Reports, Process Manager Access, HR Job Data Search.</td>
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<tr>
<td>Campus College/Division HR Contact (Aiken, Beaufort, Palmetto, Upstate) - Access to Job Data with History, Current/Job Pay, HR Query Access, HR Reports, Process Manager Access, HR Job Data Search.</td>
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<tr>
<td>Department HR Contact (all Campuses) - Access to Current Job Pay, HR Query Access, HR Reports, Process Manager Access, HR Job Data Search.</td>
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<tr>
<td>Dual Initiator - Ability to create transactions for Internal Dual (Additional Assignment eForms).</td>
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<td>APF Initiator - Ability to create transactions for Affiliates.</td>
</tr>
<tr>
<td>Student Initiator - Ability to create HR transactions for faculty and staff employees.</td>
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<tr>
<td>Campus/Department Approver 1 - Approve HR Actions (one person can have both approver roles).</td>
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<tr>
<td>Campus/Department Approver 2 - Approve HR Actions (two people can have both approver roles).</td>
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To Add/Remove Time/Labor and Absence Management Approver Roles, please provide the 6-digit PeopleSoft Department ID for each Department for which you are requesting access. This access can be different than your primary HCM Payroll access as indicated in the previous section.

<table>
<thead>
<tr>
<th>Time/Labor and Absence Management Approver Roles</th>
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<tbody>
<tr>
<td>Time/Labor and Absence Management Approver - Ability to enter time worked on behalf of the employee, request time off on behalf of the employee, and approve time off requests or back up to the manager. The Business Manager or College/Division/Campus HR Contact must authorize this role.</td>
</tr>
<tr>
<td>Add-on Leave Administration Approver - Ability to request the following leaves on behalf of the employee: Bone Marrow Transplant, Organ Donor, Sick Leave Admittance, Leave Transfer and Family and Medical Leave Allocated. Employees requesting this role must understand USC's policies and procedures regarding the administration of leaves. Employees filling this role may have access to confidential and sensitive health-related information, which must be protected in accordance with federal and state laws, regulations, policies, procedures, and guidelines. Additional employee attendance required. The College/Division/Campus HR Contact must authorize this role.</td>
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</tbody>
</table>

Required Attestation for Add-On Leave Admin Role

I understand that continued training may be required to retain access to this role. I understand that unauthorized access or disclosure, through my deliberate omission or negligence, of confidential and sensitive health-related information could result in me being penalized for non-compliance. If I ever do not meet my responsibilities regarding confidential and sensitive health-related information, I will contact the Central Benefices Office at 803-777-4550 or HRLeave@mailbox.sc.edu.

<table>
<thead>
<tr>
<th>Employee/Affiliate Signature</th>
<th>Date</th>
<th>Employee/Affiliate Name Printed</th>
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TIMESHEET TIPS AND REMINDERS

• 0 zero hours cannot be entered in the timesheet. If there are no hours worked for a specific day, please leave the entry field blank. Entering 0 hours will cause the timesheet to have an exception which requires correction by manager or TL/ABS approver before they can approve.

• Hourly and Salaried Non-Exempt employees can enter time daily or at the end of the week. If entering daily, please save for later and submit the completed timesheet at the end of the weekly period. It is important to remember that saved for later does not equal submission. A timesheet must be submitted before it can be approved by the manager or TL/ABS Approver and then processed by Payroll.
  • Managers should set time weekly to approve timesheets. Best practice would be to approve on Friday for the time worked during the week prior. Timely approval of timesheets is crucial for our hourly temps and students to receive accurate/timely paychecks.

• If Annual/Sick Leave is reported for a salaried non-exempt employee in the current weekly period, the request(s) will appear on the timesheet as a view only row. To add new row for regular hours, scroll to the right and click the +plus button. A new active row will appear giving you the ability select the REGHR - Regular Hours time reporting code and enter hours worked in the time entry fields.

• A time reporting code must be selected before a timesheet submits for approval. We recommend you add the time reporting code before entering hours into the timesheet.
ABSENCE TIPS AND REMINDERS

- As your employees begin requesting leave days, please stress to them the importance of intentionally selecting an Absence Name. The most commonly utilized Absence types are Annual Leave and Sick Leave, as they are the two types of accrued leave at UofSC. The Absence Type Reference Guide provides easily digestible information about each of the absence types and corresponding reason codes. During our first week live in this new system we saw a large number of absence requests coming through with the first option in the drop-down selected – Administrative Leave. We know this was submitted in error as Administrative leave is limited in scope as it is only applicable in very specific scenarios, as outlined in the Absence Type Reference Guide. Sick Leave Advancement is another leave type that has been selected in error. Please share this guide with all employees and managers in your area!

- Have an employee who only needs to be away from the office for a few hours? No problem! We have a job aid and a demo video that walks through the process to request a partial day absence. This is a different process than what folks are used to from ITAMS, but once they see how quick and easy it works it will become second nature.
The project team has spent countless hours ensuring employees, managers, and TL/ABS Approvers have resources they need at their fingertips – available on the implementation website. Please review available resources before reaching out with questions as you will likely find the answer in a job aid or reference guide. There are three reference guides that we recommend you print and hang near your computer for quick reference.

- **Timesheet Icon Reference** – This guide provides detailed information about each of the icons that you may see on timesheets along with description of the colored banners at the top of each day on the timesheets.

- **Time Reporting Code Reference Guide** – This guide provides easy to understand information to aid an employee in selecting the appropriate time reporting code for hours/days based on specific scenarios.

- **Absence Type Reference Guide** – This guide provides vital information on all absence names and corresponding reason codes available in the system. We have provided a breakdown of maximum limits, yes/no for attachment requirements, along with a description of when and why an employee would utilize each type of leave.
FIXES ON THE WAY

• Job descriptions are not correct on some timesheets.
• Currently not taking any notification updates. The team needs to research and fix a problem before changes can be made. It is important to remember that at least one TL/ABS Approver per department is required to receive notifications.
• When a TL/ABS Approver submits their timesheet, it will auto approve at submission and no email approval notifications are sent to the Manager/Approvers.
**Time/Labor and Absence Management Implementation**

Beginning August 1, 2021, UofSC employees will use a new time reporting and leave request system. Replacing ITAMS and implementing additional modules in HCM PeopleSoft brings pay, time and absence management together into one system.

**What is Time/Labor and Absence Management?**

Time and Labor is a PeopleSoft application that allows employees to report working hours and leave directly into the HCM PeopleSoft system using timesheets in Employee Self-Service.

Absence Management is where paid time off (Sick Leave, Annual Leave, and other types of leave) will be requested, approved and transferred to Time and Labor for payroll purposes.

**Who will be Impacted?**

All employees (students, staff, and faculty) currently using ITAMS for time reporting will be directly impacted.

**What are the Benefits of this New System?**

Here are just a few of the reasons why a new time reporting system is so important:

- Easy access to timesheets in Employee Self Service
- Pay stubs and timecards will be in one system
- Efficiency in payroll processing
- Manager validation of employee time
- Greater reporting capabilities for managers

**How will Employees (Students, Staff, and Faculty) Receive Support All Along the Way?**

One of the most important aspects of a successful implementation is providing proper training. We want to equip employees with the tools and confidence needed to enter time worked and request time off with ease. Online resources will be offered in an on-demand and self-paced format to include demo videos and printable job aids.

As implementation continues, we will add updates and resources to this webpage. If you have any questions, please contact CMI@sc.edu.

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**Listing of Departmental Facilitators, front line support for employees.**

**Webpage URL:**

[https://sc.edu/about/offices_and_divisions/payroll/payroll_toolbox/time_labor_and_absence_management/index.php](https://sc.edu/about/offices_and_divisions/payroll/payroll_toolbox/time_labor_and_absence_management/index.php)

**Link to the Time and Absence System:**

[hcm.ps.sc.edu](http://hcm.ps.sc.edu)
THANK YOU!

IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT TO CMTEAM@SC.EDU.