UNIVERSITY OF ALBERTA

PeopleSoft User training Program (PSUTP)

Time Entry – Common Issues and Other Information
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Time Entry – Common Issues

Overview

This section will highlight some of the common issues that may be encountered by Employees, Timekeepers; Supervisors-Managers when Entering or Approving time using PeopleSoft HCM.

Manager Dashboard – Pending Approvals transaction not opening

As an approver, you see a transaction under the Pending Approvals on your Manager Dashboard. When you click on the transaction link, the spinning icon appears in the top right but the transaction never opens.

Cause:

There are some known issues with the system and browser compatibility. This will be most often encountered when using Internet Explorer or Mozilla Firefox. It is not a consistent issue and will not affect everyone.

Resolution:

Option 1: Use Google Chrome as your browser
Option 2: Use the T&L Workcenter or Approvals > Payable Time to approve time.
Option 3: Log out, delete your Internet browser cache (history, including cookies) and attempt the same action again. This may or may not fix the issue.

Approver cannot approve a transaction

As an approver, you see a transaction under the Pending Approvals link on your Manager Dashboard. However, you cannot access the transaction to review and approve.

Cause:

This occurs when either the Employee or you as the Approver have a job change (e.g. transfer). Approvers require security access to the employee to perform the approval, and once the “Reports To” or “Supervisor ID” is updated (either with a current or previous date); the previous approver will lose access to perform Time approvals for the employee.

Resolution:

Option 1: The Workflow Administrator (HR) can approve the transaction
Option 2: The Mass Approval process will process the transaction when it is run by HR.
Unable to Enter Time

As an Employee, you are not able to access the Timesheet.

As a Timekeeper/Supervisor, you are not able to submit time and receive the error message: "Invalid Job. Employee 1234567, for Rcd 0 is not enrolled in an Active Job as of time entered……."
Causes:

- Employee not enrolled in Time and Labor workgroup
- Invalid Job Data properties for Employee
- Employee’s contract end date has occurred and the Employee has been automatically terminated

Resolution:
Contact HRS

Partially Disabled (Grayed out) timesheet

Timesheet is grayed out for some or all of the days where time is to be entered.

Cause 1:
This occurs when changes have been made to your Job Data mid-pay period.

Resolution:
Change the timesheet view to “View By Day” and enter time day by day. This will only be required for the period in which the change occurs.

Cause 2:
This occurs when time is entered for an employee restricted Time Reporting Code (by Timekeeper, Supervisor or Central HR) and it is the only entry for that period.

Resolution:
Scroll to the right to see if the (+) sign is enabled. If it is, you can add additional rows to enter time.
The restricted TRC entries cannot be updated or removed by employees.
Cause 3:

Prior Period Time Entries: Restrictions are in place that will only allow employees a small window for entering time. It is important to enter transactions in a timely manner. The timesheet is disabled (grayed out) for employees for time periods further back than two previous pay periods.

Note: due to other system access, some employees will not have this system limitation applied (i.e. timekeepers); however self-service time entries should only be made to the current plus two previous pay periods.

Resolution:

If time entry additions or changes are required for earlier time periods, timekeepers and central HRS have larger time period access.
Invalid Values (red field)

A field is highlighted in red, and the system will not allow you to move forward.

**Cause 1:**
Information is invalid or a required field has not been populated. The field must be corrected (changed in some way) in order to continue.

This can also happen when hours are entered into the future, then the employee moves into a different employee type where the code use is no longer applicable.

**Resolution:**

Option 1:
Correct the field highlighted in red if you wish to continue with the timesheet.

Option 2:
Click on the Prior Period or Next Period link to navigate out of the current timesheet page.

Option 3:
Click on the “Timesheet” menu item at the top of the page to navigate out of the current timesheet page otherwise, every other activity on the timesheet page (return to select employee, etc) will require the 'red field' to be fixed first.

Option 4:
If the highlighted field is in the section where you enter your hours, you can delete the entire row.
Time Entry – Other Information

Overview

This section will highlight some of the common issues that may be encountered by Employees, Timekeepers; Supervisors/Managers when Entering or Approving time using PeopleSoft HCM.

Prior Year Leave

Leave entitlements roll over on January 1st of each year, if an absence must be entered in the prior year (i.e. On January 10, 2017 for December 28, 2016) there are special rules around prior year time reporting code selection. Only timekeepers, supervisors and central HRS can enter these codes.

Please get in touch with your Timekeeper to resolve this.

TRC 660 – Banked Time Premium

Banked time is stored in the system in hours, and a change has been made to create a premium code to reflect the overtime premium hours. If 2 hours of Overtime 1.5x is entered, the bank will have 2.0 hrs of 1.5x and 1.0 hr of OT Premium. Prior to the new version, the 2.0 hours of OT1.5x was changed to 3.0 hrs of OT1.5x.

Override Rates

Only Timekeepers/Supervisors can override rates. Employees can however add or change hours associated to that entered row. If an employee makes changes, the transactions will require approval.

Pushed Back Time – but it is correct

When a supervisor pushes back time instead of approving time; the system is being told that the quantity on that day is invalid. If the time is valid, and after a discussion with the supervisor has determined this, a small workaround is required to tell the system that it is actually valid. If the original entry was wrong, and is corrected or changed to a different TRC or quantity, then this workaround does not apply.

Delete the timesheet entry for any time that has been pushed back, and then wait for the Noon or Nightly batch processing to validate the time transactions. This will remove the push back status as the transaction no longer exists. That afternoon or next day, add the time transactions back in. They will now be triggered for approval after the next Noon or Nightly batch processing.
Delegation Administration
In order to contact the Delegation Administrator please open an IST Helpdesk ticket via the IST website or phone call for HCM T&L Approval Delegation.