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| Resolving time and leave errors | |
| **Course Title** | **Resolving Time and Leave errors (Manager)** |
| **Course Description** | This course is designed to teach participants the skills required to enter their time in SAP to ensure that they are paid promptly and accurately It will focus on common timesheet issues and their resolutions. |
| **Target Audience** (Total #) | All Managers and Supervisors who approve time |
| **Process** | Time and Leave |
| **Process Touch Points** | Payroll |
| **Lessons** | Course Overview  Introduction to Time Management  Working Time Errors  Leave Entry Errors  Conditional Approval Leave Types  Additional Time Related Errors |
| **Total Time** | 2.25 hours |
| **Delivery Method(s)** | eLearning (Articulate) |
| **Prerequisites** | * Time Entry Processing * Time and Leave Approval |
| **SME(s)** | Rachel Grafton  Beverly Wyatt |
| **Training Developer(s)** | Jason Prince |
| **Instructor(s)** | TBD |
| **Frequency** | Once and On Demand as required |
| **Course Content Reviewer(s) and Approver** | Beverly Wyatt  Rachel Grafton |
| **Location** | eLearning |
| **List of Training Materials Required to Support Course Delivery** | Power Point  Work Instructions  Exercises |
| **List of Supporting Materials** | Timesheet Review Checklist  Timeline of Time Approver Events  Required Timesheet field by role |

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| **Course Purpose** |
| This course is designed to teach Managers and Supervisors the skills required to identify and resolve common timesheet issues to ensure their employees are paid correctly. | | |
| **Course Objectives** |
| Upon completing this course, participants should be able to:   * Understand CDOT rules and policy associated with time entry * Identify the responsibilities of the Manager and the Employee in the time entry process * Identify what to check when approving employee time * Resolve common employee time entry errors and issues using checklists * Describe the process for approving special leave types on the employee timesheet * Describe how to resolve the most common associate with special leave types * Resolve common issues with time and when and who to escalate issues with special leave types * Describe the types of reports available to you to review and approve time | | |
| **Content Outline** |  | |
| Lesson 1: Course Overview | | **Time:** 15 minutes |
| Lesson Objectives | * Identify the importance of time entry * Describe the rules and policy associated with time entry * Identify the consequences of incorrect time entry for the employee and CDOT * Understand why you as a manager need to accurately approve time * Identify the connection between correct time entry and CDOT values | |
| Business Process | Time Entry | |
| Terms and Concepts | * Fair Labor Standards Act * Personnel Board Rules and Personnel Directives Administrative Procedures * CDOT Polices and Procedural Directives * Appointing Authority Delegation Memo * Family Medical Leave Act * Time Related Roles and Responsibilities of the Employee and Manager * Attendance/Absence Types * Processing status * Payroll timeline | |

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| Lesson 2: Introduction to Time Management | | | **Time:** 30 minutes | | | | |
| Lesson Objectives | * Explain why time entry is the responsibility of the manager * Describe the roles in the time entry process and their responsibilities * Employee * Manager * Time Keeper * Identify time entry deadlines by role * Recognize the three time entry roles (Maintenance, Engineering and General at CDOT) * Identify the required timesheet fields by time entry role * Identify required fields for each type of time recorded by role * Describe the Work Schedule (how and when, changes) * Describe help resources and what kind of help they can offer (Payroll, Timekeeper, HR Employees) | | | | | | |
| Business Process | Time entry process by role and deadline | | | | | | |
| Terms and Concepts | * Work Schedules * Work Centers * Work Order Number * Work Order Release and Data Transfer * Time Release Schedule * Personnel Number * A/A Type * Date Hours * Start and Stop Time * Receiver Cost Center * Receiver Functional Area * Receiver Order * WBS * Wage Type | | | | | | |
| Transaction (Name and T-code) | | T-Code | | | uP Recording | Work  sheet | Exercise |
| Required Timesheet Fields by Role | |  | | |  | X |  |
| Required A/A Types by Role Sheet | |  | | |  | X |  |
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| Lesson 3: Working Time Errors | | | **Time:** 30 minutes | | | | |
| Lesson Objectives | * Understand all of the deadlines related to time entry and the role of the manager in communicating to the Employee and Timekeeper * Describe when an employee has worked their full working time based on work schedule and work week (Flex schedule) * Identify additional factors that impact time (Essential position, Essential work, Exempt Employees and Non-Exempt employees, Flex Schedule) * Identify when an employee has worked overtime (Non-work time, additional regular time) * Identify when an employee has coded compensation time and how to approve (Maintenance (16/24) Non-maintenance (40/60) and exempt employee usage) * Identify shift differential hours (premium pay) and when they do not apply (Holidays and Paid Leave) and when they do (Unscheduled working time hour by hour) * Identify who is eligible for On Call (premium pay) and when it applies and the wage type used * Identify what to look for during the approval of time coded over midnight | | | | | | |
| Business Process | Time Approval Process | | | | | | |
| Terms and Concepts | * Essential Position * Essential Work * Exempt Employees * Non-exempt Employee * Overtime * Additional Regular Time * Comp Time * Exempt Time Off * Scheduled Time * Unscheduled Time * Shift Differential * On Call | | | | | | |
| Transaction (Name and T-code) | | T-Code | | uP Recording | | Demo | Exercise |
| Review and approve time entries and leave requests (Multiple Employees) | | CAPP | | X (quicksheet) | |  |  |
| Query and report on time and leave entries | | CADO | | X (quicksheet) | |  |  |
| Checklist for Time Approval | | N/A | |  | |  |  |
| How to sign-up for the Manager Time group calendar (We can create this and have people sign up) | | N/A | |  | |  |  |

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| Lesson 4: Leave Entry Errors | | | **Time:** 20 minutes | | | |
| Lesson Objectives | * Describe the most common A/A Types for Leave and what the most issues with approval * What you should communicate to employees about leave type (who to call for sick, when to request annual leave, holiday expectations, overages, comp time usage (within one year) * Describe what to look for during the approval process (verify number of hours A/A Code is accurate, hours match work schedule, approvable time * Describe resources available to managers by leave type HR Specialist, Employee Relations, Risk Management Timekeeper * Identify the types of leave the manager can approve (Annual, Sick, Paid Military, Paid FML Types, Alternate Holiday and Parental Academic Leave) and what to review when approving (Days, Hours worked, Start/stop time) * Identify the types of leave the manager cannot approve (Leave w/o Pay, Admin, FML Leave w/o pay Military Leave w/o Pay and Victim Protection) and the steps required if this leave is entered on the EE Timesheet * Understand the restrictions of leave for Part-time (all leave types, but prorated) and Temporary Jury and administrative with restrictions) * Identify when an employee may exceed leave balances by running the Sick and Annual Leave Overage report to help you proactive plan employee absences | | | | | |
| Business Process | Timesheet Entry and Approval | | | | | |
| Terms and Concepts | * Work Schedules and Leave Entry * Scheduled vs Unscheduled Time * Sick Leave * Annual Leave * Quotas and Accruals * Compensatory Time * Leave Times and Resources (FML, Workers’ Comp) * Leave Deletions (Zero Out) | | | | | |
| Transaction (Name and T-code) | | T-Code | | uP Recording | Demo | Exercise |
| Display Leave Summary Report | | SAP Portal ESS | | X (quicksheet) |  |  |

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| Lesson 4: Conditional Approval Leave Types | | | **Time:** 20minutes | | | |
| Lesson Objectives | * Describe additional leave type processes * Identify the conditions when you should or should not approve the following type leave types: (Exempt Time off, Bereavement, Jury and Volunteer and when additional approvals or documentation is required for approval | | | | | |
| Business Process | Timesheet Entry and Approval | | | | | |
| Terms and Concepts | * Exempt Time Off * Bereavement * Jury * Volunteer | | | | | |
| Transaction (Name and T-code) | | T-Code | | uP Recording | Demo | Exercise |
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| Lesson 5: Additional Time Related Errors | | | **Time:** 15minutes | | | |
| Lesson Objectives | * Describe the timeline for changes to errors on the timesheet (when emails (unapproved time and correction are sent and time due) * Identify what collisions to the timesheet mean and how to troubleshoot (WBS Element, Work Order Payroll Locked) * Identify the conditions when you should or should not approve flextime * Describe when an employee Work Schedule need to changed and the benefits | | | | | |
| Business Process | Timesheet Entry and Approval | | | | | |
| Terms and Concepts | * Time collision * Work Schedule change * Payroll | | | | | |
| Transaction (Name and T-code) | | T-Code | | uP Recording | Demo | Exercise |
| Unapproved time report | | CADO | | X (quicksheet) |  | X |
| Under 40 hours worked | | ZCAT3 | | X (quicksheet) |  | X |

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| Lesson 6 – Summary | | **Time:** 5 minutes |
| Concepts | * Course Objectives Review * Additional Support | |

**Structure for the each of the help topics:**

1. Who is it relevant to?
2. Rule/Policy that applies to the topic
3. Why is it important/relevant
4. What to look for (what does it look like on the timesheet
5. What are the actions you need to take to approve the time
6. What are the help resources