

# TimeClock Plus®

Manager/Supervisor Manual



# **Table of Contents**

Table of Contents	2
Supervisor Responsibilities	3
Missed punches	4-6
Leave Requests	7-11
Time Card Verification	12-13
Exclude Exempt Employees	14
Reports	15-17
Sending Message	18-19
Audit Log	20-22
Scheduler Essentials	23-31
Do's and Don'ts	32



\*Please note that supervisors are referred as Managers in TCP.

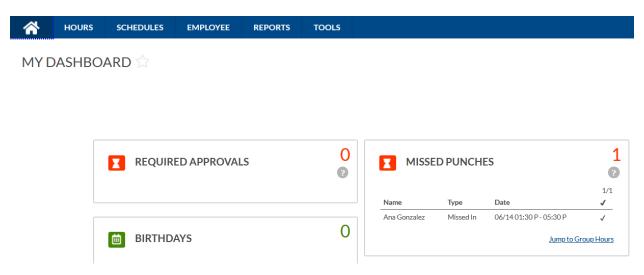
# **Supervisor Responsibilities**

- Complies with College-wide policies on code of ethics; reporting suspected or known fraud, abuse and other improprieties; hours of work policy; leave policy; overtime policy and all other College-wide personnel, payroll and benefits policies and procedures.
- Review TimeClock Plus (TCP) drop down list to ensure all employees are actual and current employees.
- ➤ If there are employees that must be added and/or deleted from their drop down list, supervisors must submit the TimeClock Plus Access Authorization Form (BO-7710).
- Ensures all manual punches have an Electronic time adjustment form (BO-7700) submitted by the employee and approved by supervisor on file. The Electronic time adjustment form (BO-7700) must remain on file by the department and made available for auditing purposes for 4 years for non-granted funded employees and 10 years for grant funded employees.
- Audits and enters missing punches from BO-7700 form submitted by employee, enters absences, and verifies the employee's online timecard.
- Audits and approves all exceptions in employee's timecard such as missed punches.
- Audits and approves leave entered by the employee.
  - Leave must be turned in <u>no later</u> than three days after the occurrence. No leaves will be accepted after time cards have been locked.
- ➤ Verifies that total hours worked by employee are not under 40 for each work week (non-exempt monthly employees only).
  - Ensures that timecard verification is made by the <u>due date.</u> ( 3 days after pay week)
- Makes sure NOE's for new hires, changes, and terminations are submitted timely to the Office of Human Resources to avoid any delays in updating information in TCP.
- ➤ The Supervisor portal for TCP is also available off campus and can be accessed via any internet connection. Supervisors can approve leave and verify hours even while away or off campus.
  - https://172441.tcplusondemand.com/app/manager/#/ManagerLogOn/172441



## **Missed Punches**

A missed punch is an exception that will need your approval. You can see this exception on your dashboard under **Missed Punches**.

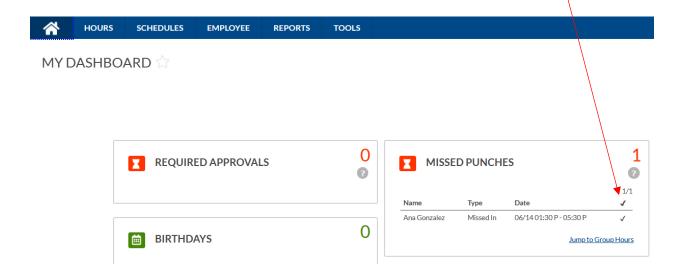


You can approve this exception one of three ways.

- 1. Through the Dashboard
- 2. Group hours
- 3. Individual hours

### 1. Through the Dashboard

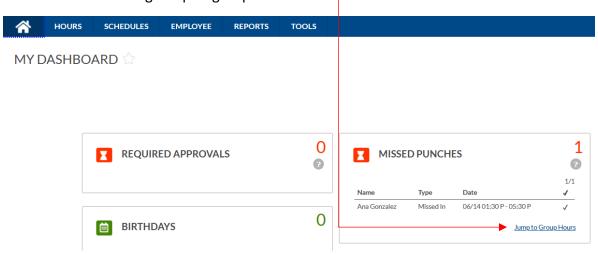
- Go to the MISSED PUNCHES widget and select the check mark furthest to the right
- Once approved the employee will no longer appear in the widget below.



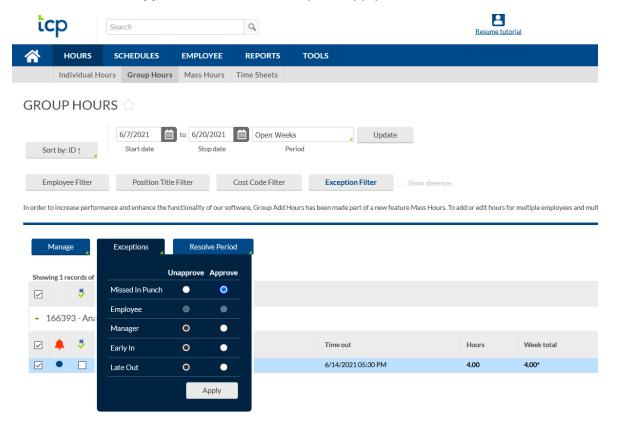


### 2. Group hours

 You can get to this section by going to the MISSED PUNCHES Widget and selecting Jump to group hours.



- Here you will select your date range and press update.
- Select one or more segments with an exception. Select Manage
   Exception button to view the exceptions and under missed punches select the Approve radio button and press apply.



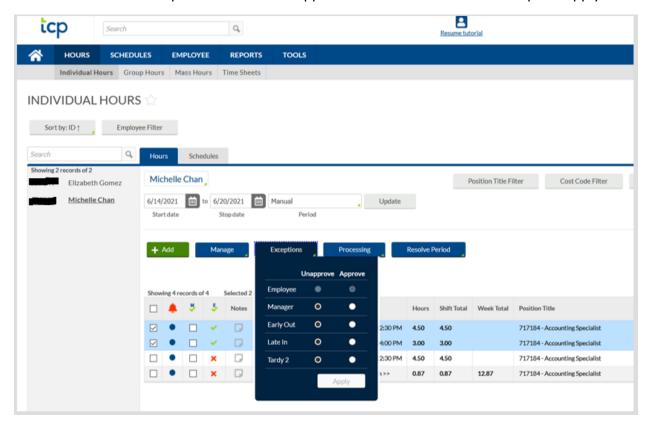


 If you would like to mass approve missed punch exception then you can go to the <u>Resolve Period</u> button and choosing which exceptions you would like to approve.

**NOTE**: Resolving exceptions will resolve ALL exceptions in that time frame, not just the ones visible on the page. Please be sure to review all missed punches exceptions before approving, as there might be discrepancies.

### 3. Individual Hours

Go to the hours tab → individual hours → select your employees → select the segment with the missed punch exception → select manage segment → under missed punches select the approved column radio button and press apply.





# Leave Requests

\*Employees must enter leave requests in TCP within 3 days of occurrence per College's Employee Leave Procedures. Supervisors must approve leave before the closing of the pay week. Pay weeks are closed on a weekly basis on the following Wednesday.

\*The TCP Employee Portal is to be used only internally while on an STC network and not to be used outside of the STC network. If an employee uses the Employee Portal outside of the STC network, this would be in violation of our procedures and an investigation will occur with appropriate actions to follow.

\*Supervisors receive emails upon each leave request to assist in timely review and approval of leave requests. Supervisors are encouraged to have at least one Supervisor proxy for leave approvals for times when they are unable to approve leave requests timely.

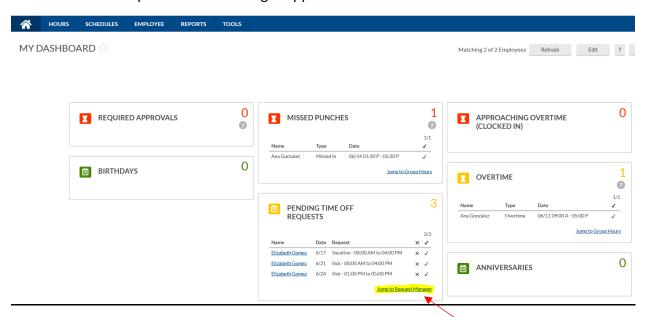
Approving/Denying leave request. (You will receive an e-mail notification of the pending request)

You can approve or deny leave requests three ways.

- 1. Through the Dashboard
- 2. Request manager
- 3. Outlook Email

### 1. Through the Dashboard

- On your dashboard you will find the widget PENDING TIME OFF REQUESTS
- Select the " $\sqrt{"}$ " to approve or the "X" to deny. Once complete the pending request should no longer appear.

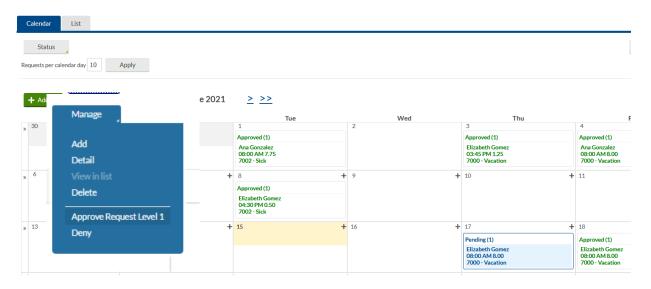




### 2. Request Manager

- You can get here through the widget and selecting "Jump to Request Manager"
- Or by selecting the Tools Tab → Selecting Request Manager
- Select the pending time off request on the calendar
- Select Manage → Select Approve request leave 1 or Deny
- Once approved it should turn from blue to green
- If Denied it should turn red

#### REQUEST MANAGER 🏠



### 3. Outlook Email

- Once leave request has been placed by employee you will receive an email to approve/deny request.

A time-off request "Vacation" on 07/30/2018 from 08:00 AM to 08:15 AM for Vacation has been CREATED by Elizabeth Gomez.

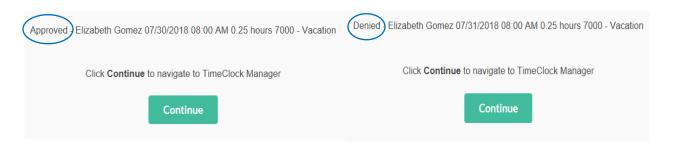
# Approve level 1 Deny request

\*These links will be rendered invalid after 72.00 hours

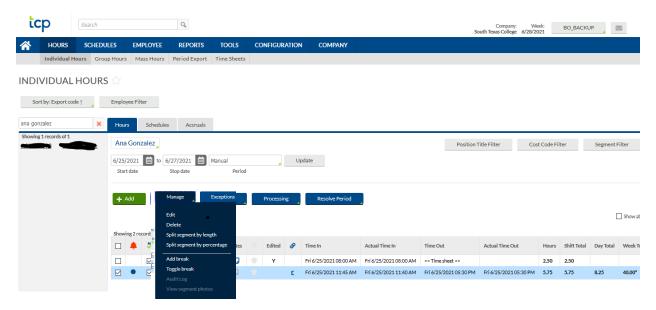
You can go ahead and click <u>Approve level 1</u> to approve or <u>Deny request</u> to deny leave request (the link via email notification is only avialable to supervisors for 72 hours). If the supervisor does not use the email link to approve/deny the leave request within 72 hours of the initial request, the supervisor will need to log into TCP and approve/deny the leave request.



- Once leave request has been approved or denied, you will see the message below where you have either approved or denied request.
- You may click continue to navigate to TimeClock Manager portal login.

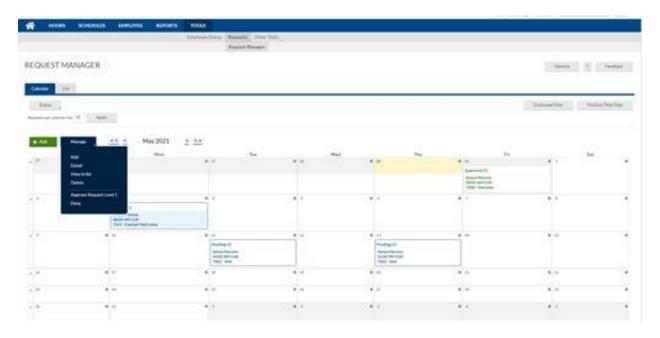


If the employee will no longer need to take leave for the date requested and it has been approved they can cancel the request before the starting time of the leave or you can remove the leave from the time card. You can do this by going to the **Hours tab**  $\rightarrow$  **Individual Hours**  $\rightarrow$  Selecting the employee  $\rightarrow$  Select the segment which the employee will no longer be taking the leave (first column on the left)  $\rightarrow$  Select **Manage Segment**  $\rightarrow$  **Delete.** 



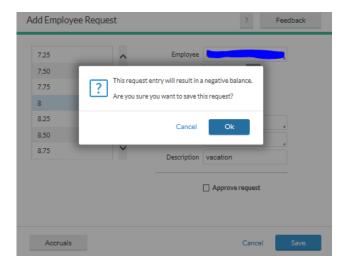
Should an employee need to remove an approved/denied leave request and need to re-enter the leave request, it must be removed from both time card (as shown above) and calendar. Go to **Tool** tab  $\rightarrow$  **Request Manager**  $\rightarrow$  select the approved leave request  $\rightarrow$  select **Manage**  $\rightarrow$  and **Delete.** 





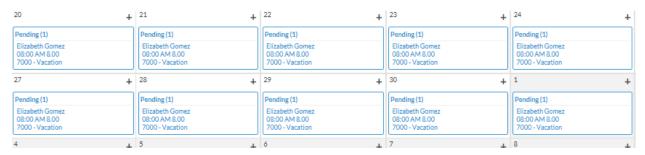
**Note:** If an employee is not able to submit their leave request for a future date because they do not have enough leave accrual balance. Supervisors will need to enter the leave request for them. When entering the leave for the employee, you will be getting the message below since employee does not have enough leave balance. Click *ok* if you wish to proceed with the request.

**Note:** Should an employee need to adjust the time for a leave that has already been approved, it will need to be done at the supervisor level and it is best practice to have them submit an email for tracking purposes if possible.





Once the leave request is submitted and saved it will show pending on the calendar for the employee as shown below.



If at that point you wish to approve the request click *Approve request level 1,* as shown below it will show Approved on the calendar for the employee.



Once leave request is approved, it will populate on the employees' timecard as shown below.

Time In	Time Out	Hours	Shift Total	Week Total	Position Title
11/27/2017 08:00 AM	<< Time sheet >>	8.00	8.00		7000 - Vacation
11/28/2017 08:00 AM	<< Time sheet >>	8.00	8.00		7000 - Vacation
11/29/2017 08:00 AM	<< Time sheet >>	8.00	8.00		7000 - Vacation
11/30/2017 08:00 AM	<< Time sheet >>	8.00	8.00		7000 - Vacation
12/1/2017 08:00 AM	<< Time sheet >>	8.00	8.00	40.00	7000 - Vacation

**Note:** Employees and Supervisors are responsible for requesting and approving leave within the available balances. Please reference Jagnet or contact the HR Benefits Staff at 956-872-4448 for assistance regarding your employees leave balances.



### Time Card Verification

<u>Time cards</u> are <u>due</u> <u>3 days after the end of the pay week</u>. After the non-exempt employee has verified their time card, the supervisor will then go in and review & verify the employee's time card. If employee did not or was not available to verify timecard before the deadline, then the supervisor should print the timecard and should be signed by both the employee and supervisor. This document must be kept for 4 years for non-grant funded employees and 10 years for grant funded employees.

\*The exception to this requirement will be segments created by BO\_Admin such as punches for populated Unauthorized Absence Leave.

Non- Exempt employees are required to verify their own leave requests in their timecard. If unable to verify employee will have to print and sign timecard for auditing purposes.

\*The TCP Employee Portal is to be used only internally while on an STC network and not to be used outside of the STC network. If an employee uses the Employee Portal outside of the STC network, this would be in violation of our procedures and an investigation will occur with appropriate actions to follow.

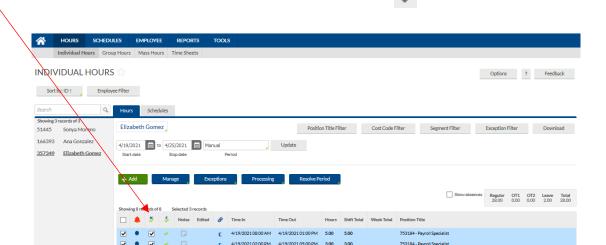
You can verify the employees time by one of two ways:

- 1. Individual Hours
- 2. Group Hours

### 1. Individual hours

- Go to the hours tab
- Individual hours
- Select the employee
- Audit the segments for the pay week for discrepancies

If no discrepancies, then either select the your select the individual boxes



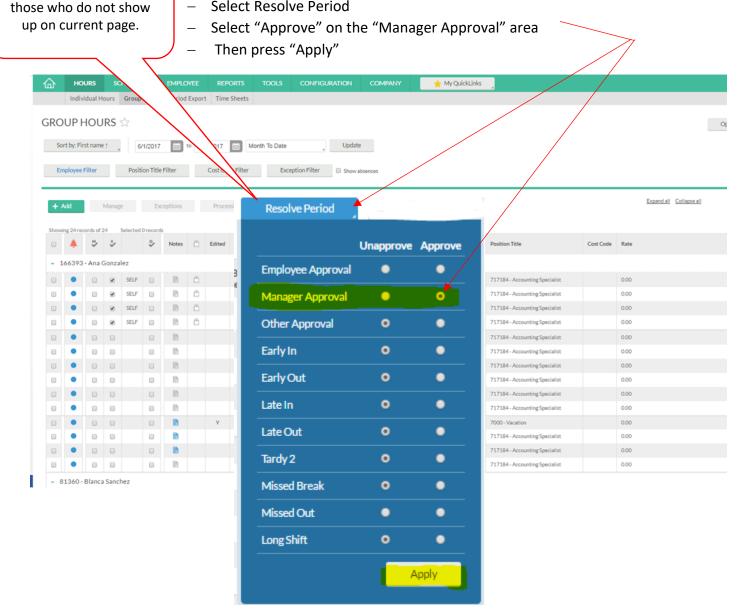


This action will approve

all employees including

### 2. Group Hours

- Go to hours
- **Group hours**
- Select the corresponding pay week
- Audit the pay week of each employee for any discrepancies
- Select Resolve Period

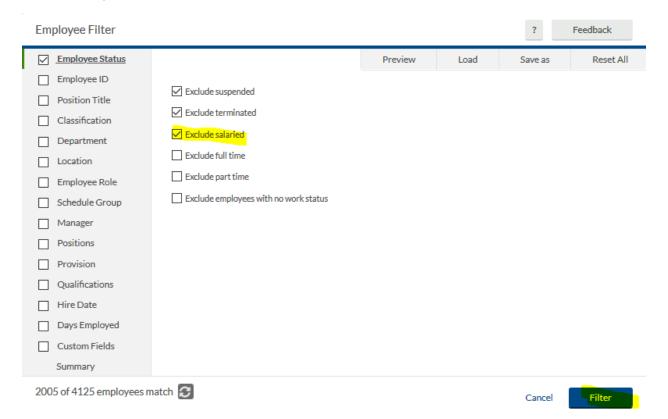




# **Exclude Exempt Employees**

Please follow steps below through TCP if you would like to exclude exempt employees from your drop down menu.

- 1. Hours
- 2. Individual Hours
- 3. Employee Filter
  - a) Check mark Exclude salaried
  - b) Press Filter



Once you have filtered you will no longer see exempt employees on your list.

\*Please note that you will have to do this process every time you log in, if you would like to see your hourly employees only.



# Reports

You can access various supervisor reports by going to the Reports tab  $\rightarrow$  Period Reports under "Categories" "Select "Supervisor Reports".

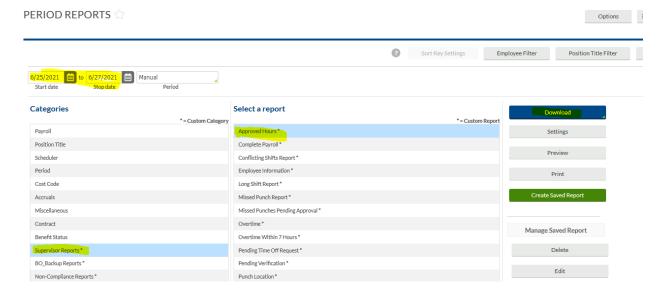
There are 7 supervisor reports.

- 1. Approved hours- This report will display Hours that have been approved.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.
- **2.** Complete Payroll- This report will display Regular hours worked, Overtime, & total for each week.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.
- **3.** Overtime- This report will display any overtime worked by the employee.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.
- **4.** Overtime within 7 hours- this report displays all employee who are going to be reaching overtime in 7 hours.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.



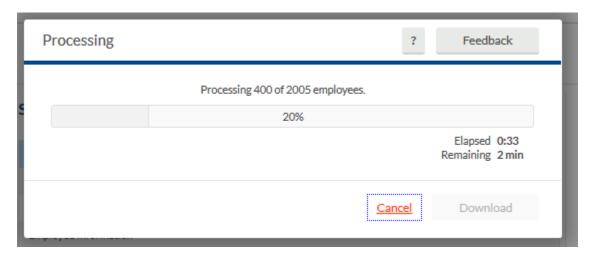
- 5. Pending approvals- This report will display any pending approvals.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.
- **6.** Punch Detail- This report displays where the employee is clocking in/out from.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.
- 7. Time Off Request-This report will display.
  - → Select the date range
  - → And then click download
  - → Select the format you would like the report in
  - → Wait for it to process and click download.

Select a date range, type of report you would like to run, press download, select the format you would like.

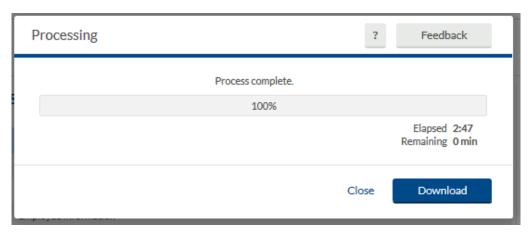




### Wait for it to process.



### Once processed press download.



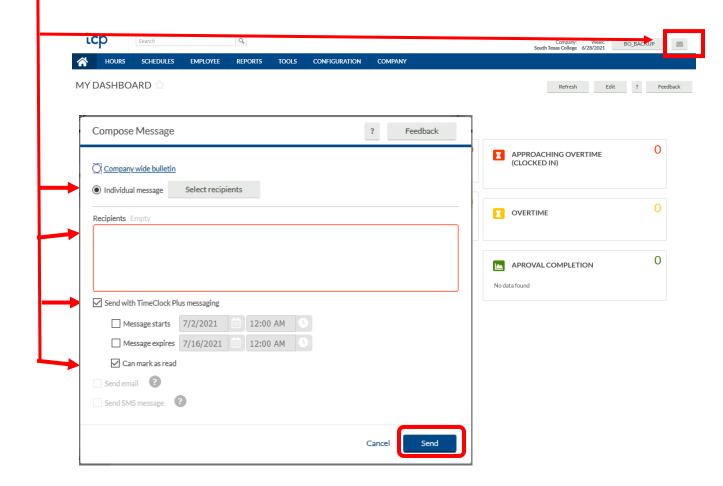


# Sending Messages through TCP

Supervisors may send employees messages through TCP. Please note that employee messaging is not meant to be used for "have a good weekend".

You can send employee messages selecting the following

- Go to the envelope icon located in the top right-hand corner
- Select individual message
- Type the message
- Select send with time clock plus messaging
- Select can mark as read
- If you'd like you can also send the message to their e-mail
- Select send

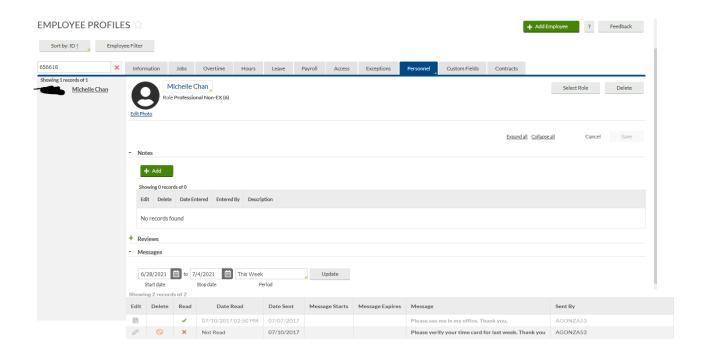




You can access messaging history by going to

Employee Tab → Employee Profile → Select "Personnel" → Select "Messages" → Select a date range → and press "Update"

This will display the message history as well as when the employee read the message.





# **Audit Log Access**

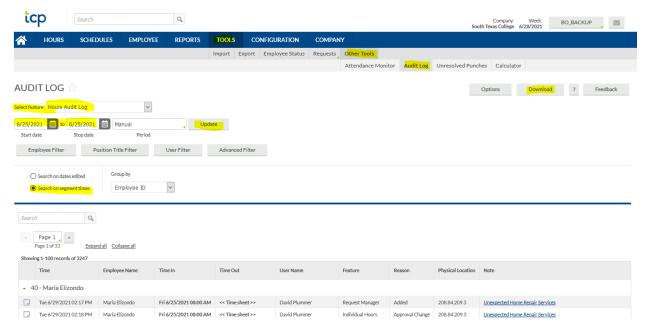
Go to Tools → Other Tools → Audit Log

Select feature → Hours Audit Log

Click Search on segment times

Enter the date → Click Update → Click Download → PDF

\*You will now see the history of the employees' timecard.



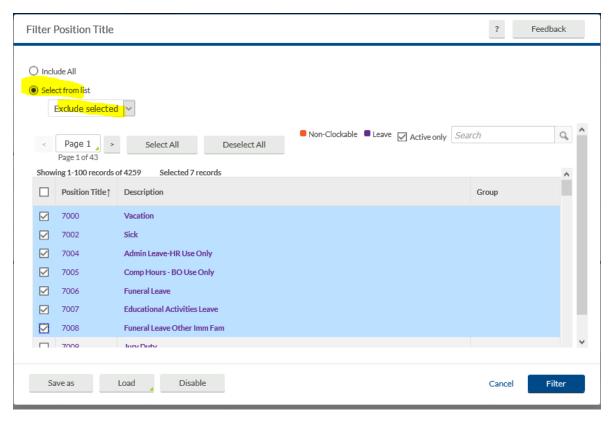
\*If you would like to isolate any adjustments you have entered to the employees' timecard please use filters below. This will show you any adjustments that have been entered do to excessiveness potential abuse of the employee not clock in and out.

Click on Position Title Filter

On the drop down menu click: Exclude Selected

Check mark all leaves in Purple & Orange.

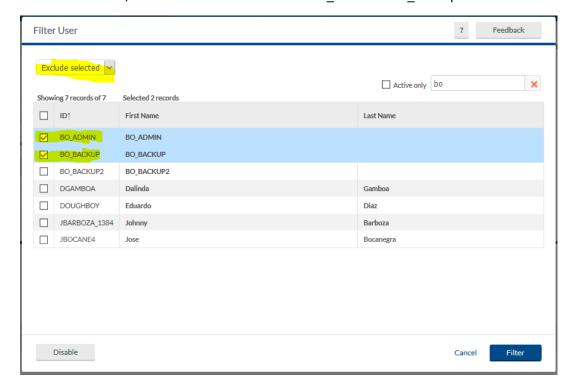




### Click User Filter

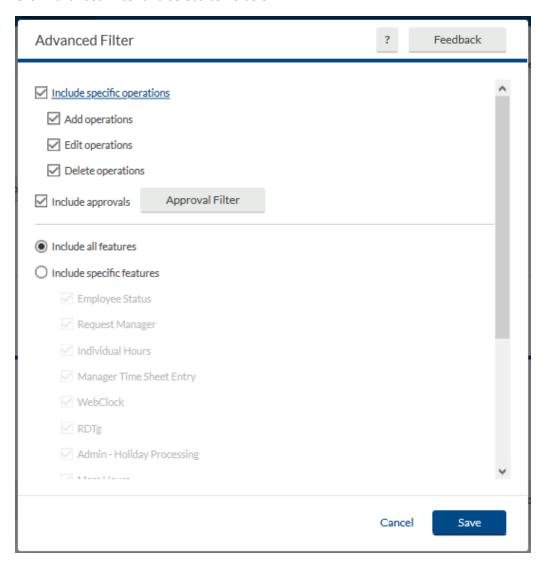
On the drop down click Exclude selected.

On the search bar, enter BO and the check mark BO\_Admin & BO\_Backup. Then click Filter.





Click Advanced Filter and select items below:



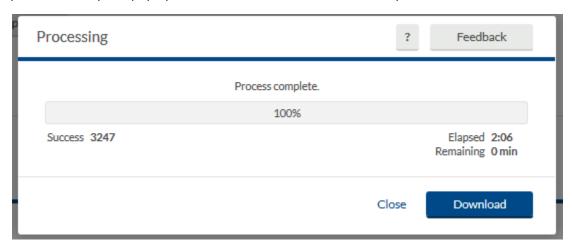
Once you have done all the filters change the date range as preferred. Example below is for one month. Click on Search on segment times.





Then click Download and select OpenXML and wait for it to process.

Once process is complete pop up below shows and click download & open file.





### **Scheduler Essentials**

**TimeClock Scheduler**, available from the **Schedules** menu in **TimeClock Manager**, allows you to apply and view schedules to employees', as well as run reports on scheduled time.

- A. Applying a Schedule Template
- B. How to create an Employee Schedule
- C. Assigning a Recurring Schedule to an Employee
- D. Global Scheduler
  - a. Applying a Global Schedule
  - b. Deleting a Global Schedule
  - c. Modifying a Scheduled Segment
  - d. Recurring Schedule-Assign
  - e. Recurring Schedule-Unassign

### A. Applying a Schedule Template

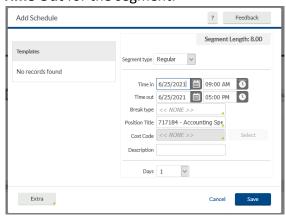
Once BO has created one or more schedule templates, you can begin using them anywhere that allows you to create schedules. Segment templates can be assigned using the **Add** button, which will overwrite the values in the **Add Segment** window with those of the template.

To use a day or week template, select the day you'd like the template to begin on, then select **Paste from Template** from the **Manage** menu. Here, you will see a sortable list of all templates and can select the one you'd like to apply.

After selecting the template and clicking **Select**, the template segment(s) will appear on that employee's schedule.

### B. How to Create an Employee Schedule

- 1. Select **Employee** from the **Schedules** menu.
- 2. Select an employee.
- 3. Click on **Add** beneath one of the days on the schedule to access the **Add Schedule** menu.
- 4. Enter the **Time In** and **Time Out** for the segment.





5. If you'd like to copy this schedule to other days within the week, select the number of days you'd like to copy forward in the **Days** field. For example, if your week starts on a Monday and you want to copy this segment through Friday, you would select **5** in the **Days** field.

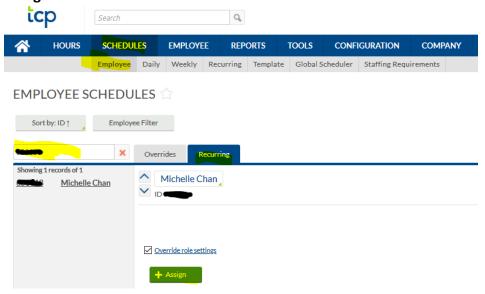
6. Click Save.



- 7. To delete a segment, select it then select **Delete** from the **Manage** menu. You can also right click on the segment and select **Delete**.
- 8. To copy a segment, select it then select **Copy** from the **Manage** menu. You can also right click on the segment and select **Copy**.
- 9. To paste a copied segment to another day, right click on the day you would like to add the segment to and select **Paste**.

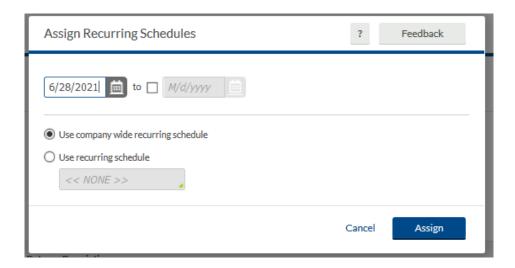
### C. Assigning a Recurring Schedule to an Employee

- 1. Select **Schedules** then **Employee** from the sub-menu.
- 2. Select an **Employee** from the list, then select the **Recurring** tab.
- 3. Click on Assign.





4. Enter the **start date** for when you would like the schedule to take effect. If you'd like the schedule to stop being applied to this employee at a certain date, enter in a **Stop date** as well.



5. Select the Use company wide recurring schedule radio button or, if you created a new recurring schedule, select the "Use recurring schedule" radio button, and select a recurring schedule from the dropdown menu. Then click Assign and Save to save the contents of the Hour tab.

### D. Global Scheduler

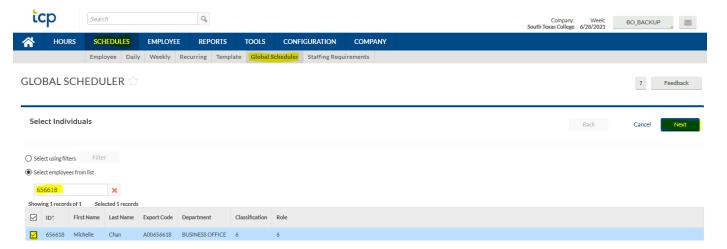
The **Global Scheduler** allows you to copy or delete schedules for selected employees. This allows you to copy schedules that are unique to an employee to future weeks, as well as perform this operation for several employees at once or copy those schedules into **Individual Hours** as hours that employee has worked. In addition, multiple schedules can be deleted at once with Global Scheduler.

### a. Applying a Global Schedule

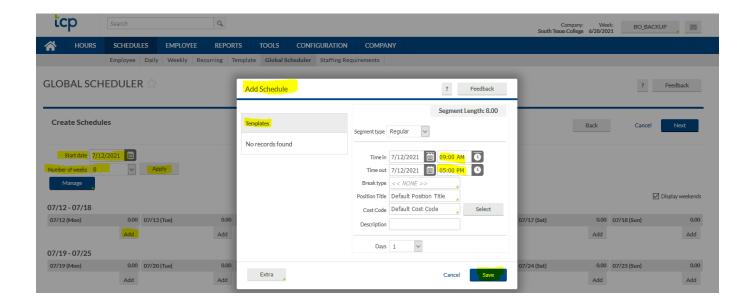
1. Select the **Schedules** drop down menu, then select **Global Scheduler**.



2. Select the employees you would like to copy schedules for by either selecting specific employees form the list or by using a **Filter**. Once you have identified the employees you would like to schedule, click **Next**.



- 3. Select **Apply schedules** from the Schedule operations list, then click **Next**.
- 4. Select the **Start date** by entering the beginning date of the weekly schedule(s) you would like to create or edit. Select the **Number of weeks** you would like to create or edit and click **Apply**.
- 5. Create the segments(s) you would like to add for the selected employee(s). Segments can be created by clicking **Add**, enter time in and time out, or pasting from templates. When you have created the segments you would like to add to the selected schedules(s), click **Save**.



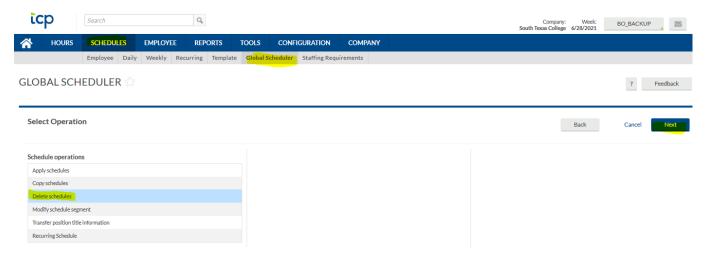


6. The **Summary** screen will provide a summary of the operation you are about to perform including the number of individuals affected, and the segments you are creating. Select **Preview** to view the copy operation without making any changes to the schedule, or click **Process** to add the segments.



### b. Deleting a Global Schedule

- 1. Select the **Schedules** drop down menu and then select **Global Scheduler**.
- Select the employees you would like to delete schedules for by either selecting the specific employees from the list or by using a **Filter**. Once you have selected the employees you would like to delete schedules for, click **Next**.
- 3. Select Delete schedules and click Next.



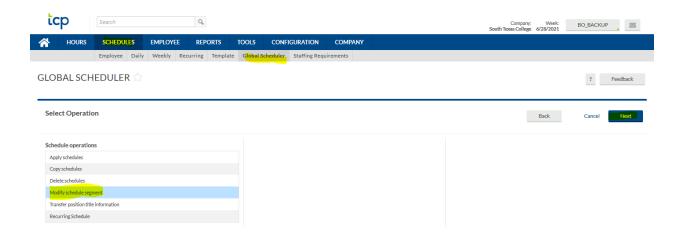
- 4. Select the **Source date range** by entering the date range of schedules you would like to delete, by selecting them using the date picker, or use one of the preset ranges in the drop down list.
- 5. If you would like to only delete segments from certain position titles, create a **Position Title Filter**.
- 6. Check the various options for different types of segments you would like to include. Once you have finished configure the source date, click **Next**.



7. The Summary screen will provide a summary of the operation you are about to perform, including dates, the number of individuals selected, and the types of segments you will be deleting. Select **Preview** to view the copy operation without making any changes to the schedule, or click **Process** to delete the schedules.

### c. Modifying a Scheduled Segment

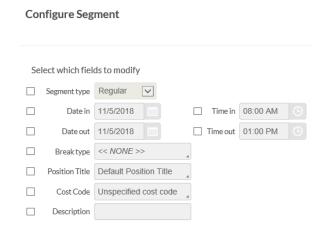
- 1. Select the **Schedules** drop down menu and then select **Global Scheduler**.
- Select the employees you would like to modify one or more segments for by either selecting the specific employees from the list, by creating a Filter. Once you have selected the employees you would like to modify segment(s) for, click Next.
- 3. Select **Modify schedule segment** then click **Next**.



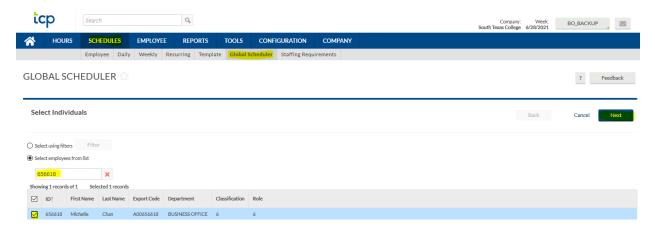
- 4. Select the **Source date range** by entering in the dates of schedules you would like to modify, by selecting them using the date picker, or use one of the preset ranges in the drop down list.
- 5. Check the various options for different types of segments you would like to include.
  - Include schedule segments
  - Include recurring segments
  - Include recurring override segments
  - Include segments tied to requirements
  - Include regular segments
  - Include on-call segments
  - Include off segments
  - Include unavailable segments
- 6. Once you have configured your range, click **Next**.



7. Select the data you would like to edit on the **Configure Segment** screen by checking the box for the relevant segment information and enter the modify information. Once you have made changes, click **Next**.



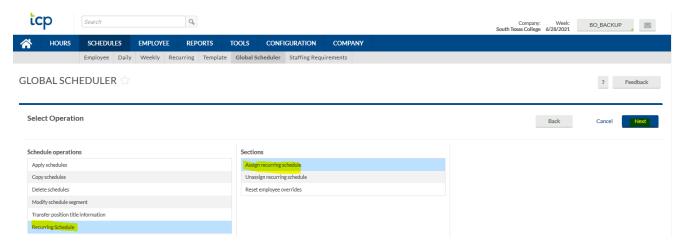
- 8. The **Summary** screen will provide a summary of the operation you are about to perform, including the number of individual affected and the options selected for the source and destination dates. Select **Preview** to view the copy operation without making any changes to schedule, or click **Process** to modify schedules.
- d. Recurring Schedule- Assign a recurring schedule on Global Scheduler
  - 1. Select the **Schedules** drop down menu, then select **Global Scheduler**.



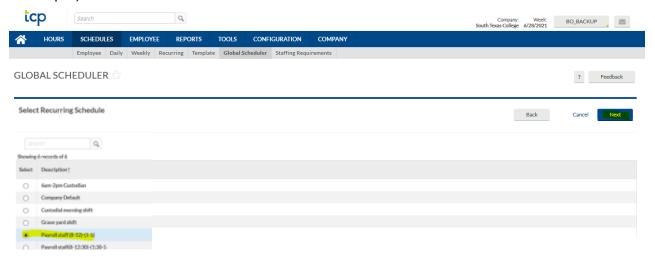
2. Select the employees you would like to recur a schedule for by either selecting specific employees form the list or by using a **Filter**. Once you have identified the employees you would like to schedule, click **Next**.



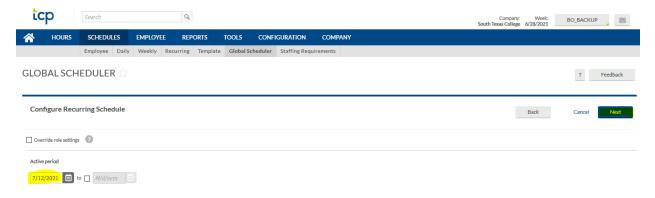
3. Select Assign recurring schedule, then click Next.



4. Select your recurring schedule you would like to assign to your employee. Then click **Next.** (Example below shows a recurring schedule for payroll staff (8am-12pm)-(1pm-5pm).

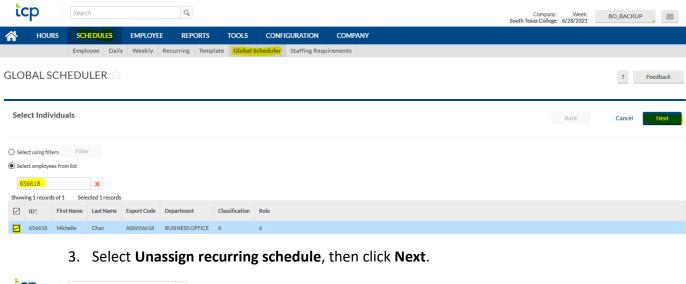


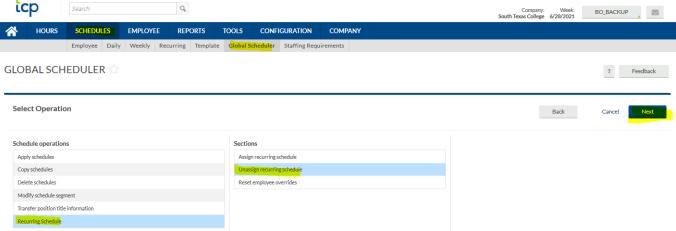
5. Next you will need to configure the recurring schedule active period date range. Then click **Next.** 





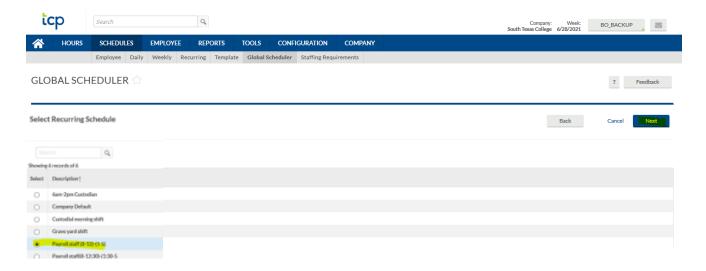
- 6. The **Summary** screen will provide a summary of the operation you are about to perform, including the number of individual affected and the options selected for the source and destination dates. Select **Preview** to view the copy operation without making any changes to schedule, or click **Process** to modify schedules.
- e. Recurring Schedule- Unassign a recurring schedule on Global Scheduler
  - 1. Select the **Schedules** drop down menu, then select **Global Scheduler**.
  - 2. Select the employees you would like to recur a schedule for by either selecting specific employees form the list or by using a **Filter**. Once you have identified the employees you would like to schedule, click **Next**.



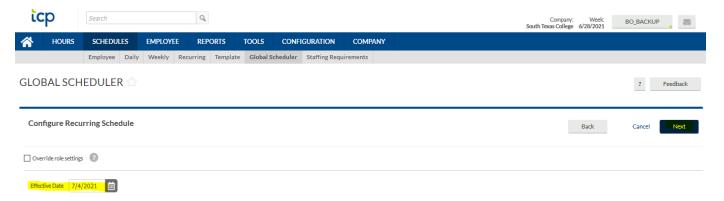




4. Select your recurring schedule you would like to unassign to your employee. Then click **Next.** (Example below shows a recurring schedule for payroll staff (8am-12pm)-(1pm-5pm).



5. Next you will need to configure the recurring schedule Effective Date. Then click **Next.** 



6. The **Summary** screen will provide a summary of the operation you are about to perform, including the number of individual affected and the options selected for the source and destination dates. Select **Preview** to view the copy operation without making any changes to schedule, or click **Process** to modify schedules.



### Do's and Don'ts for TCP

### Do's for Clock In/Out

### Don'ts for Clocking In/Out

### Do's

- Clock in/out using the time clock in your department's building or your assigned STC computer when entering or leaving work.
- Properly clock in/out at scheduled time to begin/finish work.
- Arrive and depart your working assignment according to your schedule.
- Use STC Electronic Time Adjustment Request Form (BO-7700) for working travel hours.
- Review and verify all timecards timely before the weekly deadline
- If verification deadline was not met, print out paper timecards and have employee and supervisor sign the timecard.
- Keep all payroll related documentation available for auditing for 4 years for non-grant funded employees and 10 years for grand funded employees. This includes a paper timecard with signatures when deadline was missed for verifying. New payroll retention period.

Any forms of abuse are considered acts of fraud. Auditors review exceptions and request justifications.

#### Don'ts

- Don't share your TimeClock Plus online web access username and password.
- Clock in/out through the College's wireless network utilizing personal equipment.
- Abuse working hours.
  - Clock in/out or authorize another individual to clock you in/out for non-working hours.
  - Clock in/out in a building you don't work in to adjust your arrival/departure time.
  - Clock in, go park your car, and then go back to work.
  - Clock in/out of another building when going to lunch or returning from lunch.
  - Clock in and use working time for personal use.
  - Do not abuse 15 minute rounding time setups in TCP.
  - Overuse the STC Electronic Time Adjustment Request Form (BO-7700) to adjust your working hours. Frequent use of this form, which will be displayed in your timecard, may cause audit issues.

Please visit the link below where we provide additional training material.

www.southtexascollege.edu/go/timeclock

or

https://finance.southtexascollege.edu/businessoffice/timeclock.html

### For any questions or concerns you may contact us at:

#### Michelle Garcia, Payroll Assistant

TimeClock Plus Admin

Email: mgarz447@southtexascollege.edu

Phone: 956-872-2696

### Sonya Moreno, Payroll Assistant

TimeClock Plus

Email: smartinez 0388@southtexascollege.edu

Phone: 956-872-4679

### **Payroll Department:**

payroll@southtexascollege.edu