

## TimeClock Plus FAQ's

Questions	Answers	Benefit/Risk Control
<p>1. Why do employees and supervisors have to verify their timecards weekly?</p>	<p>1. The current system does not have the option available for having different closing periods for monthly and semi-monthly employees. However, we anticipate in future versions of the software having this option available. We are currently testing the newest release of TCP and provide our findings as soon as possible.</p>	<p>1. A benefit of having employees and supervisors verify timecards on a weekly basis promotes timely review of hours worked and reduce the instances of abuse or increases timely detection of abuse of hours. Supervisors are more likely to remember the previous week and can truly verify the hours they are attesting are correct, rather than trying to remember what employee from the previous four weeks worked what hours. This mitigates risk of inaccuracies in payroll processing.</p>
<p>2. Why is the deadline for verifying timecards on Wednesday?</p>	<p>2. The deadline is on Wednesday, the 3<sup>rd</sup> day of the following week, so that the system can capture all hours worked for payroll processing of semi-monthly paid employees. Again, we anticipate in future versions of the software having the ability to have different closing pay periods by employee types. We are currently testing the newest release of TCP and provide our findings as soon as possible.</p>	<p>2. This 3-day timeframe is reasonable for review and verification by both employees and supervisors and will more likely result in accurate reporting.</p>
<p>3. How can employees and supervisors access TCP?</p>	<p>3. Employees and supervisors can access TCP by logging in to any networked computer on any of our five campuses.</p>	<p>3. Employees and supervisors have ample access to TCP. This access is sufficient for complying with verification compliance deadlines.</p>
<p>4. How can supervisors approve their employee timecard when they are working away from campus?</p>	<p>4. Supervisors also have access to TCP while away from the College. Supervisors can access the TCP supervisor module by using any internet connection.</p>	<p>4. Out of network access to TCP for supervisors provides the opportunity to remain connected and aware of any activity related to leave requests, working hours, and verification while off campus or traveling.</p>

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5. Do employees and supervisors have to verify segments when the College is closed such as Memorial Day and Spring Break?	5. Yes, employees and supervisors should verify every segment appearing on the timecard. This includes leave such as sick and vacation, as well as populated hours for days the College is closed including but not limited to Memorial Day, Spring Break, and Winter Break.	5. Verification by employee and supervisor for each segment, (including leave and College closed days) appearing on the timecard allows for a more complete payroll record for auditing purposes.
6. Why do employees/supervisors have to print the timecard when they missed the deadline and the week is no longer available for electronic verifications?	6. If employees and/or supervisors fail to submit verification electronically before the deadline, they must verify on paper or by email to provide the College assurance that the hours paid were accurate. The supervisor needs to retain the signed/printed email verification for 4 years for non-grant funded employees and 10 years for grant-funded employees.	6. The manual timecard verification <del>is</del> serves as evidence for future review and audits by internal or external agencies and demonstrates the efforts of the College to properly pay our employees.
7. What options are available for supervisors when they are going to be unavailable for an extended period of time regarding verification of timecards?	7. Supervisors can assign a proxy by completing the form BO-7710 available online and submitting it to the Payroll Department for updating. They can make changes upon their return or revise the form as many times as needed.	7. This allows an individual given authority by the supervisor to cover the TCP duties in their absence and avoid missing deadlines or not reviewing/approving leave timely for employees.
8. What type of reports are employees and supervisors receiving regarding verifications?	<p>8. <u>Reports to Employees</u></p> <ul style="list-style-type: none"> <li>• On Mondays, employees with missing verification (employee or supervisor) will be emailed a report listing the missing verifications for the prior week that need to be verified by deadline.</li> </ul> <p><u>Reports to Supervisors</u></p> <ul style="list-style-type: none"> <li>• On Tuesday, an email is sent to Supervisors with a list of pending verifications for the prior week.</li> <li>• Weekly reports are emailed (on Friday) to Supervisors when verifications were missed for their area. If no verifications were missed, the Supervisors will not receive a report. (Employees and Supervisors must follow the timecard verification process for any missed verifications.)</li> </ul>	8. These reports will help remind both employees and supervisors of the pending items that need their immediate attention. These serve as a reminder of the upcoming deadlines. The report the supervisors receive on Fridays is to inform them of the verifications that were missed for the prior week. If an employee is having a recurring problem with verifications, the director or other supervisor in the department should address this.
9. What type of reports are sent to Financial Managers regarding verifications?	9. Effective June 15, on a monthly basis, Financial Managers will receive a list of Timecard verification non-compliance for the employees/supervisors under their control. The report will breakdown the non-compliance timecard verification for employees and supervisors.	9. This report will provide information to the Financial Manager for all the areas they are responsible for regarding missed verifications for the previous month. If an employee or supervisor is having a recurring appearance on this

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		report, the Financial Manager should address the issue to avoid continuous non-compliance of TCP requirements.
10. What type of reports are sent to the VP's regarding verifications?	<p>10. TimeClock Plus Non-Compliance Reports will be provided to Vice Presidents/President on a monthly basis</p> <p><i>Employee Verification Non-Compliance:</i> This report consist of a list of non-exempt employees who did not verify their TimeClock Plus timecard as required. It includes the number of segments not verified by month. The segments could consist of working hours, holidays, sick leave, vacation leave, or other types of leave.</p> <p><i>Supervisor Verification Non-Compliance:</i> This report consist of a list of supervisors who did not verify the TimeClock Plus timecard for employees under their supervision. It includes the number of segments not verified by month by employee. The segments could consist of working hours, holidays, sick leave, vacation leave, or other types of leave.</p>	10. These reports will provide detailed information of missed verifications to the VP's regarding all employees/supervisors in their Division. If an employee or supervisor is having a recurring appearance on this report, the Vice President should address the issue to avoid continuous non-compliance of TCP requirements.
11. What resources are available for new employees/supervisors or current employees/supervisors who need additional assistance or have questions?	<p>11. There are many resources available for employees and supervisors:</p> <ul style="list-style-type: none"> <li>• Employee and Supervisor Manuals are available in the TimeClock Plus <a href="#">website</a></li> <li>• Training videos are available at the TimeClock Plus website</li> <li>• Department training sessions can be provided upon request</li> <li>• Face-to-face training sessions are offered periodically at all campuses</li> <li>• Upcoming Annual "How To" Sessions</li> <li>• Staff from Payroll and Office of Human Resources are available for assistance</li> </ul>	11. There are many resources available to our employees and supervisors. Considering that we already have many resources, we welcome additional ideas. We have provided many trainings to individual departments and have never denied providing training to anyone who has requested it.
12. What are some benefits of TCP over TimeForce, the previously used timekeeping system?	<p>12. TCP has many benefits over TF (TimeForce). To name few of the key benefits:</p> <ul style="list-style-type: none"> <li>• Paperless Leave Requests/Approvals</li> <li>• Paperless adjustments to time when a punch is missed</li> <li>• More accurate and complete Leave Requests (no lost papers)</li> </ul>	12. The benefits prevail over any changes to our procedures and deadlines. As mentioned, TCP is always releasing updates and we will continue to implement them as soon as they test successfully. Timekeeping is a key element to successful payroll

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	<ul style="list-style-type: none"> <li>• The ability to automate reports for upcoming deadlines including items that need attention</li> <li>• Updated clocks allowing for leave requests and timecard verification</li> <li>• Reports can be setup to notify supervisors when employees are approaching overtime</li> <li>• Punches are in real-time and supervisors can instantly see when an employee punches in or out</li> <li>• There are many reports available as needed for supervisors</li> <li>• Supervisors can view all leave requests in a calendar view allowing for managing schedules</li> <li>• TCP is a very viable company and is constantly improving the software and releases updates regularly improving performance and providing additional options</li> <li>• TCP provides excellent customer service and provides reliable and timely support</li> <li>• TCP username is linked to LDAP (one username, one password) rather than different from computer</li> <li>• TCP communicates with Banner to provide the most accurate and timely updating of employee and supervisor information</li> <li>• There are many additional benefits enhancing accurate payroll processing</li> </ul>	<p>processing and is the responsibility we all share. We will continue providing assistance and welcome ideas to add to our well diverse array of training materials.</p>