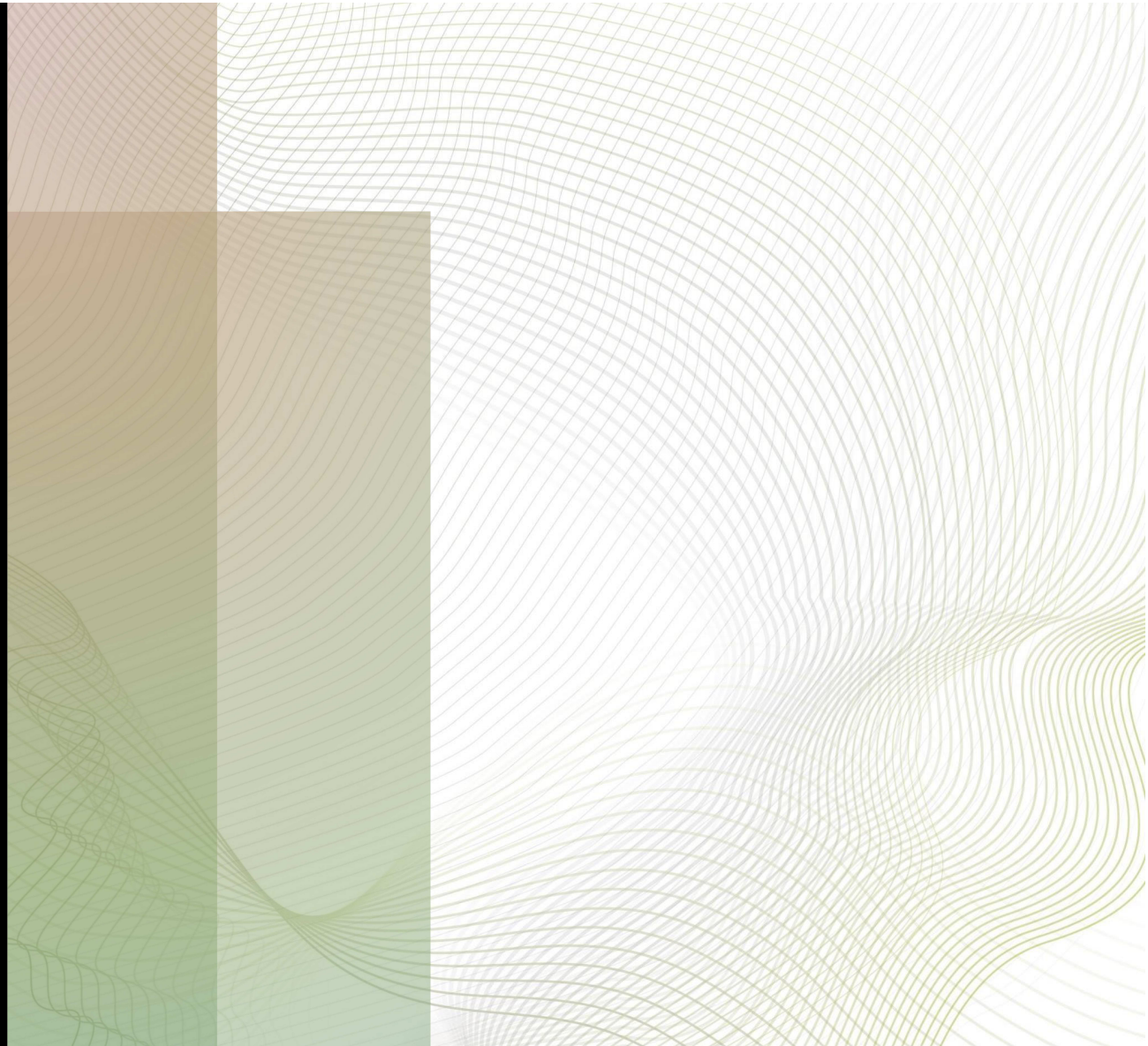


# Time & Labor Management Series

Session II: Time  
Processing and  
Troubleshooting for  
Payroll



# Recap of Session 1

- Exceptions, points, and missed punches should be dealt with on (at minimum) a weekly basis, but it is recommended that exceptions and missed punches be handled daily.
- Managers should be dealing with these items daily to ensure their teams' time entries are ready and accurate on the day that payroll is being processed.
- APS' new dashboard experience makes it extremely quick and easy for managers to handle exceptions and missed punches as the reports are setup as widgets directly on the dashboard.
  - If you'd like to see a demo of APS' new dashboard experience, please use our Train to Thrive webpage link to access the 6/20/2024 recording of the dashboard demo.
- APS' new dashboard experience also allows for admins to hold managers accountable, too, because managers/admins share the same Time dashboard tab... managers will only see their team members, but admins will be able to see all company employees\* and can keep track of which employees have missed punches & exceptions that are not being corrected.

\*In general, admins typically have access to all company employees, but some admins may not have access to all company employees.

# Time Prep Steps

- Timesheets should be approved before you start payroll (that would include any pending time off and timesheet change requests)
- View Pending Time Off Requests
  - Time off requests for the current pay period should be approved prior to payroll. If there are last minute requests, you will see them here to approve prior to starting.
- View Timesheet Status for Review & Approve Timesheet Status
  - If a manager is out of the office and cannot get a timesheet(s) approved before payroll, you can use the "Timesheet Status > View Timesheet Status to Approve" step to approve any unapproved timesheets.
- Reapply Pay Calculations
  - Reapplying the pay calculations should always be done as the first step in processing time. Doing it multiple times will not hurt anything; it is essentially recalculating the timesheets with the current pay calc rules.

# Time Prep Steps continued...

- Process Records
  - Processing records converts the time entries into pay records, which will later be synced onto the pay statements.
- Lock Pay Period
  - Locks the pay period's timesheets from being edited and any changes being made to the pay period after time/payroll have been processed
- Recap:
  - Timesheets approved > Reapply Pay Calculations > Process Records > Lock Pay Period > Move into payroll prep

# Payroll Prep with Time

- Once you've completed the time prep steps, it is time to begin the payroll prep process.
- Initiate payroll > sync time > recalculate pay statements > close payroll > review reports > submit.
- Initiate Payroll
  - Brings over all pay statements for employees in the pay period
- Sync Time
  - Syncing time converts the pay records into entries on the pay statement
  - Syncing time can only be done for ALL employees at the same time and WILL override any manual changes done to the pay statements

# Troubleshooting

- Unlocking pay period to make changes after time has been processed
  - Unlock Pay Period > Unlock for All
    - Unlock for all will unlock the pay period and the timesheets
    - Unlock will only unlock the pay period but will leave the timesheets locked
  - Did you make the necessary changes to the timesheet(s)?
  - Did you Reapply Pay Calculations?
  - Did you Process Records?
- Did you initiate payroll?
  - If you don't initiate payroll, pay statements will not be created
- Did you sync time?
  - The sync time step populates the pay records from the timesheet into payroll.
  - If no manual changes have been made to other pay statements > sync time
  - If manual changes have been made and you are only reprocessing a few timesheets > simply update the individual pay statements with the changes that you made.

# Common Misconceptions

- Manual Edits on Pay Statements
  - Manual edits to pay statements will not be reflected on timesheets.
- The Sync Time step alone will not apply changes made to the timesheet
  - Records must be reprocessed, then time must be synced
- Mark as Complete
  - Marking as complete does NOT complete the step. You can mark as complete at any point in the process.
    - Think of this as a bookmark. You can put a bookmark on any page, but it doesn't mean you read it. You can "reset" the step if you accidentally marked it off.
- Initiate Payroll step
  - The initiate payroll step only needs to be done once. (You only need to create the pay statements once). If you are redoing time prep steps, you would skip over the initiate payroll step, unless you did not do it originally.

# Common Troubleshooting Scenario 1

A new base compensation/rate isn't showing on the employee's pay statement

- Effective Date & Reapply Rates
  - If the effective date is before the current pay period, the system will not automatically apply any retro pay nor will it retroactively apply the new rate to time entries
  - For new hires, the effective date of the base compensation must match the start date
- Reapply Pay Calculations
- Process Records
- Sync Time
- Preview Pay Statement



# Common Troubleshooting Scenario 2

The employee's pay statement has less time on it than the timesheet does

- Timesheet - Calc Detail Tab
  - Raw Total vs Calc Total
    - Rounding rules, automatic lunch/time deductions
- Calc total is what gets paid
  - Ensure that no manual changes have been made to remove time from the pay statement
- Current Timesheets Report: Time > Timesheets > All Timesheets > Current
  - Use this to verify that the calculated hours are what's being paid in payroll
- If you are unable to resolve the concern, give us a call!

# Common Troubleshooting Scenario 3

Changes were made on the timesheet but are not showing up in payroll

- Was the change made for the pay period that is being processed?
  - Once a timesheet/payroll has already been processed, any changes that have been made will not automatically be reflected into payroll. You will have to manually apply the changes to the pay statement.
- Reapply Pay Calculations
- Process Records
- Sync Time
- Preview Pay Statement

# Payroll Reports

These reports can be found on the payroll processing page for the pay period you are working on.

- Employees Not Paid
  - Verify that the active employees who need to be paid are not showing on this report
- Payroll Register: By PST
  - All manual changes should be reviewed prior to submitting payroll
- Payroll Recap & Funding (Pre Process)
  - Preview of the totals required to fund payroll
  - Vendor payments will only show after payroll has been finalized

**\*\*Please ensure everything in payroll is accurate BEFORE submitting. Once submitted, APS will finalize the payroll, and no changes can be made without incurring additional fees\*\***