Frequently Asked Questions: Timeclock Approval of Manual Punches

Webclock-related questions:

Q: Will punch approvals need to happen before Monday?
- The process for Webclock users stays largely the same. Webclock users will still employee-approve their own timecard, which will approve all edits to the timecard. There are special considerations for Webclock users who also use physical timeclocks. Please see http://slbp.osu.edu/posts/documents/a-note-to-webclock-users.pdf for more information.

Q: Do Webclock users need to approve their own manual punches?
- No. Webclock users are only prompted to approve manual edits that were entered by someone else at the timeclock.

Q: What does “added by employee” mean in the Manual Punch Approval audit trail?
- Webclock users have the ability to edit their own timecard and add a blanket employee-approval to the timecard. “Added by employee” means the punch was added by the employee, either as a manual punch or a real-time punch through Webclock.

Documentation & audit questions:

Q: How does the employee initiate the missed punch?
- Areas are encouraged to manage this type of employee communication in whatever way works best for them. Employees can fill out a manual punch log (a template will be posted on our website) or notify their supervisor by email, text, etc. Please do not use Time Change Request forms for this purpose, as SL Payroll will begin printing fewer forms now that they are only required for Prior Period Adjustments.

Q: What paperwork is being kept by supervisors/Payroll?
- Starting with BW PP10, TCRs will be used for Prior Period Adjustments (PPAs) only. Supervisors do not need to save their communications about missed punches once the punch has been entered.
- Communications regarding rejected punches should be forwarded to sl-timechanges@osu.edu.

Q: What is appropriate documentation for rejected punches?
- Emails or TCR forms can be used for this purpose.

Q: What if an employee blames the timeclock for a missed punch and rejects it? (For example, if they missed the punch but feel they should not receive attendance points.)
- The process will not change. Please see the Items to Monitor section on page 5 of this document for more information: http://slbp.osu.edu/posts/documents/supervisor-guide-timeclock-manual-punch-approval.pdf.

Q: Is swiping BuckID for manual approvals a requirement?
- Yes. The timeclocks will not accept Employee IDs that are keyed by hand for manual punch approvals. Employees may still key their Employee ID to clock in and out, and will still be prompted to approve punches if they clock in using the key pad.
Q: Do we still need to use the TCR forms?

- For punches that can be added manually to the current pay period, no. The new manual punch approval process replaces the need for TCR forms. If the missing punch or shift is in a prior pay period, then a Prior Pay Period adjustment will be needed. At this time, the documentation for PPAs will still be the TCR form.

- Another instance where TCR forms may still be useful will be for accidental rejections. In the event an employee marks an edit as “rejected” by accident, an email from the employee will suffice to document that the rejection was unintentional. If an email is impractical for some reason, a TCR with the date and time of the manual edit with comments stating the edit was rejected accidentally will also be sufficient.

Timing and implementation questions:

Q: When does the new manual punch process go into effect?

- TCRs are not required for manual edits made after the beginning of biweekly PP10 (Begins Oct 18). Approvals will begin flowing to the timeclock 10/21 so that the upgrade doesn’t interfere with BW9 time approvals and processing.

Q: When will the punch show up?

- After the initial implementation, manual punches will flow to the timeclock each day at 3am. The employee will be alerted upon clock-in. They can either approve the punches, or come back to it later. We recommend making it a training point for staff that they are able to approve manual punches later, so that they don’t hold up the timeclock at busy times.

Reporting and communicating with employees:

Q: Will a supervisor be notified if an employee denies a punch? What about pending punches?

- There is no notification in Timekeeping for rejected or unapproved manual punches. Supervisors can review the Manual Punch Approval Audit Trail for manual punch approvals, or run the Manual Punch Approval Report (selecting “Pending” and “Rejected” as the parameters) to view punches that are still pending or rejected. SL Payroll will also monitor centrally and follow up on rejected punches, or manual edits still pending approval after one week.

Q: Without TCR forms, how do we know to enter Dining Trainings (done on Carmen)?

- Areas are encouraged to manage this employee communication in whatever way works best for them. Employees can fill out a manual punch log (a template will be posted on our website) or notify their supervisor by email, text, etc. Please do not use Time Change Request forms for this purpose, as SL Payroll will begin printing fewer forms now that they’re only required for Prior Period Adjustments.

Q: How do you get approvals from terminated employees?

- Supervisors should make every effort to obtain approvals from employees before they leave the university. In the event that this is not possible, a good faith effort to contact the employee should be made. Two email attempts to contact can be forwarded to sl-timechanges@osu.edu to document an attempt to contact the terminated employee.

Q: What if the employee no longer works for the area and has pending punch approvals?

- Punches pending approval will continue to feed to all timeclocks at which the employee is assigned. Therefore, if an employee switches to another area, they will continue to be prompted to approve manual edits until all pending edits are approved or rejected. Likewise, employees with access to multiple timeclocks will be prompted at all timeclocks at which they are assigned.
Q: Will supervisors receive emails of employees with pending punch approvals?
-  SL Payroll will be tracking outstanding pending approvals and rejected punches. Supervisors are encouraged to proactively review pending approvals and rejected punches using the Manual Punch Approval report. SL Payroll will begin following up on outstanding pending punches and rejected punches beginning on the Friday after the approval deadline.

**Procedural questions:**

Q: Are employees required to respond to Manual Punch messages at clock-in?
-  No. Employees can access the punch approval module at any time. Punches do not have to be approved at/during clock-in or clock-out. A best practice is to train employees to approve manual punches at a time when the timeclock is not busy (outside of common shift changes, etc.)

Q: How do students respond to manual punch messages if they are gone for extended periods of time?
-  Messages for pending approvals will flow to the timeclock each day until the punch is approved or rejected. While one week is considered an appropriate timeframe to respond to these messages, consideration will be given to academic breaks, etc.

Q: In the event an employee rejects a punch, does the punch remain on the timecard?
-  Yes. The punch will remain on the timecard with a status of “rejected” in the audit trail. Supervisors are encouraged to proactively review pending approvals and rejected punches using the Manual Punch Approval report to ensure accurate timekeeping information.

Q: At what point should supervisors contact employees for approvals?
-  Manual punches should be approved within a week from the date they’re added. We recommend running the Manual Punch Approval reports to locate any pending edits, and follow up with any that are over a week old.

Q: Is there a deadline to respond to punch edits? How long until it’s a Prior Period Adjustment (PPA)?
-  Manual punches should be added to the timecard as soon as possible within the same pay period. Manual punches should be approved by the employee within a week from the date they’re added. **Please note that it is acceptable for manual punch approvals to happen after the close of the pay period.**
-  As with the existing process, please do not delete a punch from an incomplete shift in order to approve the timecard. It’s better to complete the shift with your best guess based on the employee’s schedule and make corrections later with a PPA, than to delete a shift when you know the employee did in fact work.
-  If a manual edit cannot be made before the close of the pay period, it will require the entry of a PPA. A TCR form should be obtained with the correct shift times, and the PPA form should be submitted in Timekeeping.

Q: Do schedule changes or leave time show up for approval at the clock?
-  No. Only manual punches and blocks of regular hours will prompt an approval message at the timeclock.

Q: Does it automatically go to the approval screen at clock in?
-  No. The employee will select “OK” or “Remind” after seeing the prompt that there are manual edits to approve, and then can select the Manual Punch Approval module from the main screen on the timeclock at their convenience.
Q: What happens if an employee hasn’t approved a manual punch and it is Approval Monday? Can you approve a timecard when there are rejected punches or punches pending approval?

- Timecards can be approved even if manual punches are rejected or still pending approval. Manual punches should be approved by the employee within a week from the date they’re added. **Please note that it is acceptable for manual punch approvals to happen after the close of the pay period.** Please see the Items to Monitor section on page 5 of this document for more information: http://slbp.osu.edu/posts/documents/supervisor-guide-timeclock-manual-punch-approval.pdf.
- As with the existing process, please do not delete a punch from an incomplete shift in order to approve the timecard. It’s better to complete the shift with your best guess based on the employee’s schedule and make corrections later with a PPA, than to delete a shift when you know the employee did in fact work.

Q: Is there still the 48 hour deadline like the TCR forms?

- No. Manual punches should be approved by the employee within a week from the date they’re added. **Please note that it is acceptable for manual punch approvals to happen after the close of the pay period.**
- SL Payroll will begin to follow up on outstanding manual punches that are in pending or rejected status one week after the close of the pay period.

Q: Do they have to clock in to access the punch approvals?

- No. The Manual Punch Approval module can be accessed at the timeclock at any time.