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Basic TRS Training for Timekeepers

Agenda

- Policy
- Student Workers
- Manager Tips
- Common Timekeeping Issues
- TRS Tips
- Payroll Processing Reminders

Payroll Time Reporting Policy

It is the policy of the university to pay employees for time worked in an accurate and timely manner, in accordance with applicable laws, and to maintain the required supporting documents and records.

The TRS Policy can be found at https://hr.gwu.edu/Time-reporting

DC Wage Theft Prevention
Non-Exempt Clocking

- Precise in and out punches must be entered for all non-exempt employees
- All **nonexempt employees** are to be clocking in and out using the method designated by the department
- Timekeepers should only be editing the time for missed punches or mistakes.
- Timekeepers should have a detailed email from the employee stating reason edit is needed.

DC Wage Theft Prevention
Non-Exempt Clocking

- Timekeepers should add detailed comments when editing the time card

- All time reporting documents, including emails asking for edits, must be saved for 5 years.

- All **nonexempt timekeepers** must clock in using the provided Time Reporting clocking designated by the department. Do not manually enter your personal punches directly onto the timecard with your timekeeper permissions.

Student Workers

- Confirm Employees are hired before working
- Have employees review their GWeb self service portal and check job status
- Inform employees who their timekeeper is and who to email for department timekeeping issues
- Forward clocking information to employees

Student Time Off

- Students accrue sick time. Accruals vary by primary job and, in some cases, hours worked. Please see Time Off & Leave guide on the Benefits website.

- Sick time shows on the primary job but is charged to a central budget and does not affect departmental budgets.

Hiring and Terming

- Do not let employees start working until hired.
- Student Employment will use the current date as the hire date if the date is retroactive when processing.
- The hire will not be processed until all approvals are received, the background check is complete, and the student completes the I-9 form
- When employees are rehired into another department old departments will see them as ‘GHOSTS’ for one bi-weekly when they are rehired. Please alert timerep@gwu.edu if you see them for more than one bi-weekly.

Student Time Entry Training

- We understand that the start of the fall semester can be demanding. Once student workers are hired Payroll Services can supply a 30 minute Time Entry training Webinar for your department.
  - If interested please contact the Time Reporting Admin at timerep@gwu.edu or 571-553-4407 to setup training.
  - **Time Entry info** can also be found on our Payroll Services Website.

All the following instructions can be found on the Payroll Services website under TRS-Instructions.

https://hr.gwu.edu/trs-managing-time-timekeeper

Secondary Positions

Timekeepers can see all secondary employees without the need of clocking in and out

Employee Clocking Options

The university is required by law to pay all non-exempt employees on an hourly basis, even though they have a standard schedule and normally work a standard number of hours. Non-exempt employees are required to clock in/out using the university's Time Reporting System for both primary and secondary jobs. Clocking into the correct job is essential to being paid correctly.

Employees should check their time card daily and at least weekly and notify your timekeeper and manager A.S.A.P if there is an issue.

Clocking Options:

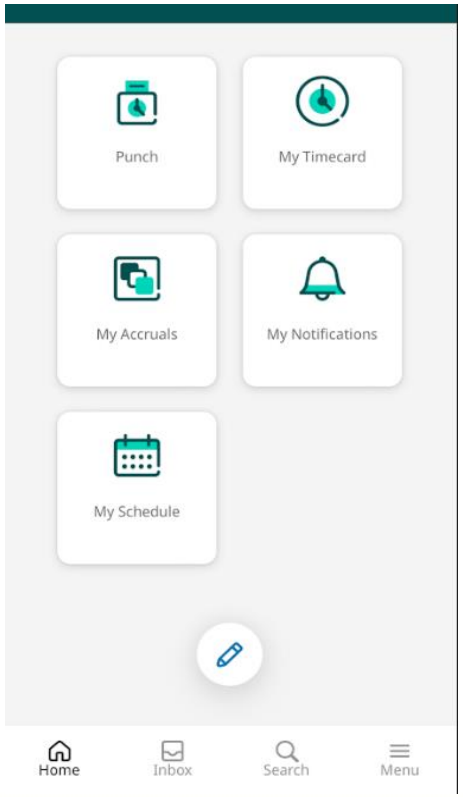
- **Phone**
- **Mobile App**
- **PC Browser Phone**

Clocking options can be found at https://hr.gwu.edu/trs-managing-my-time

Note: All nonexempt employees must clock in by the approved clocking system designated by their department. The timekeeper should be approving and editing the timecard per the University Policy.

Mobile App - Employees

- Employees can use the mobile app.
- Use of the mobile app is voluntary and employees must review the user agreement, provide consent, and follow the installation instructions for access. You can go to https://hr.gwu.edu/mobile-app to review and consent to the agreement to download and use the mobile app.



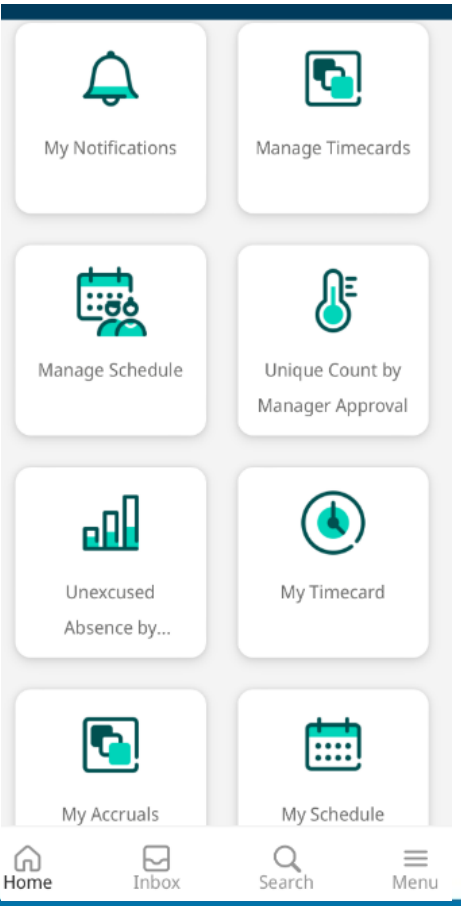
- Employee Mobile App options are:
  - Punch if non-exempt
  - View Timecard
  - Review Accruals
  - Review Notifications
  - Review Schedule and Request Time Off

Mobile App – Timekeepers & Managers

Timekeeper/Manager Mobile App options are:

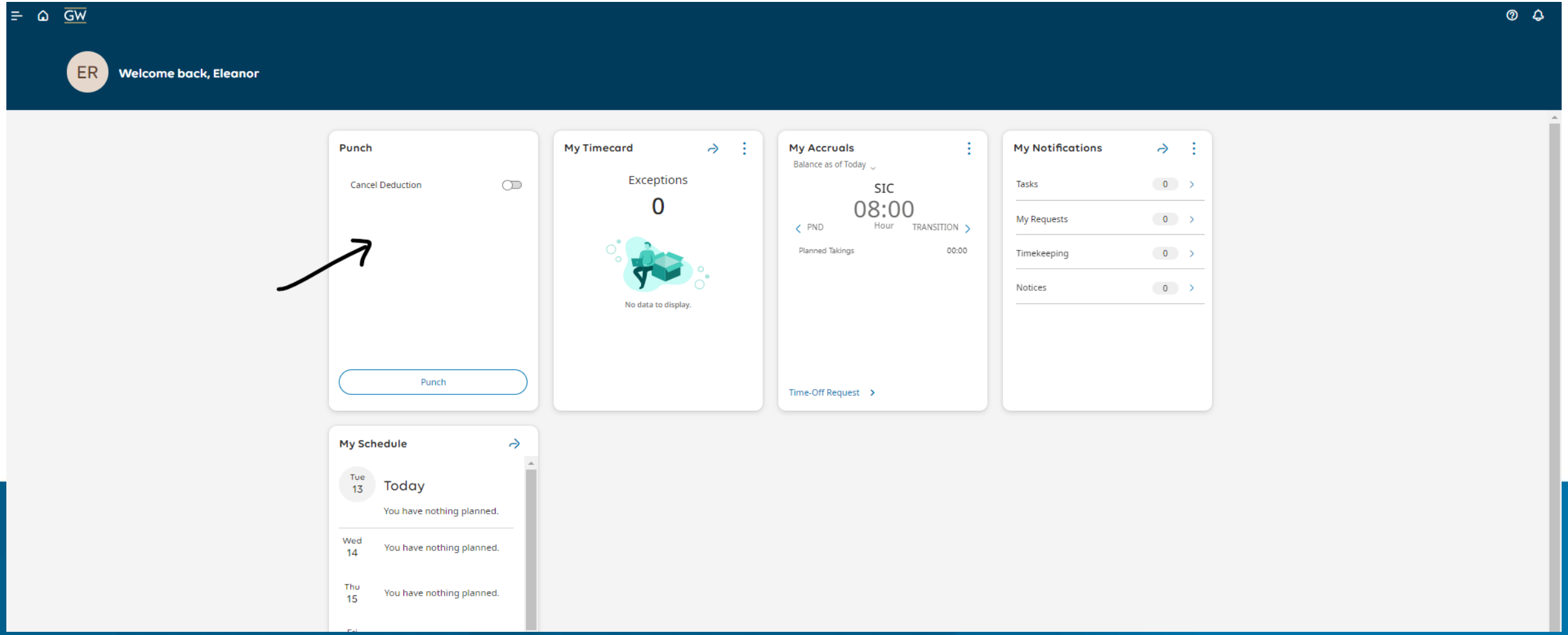
- **Manage** - Tasks for Department
  - Check department time cards
  - Exceptions for department (timekeepers)
  - Review department time off requests
  - Access to edit and Approve time cards (timekeepers)

- **My Tasks** – Tasks for user
  - Review personal Accruals
  - Request personal Time Off
  - Punch (*if only one position*)
  - Review personal Timecard



Browser Screen

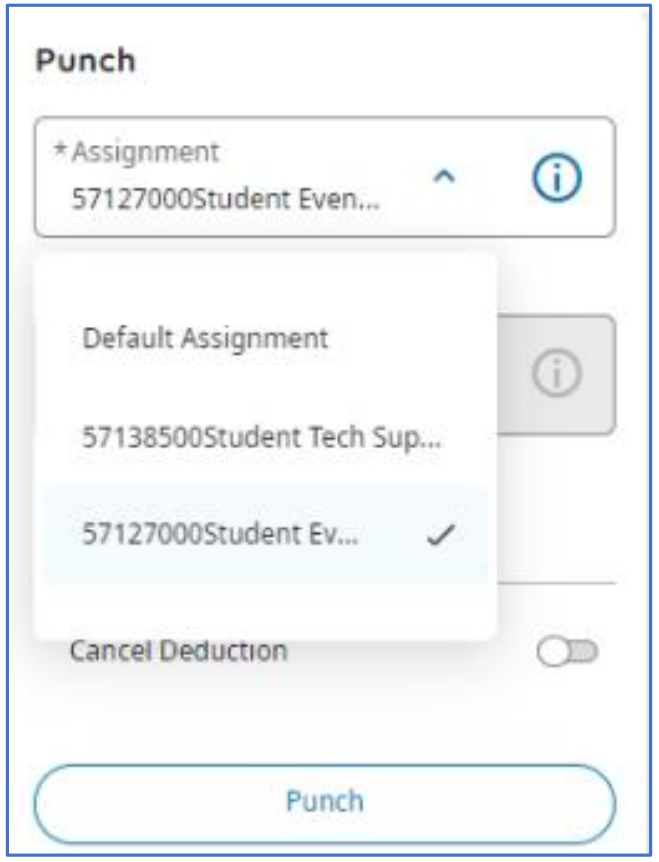
- Employees can select the punch button from a browser window to clock in or out.
- If they cancel deduction they are canceling an auto meal break



Mobile and PC Time Stamp Job Assignment

Employees can select a job assignment when they time stamp using the mobile app or PC browser time stamp.

- Employees will select a drop down and choose from their active job list.
- If the assignment was selected wrong the employee or timekeeper can go adjust the assignment by clicking in the assignment field on the time card and selecting the correct assignment.
- If the assignment is not there the position is not hired.



Phone Clocking- Primary Job

- To access the Time Reporting System, dial 202-994-2274 (4-2274).
- The voice prompt will respond, "Please enter your employee number followed by the pound key."
- Enter the eight digits following the 'G' of your GWid number.
- The system will respond with the following menu options.
  - To record clock in or clock out **press - 1**
  - Enter the appropriate clock code.
    - To clock in Press - 1
    - To clock out for (All Jobs) - Press 2
    - To cancel a meal deduction Press - 5
    - To end the call Press – 0
  - **To clock out** for (All Jobs) **Press 1** to clock in or out then **Press 2** to clock out.

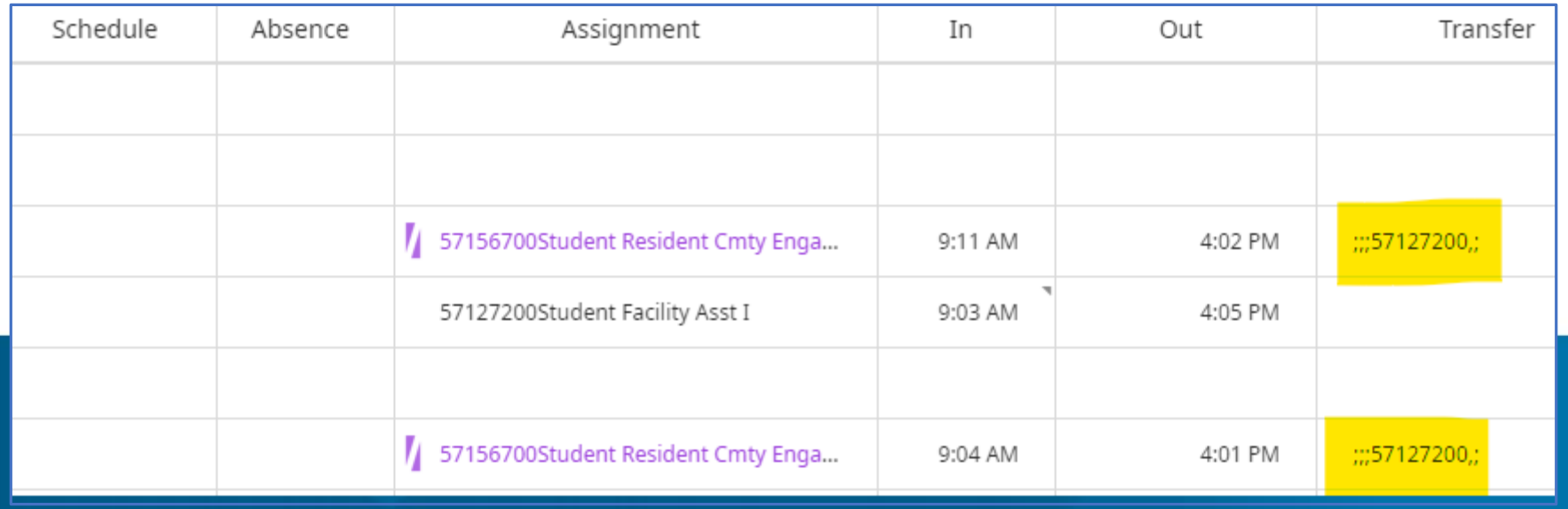
Phone Clocking – Secondary Job

- To access the Time Reporting System, dial 202-994-2274 (4-2274).
- The system will respond, "**Please enter your employee number followed by the pound key**."
- To record your arrival at your secondary job **Press - 2** to access the account transfer menu.
- To do a labor account transfer (Secondary Job) **Press - 2**
- Please enter a value for labor level 1 followed by the # key or your home Press *.
  - Enter your 8 digit position number followed by the # key. The voice prompt will provide the time. Enter 0 to end the call.
  - When entering a secondary position that starts with a letter 'A' change the letter to a number '9'.
  - When entering a secondary position that starts with a letter 'B' change the letter to a number '7'.
  - **Example:** If the position is A12345 enter in 912345 at the phone. If the position is B12345 enter in 712345**To clock out** for (All Jobs) **Press 1** to clock in or out then **Press 2** to clock out.

Adding a Labor Transfer by Phone

Employees can clock in using the phone with a labor transfer to charge time to a secondary position.

- Employees will need to enter their **8 digit position** number when using the phone.
- The position number will display in the transfer column. This takes precedence over the assignment field.
- If transfer codes are present in the time card you can **CTRL + C** to copy it and **CTRL + V** to paste it on the correct shift. Only do this if you are the timekeeper for that position.



Schedule	Absence	Assignment	In	Out	Transfer
		57156700Student Resident Cmty Enga...	9:11 AM	4:02 PM	;;;57127200,;
		57127200Student Facility Asst I	9:03 AM	4:05 PM	
		57156700Student Resident Cmty Enga...	9:04 AM	4:01 PM	;;;57127200,;

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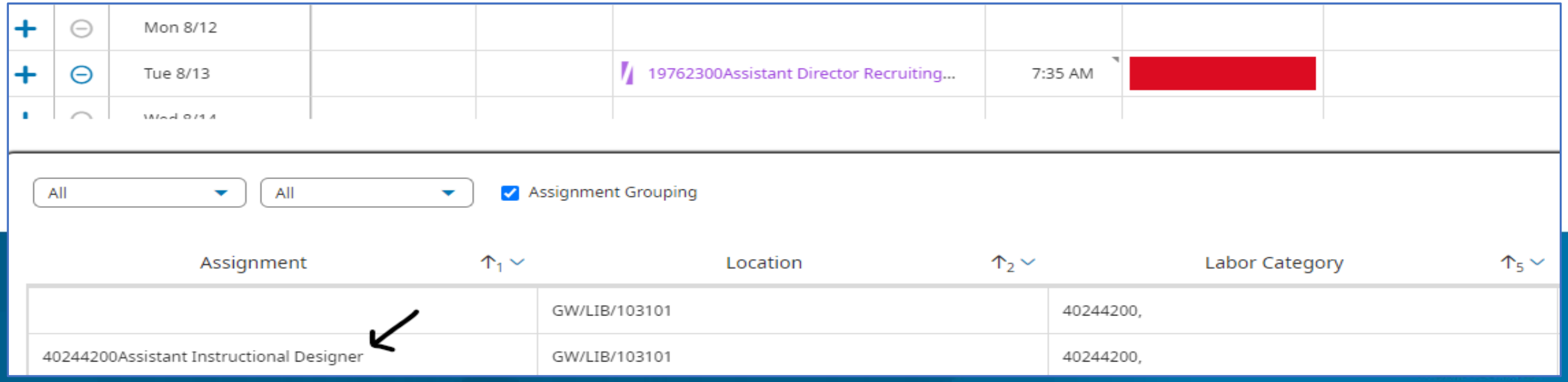
Employees with Primary Monthly Positions and Secondary Temp

Employees with a primary monthly position and a secondary temp position will need to use the phone to clock in and out.

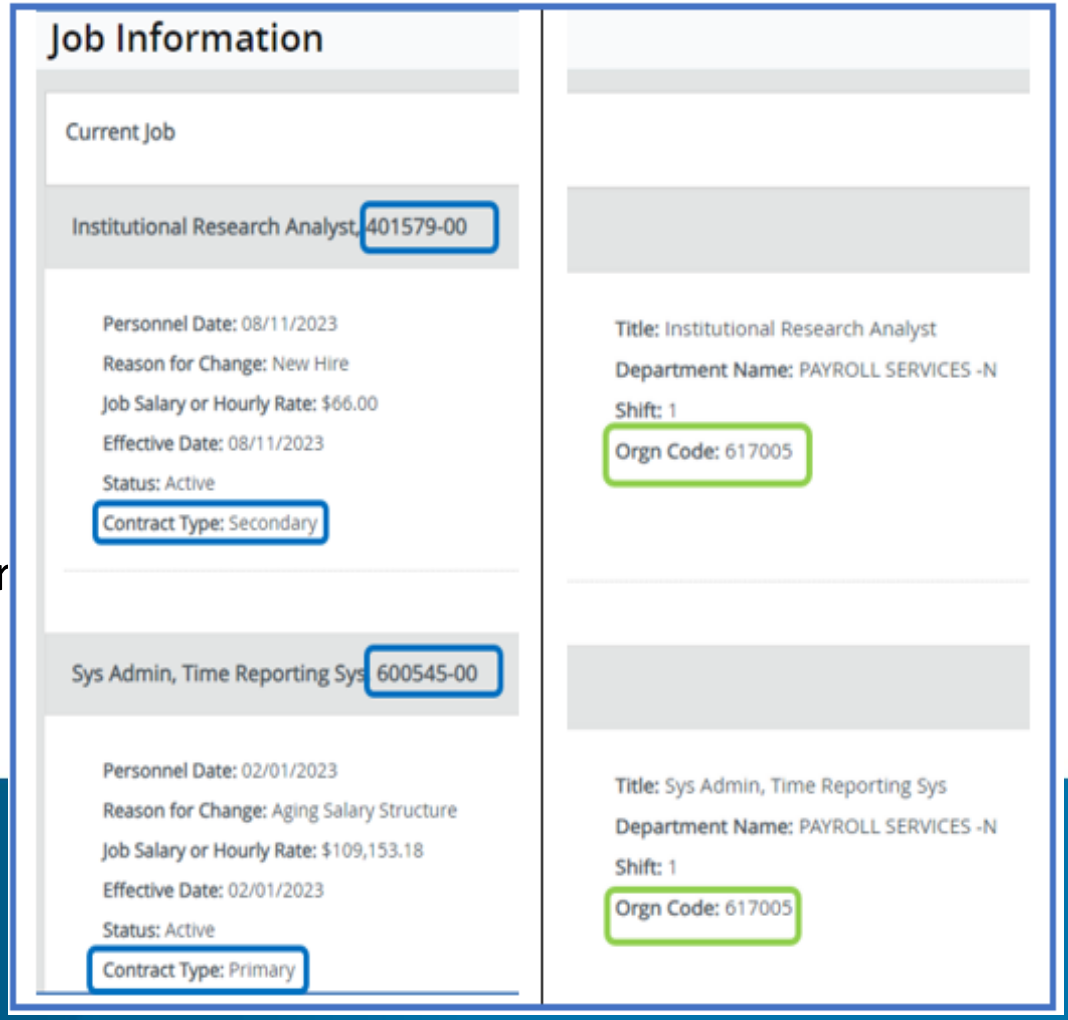
- Employees who have a primary monthly position and one secondary temp position please follow the phone instructions for calling in as a primary position.
- Clock in as a primary position and the time will charge to the secondary position in the “Audits”



How Employees' find Job Info

Employees can find their job info on self-service GWeb. This can help them determine if their current job is hired, what jobs need to be terminated, correct clocking order if they have multiple positions at GW.

- Log into it.gwu.edu/gweb
- Navigate to **Employee Information** tab
  - Select **Employee Dashboard**
  - Select **Job Summary**
    - Active jobs will be displayed
    - If job is not displayed you are not hired yet
  - Select **Job Information** to review job details
  - Tile shows 8-digit position number
  - **Contract Type** displays if position is "primary" or "secondar
  - **Orgn Code** displays the 6-digit department number

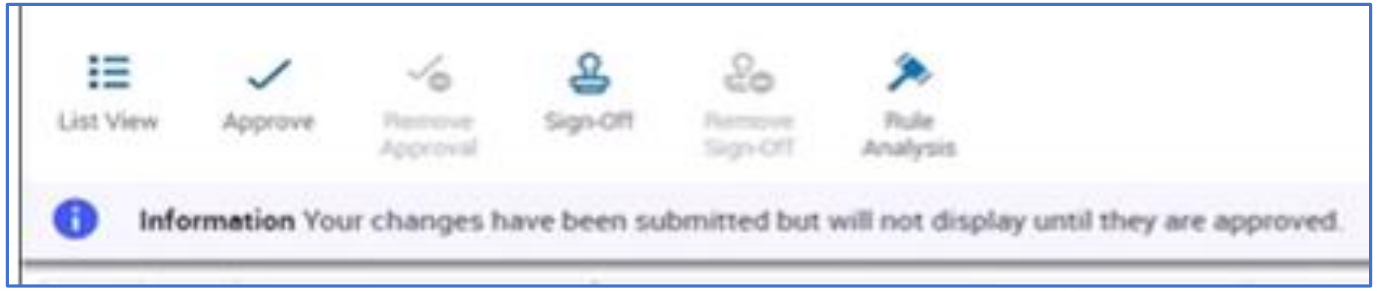


Correcting punches

If an employee forgets to clock in or out or the punch times are wrong the user can ask the timekeeper to update the time card or make the update themselves.

Employee time card correction options:

- Notify timekeeper and manager when your time is incorrect
- Employee logs into TRS and makes update on their time card
  - Once the correction is made a notification will be sent to managers and timekeepers for review. Only timekeepers can approve the request.
  - Employees will receive a message stating that changes will not be saved until approved.



Punch Correcting Tips

Employees should be clocking using the phone, mobile app, or window browser.

Appropriate Uses:

- Use punch request when employee has a missed punched
- Use punch request when asked to work longer after they already clocked out

Multiple punch requests:

- Employees are asked not to submit multiple punch requests for the same time.
  - **Example:** If employee requested a 8:30am punch on Monday, 8/19 then wants to change that request. Please wait until that request was accepted or email the timekeeper instead asking them to refuse it.
- If the employee emails the timekeeper they should alert them that a punch request was submitted
- Give the timekeeper time to review and approve your request

Meal Break Settings

- Meal breaks are implemented using the employees work location
- A “bona fide meal period” is any break that is at least 30 minutes long and where the employee is relieved from all work duties. If an employee clocks in and out for less than a 30 minute meal break the meal break will not be deducted
- Default Meal break settings:
  - Non-Exempt employees have a default of a 1 hour meal break.
  - Temp and Student employees have a default of no meal break.
  - Talk to your manager if you would like that modified.
- Auto meal breaks will be deducted after 5 ½ hours of work.
- You can cancel your automatic meal break at the phone or time stamp tile. You should get your managers approval.
- You can choose to have your automatic meal break removed and clock in and out for your meal break.
- If your position changes your meal break will go back to the default setting.
- If you have union employees check with the Time Reporting Administrator or the collective bargaining agreement.

Rounding Rules
Start & End Shift Punches

- The TRS does not round employees punches unless the employees' bargaining agreement requires it.
- Punches pay per the minute
- If you have a union employee, check their agreement or with the TRS System Admin.

Manager Tips

Department Approval

DO NOT HOLD UP UNIVERSITY PAYROLL

- Departmental approvals are due on Tuesday at noon
- Time Off needs to be approved by Tuesday deadline
- Please check Payroll Website for any date changes
- If you are unavailable, you must have a backup timekeeper
- Please consult with your Finance Director or manager to find an alternative timekeeper
- University Payroll can be held up if you do not approve your department's time
- If time is approved late or missed, we contact HR, Finance Director, and Head Supervisor
- We track and report late approvals to Finance Directors

Difference between Timekeepers & Time Off Managers

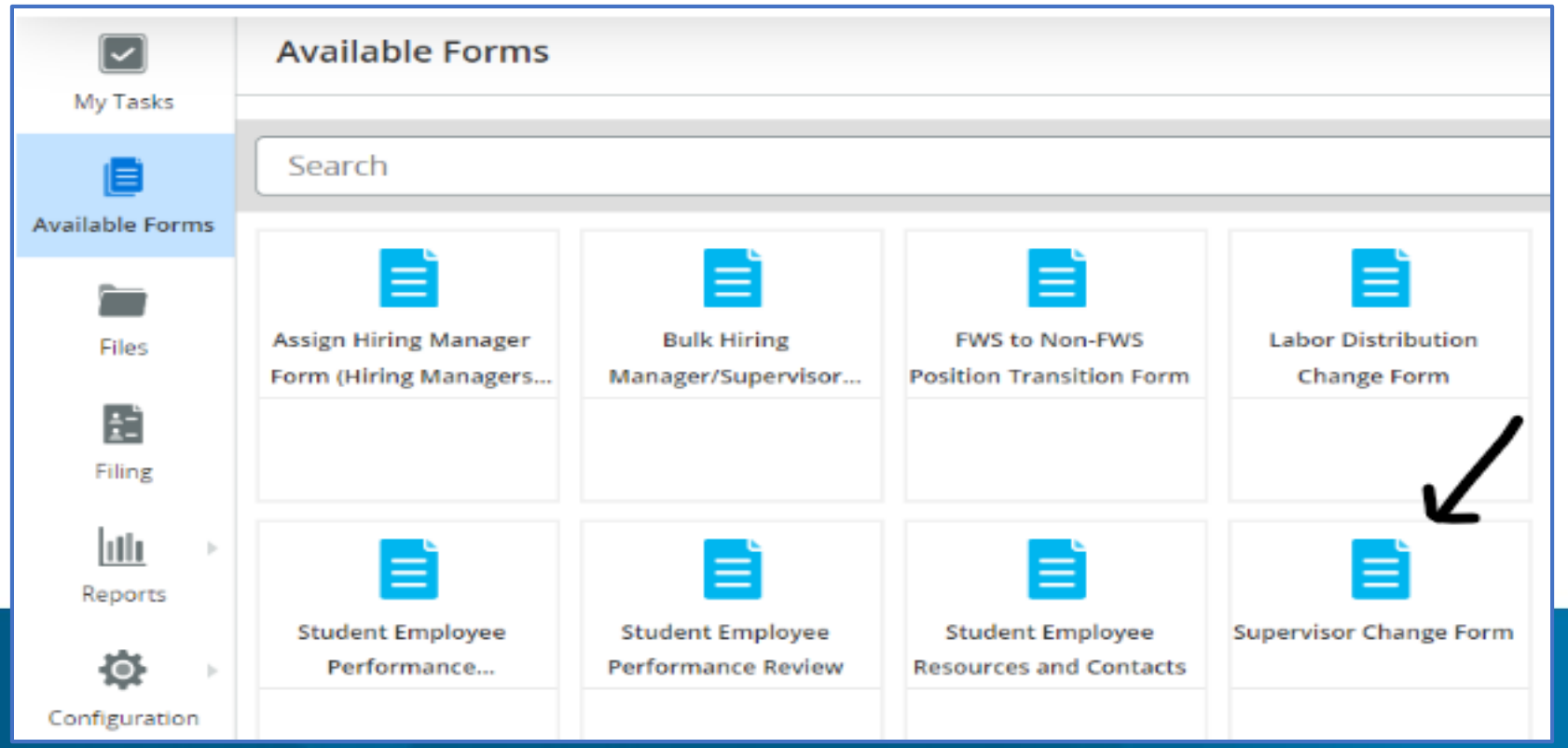
- **Timekeepers** - can see **all employees in the department**. They can select from 3 different types of access. If they want edit or edit approve access they need to take training and submit a TRS Access Form.
  - Access is granted by home org or employees that report to you

- **Time Off Managers** – Access is setup automatically if they have employees that report to them. **They only see the employees that report to them.** Their access and direct reports are pulled from Banner. Departments can work with:

  - **Regular Employees** – Work with HR Business Partner to update assigned manager
  - **Student Employees** – Work with Student Employment to update assigned manager

Assigned Manager

- If the assigned manager is wrong you can submit a **Supervisor Change Form**.
- Email gwse@gwu.edu with questions.



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Delegation

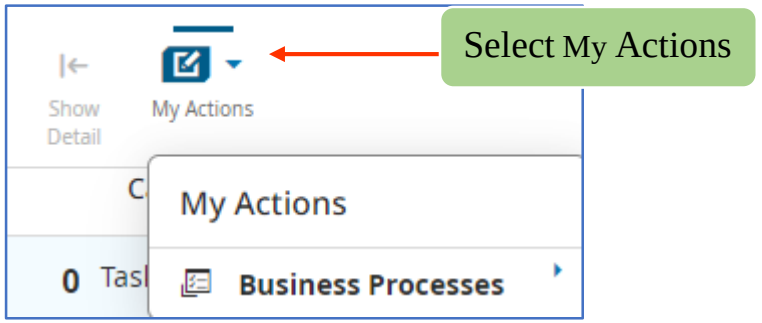
- Delegation is the process of temporarily assigning your Time Off access to another employee who does not have the same access as you.
- **You can Delegate Time Off**
  - Managers can Delegate Time Off access to Other Managers or Timekeepers
  - Time Off emails can be forwarded using the GW mail system

- **Timekeeping**
  - An updated TRS Access form is needed from the Finance Director for Timekeepers needing additional access

Delegation

- If you are unavailable to approve time off you can delegate your access to another timekeeper or manager if they are not currently setup as a backup

- Select **Control Center** icon
- Select **My Actions** on the blue bar to start the delegation process
- You can setup more than one delegation for a time period
- Time Off managers can delete to timekeepers or other Time Off managers.
- The manager can contact timerep@gwu.edu to have Payroll start the Delegation process



Schedules

Schedules

Schedules will be required for all nonexempt benefited employees in the new TRS. Schedules will be used to assist with tracking holidays, overtime, and missed punch corrections.

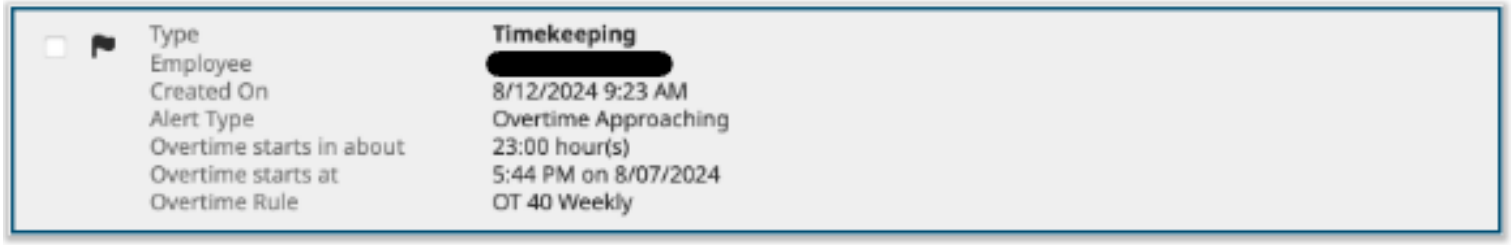
- All benefited nonexempt employees will be given a default Schedule Group of 8:30 am to 5:30 pm
- Default schedules can be removed and then the correct Schedule Pattern can be applied

IMPORTANT:

- If Schedules are not added then Time Off will populate as zero
- If Schedules are not added Holiday will not populate correctly

Student Schedules

- By default student workers do not have an assigned schedule
- If you are an international Student we recommend that your timekeeper add a work schedule for you
- Work schedules will not affect your pay but allow TRS to send you a notification when you have reached 18 hours and are getting close to your 20 hour limit.



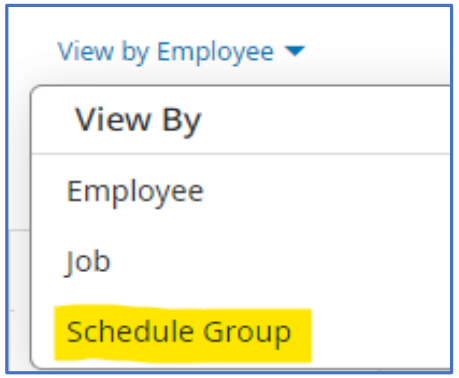
Remove Default Schedule

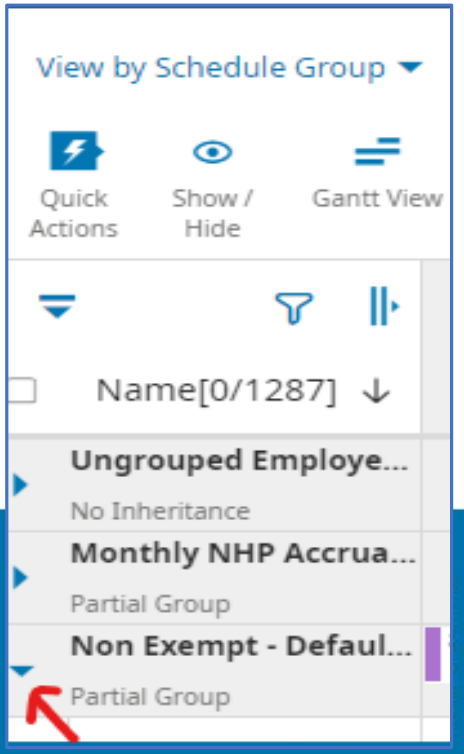
Log into TRS

Go to **Schedule> Planner with Absence Calendar** under the main menu

In the schedule, click **View by** > **Schedule Group**.

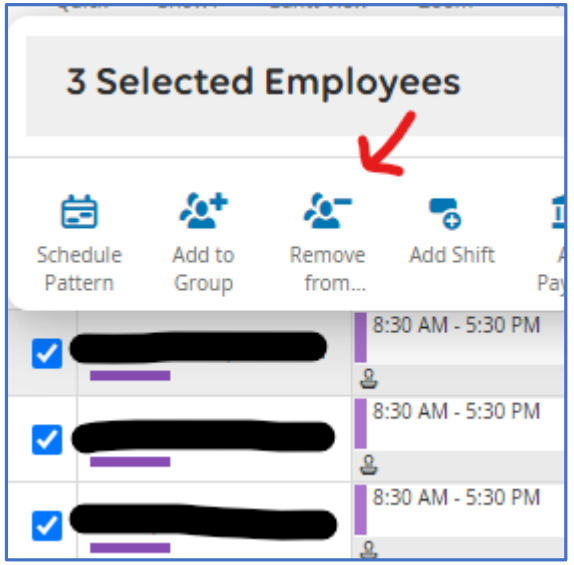
- Select **Current** or **Previous Scheduled pay period** depending if the pervious pay period is signed off
- The available groups are listed in the first column as well as the ungrouped employees.
- Close other groups and select the arrow to open up the Non Exempt-Default Schedule group

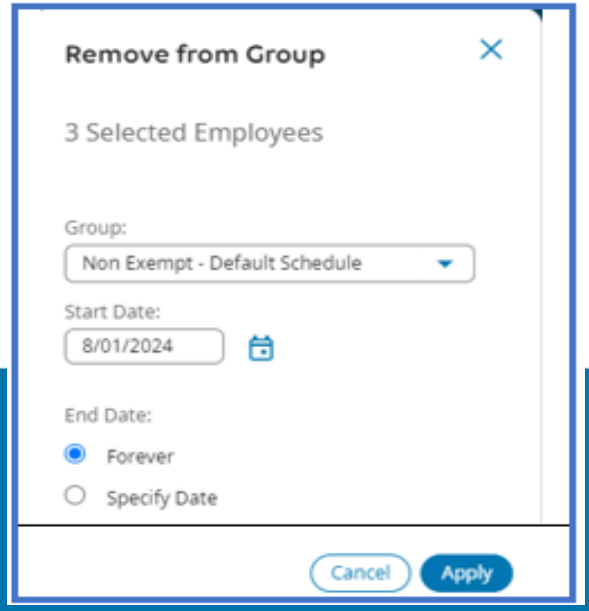




Remove Default Schedule

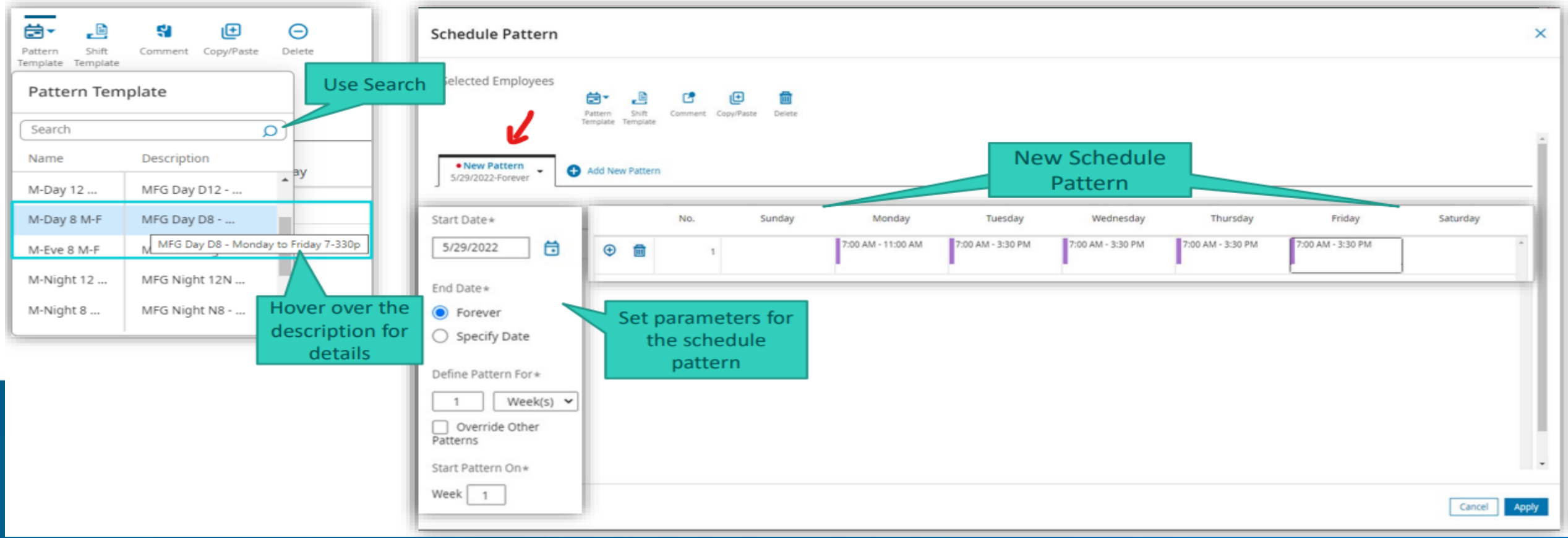
- Confirm correct time period
- Select desired employees from list by selecting check box
- Right click on employees
- Select Remove from… to remove from group
- Confirm the start date is correct
- Select Forever





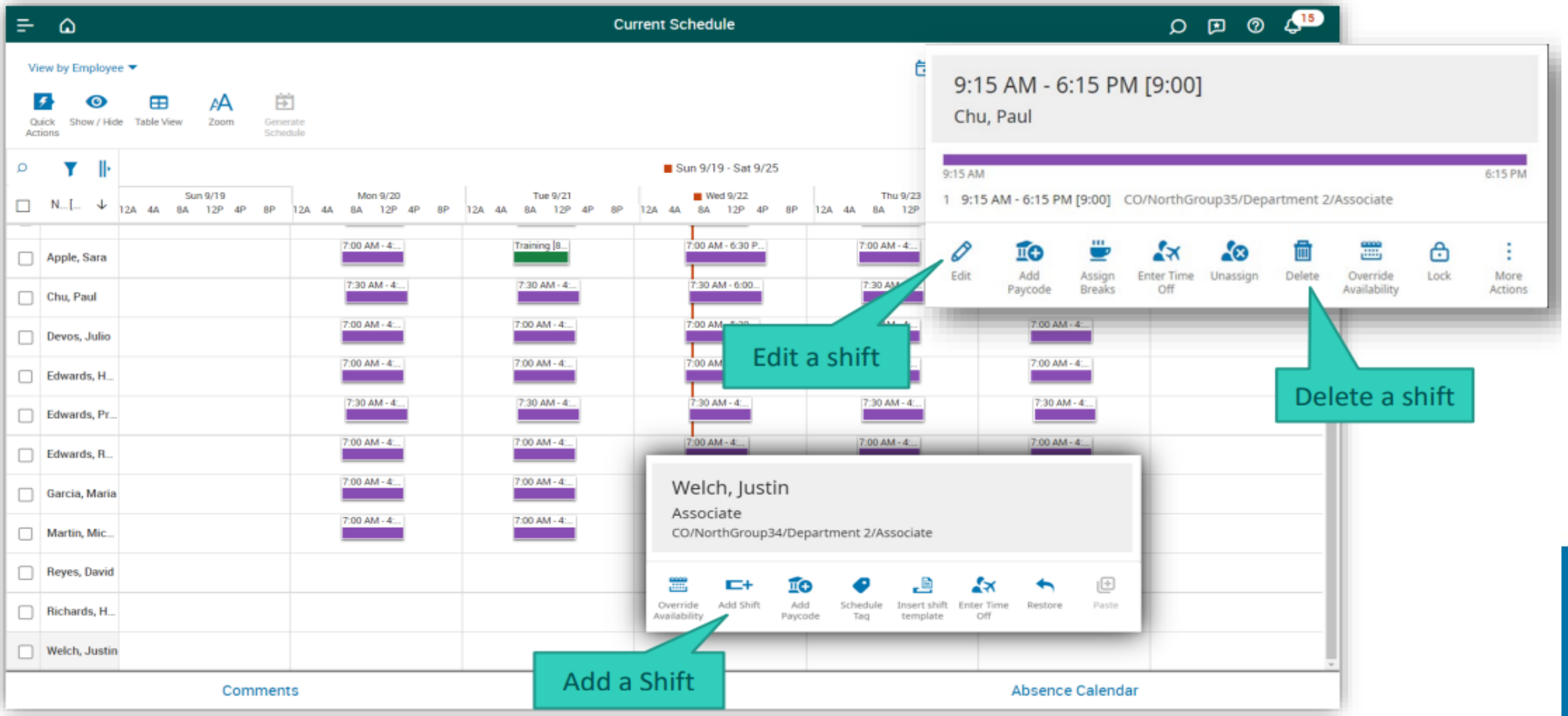
Build a Schedule Pattern

- Right click on employee(s) name and select **Schedule Pattern**
- You can add a Pattern Template or manually enter in the schedule time
- If editing a primary pattern make sure you edit the first tab or edit it.
- Adding a pattern on an additional tab creates additional patterns



Add, Edit, and Delete Shifts

- You can right click on any shift to edit the shift time or delete the shift



Accessing your Employee List using Dataviews

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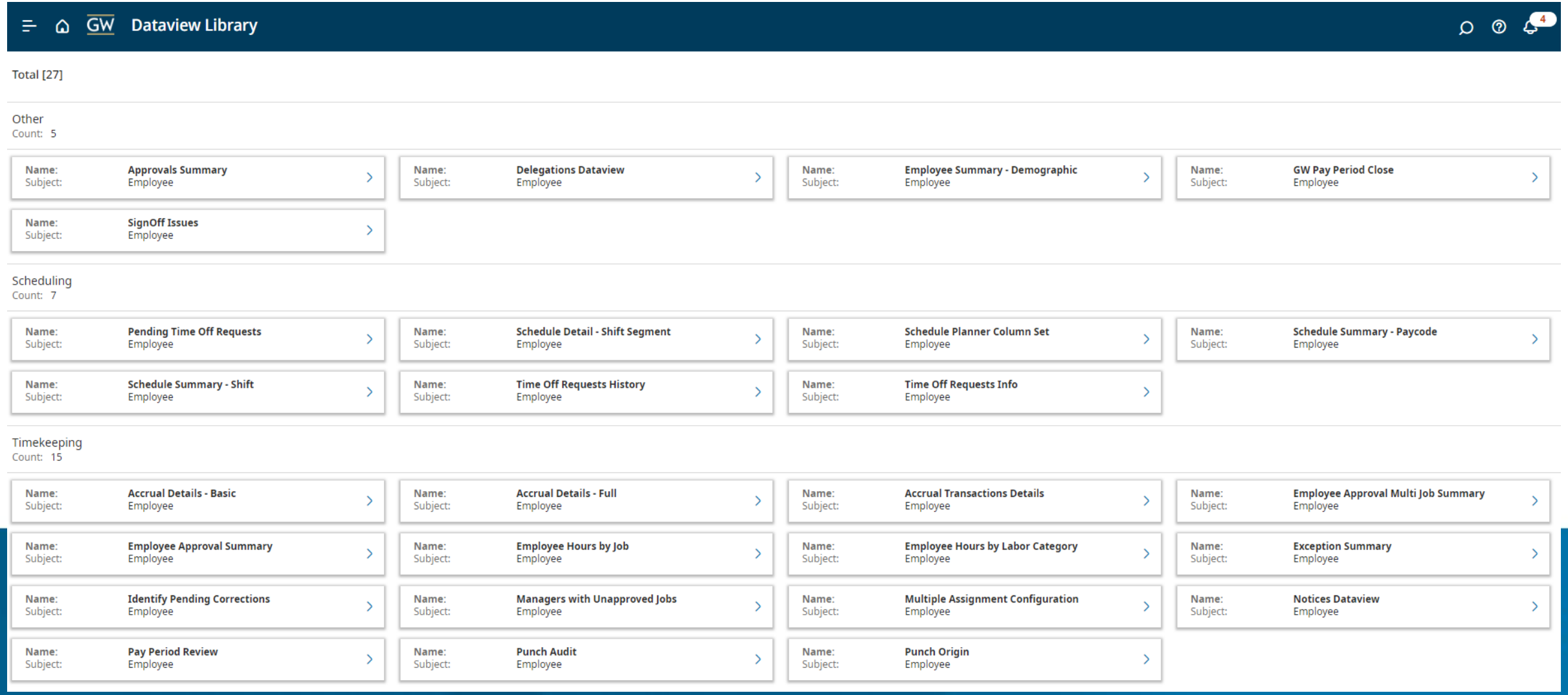
Dataviews

- Dataviews replace Genies. To access your employees list you can go to Dataviews from the main menu.



Dataviews

- Some useful Dataviews are:
  - GW Pay Period Close (*like old hours summary genie*)
  - Multiple Assignment Configuration (*easily see what employees have multiple positions*)
  - Punch Audit (*punch times and GEO info*)
  - Punch Origin (*indicates if employee clocked by mobile, phone, browser*)
  - Pending Time Off Requests
  - Timecard Change Request Status – *(shows you who has submitted a timecard change request)*

Viewing Multiple Assignments

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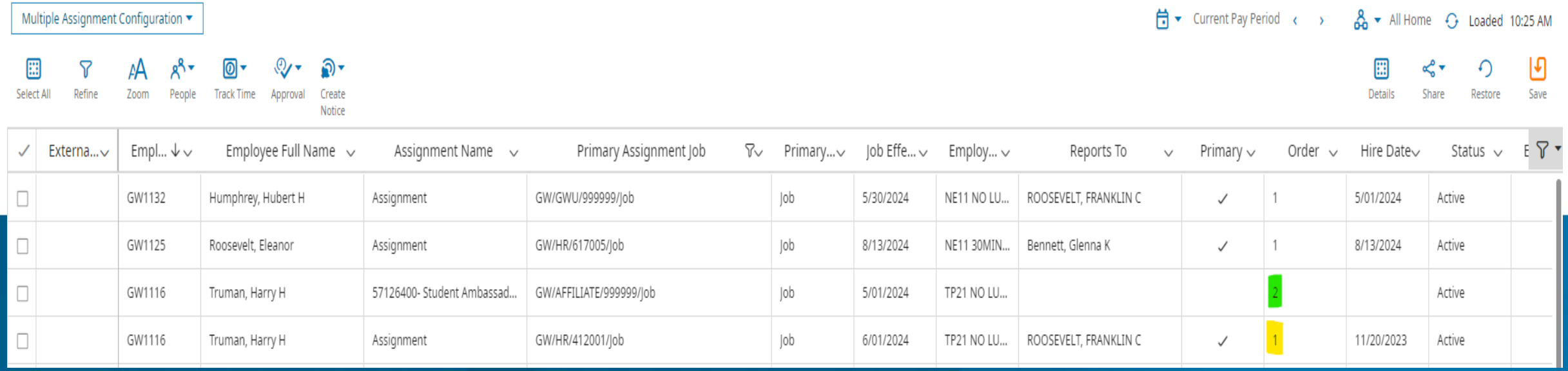
Multiple Assignments

- You will see all secondary employees on your Dataviews without them needing to clock in and out
- If you do not see them they are probably not hired.
- You can use the **Multiple Assignments Dataview** to see how has secondary positions. It will also display the position order.
- **Example:**
  - ‘1’ for primary
  - ‘2’ for secondary
  - ‘3’ for secondary



✓	Externa...	Empl...	Employee Full Name	Assignment Name	Primary Assignment Job	Primary...	Job Effe...	Employ...	Reports To	Primary	Order	Hire Date	Status
☐		GW1132	Humphrey, Hubert H	Assignment	GW/GWU/999999/Job	Job	5/30/2024	NE11 NO LU...	ROOSEVELT, FRANKLIN C	✓	1	5/01/2024	Active
☐		GW1125	Roosevelt, Eleanor	Assignment	GW/HR/617005/Job	Job	8/13/2024	NE11 30MIN...	Bennett, Glenna K	✓	1	8/13/2024	Active
☐		GW1116	Truman, Harry H	57126400- Student Ambassad...	GW/AFFILIATE/999999/Job	Job	5/01/2024	TP21 NO LU...			2		Active
☐		GW1116	Truman, Harry H	Assignment	GW/HR/412001/Job	Job	6/01/2024	TP21 NO LU...	ROOSEVELT, FRANKLIN C	✓	1	11/20/2023	Active

Punch Change Requests Dataview

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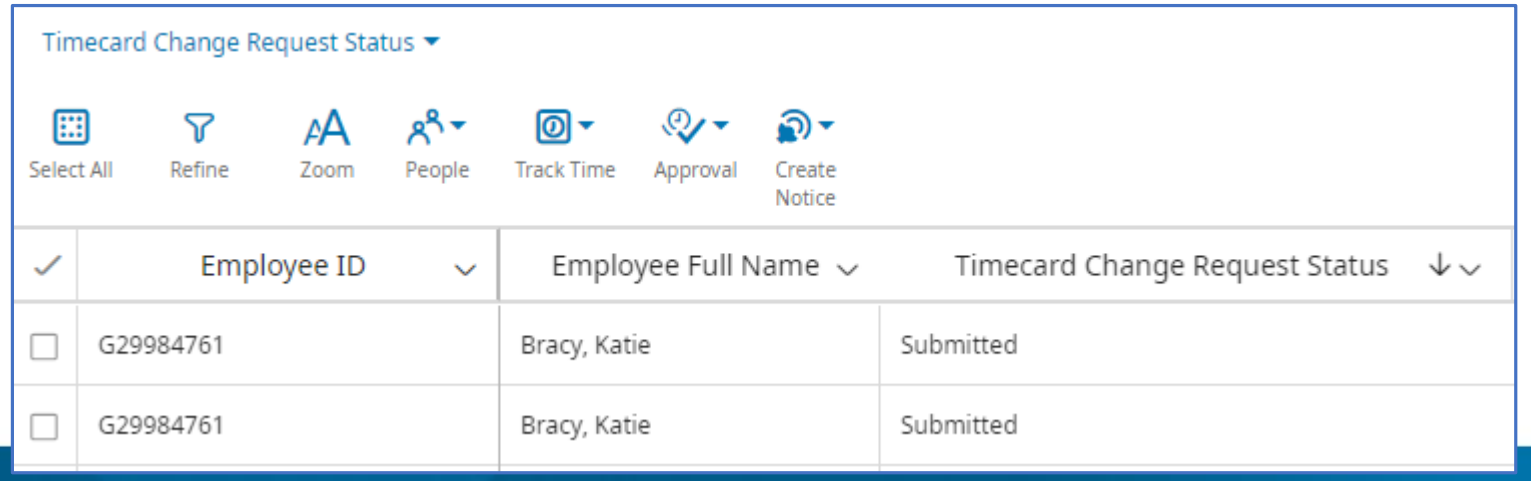
Punch Change Requests

- Employees have the ability to go into their time card and request a punch change or added punches.
- Requests go the Assigned Manager's notification center to review. However, they can not approve the request.
- Timekeepers can view pending punch requests from the Timecard Change Request Status Dataview.



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Punch Origin Dataview

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Punch Origin Dataview

- When trying to determine what method an employee is using to clock in and out you can go to the Punch Origin Dataview.
- From this Dataview you will see the punch time and the application method that was used.

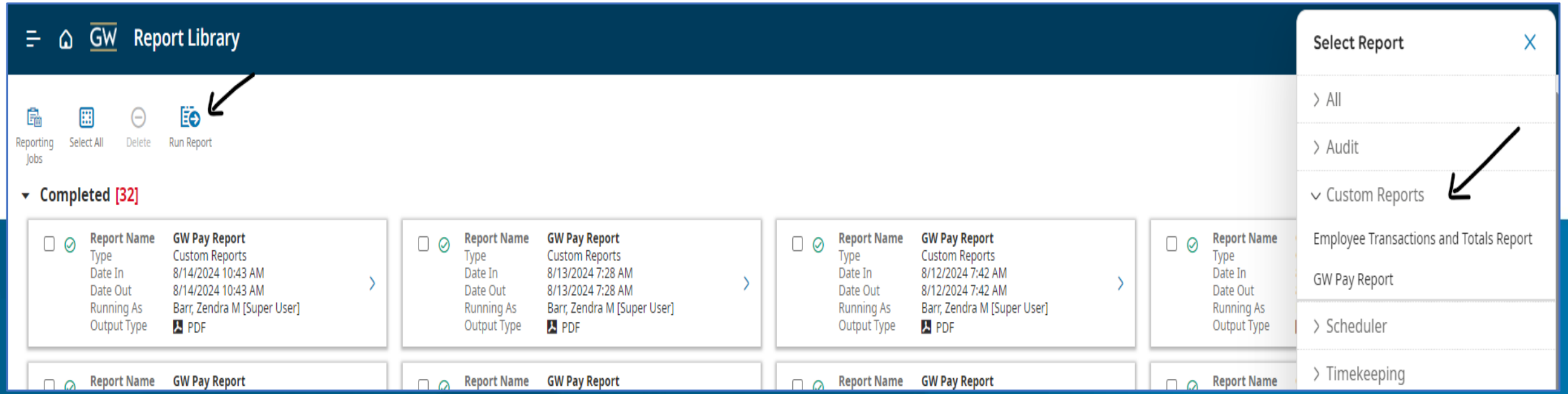
Punch Time	Application
8/04/2024 7:00 PM	WebBrowser-Mac
8/06/2024 6:00 PM	UKG Mobile App-iOS
8/04/2024 8:00 PM	WebBrowser-Mac
8/04/2024 7:00 PM	UKG Mobile App-iOS
8/05/2024 5:50 PM	UKG Mobile App-iOS
8/05/2024 5:00 PM	UKG Mobile App-iOS
8/07/2024 9:00 PM	UKG Mobile App-iOS

Reports

Reports

To run a report go to the **Main Menu** and select **Report Library** under Dataviews & Reports.

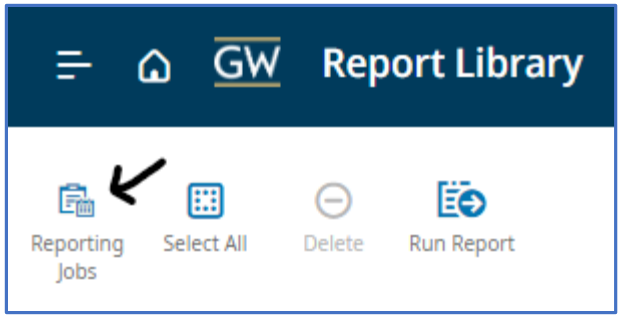
- Select **Run Report** button
- Select desired report
- Select **Custom Reports** section for:
  - GW Pay Report
  - Employee Transactions and Totals Report
- **Note:** You can not email a report without scheduling it



Scheduling Reports

To run or schedule a report go to the **Main Menu** and select **Report Library** under Dataviews & Reports.

- To schedule a report select **Reporting Jobs**
- Select **Schedule Report**
- Enter your report options
- You can have the report emailed to user



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Common Punch Issues

What is a Phantom Punch?

- A computer generated phantom punch is a punch, or duration that is added by the system when employees do not clock out correctly. Phantom transactions appear in the **color purple** on the timecard.

- TRS will not let you edit a purple phantom punch. It will give you and error and normally tell you there is a duplicate punch.

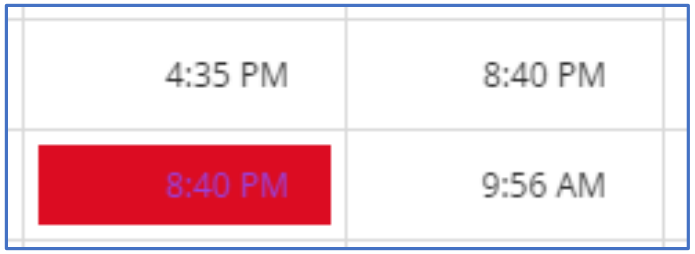
- It creates a continuous shift from the in-punch of the first job to the out-punch of the 2nd job or shift potentially causing an over payment.

  - **What causes a phantom punch?**
    - Employees clocking out using a '2' to clock out instead of '1'
    - Employees not clocking out for primary position before clocking in for secondary position
    - Employee clocking out with a ‘2’ instead of a ‘1’

Phantom Punch Examples

Example 1: If employee clocks out wrong put your cursor on the second transfer code and select the delete key. This will remove the double punch not needed.

Example 2: If employee did not clock out for first shift you can right click on the second double punch or Employee clocks out with a ‘2’ instead of a ‘1’.



Please contact timerep@gwu.edu for instructions to fix or assistance.

Tips for Editing Punches

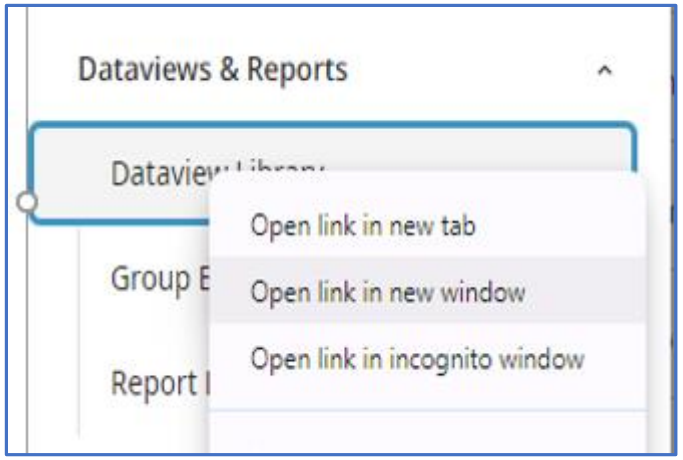
- **INSTRUCTIONS**
- 1) Log into go.gwu.edu/trs
- 2) Navigate to employee's timecard
- 3) **Right click** on punch that is incorrect
- 4) Select **Edit**
- 5) Select the arrow on the **Override box** to bring up the selections
- **In Punch** – will move punch to start of shift
- **Out Punch** – will move punch to end of shift
- **New Shift** – will move punch to start of shift. This is helpful if it's for the next day.
- 6) Select **OK**
- 7) Select **SAVE** button or a blank cell and save changes

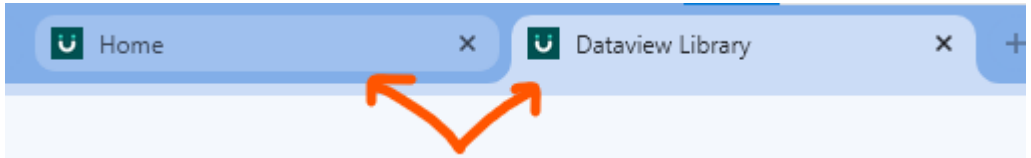
- You will be returned to the time card and punches should fall into correct spots leaving any missed punches

TRS Tips

Open Pages in New Window

- Did you know you can open most links off the main menu in a New Window
  - Go to Main Menu
  - Select desired page such as Dataviews & Reports
  - **Right click** on Dataview Library
  - Select **Open Link in new Window**
  - A new window with Dataviews will open up
  - You can drag this next to your Home tab and go back and fourth between tabs





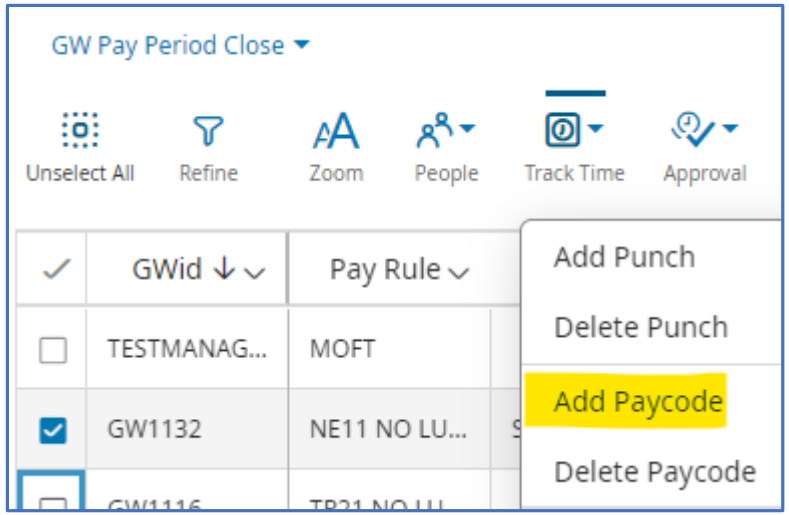
Help and Search Icon

In the right hand corner of all screens you will see a magnifying glass and question mark icon.

- **Magnifying Glass Icon** – This can be used to search for an employee. Enter in GWid or Last name to find an employee
- **Question Mark Icon** – This is the help icon. Click this on any page you need help with and it will bring up detailed instructions and videos to assist you with that area

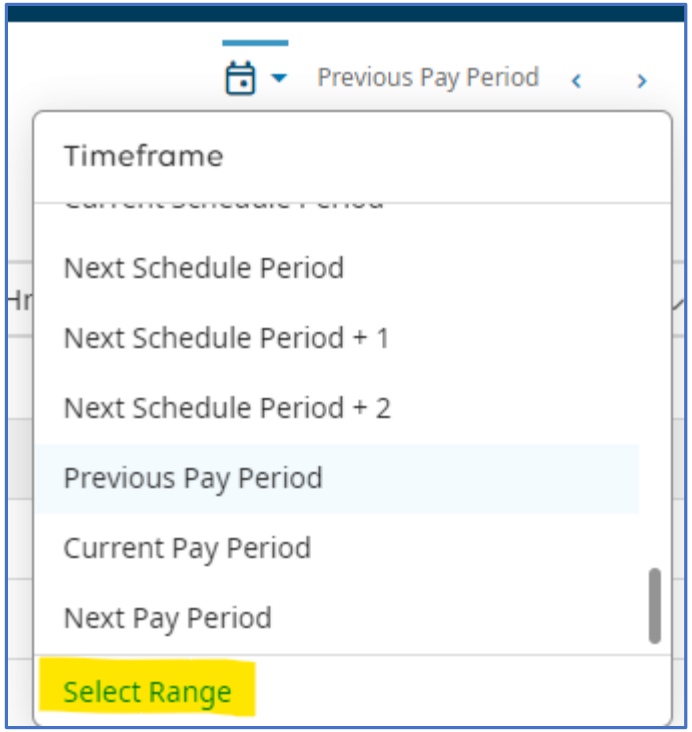
Adding Missed Punch from Dataview

- You can edit a punch from a Dataview. When employees have multiple shifts for a day it can sometimes be easier then adding it directly to the time card.
  - Highlight the employees name on the Dataview
  - Select **Track Time Icon**
  - Select **Add Punch**



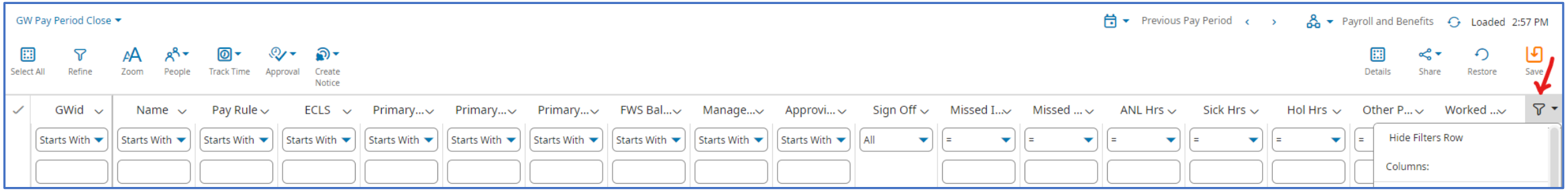
How to Search by Date Range

- On screens that view employee data a calendar button will appear. You can search on date range.
  - When searching for past or future Time Off requests you will need to enter a date range
  - When looking for Termed employees on **All Home_Termed_BW**
  - When searching for prior data



Filter & Column Options

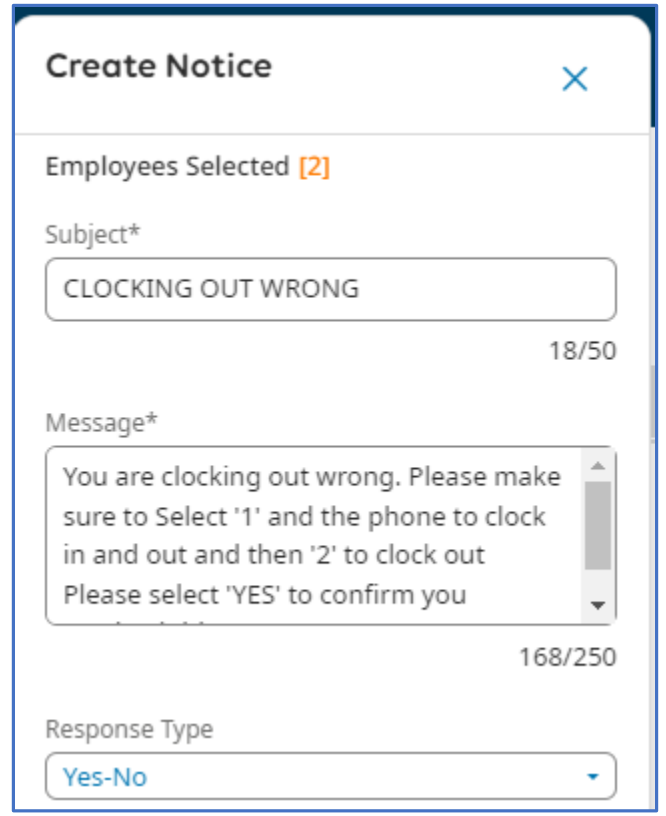
- If your having a hard time finding someone you can select the **Filter** Icon
  - Allows you to filter on all rows in a Dataview
  - Allows you to remove rows

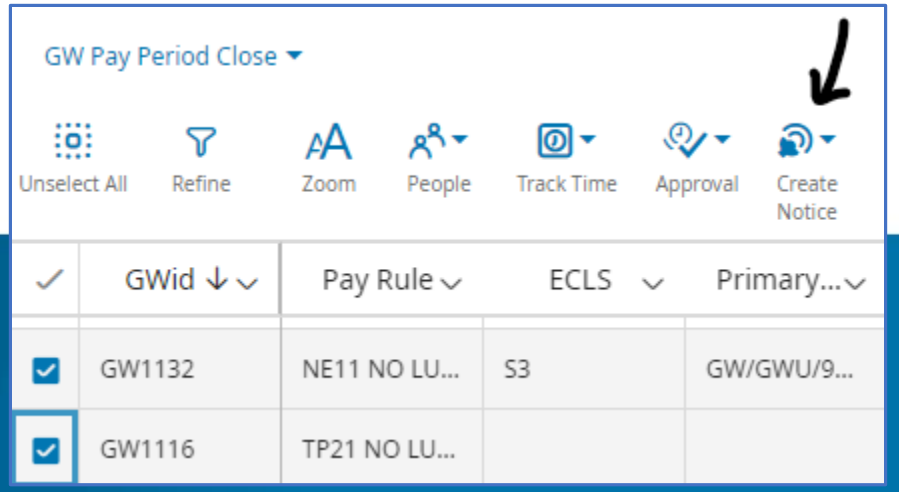


- Select the help button to find info on Dataviews and filtering.

Create Notice

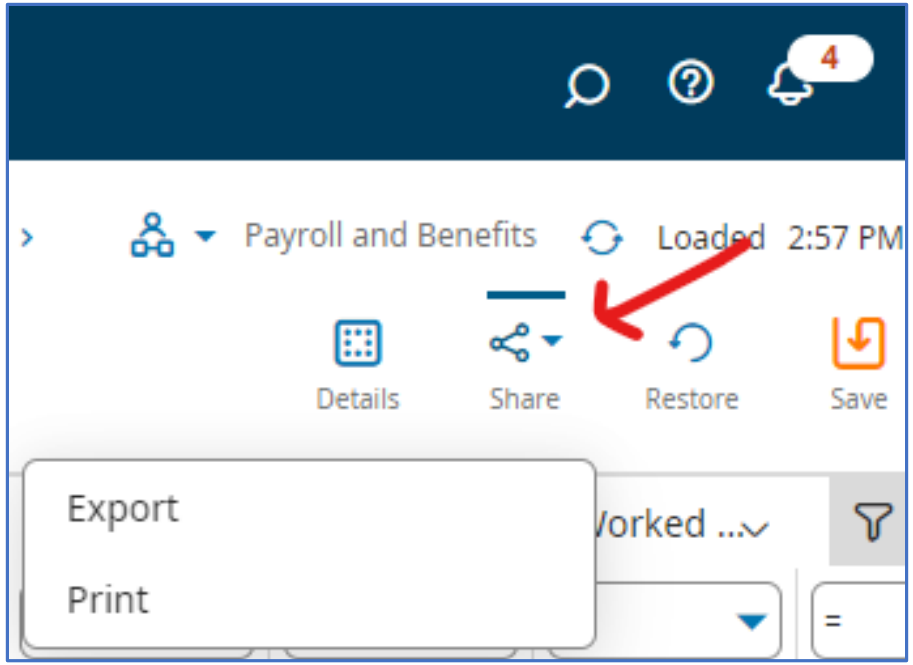
- On a Dataview you can send a notice to employees.
  - Select employee or employees to send message
  - Select **Create Notice**
  - A box will pop up to write your message
  - Select **Send**
  - Employees will see it under their notifications
  - If sending to multiple employees they will not know who else you sent it to





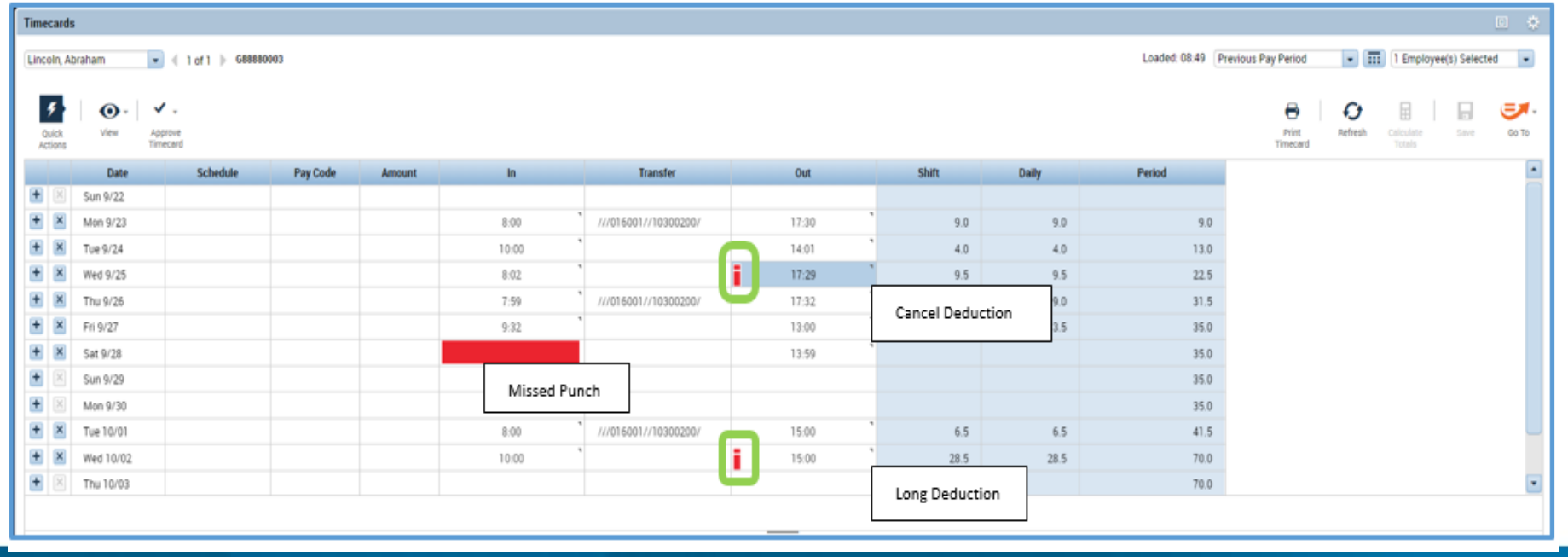
Export & Print

- From each Dataview you can select the **Share** button
- This will export or print the information from that Dataview



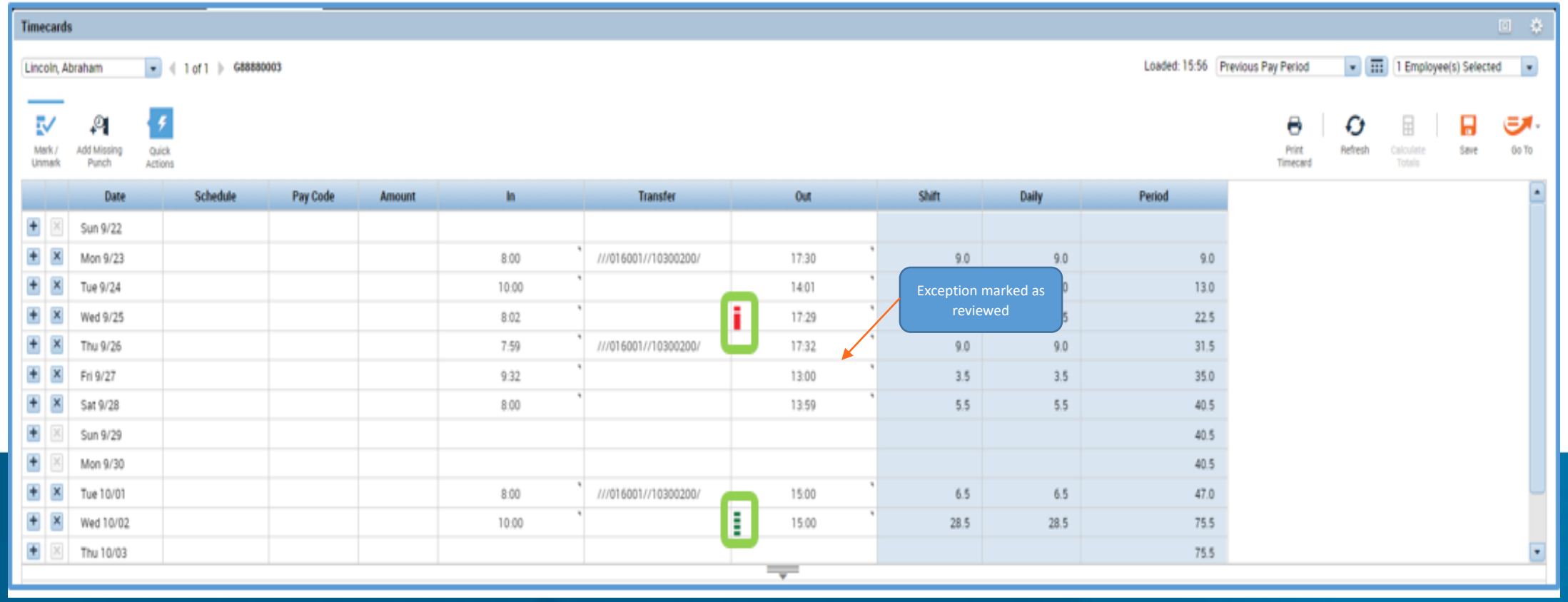
Time Card Indicators

- Hover mouse over indicators in timecard and objects to see a ***tool tip*** containing details, where applicable.
- Right-click a cell within a widget; in many cases, this ***opens a callout*** with detailed information and icons for any questions you are allowed to perform on that cell



Verifying a Long Interval Exception

- You can **right click** on the exception
- Select **Mark as Reviewed**
- The exceptions will turn green to mark as reviewed



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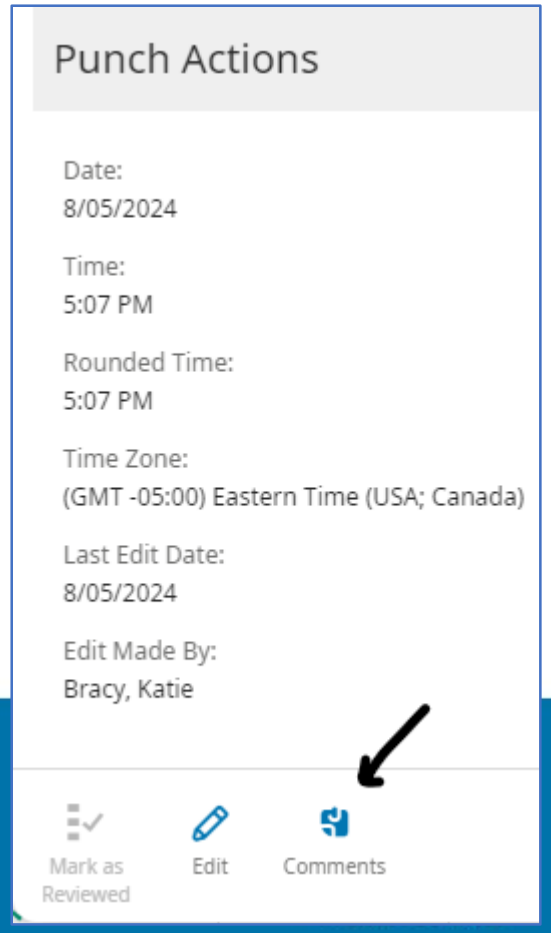
WASHINGTON, DC

Comments

- When making punch edits add a comment with the reason for the edit
- To add a comment just right click on the punch
- In the “**Note**” section you can copy parts of emails and insert using **CTRL + C** to copy and **CTRL + V** to paste. If the email is long just add another note and copy the rest of the email.
- Never add personal information in a comment
- Comments should always be professional and business like.



Payroll Processing Reminders

Best Practices

☑Employees are not allowed to work before final approval from HR

☑Employees should verify their job status on GWeb

☑Make sure employees record in and out punches using the TRS system

☑Non-Exempt Timekeepers should not be using their access to clock themselves in and out.

Must use *phone* or *PC* timestamp to clock in or out.

☑Supervisors should review timecards at a minimum weekly

Best Practices

☑Missed punches should be corrected ASAP, not on approval day

☑Terminate employees promptly

☑If hours are missed after approval submit a manual timesheet to payroll_payreq@gwu.edu ASAP. Timesheet must include signatures and reason for late submission.

☑The bi-weekly calendar runs from Sunday – Saturday

☑Bi-weekly calendars can be found at https://hr.gwu.edu/payroll-calendar

☑Timekeepers should not be approving their own time cards

Need TRS Help ?

- Email timekeeping questions to:
  - timerep@gwu.edu
- Email time off questions to:
  - timeoff@gwu.edu
- Website:
  - https://hr.gwu.edu/payroll
- Helpful Tips:
  - https://hr.gwu.edu/trs-managing-time-timekeeper
- Manager Resources:
  - https://hr.gwu.edu/manager-resources