



## FAQ's for Managers

When can employees enter hours into TimeFiler?

*Timesheets will be available in TimeFiler from 9am on Tuesdays (non-payroll weeks)*

What is the deadline for submitting their timesheets?

*9am on the Monday prior to payday. Managers then have another 24 hours until 9am on Tuesday to enter and approve any late timesheets. Please note it is the responsibility of the Manager to enter late timesheets.*

Do employees have to submit a roster if they work regular hours?

*Yes they do. Unsubmitted timesheets cannot be paid until they have been entered into TimeFiler.*

*New employees on rostered hours will need to manually enter their timesheet for the first payrun. TimeFiler will generate a timesheet based on their roster in subsequent payruns.*

What happens if an employee misses the deadline for submitting their timesheet?

*You, as their Manager, have the ability enter and approve the timesheet on their behalf until 9am on Tuesday prior to payday.*

What do employees put on their timesheets for Statutory holidays?

*Nothing – TimeFiler will generate Stat pay automatically if employee is eligible.*

What if an employee makes a mistake after they've submitted their timesheet?

*If you haven't approved it yet, the employee can just click Unsubmit and they can edit the timesheet again. Once it has been approved by their Manager, they will need to contact you and request you to Unsubmit their timesheet. Note this can only be done before 9am on Monday before Payday.*

What happens if an employee or I forget my password and get locked out of TimeFiler?

*Contact Payroll who will reset the password for you*

What happens if an employee works more than their rostered hours?

*If an employee has exceeded their rostered hours, you will be alerted as the line will be highlighted in yellow. Hover over this line to see what the message is. If it says "hours have exceeded roster" you, as the employee's manager, will need to decide if you are going to approve the additional hours. If the message says "there is no hourly rate for this employee" ignore it as this needs to be fixed at Payroll end.*

What if an employee has taken leave unexpectedly in the current pay period?

*The employee (or their Manager) will need to enter the leave on the timesheet if it occurs in the current pay period. Otherwise if employees are applying for leave in the future, they need to use the My Leave tab (see instructions on how to apply for leave in TimeFiler).*

If employees have more than one manager who approves their timesheet?

*Timesheets will be able to be viewed and approved by the relevant manager/s.*

What happens if employee works in two different centres on the same day?

*Employees need to select the correct role ie. Playcentre and the Cost Centre ie. Akaroa*

*Employees must ensure they put each piece of work on a separate line including extra hours worked over and above their roster ie. planning meetings.*

What is the cut-off for getting new employee information and new or amended schedules to the Payroll team?

*5pm on Wednesdays (non Payroll weeks). Any information submitted after this date will not be processed until the following payrun*

**Please review the Notes section on the timesheets as Payroll will leave messages for you to action ie. “warning – this employee’s schedule is due to expire on 10/4/19. Please send through amended schedule or termination form 14 days prior to expiration date”**

When an employee has multiple roles (both permanent and casual), how can a manager or employee identify which is the correct Employee ID to use?

*An employee could first check their last payslip and note which ID included wages for:*

- *their permanent work, which may include permanent rostered hours at a Playcentre or a Regional Office, and will include details at the bottom of their payslip showing their Annual Leave balance. All permanent time will need to be recorded using this ID; and*
- *their fixed term or casual work, which may include relief work at a Playcentre, delivering Education programmes or Program Facilitator work (SPACE, BabiesCanPlay or CYCLE). All casual or Fixed Term work will need to be recorded using this ID.*

*A Manager can check past timesheets submitted (refer step 6 above: Viewing Historical Timesheets), and check which ID was used for permanent and casual timesheets.*

I’m approving an employee’s timesheet in which the employee seems to have worked a different day than was rostered – what should I do?

*Rosters have been loaded based on the most up to date information we have at Payroll. The likely cause is a change of days or hours agreed with the employee however Payroll have never been sent an update. Please note this could cause an overpayment where a roster updates to a timesheet after a manager has approved the timesheet. **Please ensure Payroll is updated any time you change an employee’s date and time of work.***

## Other notes for Managers:

- If you are approving timesheets for Program staff, please check that the employee has the correct role listed/selected, to ensure the correct hourly rate is paid.
- Please make a final check of the “unsubmitted timesheets” report prior to the deadline of 9am Tuesday of a payrun. The payroll system will not import unsubmitted timesheets.
- Please check for any Fixed Term contracts due to expire.
- After a payrun, please do ask for feedback from your staff and share queries or issues with Payroll.

- If employee is contracted to work on a public holiday their number of rostered hours will show in the far right-hand column of the timesheet under column headed “Roster” This shows you the number of hours they are contracted to work on that day and therefore their entitlement for the Statutory Holiday. If you look at the bottom section of the employee’s timesheet, you will see a payment section showing a breakdown of the payment. On the far right of the table it shows the total number of ordinary hours that will be paid. Below that should be a line with Statutory holiday and the relative number of hours that will be paid.

Coloured highlights on timesheets:

- Green highlight means that the timesheet has been approved and will be processed
- Orange highlight means that the timesheet has been submitted, but is yet to be approved
- White box with no highlight means that the timesheet hasn't yet been submitted, nor approved, and once we run the timesheets imported, these timesheets will not be paid (i.e even though the timesheet may have been generated from an employees roster, neither the employee or manager has confirmed that the timesheet is correct and therefore a wage payment cannot be processed)
- white box with red around the outside of the box - this means there is a critical warning on the timesheet, for instance the employee may not have included a start and finish time on a particular day, or are trying to submit a timesheet with hours claimed on a public holiday. These warnings will need to be cleared, before a timesheet can be submitted and approved for payment.