



FAQ's

When can I enter my hours in TimeFiler?

Timesheets will be available in TimeFiler from 10am on Tuesdays (non-payroll weeks)

What is the deadline for submitting my timesheet?

*The cut-off for **entering** timesheets is at your manager's discretion. Please check this with them.*

Do I have to submit a timesheet if I work regular hours?

Yes you do. Unsubmitted timesheets cannot be processed by Payroll 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 your roster in subsequent payruns.

What happens if I miss the deadline for submitting my timesheet?

You will need to contact your Manager.

What do I put on my timesheet for Statutory holidays?

Nothing – TimeFiler will generate Stat pay automatically if you are entitled to it.

What if I make a mistake after I've submitted my timesheet?

You can click on Unsubmit and make changes. However, once it has been approved by your Manager, you will need to contact your Manager and request they unsubmit your timesheet

What if my Manager does not approve my timesheet in time?

If you have submitted it, the timesheet will still be paid, and the manager's authorisation will be obtained retrospectively.

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

Contact Payroll who will reset your password for you

What happens if I work more than my rostered hours?

Enter the hours worked on your timesheet and submit your timesheet as usual for your Manager to approve (your Manager will receive an alert that you have exceeded your rostered hours)

What if I have to take leave unexpectedly in the current pay period?

You will need to enter the leave on the timesheet if it occurs in the current pay period. Otherwise if you are applying for leave in the future, use My Leave tab to apply for leave (see instructions on how to apply for leave in TimeFiler).

If I have more than one manager who will approve my timesheet?

Your timesheet will be able to be viewed and approved by the relevant manager/s

What happens if I work in two different centres on the same day?

Select the correct role eg. PC FAC – Session Facilitator or PC SS – Session Support Worker and the Cost Centre ie. the centre worked at, eg. Akaroa

Please ensure you put each piece of work on a separate line. This also applies if you normally work from 9am – 2pm each day however you also attend a Planning meeting from 4pm – 6pm once a month, ie. you will need to enter these on separate lines on your timesheet.

Remember that TimeFiler uses the 24 hour clock – 4-6pm is 1600-1800.

Why can't I enter my hours in for the whole week in one go?

TimeFiler updates daily so any hours entered for a future date will generate a critical warning.

Why is there only one hourly rate in my record in TimeFiler, when I have more than one rate?

The system only allows for one rate to show in this field, and it will normally be the lowest hourly rate that appears in this field. When each employee is setup in TimeFiler, the setup will include logging all positions and their corresponding hourly rates for each employee. This will ensure the system will match the correct hourly rate depending on the role selected when you enter your timesheet.