



FAQ's

When can employees enter hours into TimeFiler?

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

What is the deadline for employees to submit their timesheets?

This is your discretion. Managers have until midday Monday of pay week to approve any timesheets.

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

Yes they do. Unsubmitted timesheets cannot be paid until they have been submitted in TimeFiler.

New employees on rostered hours may 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 midday on Monday prior to payday.

What do employees put on their timesheets for Statutory holidays?

Nothing – TimeFiler will generate a Statutory Holiday payment if it falls on a day that the employee is normally rostered to work.

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

If you have not approved it yet, the employee can just click Unsubmit, edit the timesheet and submit again. Once it has been approved by their Manager, they will need to contact you and request you to Unsubmit their timesheet. Note this must be done before midday 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.

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 need to be 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 eg. 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.

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

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

Other notes for Managers:

- Please review the Notes section on the timesheets – employees often put notes in this section.
- 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 midday Monday. 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.