

HR/Payroll Reps FAQ - 03/24/16

TIME OFF/ABSENCE

Can an employee request unpaid time off?

- Yes, that is an option in the **Request Time Off** area under **Time Off Type**. If they are salaried, this WILL reduce their hours and pay.

How does holiday pay work in Workday?

- Holiday pay is automatically entered for all full-time hourly employees who have reached their 90 days. It is entered in Payroll as 8 holiday hours. We also have created the rules for the "Gateway" Holiday Premium to the few facilities who use this holiday pay policy instead. **Holiday no longer has to be keyed in any way by HR/Payroll Reps.**

Can I still enter Time Off Requests for employees in Workday?

- While we do want to encourage ALL employees to use Employee Self-Service

What if a manager isn't approving time off requests?

- **Managers** are still **responsible** for approving time off requests and this cannot be passed on to payroll reps. If a time off request is not approved and it is for an hourly employee*, then they will not be paid for those hours. If a manager does not approve a request within 2 days, the manager's manager is then notified so they can either approve, or make sure that the original manager does this before payroll is processed.
 - o When a time off request for salaried employees is not approved, that means that their vacation/sick balances won't be updated and their paystub won't reflect any hours being used for time off.

HR/HCM

How can I change manager assignments for an employee?

- This can be performed locally by HR/Payroll Rep and in some cases by other managers. **Change Org** assignments and then **Supervisory Org**, under **Related Actions** → **Change Job** for an employee. In other cases, Managers could Transfer/Promote or Change Job.

What happens when a manager is no longer with the company/location?

- When a manager disappears (term, transferred, etc.), all responsibilities automatically roll up to the **next level** (manager). So all tasks/approvals, etc. get moved up to the manager until a new person is placed in that position.

Do I still need to send an email to Change when I terminate an employee?

- No, because the system will automatically kick out an email to Change once the termination process is complete.

What if I need to look up employee information in ADP for a VOE?

- We are continuing our contract with ADP Enterprise for a year after 3/16/16. Payroll reps will have read only access through that point. Anything after that point where you would need information not found in Workday can be requested with IT to run reports.

Do I still need to do a background check for new employees?

- Yes, all applicants should have background checks run first before offering them a position. Should you have any questions, please reach out to your HR Resource.

Will I be able to access ReportSmith still?

- No, all reports will be run out of Workday starting 3/16/16.

Do I need to send over requests to my Payroll Resource for rehires and transfers?

- No, those can now be processed all at the facility level. Please see the HR/Payroll Rep PowerPoint on www.WorkdayatEnsign.com for more information.

Do I send over my HR/payroll info over to my Payroll Resource still? What about for my DON and ED?

- Only your TARFs and items for Pay Input should be sent to your Payroll Resource. Everything else should go to your manager, unless it is something you should now be updating on your own in Self-Service. For your DON and ED, the only items that should be entered by your Payroll Resource is something for Pay Input, such as an ongoing Emergency Fund Deduction.

PAYROLL

Do I need to enter vacation payouts for terminated employees?

- Workday will automatically pull in the employee's accrued vacation balance to pay out if they qualify to receive a payout. All **you** will need to do is **enter the ACCRUED amount** for that pay period in **Pay Input**.

Do I need to end direct deposits in Workday when an employee is terminated?

- No, since that area should now be maintained at the **employee level**. If the employee is ever rehired, they will be responsible for ensuring their direct deposit information is up to date. Additionally, Workday has a feature for on demands that are replacing normal on cycle checks for **terminations** so that employees who were paid through an on demand **CANNOT be paid again** on the next regular payday.

How is the pay for salaried employees handled in Workday?

- Workday automates a lot of processes that ADP didn't, so there really is no extra work to be done, unless for some reason there is a onetime split in wages between Cost Centers, or some other one-off situation.
- **New hires** and **terminated** salaried employees will have their hours and pay automatically prorated based on how many business days they were active in the pay period. So if there were 10 business days

in the pay period and they were active for 4 of them, they would receive 40% (4/10) of their salaried hours and wages for that pay period.

- If you need to override with different hours because the employee works a different schedule, then you can do so in **Pay Input**. Just be sure to select **Override**.
- For approved **Time Off Requests**, the pay is automatically calculated. Salaried hours and earnings are automatically adjusted.
 - Ex: An employee is approved for 2 days (16 hours) of sick time. Workday will automatically calculate the earnings for sick AND, adjust the salaried hours to 70.67 (86.67-16) and calculate the salaried earnings.

What if an employee is paid at different rates for different work performed?

- You will need to let your Payroll Resource know so they can do manual overrides. This needs to be sent to them no later than 10am your time on transmission day.

Will we still use Ensign Utilities for transfers of labor wages?

- No, as of March 16th, 2016 (for effective dates of March 16th and after) all of that can now be done through Workday, either by the employee when clocking in and out through both Workday Time Worklet and through the physical time clocks, or by the rep manually overriding in Workday Time.

TIME

Whom do I contact if my time clock won't turn on at all or won't connect to the internet?

- Please contact Support, or your IT Field Resource.

Whom do I contact if I am having problems enrolling an employee or punches are not showing in Workday within an hour?

- Please contact your Payroll Resource. In the meantime, have your affected employees use TARFs.

Do I need to set up time clock or Workday Time Worklet permissions in Workday?

- No, Workday automatically does this based on rules we have set up. Basically, salaried and therapy employees will have access and everyone else will need to use the physical time clocks. However, therapists will still have the option to clock in and out on the physical time clocks if your ED/Ops Manager would prefer that.

Will I as an HR/Payroll Rep be able to clock in and out on the computer?

- Only **salaried** employees and **therapists** will have the ability to clock in and out on a **computer** at the field level. These employees do not need to be enrolled on the time clocks since they will be using the Time Worklet, unless your Administrator/Operations Leader decides to allow these employees to use the time clocks.

What about labor reports I made need to run for state surveys, etc.? How long will I have access to eTIME?

- You will have read only access to eTIME for likely an additional 6 months from March 16th, if not longer. Once our contract runs out with eTIME, then IT will be able to provide any time reports from the last 7 years.

What if I have tried to enroll an employee with every finger multiple times and none of them work?

- If you truly have tried EVERY finger multiple times and you are enrolling when the time clock is mounted or on a stable surface... Please set them up with a password (PWD) instead. Go to that area on the time clock for enrolling an employee and ask them to enter something that is UNIQUE and that they can remember. Tell them that they cannot share that password with ANYONE for ANY reason and could be disciplined, up to and including termination, if they do share it. Once they're set up with a password, they will select Check In or Out, type in their ID #, press OK, and then enter their password and OK. This should only be done as a LAST RESORT. As a guideline, you shouldn't have more than a few employees at your location who are set up with a password as this opens up a LOT of risk for time fraud.

How can I confirm that I enrolled an employee successfully on the time clock?

- Please make sure that your time clock is ONLINE (has a green earth on the top right of the screen). If not, contact your IT Field Resource. You can test to see if the enrollment was successful by having employees select "View Punches" on the clock and then placing their finger on the scanner. If it accepts (will just be a blank screen), then you know they're enrolled. If not, then ensure you are following all of the directions on the attached Word document. If you are still having issues and you're online, then please let your Payroll Resource know.

TO ADD

Unfortunately, no, we cannot change the time clocks to prevent employees from clocking back in with less than 30 minute meal break. We need to make sure that the time clocks are accurately recording meal breaks. So if a nurse begins their meal break and is then called on to the floor by the DON because of an emergency, the nurse needs to clock back in before the half hour and get paid that meal break premium.

What my Administrator and I did when I was at a facility was I ran a report on Meal Break Premiums (we're working on getting one going) and provided that to my ED. When it was the EMPLOYEE'S choice to come back early and they weren't forced to do so, we would start the disciplinary action chain (documented verbal warning, write up, etc., etc.). We would still have to pay the employee, but disciplinary action and measures were taken. When they took a short lunch because of work, then the ED and I, as well as any managers who may be involved, would try to determine if this was something that could be prevented in the future.

Through this approach, we were able to reduce meal break premiums from about 10-20 a week to 1-3 a month.

Hopefully this helps you in some way with figuring out the best solutions for your operation.