

Frequently Asked Questions

1. What HCBBD roles in new OTCS?

- a. View unapproved & aging claims report
- b. New shift pattern request

2. As HCBBD, what should I do as ambassador?

Ambassador acts as spoc/pic to employee on new OTCS changes at respective region

3. As HCBBD, how to coordinate Webinar?

HCBBD can work together with project team to arrange for any additional webinar at state or business.

4. Where can you find the e-learning content for new OTCS?

E-learning on new OTCS system will be available at TM Learn. Employee can enroll into the e-learning to learn about the new system and complete simple quizzes.

5. Will HCBBD be trained on the changes of new OTCS?

Yes. HCBBD will be given overall exposure and training on the changes of the new system.

6. How can HCBBD assist employer who faces any technical issues or difficulties while using the new system?

HCBBD to advice employee to log their issue to PRECISE/HCI/Project Manager along with an email on the issue to hrhelpdesk@tm.com.my

7. Can HCBBD view overtime claims based respective LOBs?

Yes

8. When is the last date for requestor and supervisor/approver to apply and approve claims in old OTCS?

Old OTCS application will remain open until 31st July

9. Does instruction to change supervisor/approver need to be sent to HCSSO?

Not required

10. How long overtime claims will remain in the system?

7 years.

11. Claim charged to other cost center or project. Who's will approve it?

Respective Cost Centre Owner or Project Manager

12. Is it possible to claim exceed three months?

Yes but Approver will be reporting Senior Management

13. What is recommended browser that I can use in order to apply Overtime Claim?

All browser (Excluded Safari)

14. Why my location has not been captured during start overtime?

You need to allow browser to save the setting

15. I forgot to start overtime (clock in/out) during working overtime. Can I submit overtime claim for that OT date?

Yes. You still can submit the overtime claim but you need to key in the time of overtime manually during claim submission

16. Can I upload more than one supporting document?

Yes. But the maximum size is limited to 1Mb for each document

17. What format of document that I can upload?

Format .bmp, .pdf, .png, .jpg, .jpeg, .tiff

18. I am shift employee. Why I'm unable to change my work schedule?

Shift employees are not allowing to change their work schedule rule via tile "My Work Schedule". Only employees with normal working hour is allow to change their work schedule