Northeastern University Human Resources Management



HRNAVIGATOR

Time Tracking for Managers

Northeastern University's Time Tracking system allows you to access information about Paid Time Off (PTO) balances, including vacation time, sick time, family sick time, and personal time. This information helps individuals and departments plan for vacations and ensures accurate payouts when employees leave the university. The system also helps the university maintain compliance with all federal, state, and local employment regulations.

Time Tracking data is used to calculate payroll—capturing hours that count toward overtime, for example. Therefore, it is essential that individuals who are eligible for overtime (i.e., non-exempt employees) submit and affirm all hours worked in the Time Tracking system.

To ensure the accuracy of your PTO balance and pay, you are required to use Time Tracking in accordance with your role and responsibilities.

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	ACCESS YOUR ACCOUNT TIMESHEETS Approving Editing Reviewing and Managing Exceptions Reviewing the Results, Schedule, and Time Off Tabs Editing Old Timesheets Salary Reductions TIME OFF REQUESTS (TORS) About Paid Time Off (PTO) Approving or Rejecting TORs Editing or Canceling TORs Editing or Canceling TORs DELEGATING APPROVALS REPORTS RESOURCES

GETTING STARTED

Check Your Emails

Each week, the Time Tracking system automatically generates emails prompting action. In addition to including a link to the Time Tracking system, the emails outline any actions you need to take.



TIP: If you don't receive the email, it's probably in your Junk email folder. To rectify, go to your Junk folder, search for Time Tracking, and move the email into your Inbox. By doing so, you will ensure that future emails will be delivered to your Inbox. If the email is not in your Junk folder, please call the HRM Customer Service Center at **617.373.2230**.

Approve Timesheets

You must review, make necessary changes, and approve timesheets for your direct reports each week. While direct reports are expected to submit accurate timesheets, you can make adjustments for PTO or overtime, if necessary. Whenever possible, any changes should be submitted by end of day each Friday, but no later than 12:00 p.m. ET on Monday.

Approving timesheets ensures that hourly employees are paid correctly and that PTO balances for exempt employees and faculty are tracked correctly. Any timesheet exceptions must be reviewed and corrected (see the **Reviewing and Managing Exceptions** section below).

If you are away, please delegate responsibility for approving timesheets and **Time Off Requests** (TORs) to someone else. It is your responsibility to help employees with timesheets and Time Tracking so hours worked and PTO are reported correctly.

Deadlines and Reminders

- » Friday, 12:00 p.m. ET: Staff and temp non-students (TNSs) receive an email reminding them to enter their time into the system and submit it by the end of the day.
- » Monday, 5:00 a.m. ET: Managers receive an email reminding them to approve employee timesheets by 12:00 p.m. ET (managers who have approved all timesheets before 5:00 a.m. on Monday will not receive this reminder). Please note that we expect managers to review and approve ALL timesheets each week, even those of TNS employees who have zero hours. This confirms that the manager affirms the TNS did not work any hours that week. If managers do not approve all timesheets, their names will appear on the unapproved timesheets report, and they will receive the second reminder email below.

Note: Once a timesheet is approved, the employee will not be able to enter additional hours or create TORs for that week.

» Monday, 9:00 a.m. ET: Office support and technical (OST) employees and TNSs who have not yet submitted timesheets receive another reminder email. TNSs who did not work will still receive the reminder email. Please remind TNSs that they can ignore reminder emails if they did not work.

- » Monday, 10:00 a.m. ET: Managers who have not approved their employees' timesheets receive another reminder.
- » Monday, 12:00 p.m. ET: Please approve all timesheets so that Time Administrators and Payroll have ample time to review timesheets before they are processed at 2:00 p.m. ET.
- » Monday, 2:00 p.m. ET: Timesheets will be locked by Payroll so processing can begin. During this time, the timesheets cannot be edited or amended.

ACCESS YOUR ACCOUNT

- To access Time Tracking, log on to <u>myNortheastern</u> (<u>my.northeastern.edu</u>) from a desktop, laptop, or mobile device.
- 2. Click the Services & Links tab.
- 3. Search for **Time Tracking** in the search box, which is located in the upper right-hand corner, or scroll down to **HRM Benefits & Services** and click **Time Tracking**.

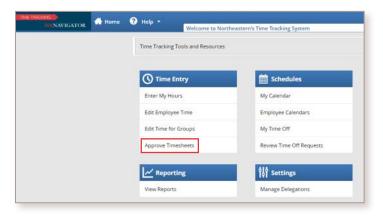
Note: This is the same way that employees access Time Tracking. TNSs must claim and use their TNS-sponsored accounts (not student accounts) to access Time Tracking. Refer them to the TNS Employee Guide for further information.

TIMESHEETS

Approving Timesheets

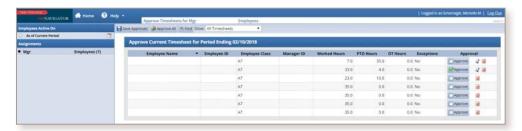
Managers review and approve timesheets for employees weekly. This ensures that hours worked and PTO are accurate and that pay will be correct. If you are away and/or unable to approve timesheets, please delegate the responsibility to ensure continuity (see the **Delegating Approvals** section). To approve timesheets:

1. Click Time Tracking in myNortheastern to display the Home Page.

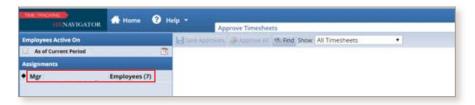


2. Click Approve Timesheets in the Time Entry block.

3. The **Approve Current Timesheets** window displays, along with a list of your direct reports' timesheets. Note: Any amended timesheets awaiting approval will appear in a separate box at the top of the queue.



4. The **Approve Timesheets** window displays timesheets for your direct reports. You can click on the group of employees you want to approve hours for in the **Assignments** block at the left. You will also see assignment groups for any managers who have delegated their direct reports' timesheets to you.



- 5. Click **Approve** at the end of an employee's row to approve that timesheet.
- **6.** To view details of a specific employee's timesheet, click anywhere in that employee's row; the timesheet will load in a pop-up window.
- 7. When you've approved all the relevant timesheets, click Save Approvals at the top of the screen. Alternatively, after you've reviewed all the timesheets, you can click Approve All at the top of the screen, which will approve all timesheets pending approval.

A few things to note:

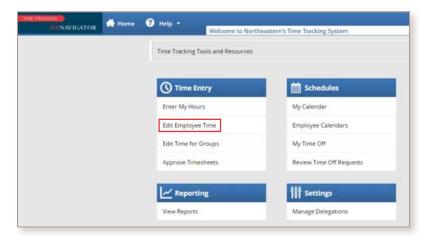
- » Click **Paper Scroll** to see the approval history (displayed by date).
- » Once approved, timesheets cannot be edited, and TORs can no longer be created for that week.
- » If you or an employee needs to make a change, you will need to unapprove the timesheet. To do this, open the relevant timesheet, click **Approve** to remove the green check mark, and then click **Save Approvals**.
- » Click the Page icon with the red bar to reject a timesheet and send it back to the employee to edit and resubmit. Note: Hours that appear in timesheets will be sent to Payroll regardless of approval status. If an employee entered incorrect hours, please work with the individual before Payroll closes to ensure that the timesheet is correct (see Deadlines and Reminders section).

Editing Timesheets

All employees, except TNSs, have salaries in Banner. If a full- or part-time OST employee works more than their scheduled hours, they enter actual hours worked in the **Regular Hours Pay Code** field. The system calculates additional pay and/or overtime as needed. If a non-TNS employee works fewer hours than scheduled and does not offset those hours with PTO, you (or a time administrator) must select the **Salary Reduction Pay Code** to reduce their salary (see the **Salary Reductions** section).

To edit a timesheet for one of your direct reports (or one of those delegated to you):

1. From the Home Page, select Edit Employee Time from the Time Entry block.



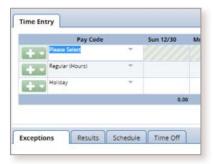
- 2. If no employees appear, click on the **Manager Assignment Group** with your name in the left pane to view a list of your direct reports. You will also see assignment groups for any managers who have delegated to you.
- 3. Click on the relevant employee to open their current timesheet.
- 4. Make any necessary changes. Click the Save button when complete.



5. If you need to view a previous timesheet for an employee who is now in a different position or terminated, click on the Find icon to launch the search tool. When the Search Criteria box appears, uncheck the box next to Exclude Inactive Employees. Then search by NUID (in the Employee Number field) or last name.



Note the tabs at the bottom of the timesheet: Exceptions, Results, Schedule, and Time Off.



Reviewing and Managing Exceptions

The system highlights any problems in the timesheets or TORs. These are listed under the **Exceptions** tab in three categories:

- » White exceptions are informational.
- » Yellow exceptions are warnings that should be reviewed.
- » Red exceptions are errors that must be corrected before the timesheet can be approved and processed.

Example of a warning exception:



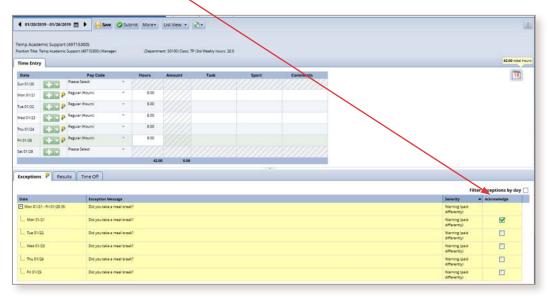
To resolve this exception, the manager or employee removes the vacation time on the holiday.

If you have direct reports in California, hourly employees must affirm whether they take a meal break each day they work more than 5 hours. The meal break acknowledgment is visible in the **Exceptions** tab.

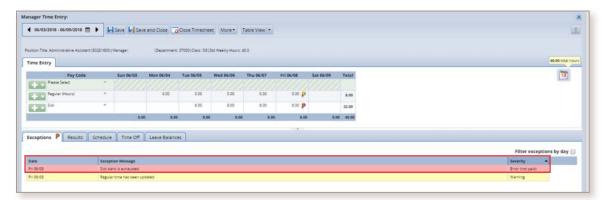
Click the **Plus (+)** icon under the **Date** column and the days you need to review will be displayed.



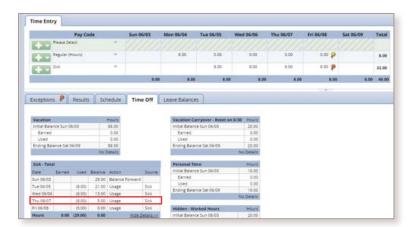
Click the **Acknowledge** box to affirm the meal break was taken, or remove the check mark if it was not. Click **Save** when complete.



Example of an error exception:



In this case, the employee took a sick day, but she has already exhausted her sick balance. As shown under the **Time Off** tab, she has 5 hours of sick time remaining for Friday. The manager should change the Friday sick time entry to 5 hours and enter 3 hours in the **Salary Reduction Pay Code** field (see the **Salary Reductions** section).



Reviewing the Results, Schedule, and Time Off Tabs

The **Results** tab shows all hours worked for the week by **Pay Code**, as well as overtime and other premium pay, if applicable.



If the calculations in the **Results** tab do not look correct, please follow up with your time administrator. **Meal Hours** are applicable only for hourly California employees, and the **Task** and **Sport** columns are applicable only for TNSs in Athletics. If an employee has multiple positions, you may not be able to see hours worked if the other position is in a different department. However, consolidated overtime across all positions is visible to all managers.

The **Schedule** tab shows the employee's regularly scheduled hours by the week. These will be the default hours that populate the timesheet. If you find an employee whose schedule is missing or incorrect, please notify your time administrator or key contact. Note: Faculty and TNSs do not have schedules in the system; their timesheets are not populated with default hours.



The **Time Off** tab shows the employee's current PTO bank balances as of the selected week. Any accruals, adjustments, or use for that week will appear (see the **Approving or Rejecting TORs** section for information on viewing future bank balances).

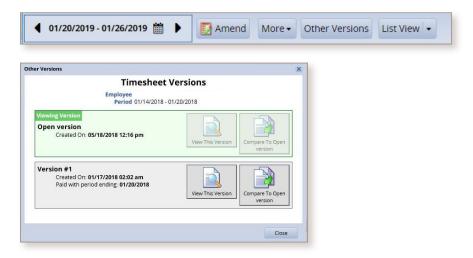
Editing Old Timesheets

If you need to make a change to an employee's timesheet from the past three months (e.g., if the employee forgot to record a sick day), use the **Amend** process. Note that TNSs cannot amend their own timesheets (a manager or above must amend), but other employee classes are able to do so.

- 1. Use the calendar bar to navigate to the relevant week in the person's timesheet. If the date is within the current pay week, you may edit the timesheet directly.
- If you do not see the Other Versions button but do see the Amend button, click it and proceed to step 3.



If the **Other Versions** button appears, click it to view the **Timesheet Versions** box, where you can compare the original timesheet against prior amendment. Select the **Open Version**; then click **Amend**. Note: If the **Amend** button does not display, there is a recent existing amendment. You will need to unapprove the previously amended timesheet in order to edit that timesheet. If you are not able to unapprove, work with your time administrator.



- 3. Enter the necessary changes and click Save.
- 4 Approve the amended timesheet in the **Approval** screen. Note: The changes **will not be reflected** until the amended timesheet is approved.

Salary Reductions

If an employee (non-TNS) takes time off and does not use sick time (including personal or family sick) or vacation time, please ensure that their timesheet reflects time away from work without pay. To do this, you or your time administrator must make a **Salary Reduction** entry. Go to the appropriate day(s) in the employee's timesheet, select the **Salary Reduction Pay Code**, enter the number of hours to be reduced (as a positive number), and reduce the number of hours in the **Regular Hours** field. We encourage you to enter comments as well.

You can find **Salary Reduction** hours for the day(s) in the **Results** tab below the timesheet.

In this example, the employee's pay will be reduced by 9 hours in Banner. Note that the total hours for the week should equal the employee's regularly scheduled hours. If they are not equal, make sure the salary reduction hours are the difference between actual hours worked and hours scheduled for the week. For example, if an employee is scheduled to work 35 hours and takes 7 hours unpaid, but works 3 additional hours on another day, the salary reduction for the week would be 4 hours.





Please reach out to your Time Administrator or HRM if you have questions or need assistance.

TIME OFF REQUESTS

About PTO

- » Employees should create TORs for all future time off.
- » If you or an employee needs to enter PTO for the current day or a previous date, enter it directly into the timesheet using the relevant Pay Code, which bypasses the approval process. If the time was before the current pay week, use the Amend process (see the Editing Old Timesheets section).

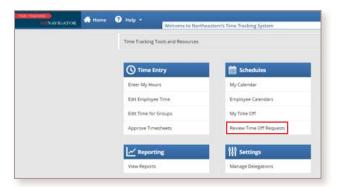
- » PTO bank balances shown in the **Time Off** tab are as of the pay week selected (the same dates as the timesheet). To see future balances reflecting approved TORs, refer to the graph in the request detail. You can find this at the bottom of the screen where you approve or reject requests (see the **Approving or Rejecting TORs** section). If it's within three months, you can also navigate forward to the relevant timesheet week.
- » TORs and PTO entries have a 1-hour minimum and must be in quarter-hour (0.25 hour or 15-minute) increments. Employees working nontraditional schedules should request time off equivalent to the scheduled hours for the day they are requesting.
- » Nontenured faculty are asked to take vacation in either half- or full-day increments and should round to the closest quarter-hour increment if necessary (e.g., a person who works 5.5 hours on Tuesday and wants to take a half-day should request 2.75 hours).
- » Any employee who has a manager or position change (if you hire a new direct report who is internal, or one of your direct reports moves to a new position) will need to resubmit any existing TORs to be approved by the new manager. Until that happens, the TORs will appear as approved to the employees, but will behave like canceled requests. They will not appear in the employees' timesheets or reduce the bank balance.
- » Information on accruals can be found on the HRM Benefits website at <u>northeastern.edu/hrm/benefits/</u> <u>paid-time-off</u>.
- » The system calculates accruals based on the employee's class, grade, standard hours, weeks worked, and length of service as of the date of the accrual (accruals are posted on the 15th of the month). If you feel a sick time allotment or vacation accrual is incorrect, please contact your time administrator or key contact.

Approving or Rejecting TORs

You will receive an email notification when a direct report (or one delegated to you) submits a TOR. Please respond to it as soon as possible. If the request is not approved by the date of the requested time off, it expires and PTO will not be entered into the employee's timesheet or deducted from their bank balance.

To review a TOR:

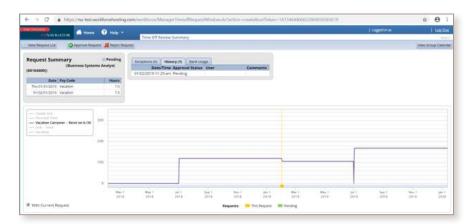
- Click on the link in your email notification or log on to Time Tracking via <u>myNortheastern</u>.
- From the Home Page, select Review Time Off Requests from the Schedules block. A list of TORs is also visible in the Time Off Requests notification pane located on the right side of the Home Page.



3. After clicking Review Time Off Requests, a list of pending TORs from your direct reports will appear.



4. Click on the request you want to review, and a new screen will open showing the requested PTO dates and hours. You will also see the employee's projected bank balance in the graph pane. To view future balances, simply move your cursor to the right side of the graph pane. Click on the types of PTO to the left of the graph to select which balances are visible.



- 5. To approve the request, click **Approve Request**. You may also enter a comment to the employee. The system performs some checks (including whether the employee has sufficient PTO to cover the TOR and whether it is within all rules). If the TOR passes all checks, the employee receives email notification that the request is approved. Approved PTO populates timesheets on the approved dates and is deducted from the appropriate bank(s). If the TOR does not pass all checks, the system will tell you why the request was not valid. Please review and follow up with the employee as needed.
- 6. To reject a request or send it back to the employee for edits, click Reject Request. The employee will receive an email notification that the request was rejected, and the PTO time will not be entered in their timesheet.

Editing or Canceling TORs

A TOR cannot be changed once an employee submits it. If the dates or hours of the request need to be corrected, you or the employee must cancel the request so that the employee can resubmit a new request with the correct information. Note: Only employees may create TORs; managers and time administrators cannot enter TORs for others.

 To cancel an approved TOR, go to the Home Page and click Review Time Off Requests in the Schedules block. 2. Click the **Time Off Request History** tab, which displays TORs that you have reviewed.



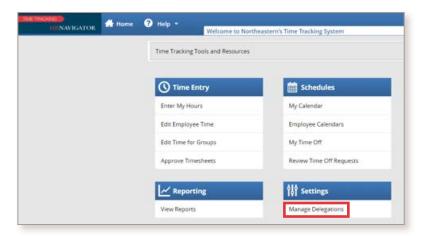
- 3. Click the relevant TOR to open it.
- 4. Click **Cancel Request** to cancel. You can also enter a comment for the employee. Once the request is canceled, the time off will be removed from the employee's timesheet and the employee will be notified by email.



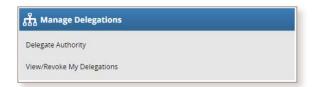
DELEGATING APPROVALS

As a manager, you may delegate your responsibilities for direct reports in Time Tracking to another person. This is helpful when you're away or prefer to have someone else monitor your group. Your designee will be able to view, edit, and approve timesheets and view, approve, and reject TORs. They will also receive reminder emails for your direct reports.

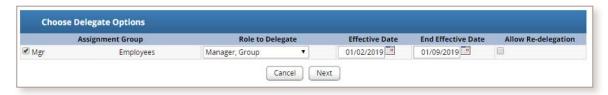
1. To delegate, log on to the Home Page and select Manage Delegations in the Settings block.



2. When the **Manage Delegations** screen appears, select **Delegate Authority**. To review or end an existing delegation, see the instructions in the next section.



- 3. The Enter Search Criteria box will appear. Click the search button without entering any text.
- 4. When the Choose Delegate Options box appears, check the box next to your group. The role will default to Manager, Group; do not change that selection. Enter the Effective Date and Effective End Date. Note: The Effective End Date defaults to one week after the Effective Date. If you want to delegate for the foreseeable future, choose 01/01/2030 for the Effective End Date. Do not check the Allow Re-delegation link, or your delegate will be able to delegate without your knowledge.



5. Click Next.



- 6. Enter the name of the employee who will serve as your delegate and click Search.
- 7. Once located, select the button next to the delegate's name and click **Select**.



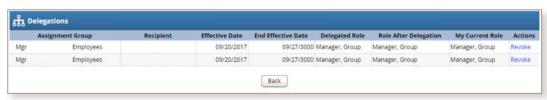


- Click the Continue button to return to your Dashboard, and you're all set.You will receive a status message indicating that the role has been successfully delegated to another user.
- **9.** You can select more than one person as a delegate at a time. Just repeat the process for each delegate. Please note: both the delegate and you will receive e-mail notifications from the system.

>>> Viewing or Revoking Delegations

- To view your delegations or end a delegation before its Effective End Date, log on to the Home Page and select Manage Delegations from the Settings block.
- 2. Select View/Revoke My Delegations.
- The Enter Search Criteria box will appear. Click Search without entering any text to show all delegations. You can also enter text to the filters.
- 4. Your existing delegations will appear. To leave this screen without revoking a delegation, click Back. To revoke a delegation, click Revoke on the relevant row.





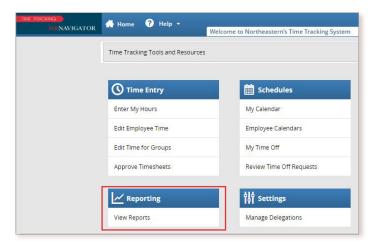
5. The **Revoke Delegated Roles** box will appear. Select whether you want the delegation to end immediately or on a future date; then click **Revoke Delegation**.



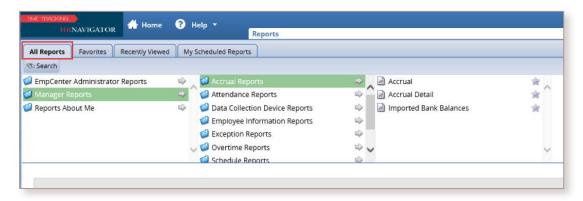
REPORTS

You can run several reports on employees and groups:

1. From the Home Page, select View Reports from the Reporting block.

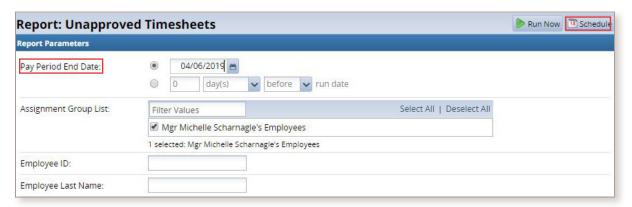


2. A list of report categories will display under the **All Reports** tab. You can search for a report by name using the **Search** tool, or click on the folders to navigate to specific reports.



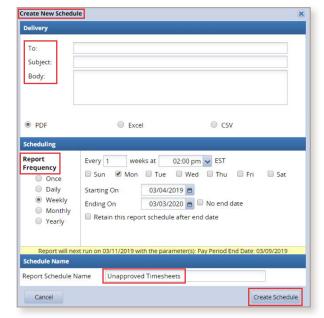
- » Among the helpful **Reports** you can view are these:
 - » Unsubmitted Time: Employees who didn't submit their timesheets
 - » Unapproved Time: Managers who didn't approve timesheets
 - » Absence History: List of employee absences, with type of PTO used, or recorded time off
 - » Accrual/Accrual Detail: Accruals, use, and adjustment of PTO banks
 - » Time Off Requests: TORs, including date requested and status
 - » Timesheet Audit: Log of changes to timesheet entries by date and user
- 3. To run a report, select the appropriate parameters or criteria:
 - » For **Accrual Reports**, the end date must be before the current date.
 - » For **Pay Period End date**, enter the date of the Saturday of the week you would like to review (e.g., if you want to see the week including January 2, 2019, the following Saturday is January 5, 2019, so you would enter 01/05/2019 as the **Pay Period End Date**).

- » Most reports only require one parameter, typically an employee's last name or NUID (enter the NUID in the Employee ID field). Please contact your Time Administrator if you have questions or problems with your reports.
- 4. Click **Run Now**. You can choose the format to view the report or have the report emailed to you.
- 5. You can schedule reports that will run regularly at a specified time and be emailed to you or another user. To do so, you first must configure the **Report Parameter Dates** to be relative to when the report is run.



For example: If you would like to schedule the **Unapproved Timesheets** report to run every Monday:

- » Select Unapproved Timesheets from the list of Timesheet Reports, and in the Report Parameters panel set the Pay Period End Date to 2 days before the run date (the end of the pay week is Saturday, 2 days before the run date on Monday). Set the other Report Parameters as you normally would.
- » Click the Schedule button in the top right corner of the Report Parameters screen. The Create New Schedule page will open.
- » Enter Email Address information in the To box (separate multiple address with a semicolon). It's helpful to include a descriptive subject line, as well as a description of the report in the body section.



- » Choose the Report Format (PDF, Excel or CSV format—though please note that some reports aren't available in CSV format).
- » In the Scheduling section, choose Weekly under Report Frequency.
- » Enter 1 in the box so that the report runs weekly.
- » Choose 12:00 p.m. ET in the time field so that the report corresponds with the approval deadline.
- » Check the **Mon** box to schedule the report to run on Mondays.
- » Select a Start and End Date (or select No end date if you wish).
- » Choose a name for the **Scheduled Report** (optional).
- » Check the Yellow Banner near the bottom to confirm that your parameters are correct.
- » Click Create Schedule.

All scheduled reports will also be saved under the My Scheduled Reports tab.

6. You can designate the reports you run regularly as Favorites. On the Recently Viewed tab, click the gray Favorites star icon next to the report, which will then turn yellow. The report will now be listed under your Favorites tab for easy access.

RESOURCES

Have questions?

- » Visit the **Time Tracking website** to view training materials and FAQs.
- » For questions about Time Tracking, please contact your time administrator. Visit northeastern.edu/hrm/pdfs/TimeTracking/TimeTrackingAdministrators.pdf to find a list of time administrators by area. If they are unable to help, call the HRM Customer Service Center at x2230 or email hrminfo@northeastern.edu.
- » For questions about PTO (including accruals and holidays), visit the HRM Benefits website (northeastern.edu/hrm/benefits/paid-time-off/index.html). You will find contact information for the Benefits team on the website in case you have further questions.
- » Questions about leaves should be directed to the Leave Coordinator in HRM Benefits at **HRM-Benefits@northeastern.edu**.
- » Please do not call ITS, as they will direct all Time Tracking questions to HRM.

Thank you for your help!