

## Overview of Cybershift Time and Attendance

Cybershift Time and Attendance is Hearst Corporation's Enterprise-Wide T&A solution, hosted from the Hearst Service Center in Charlotte, NC.

\* CDS Global is converting to Cybershift T&A by physical location, thus, the following is a listing of such:

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Harlan, IA, about 350 employees { Done—converted to Cybershift as of 06/05/2010 }. Prescott, AZ, about 35 { Done—converted to Cybershift as of 09/25/2010 }. Bethlehem, PA, about 40 employees { Done—converted to Cybershift as of 10/23/2010 }. Boone, IA, about 300 employees { Done—converted to Cybershift as of 07/30/2011 }.
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Des Moines, IA, about 1,100 employees (Bell Avenue, East Washington & West Des Moines addresses), { scheduled Cybershift conversion date is pay period beginning 10/08/2011 }.

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Wilton, IA about 300 employees { scheduled conversion date pending }. Tipton, IA about 200 employees { scheduled conversion date pending }. Austin, TX about 20 employees { scheduled conversion date pending }.
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CDS Global's Cybershift T&A conversion team members are: Stephanie Gray, Mary Otto, Dan Flaherty, Nicki Schmidt & Patrick Rice.

\*\* Training will take place in various forms: Process documentation narrative and screen-shot white papers, pre-recorded processing videos, WebEx sessions and/or in-person classroom training (ongoing throughout the parallel TEST and converted to live Production phases of this project).

On the pay period beginning 09/10/2011, we'll ask that Des Moines employees use both the new Cybershift time and attendance system to compile their payable hours, in full parallel of recording payable hours within Cybershift TEST system, as well as, recording the same hours as normal within Automated Time Keeping (ARMS), Kronos and/or IT TrackIt (for importation into ARMS).

Once a 14 day pay period is completed regarding recorded payable hours within Cybershift (in parallel), an audit comparison will be done between the two parallel systems to determine variances. If the variances can't be determined or explained, then another 14 day parallel period will begin.

- \*\*\* The major differences between the current CDS Global time and attendance software (ARMS, Kronos and TrackIt) and the new Cybershift system follows:
- 1. Weekly, all exempt and nonexempt employees will electronically submit their own timesheet for further management approval (also electronic), instead of current method of doing do so biweekly via paper timesheets or department summaries (all electronic submitted timesheets must be further approved by management prior to normal established biweekly Payroll cutoff dates and times).
- 2. Awarded wage differential earnings for nonexempt employees (shift pay) will be system calculated after the end of each work week, based on established business need qualification guidelines (eliminating subjectivity from the process as to when to award these funds).

- 3. Within the Cybershift system, Managers will have the ability to make adjustments to past paid and worked employee hours if needed (if needed, this type of on-demand request to correct prior paid hours, when approved by appropriate management, may trigger appropriate funds, positive and/or negative, to flow into the current pay period). This change from prior adjustments to past employee hours in ARMS/Kronos, as doing so only made the employee attendance report hours correct, but did not trigger possible payment of appropriate funds based on the approved adjusted past hours in ARMS.
- 4. Supervisors and Managers can both correct employee timesheets, via edits like adding an out time to a day where maybe an employee forget to swipe out when leaving work. However, only managers can approve the final employee submitted weekly timesheet (such again must be done prior to Tuesdays at 10am Central) -- but the new Cybershift system is web based and can be accessed by management from anywhere).
- 5. Adding and deleting new employee work time weekly schedules (Rosters) will be done through notifying the Payroll Group (as the Cybershift software interfaces directly with the Infinium Payroll system software).
- 6. Current ARMS compilers may have some different duties once Cybershift system is fully implemented (contact a member of the CDS Global's Cybershift conversion team for more insights as to best practices for handling such duties from related management at sites that have already converted).

### How to Edit and Approve Weekly Time through Cybershift

#### Managers / Supervisors

- 1. Log into Cybershift using the method provided by your specific site.
  - a. Options would be: desktop shortcut, saved internet favorite, etc.
- 2. Log into Hearst SSO

a.



For technical support, contact The Hearst Service Center Help Desk at 1-877-348-8002

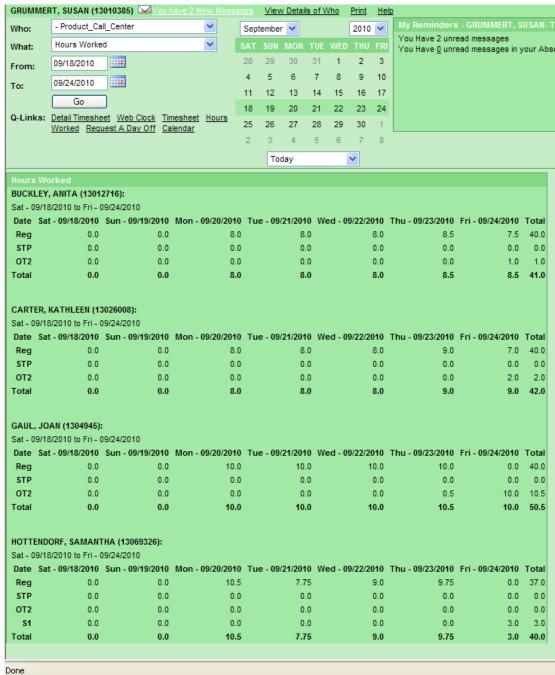
3. Select from the "who" drop down GRUMMERT, SUSAN (13010385)



- b. Choices are: A Custom Built Group, My Team or a Single Employee
- 4. Highlight the entire prior week by clicking and dragging over the days on the calendar OR by clicking the "From:" and "To" date options.
- 5. In the "Q-Links" section click on "Hours Worked"



6. Review this screen. This is a quick snapshot of the employee(s) time for the selected week. From viewing this screen, you will know which employee's records need edited prior to approving for the week.

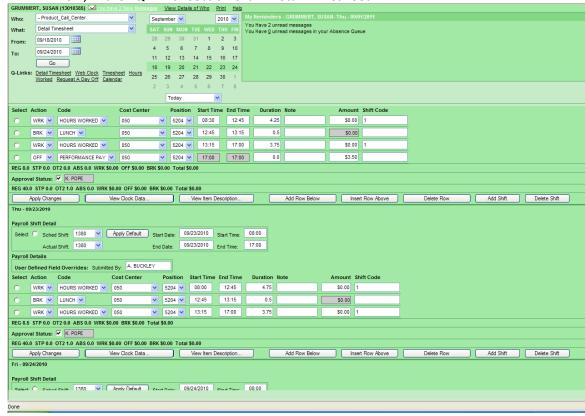


- 7. If you have employees that receive shift pay and/or performance/SMART pay you will not see that information here. (Step 8 will explain this further)
- 8. Make sure the prior week is still selected and the appropriate employee and/or group is selected in the "Who" list.
  - a. If you mange Exempt employees please skip to Step 12.

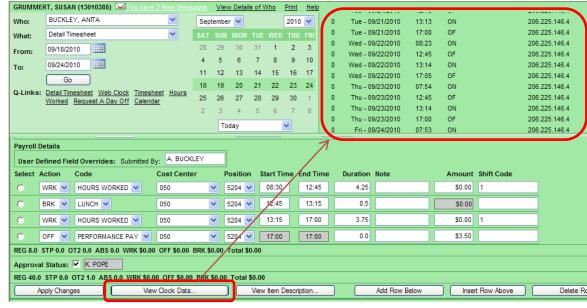
a.

b. If you manage Non-Exempt employees use these instructions:

i. Now, in the "Q-Links" section click "Detail Timesheet"



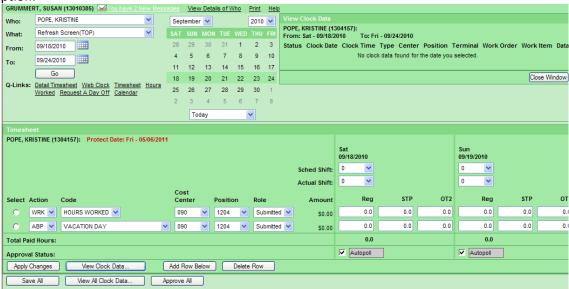
- 9. The "Detail Timesheet" is where you can and will adjust/edit employee's time.
  - a. It is suggested that you edit one employee at a time within the "Detail Timesheet."
  - b. When editing a single employee, the "View Clock Data" is available and shows clock swiping information



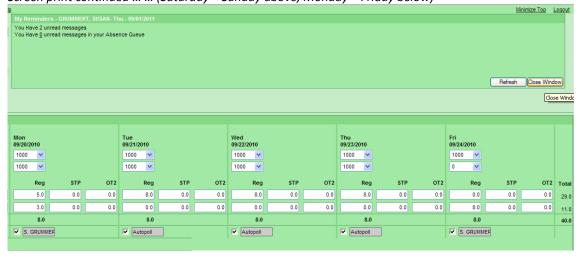
c.

c.

- 10. Check employee's shift pay value if applicable.
  - a. SEE ADDENDUM
- 11. Enter employee's performance pay if applicable.
  - a. SEE ADDENDUM
- 12. If you manage exempt employees you will edit their records with the "Timesheet" menu option or "Q-Links" option.



a. Screen print continued ... ... (Saturday – Sunday above, Monday – Friday below)



13. Once all records have been edited, where applicable for Non-Exempt and/or Exempt employees, scroll to the bottom of the page and select "Save All" button.

GRUMMERT, SUSAN (13010385) Vou have 2 New Messages View Details of Who Print Help BUCKLEY, ANITA Who: September V 2010 🕶 You Have 2 unread messages
You Have 0 unread messages
You Have 0 unread messages in your Absence Queue What: Detail Timesheet 28 29 30 31 1 2 3 4 5 6 7 8 9 10 From: 09/18/2010 09/24/2010 11 12 13 14 15 16 17 Go 
 Q-Links:
 Detail Imesheet
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 25
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 Worked
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 Calendar
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 18 19 20 21 22 23 24 Today Payroll Details User Defined Field Overrides: Submitted By: A. BUCKLEY Select Action Code Cost Center Position Start Time End Time Duration Note Amount Shift Code 
 WRK ▼
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Apply Changes | View Clock Data... | View tem Description... Add Row Below Insert Row Above View All Clock Data... Approve All View for saving Exempt employees' information. GRUMMERT, SUSAN (13010385) 🗹 You have 2 New Messages View Details of Who Print Help Who: POPE, KRISTINE September V 2010 V You Have 2 unread messages SAT SUN MON TUE WED THU FRI You have 2 unlead messages in your Absence Que What: From: 09/18/2010 28 29 30 31 **1 2 3** 09/24/2010 11 12 13 14 15 16 17 Go Q-Links: <u>Detail Timesheet Web Clock Timesheet Hours</u>
Worked Request A Day Off Calendar 25 26 27 28 29 30 1
2 3 4 5 6 7 8 18 19 20 21 22 23 24 Today POPE, KRISTINE (1304157): Protect Date: Fri - 05/06/2011 09/18/2010 Sched Shift: 0 Actual Shift: 0 STP ✓ 1204 ✓ Submitted ✓ WRK V HOURS WORKED V 090 0.0 0.0 \$0.00 ABP VACATION DAY ∨ 090 ✓ 1204 ✓ Submitted ✓ \$0.00 0.0 Total Paid Hours: Autopoll Approval Status:

a. View for saving Non-Exempt employees' information. "Save All"

14. After all time is edited and saved, you are now prepared to "Approve" your employees' time.

Add Row Below Delete Row

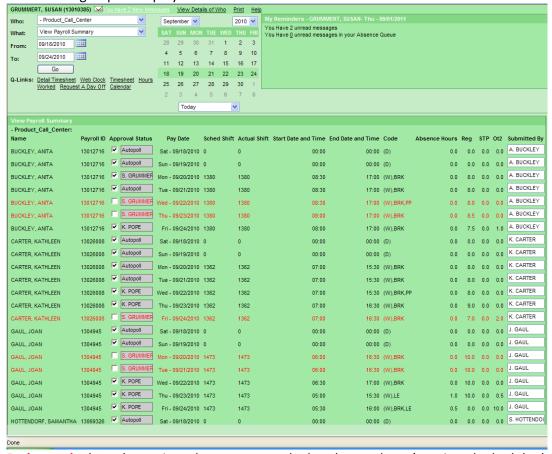
Apply Changes View Clock Data...

Save All View All Clock Data... Approve All

- 15. Within the "What-List" select "View Payroll Summary" for the employee or group that is selected within the "Who" drop down.
  - **a.** View with one employee selected.

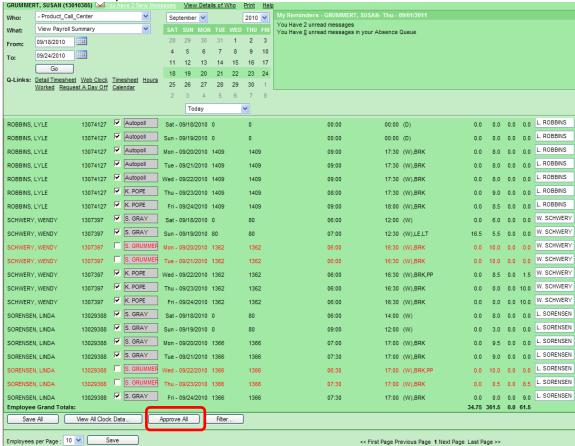


**b.** View with a group of employees selected.



- c. Red records show that a given day was not worked to the employee's assigned schedule. (most likely already reviewed and/or edit in a previous step within this document)
- Black records show that a given day was worked as expected to schedule (denoted by "autopoll")

- 16. The desire at this point in the process of approving employee time is that all records are ready for approval and no further modifications need to be made.
- 17. Once you are satisfied with the records shown within the "View Payroll Summary" screen you will select "Approve All" from the very bottom of the screen.



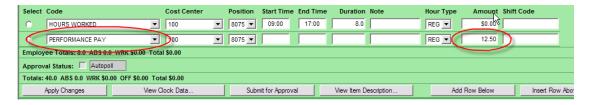
- b. \*NOTE\* The "Approve All" action can be done for a single employee or a group
- 18. After clicking "Approve All" you now click "Save All."
  - a. Please remember to select "Approve All" first, ... then "Save All"
  - b. This may seem redundant, but should be seen as "saving the approvals that were just completed"
- 19. You are now finished!

### Addendum: Performance Pay/Shift Pay

#### **Performance Pay:**

The amount of performance pay earned for the entire week will be entered on a single day, on a single row labeled "Performance Pay", the amount you will be paid is found in the amount field. Once you've verified this value is correct, click the "Submit All for Approval" button at the bottom on the screen.

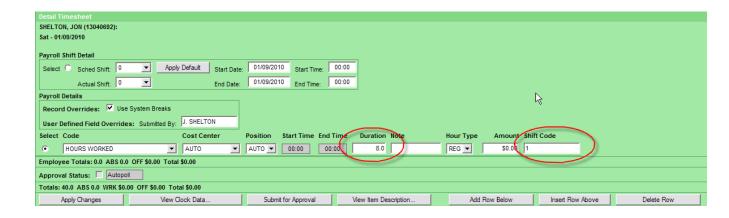
If you feel this amount is incorrect, DO NOT submit your time. Contact your manager.



#### **Shift Pay:**

If an employee earned shift pay and want to review it, you may do so on the "Detail Timesheet" as well. The "Shift Code" field will have the shift pay code you earned. You can look to the "Duration" box for each day to see how many hours of that code were worked. The "Amount" field will NOT show you how much Shift Pay you earned in dollars as this amount will be calculated during the payroll process for all appropriate hours. (The "Amount" field is used for Performance Pay only.)

\*Note\* - Shift Pay rules are calculated based on hours within each employee's timesheet every Saturday through Monday at 4 AM and for one final time on Tuesday at 10AM.



## Cybershift Record Editing Notes

- Any edited timesheet records within Cybershift (no matter how old the original record may be)
   must be reapproved AND saved by the manager who is modifying the data.
  - If a record is modified, saved and not approved this will cause the originally approved/saved record to be seen by Cybershift as "hours no longer approved" and will be deducted from the current time balance for the next available pay period.
- Any timesheet edits made to prior approved/saved records can and/or will cause the current time balance to change for the next available pay period.
  - That is, if Martin D. Manager can edit Tommy Terrific's time from 3 weeks ago to reflect a change in hours paid. This will trigger an increase and/or decrease in total hours that will flow through to the current pay period. (depending upon what action, adding or removing time, was taken)

#### Example 1:

Martin D. Manager realizes that Jane Doe should have been marked down for 4 hours of personal time as opposed to the sick pay that was originally coded within Cybershift roughly 5 weeks ago. Martin D. Manager edits the given record (causing the approval status to change from approved to unapproved) and makes sure to SAVE the changes prior to leaving Cybershift. However, Martin D. Manager forgot to select the "approve all" button for that given record of time prior to selecting "save all." Therefore, on the next available pay period, Cybershift will gather all data and see that this, once approved and paid, record has now been "unapproved." So, the system will decrease the hours for the next available pay period by 4 hours. The unapproved time has to be deducted from Jane's paycheck. (in Cybershift's logic)

To keep changes like the situation above from impacting a person's paycheck, Martin D. Manager has to remember to select the "approve all" button prior to saving and leaving the system. This ensures that no impact will be seen on the next available pay period. The changes would have been recorded for future reference and reporting and that would have been all that occurred.

#### Example 2:

Martin D. Manager needs to edit some records for Tommy Terrific's time card from the previous pay period. It was discovered that 16 hours of regular worked hours should have been coded as vacation time. Martin D. Manager edits the records (causing the approval status to change from approved to unapproved) and then selects "approve all" and "save all" to show the record is still approved. Cybershift queries for any changes to all records prior to pulling hours for the next available pay period. It sees that the record for Tommy Terrific has been modified, but the

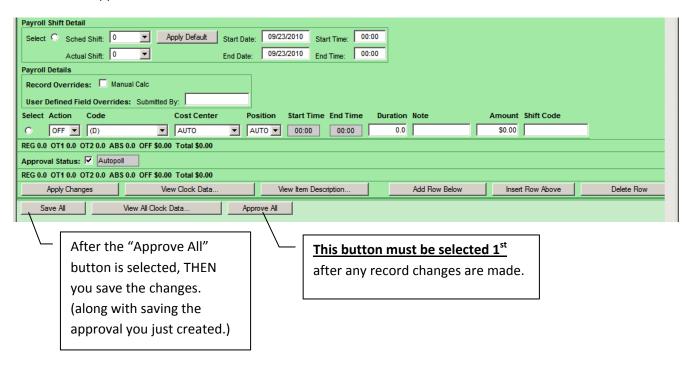
hours paid are equivalent to what it was prior (and the record is marked APPROVED) so no changes will flow through to the current pay period.

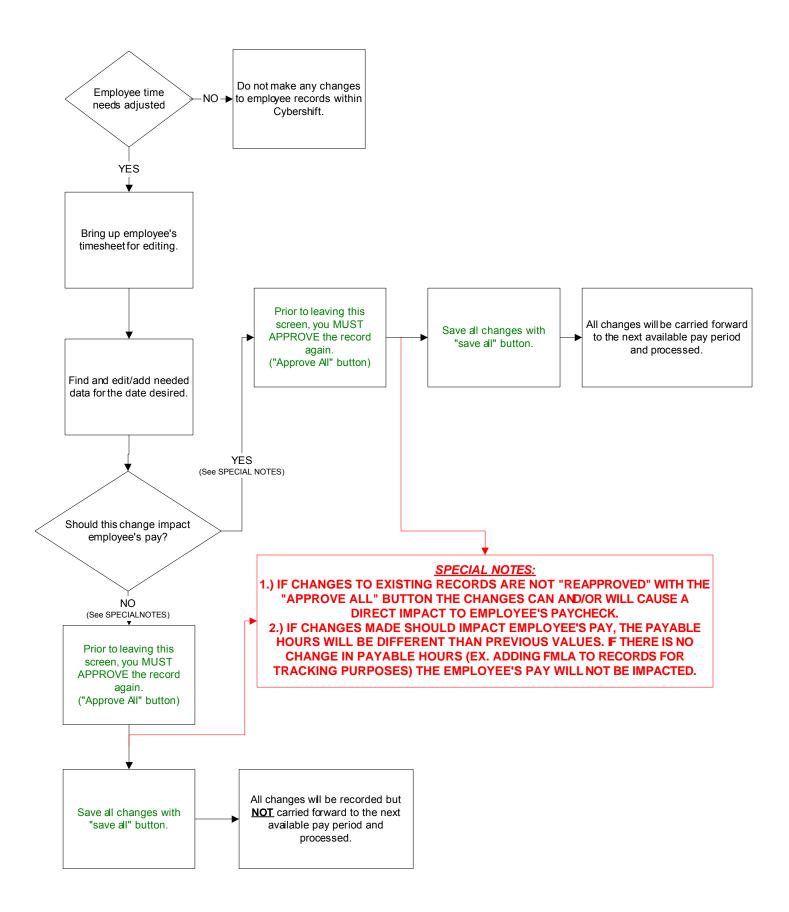
Obviously there are several scenarios that can be presented for editing time records for employees in the past within Cybershift. What needs to be taken away from this document is the fact that IF a record is modified within Cybershift, it can and/or will cause paycheck variances.

#### Again:

- If a record is modified, saved **but not** "reapproved" (by selecting the "approve all" button prior to the "save all" button) the time will be deducted from the next available pay period. (it is being seen as "time that should not have been approved and therefore, needs to be accounted for)
- 2.) If a record is modified, "reapproved" (by selecting the "approve all" button) and saved (by selecting the "save all" button) the time (as long as the balance of payable hours is not different) will not impact the employee's paycheck.

As a reference, below you will find a screen capture of the 2 buttons talked about above. The "Approve All" and "Save All" buttons.



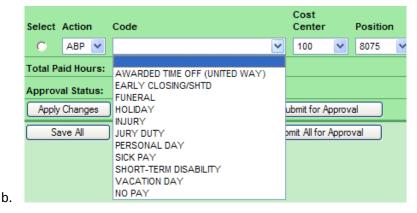


# Cybershift "Action/Code" Key

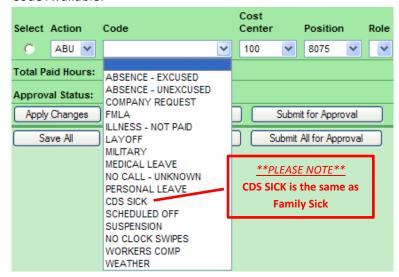
- 1. Action: WRK Worked
  - a. Codes Available:



- 2. Action: ABP Absent Paid
  - a. Codes Available:



- 3. Action: ABU Absent Unpaid
  - a. Code Available:

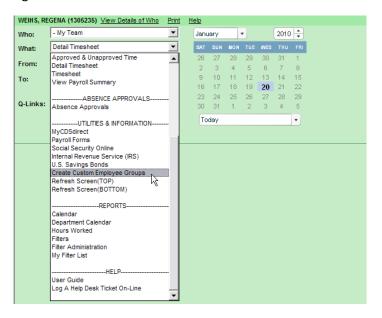


b.

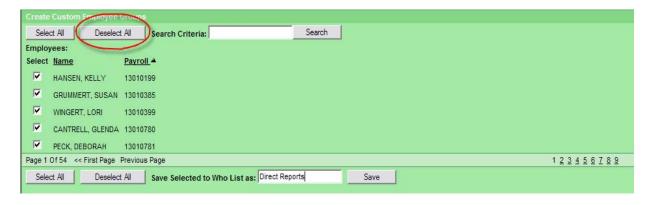
### **How to Create Custom Employee Groups Through Cybershift**

Managers & Supervisors

- 1. In the "Who" drop-down select "My Team".
- 2. In the "What" drop-down go under "Utilities and Information" and select "Create Custom Employee Groups".



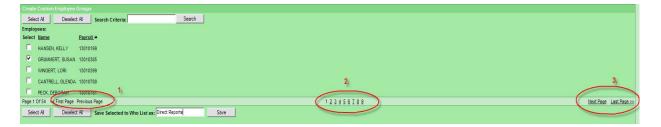
- 3. Click "Go"
- 4. Click "Deselect All" to clear all the check-boxes next to the employee names



5. There are several ways to do this, but the idea is to simply put a "check-mark" next to each employee's name you want included in this custom list. Once done, type a name for the list and click "Save".

#### Option 1.

You can check each individual one at a time, and use the "First Page", "Previous Page" (1), "Next Page", "Last Page" (3) or the page numbers (2) to navigate through your list of employees. Just put a check next to each one. When done type a name into the "Save Selected to Who List as" box, and click the "SAVE" button. Note: DO NOT click the "SAVE" button until done.



#### Option 2.

You can type something into the search criteria then click the "Search" button. This will bring up employees that match the criteria, then just place a check mark next to their name.



NOTE: To get back your full list of employees, blank out the search criteria and click the search again, and you'll have your full list back.

A couple more items related to the search:

You can search by first name, last name, employee number, or portion of any of these...For example if you search for "Kelly" you'll get people who have this as either their first or last name.

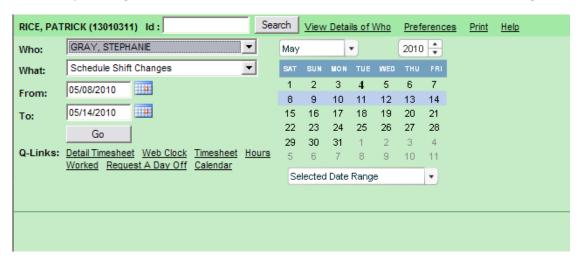


When done type a name into the "Save Selected to Who List as" box, and click the "SAVE" button. Note: DO NOT click the "SAVE" button until done.

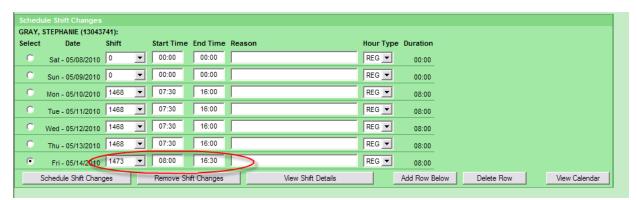
## How to Schedule a Temporary Shift Through Cybershift

#### **Managers & Supervisors**

- 1. In the "Who" drop-down select the employee you want to schedule the shift change for.
- 2. In the "What" drop-down go under "Utilities and Information" and select "Schedule Shift Change".



- 3. On the calendar select the date or dates you want to schedule the shift change for.
- 4. Click "Go"
- 5. In the bottom pane, using the "Shift" drop-down boxes, change the shift on the days that apply. In this example Friday was changed from 1468 to 1473. You'll note when this drop down is change it changes the "Start Time" and "End Time" fields values as appropriate, so you know you've selected the correct shift.



- 6. Click "Schedule Shift Changes"
- 7. You receive the following message



8. Click "OK".

#### **Additional Information:**

1. If you've scheduled a shift change and need to remove it, repeat steps 1 through 5, then simply click the radio button next to the shift, (note a temporary shift change will have a "T" next to the shift to denote it. Then click the "Remove Shift Changes" button.



2. As you can see there are no descriptions next to the shift number, so you don't necessarily know what hours are applied to a shift. A reference sheet will be available under the "What" list under "Utilities and Information", called "Shift Number List".