



Texas Skyward User Group Conference

True Time Troubleshooting Tips and Tricks

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True Time Troubleshooting Tips and Tricks



True Time Troubleshooting Tips and Tricks

- Four reasons that an employee will not see the True Time button?
- Why are holidays not showing on Timesheet?
- How does the system calculate Overtime?
- Why isn't auto lunch calculating?
- How should time off pull into the timesheet?

Why are Holiday not showing on Timesheet?

Maintain Timekeeping Rule - WH\TT\PS\CF\TR - 8757 - 05.18.02.00.12 - Internet Explorer

Maintain Timekeeping Rule

Timekeeping Rule Name: **Professor (05/06/2017 -)** [Edit] [Add] [Delete] [Example] [Close]

Selection Params.

Payroll Rules

Annualized Pay

Automatic Addon

Clock In/Out

Timesheet Submission

▼ Daily OT

Hourly Pay

Annualized Pay

Comp Time

Guaranteed Hours

▼ Shift Differential

Hourly Pay

Annualized Pay

Time Off

Pay Codes

Early Out

Schedule Maint

IP Restrictions

Time Off Options

Include time off in True Time

Do not include timeoff in overtime calculations

Include All Time Off Codes in True Time [?]

Include Group 9 Time Off Codes in True Time [?]

When returning from a TOOF status use Time Off incremental rules when calculating the TOOF duration [?]

Have the web incremental screen use the reason assigned to the time off code in the browse below [?]

Use Employee's True Time Schedule to determine Hours per Day for Time Off Codes with Unit Type = Days [?]

Include holidays in True Time

Do not include holidays in overtime calculations

Designate a calendar that contains the holidays for this rule set:

Fiscal Year:

Calendar:

When determining Holiday hours:

Use the Active Hours from the calendar's day

Use employee's True Time schedule [?]

Use the calendar on the employee's profile [?]

Use the employee profile calendar for holidays and the True Time schedule for duration [?]

Time Off Code Setup

Time Off Code	Description	Group Code	Inc In True Time	Inc In Paid Time	Inc In OT	Inc In Cor
ADMLH	ADMIN LEAVE W/PAY -	9	Yes	Yes	No	Yes
ADMLV	ADMINISTRATIVE LEAV	9	Yes	Yes	No	Yes
BSLVH	BUS LEAVE TCHR/DRIV	1	Yes	Yes	No	Yes
BUSLV	BUS LEAVE TCHR/DRVR	1	Yes	Yes	No	Yes
COMP	COMPENSATION TIME	3	Yes	Yes	No	Yes
COMP1	Compensation	3	Yes	Yes	No	Yes
DCK3H	DOCK SUPPORT - HOUF	9	Yes	Yes	No	Yes
DOCK	DOCK NO LEAVE AVAIL	9	Yes	Yes	No	Yes
DOCKS	DOCK SUPPORT	9	Yes	Yes	No	Yes

45 records displayed Time Off Code: [ABC]

How does the system calculate Overtime?

Maintain Timekeeping Rule - WH\TT\PS\CF\TR - 8757 - 05.18.02.00.12 - Internet Explorer

Maintain Timekeeping Rule

Timekeeping Rule Name: Edit Add Delete Example Close

- Selection Params.
- Payroll Rules
- Annualized Pay**
- Automatic Addon
- Clock In/Out
- Timesheet Submission
- ▼ Daily OT
 - Hourly Pay
 - Annualized Pay
- Comp Time
- Guaranteed Hours
- ▼ Shift Differential
 - Hourly Pay
 - Annualized Pay
- Time Off
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Annualized Pay

Regular hours not booked; exceptions only Edit

Based on Entered Values
 Based on Employee's Schedule

Book overages

Use pay code selected on Pay Codes tab for overages when present ?

Overage time greater than employee's scheduled hours pay using this code

Overage time greater than pay using this code

Overage time equal to or less than holiday hours will be paid using this pay code

If time off hours are not included in overtime calculations, pay them using this pay code

** Overage time remaining will be paid based on the standard overage breakdown*
*** If holiday and time off occur on the same week and overages need to be paid out, the holiday pay code will be used before the time off code.*

Book shortages

Shortage time less than employee's scheduled hours pay using this code

Automatically create a Time Off record for any shortages using this Time Off code

and this reason ?

Read Non-Work days from calendar option selected on the Timekeeping Rule's Time Off tab ?

Why isn't auto lunch calculating?

Maintain Timekeeping Rule - WH\TT\PS\CF\TR - 8757 - 05.18.02.00.12 - Internet Explorer

Timesheet Submission

- Daily OT
 - Hourly Pay
 - Annualized Pay
- Comp Time
- Guaranteed Hours
- ▼ Shift Differential
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Break Time In/Out

Lunch Time In/Out

Total Hours Per Week

All Transactions

Manual Adds and Edits

Break Time Options:

Break time over 0 % of active time per day will not be paid.

Break time over 0 minutes per [break] will not be paid.

TrueTime is not being used by 3rd shift employees.

If a transaction from the previous day does not have an End Time

Create the End Time based on employee's Scheduled End Time for that day.

Create an End Time of 11:59 PM

Automatically Create Records based on Detailed Schedule.

Limit Acceptable Clock In/Clock Out Times:

Do not allow clock in/clock out on non-scheduled days.

Employees cannot change their status directly on Skyport, the Quick Entry Screen link will need to be used. [?]

Limit access based on Employee's Daily Schedule. [?]

- Employees cannot Clock In 0h 00m before their scheduled start time for that day.
- Record Clock In time as scheduled start time if employee is less than 0h 00m early.
- Record Clock In time as scheduled start time if employee is less than 0h 00m late.
- Employees will be warned if 0h 00m late.
- Prevent Login at 0h 00m late.
- Employees will be warned if they clock out 0h 00m before their scheduled end time for that day.
- Employees will be warned if they clock out 0h 00m after their scheduled end time for that day.
- Automatically record scheduled log out time at time of clock-in.
- Record clock out time as scheduled clock out time if 0h 00m before their scheduled end time for that day.
- Record clock out time as scheduled clock out time if 0h 00m after their scheduled end time for that day.

Limit access based on the times entered below.

Employees cannot clock in before: 12:00 AM

Employees will be warned if they clock out after: 12:00 AM

Message to be displayed when an employee tries to clock in before the acceptable clock in time:

Message to be displayed when an employee clocks out before the acceptable clock out time:

Message to be displayed when an employee clocks out after the acceptable clock out time:

Message to be displayed when an employee is warned of a late arrival:

Message to be displayed when an employee is prevented from logging in because they are too late:

Auto-create Lunch Entries:

Use Lunch Start and End times from Employee's Daily Schedule.

** If no lunch Schedule is found for the employee, the program will use the default lunch Start and End times that are specified below.*

If employee works 5h 00m or more consecutively create a lunch record for 0h 00m at the midpoint of their day.

Use the default Start and End Times entered below.

Time out to lunch: 12:00 AM Time back from lunch: 12:00 AM

Lunches are paid when less than 0h 00m Lunches over the duration will be rounded to 15 minute increments [?]

How should time off pull into the Timesheet?

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- Include Group 9 Time Off Codes in True Time [?]
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- Have the web incremental screen use the reason assigned to the time off code in the browse below [?]
- Use Employee's True Time Schedule to determine Hours per Day for Time Off Codes with Unit Type = Days [?]

Include holidays in True Time

- Do not include holidays in overtime calculations

Designate a calendar that contains the holidays for this rule set:
Fiscal Year: 2017-2018
Calendar: 187 DAY 187 DAY 8HR

When determining Holiday hours:

- Use the Active Hours from the calendar's day
- Use employee's True Time schedule [?]
- Use the calendar on the employee's profile [?]
- Use the employee profile calendar for holidays and the True Time schedule for duration [?]

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THANK YOU FOR ATTENDING!

