

## Frequently Asked Questions for Payroll Reporters UKG (Kronos) Time Validation

1. What should we be doing with timecards in UKG (Kronos)?
  - If the employee continued to use a timeclock during the UKG (Kronos) outage and also entered time into UTime, this would cause a duplicate punch. You must review each day carefully for hourly employees and make sure that there are not duplicate punches. For example, if an employee's timecard displays a punch from the timeclock at 7:00a.m. and a punch from UTime at 7:03 a.m., this would be considered a duplicate punch. Err on the side of the employee and delete the 7:03 a.m. punch. Look at the out punch for the same scenario.
  - Watch the timecard for missed punches, which will be shown in red boxes. This is usually due to the employee punching at a timeclock and UTime as well, or just missing an in or out punch.
  - Watch for duplicate leave time being reported, especially during the 12/16-12/31 pay period as there were multiple University holidays. Many employees previously entered the holiday time to UKG (Kronos) before the application went down. They then entered the time as well into UTime. This would cause duplicate leave time reporting. Make sure they are not using vacation for the 2 administrative leave days that were given on 12/28 and 12/29. If they reported vacation, change the time to ALP.
  - Once done reviewing pay periods 12/16/21 – 1/15/22, approve the timecard.
  - **For pay period 1/16/22 – 1/31/22: Timecards in UKG (Kronos) are currently blocked until February 2 for any time edit at all. You will edit the 1/31 pay period once UTime has been loaded. Please do not try to edit this current pay period in UKG (Kronos) until after February 2.**
  - **ALL employees need to continue reporting time through UTIME for the 1/31/22 pay period. If time is not reported in UTime, the employee will not receive pay.**
  - UTime will be loaded to UKG (Kronos) on February 2. Employee timecards for pay period ending 1/31/22 will need to be reviewed for accuracy between 2/2/22 – 2/11/22. **All timecards must be reviewed and approved by NOON on 2/11/22.**
  - Pay Period beginning 2/1 – Employees begin using the UKG (Kronos) application. All time review going forward goes back to normal pay period review.
2. What should be done with exempt/salaried staff timecards?

Review the timecard to make sure there are no duplicate leave times reported, then approve the timecard.

3. Once I have finished review and approval of each pay period affected, do I need to do anything further?

No. You have completed time validation for the UKG (Kronos) outage. You will continue to process payroll as normal in UKG (Kronos) going forward.

4. Can I as the payroll reporter, input the corrections and approve an employee's time?

Yes, we are relying on your help with this process. We understand that the supervisor/manager/PI may not be available or have the time to review, correct, and approve all of these timecards. Please work with the supervisor/manager/PI or with the employee to make corrections to time.

5. What about my time? Should my manager approve that?

Yes, just like they normally do each pay period. Have them approve your timecard.

6. How do you fix duplicate times, missed punches, or duplicate accruals? What if we find the employee is underpaid and needs to have time added?

Please [click here](#) for step-by-step instructions on how to correct issues. If the employee is missing shifts, please add that shift to the UKG (Kronos) timecard.

7. I submitted a special check for hours that were missed. Should those hours be added to the UKG/Kronos timecard?

Yes. You need to add any time, leadworker pay, oncall shifts, etc. that the employee worked that is not currently showing within the UKG (Kronos) timecard.

8. My employee usually receives a differential pay. How will this be resolved?

If applicable, UKG (Kronos) will automatically calculate those differentials once the shifts are entered into the timecard. When the pay validation is done, the employee will be paid for the differentials that were missed during the downtime.

9. Why can't the employee be paid now that Kronos is available?

Payment to the employee cannot occur until all time validation has been completed. The pay the employee received during the UKG (Kronos) outage now needs to be compared to what the employee should have received. During the outage, employees were only paid for straight time and might not have received overtime, differentials, etc. Once all time validation has been concluded, the payroll department will be comparing the pay between both systems to find the differences owed.

Again, this is information that pertains to over 19,000 hourly employees for 4 pay periods.

10. What if an employee was overpaid during the UKG (Kronos) outage? Instead of each department coming up with their own process of asking former employees to pay back overpayments, could the University have one protocol we all follow? And as part of that process, could Payroll provide a template that we can send to former employees explaining why they were overpaid and how to pay that back?

Thank you for this suggestion. Once time validation and pay reconciliation is complete, University leadership will determine how to handle overpayments. A process will be determined at that time.

Additionally, we have had several employees that have called Payroll directly and stated that they did not work and should not have been paid for that first pay period, 12/15/21. These checks have been already been reversed.

11. If an employee is ending employment soon, do I still need to enter their hours?

Yes, we still need to ensure that the employee received all pay that was owed. The hours in UKG (Kronos) must be accurate. If you can no longer view the terminated employee, please refer to the [Time Validation Instructions](#) for next steps. Once the pay validation has been completed, if the terminated employee is owed any pay, a check will be created and sent to them. If you continue to have issues pulling up the employee, please contact your payroll specialist directly.

12. If an employee has transferred to a different department within the outage period, how do we reconcile that time they worked for us?

Please refer to the [Time Validation Instructions](#) for next steps.

13. Vacation and Sick Accruals seem to be off. When will those be fixed?

We are working on fixing accruals, and will include this as part of the reconciliation process after time validation occurs. Currently, our top priority is to ensure employees' time is accurately entered and approved.

14. How can I tell if I have completed my review?

You should be approving each timecard as you review. Once complete, there is a Genie within UKG (Kronos) that you can run called "Pay Period Close". You will pull up the timeframe that you have in question and it will give you the following information:

Dept	Person Name	Empl ID	Employee Approval	Manager Approval
Human Resources Managem...				1

If there is a number underneath the Manager Approval, you know you have reviewed and approved that timecard.

15. In the [Time Validation Instructions](#), it mentions that once the period has been approved, no other payroll reporter or supervisor can edit this time. Can you please clarify, is it ok that an employee approves their timecard prior to the payroll reporter/supervisor validating and approving? Just want to make sure if an employee is approving that the payroll reporter/supervisor can make edits, if needed?

If the employee approves the timecard, the payroll reporter/supervisor can still continue to make edits to the timecard just like they always can. Once a payroll reporter/supervisor approves the timecard, that timecard can no longer be edited by anyone. If you have an employee that has multiple jobs, please coordinate with either the employee or the other department, to ensure that all time is valid and up to date before approving the timecard. If more edits need to be made after approval, simply remove the approval and make the edits.

16. If we have previously submitted a paper timesheet for missing hours, and the hours are not showing in Kronos, do we need to manually add those hours back into the UKG (Kronos) timecard?

Yes.

17. The punches that have been uploaded from UTime into Kronos have the labor account string attached. If an employee does not have multiple jobs, can we delete this?

Yes.

18. We have some employees that were recently promoted to Research Associates, whose time is not tracked in Kronos, however, they're still showing in Kronos. Do you need to be approving those timecards although they don't report in Kronos?

While not required, there is no harm in approving the timecards. The hours will not populate to the paycheck as these employees are paid according to what is set up in PeopleSoft.