FREQUENTLY ASKED QUESTIONS for ADMINISTRATIVE EXCEPTION TIME MANAGER/APPROVERS

I have never used TimePro®. I don't know how to enter my own time records, let alone approve the time of others. How should I proceed?

Check out our new Administrative Exception Time Resource page! We have provided step by step guidelines (with screenshots) to illustrate how to access TimePro®, enter time, and approve time records. The schedule for exception time entry and list of paycodes is also on the Resource page. Read these over or have them handy as you go through the steps for the first time. Manager/approvers may enter their own exception time and approve the exception time of others by using the link to APPROVE exception time.

How often do I need to approve time records?

The time records of your direct reports must be approved once a month by the date and time listed on the 2013 TimePro® Schedule for Recording on the Resource page. If the time records are entered before the due date, they can be approved before the due date as well. We recommend that managers ask their staff to record exception time at least a couple of days before the due date.

Can Human Resources or Payroll remind me to enter my own time and/or approve others' exception time?

During the pilot program this summer, HR will send emails to all members of the pilot reminding them of the upcoming recording and approving deadlines. If you forget to approve your employees' time on the due date, TimePro® will automatically send a reminder message to you. When the administrative exception recording is rolled out to the entire campus, we will put timely reminders in the Faculty/Staff Digest. The 2013 TimePro® Schedule of exception reporting due dates will also be accessible on the Payroll and HR web pages and you can schedule reminders in your Outlook calendar.

What should I do if my direct report(s) have not entered exception time by the due date and time?

It is the responsibility of each administrative employee to enter his/her own exception time records. If your employee fails to record exception time before the entry due date, you, as the manager, should contact the employee to remind him or her. Your job is to APPROVE time records. If no time is entered then the employee will have to submit a prior pay period adjustment via an online form (still a work in progress).

What happens if I do not approve the time records by the due date?

A manager who does not approve the time records of his/her direct reports on time will receive an automatic email from TimePro® as a reminder to log in and approve. Human Resources will follow up with an email or phone call. If the manager fails to approve the records, his/her supervisor will be asked to approve instead. For the earnings statement to correctly reflect the sick and vacation use, accruals and balances, exception time must be entered before the payroll is processed.
I already approve time records for support staff in my department. Is the process the same for approving administrative exception time?

The process is very similar but the screens for recording time are different. Support staff must enter the in/out times while they are at work as well as for when they are absent for each biweekly pay period.

Administrative staff will be required to indicate the number of hours they were absent on a specific day but are not required to enter any in/out times. They also must actively indicate if they did not take any exception time at all. Administrative time is recorded on a weekly basis in order to have the most accurate information represented on the monthly paycheck.

Please note!!! If you are a TimePro approver for support staff time records, you are already familiar with the approval screens and steps of the process. Please continue to approve support staff time records exactly as you have been doing using the Web Manager or Client software.

During the pilot period, we will direct you to a very specific link on the Resource page to record and approve administrative exception time.

My staff sometimes must work extraordinary hours to meet departmental operating needs. What if I wish to give them compensatory time to make up for working the demanding schedule?

Managers retain the discretion to allow compensatory time for their direct reports. This type of compensatory time does not need to be recorded -- it is awarded based on the manager's discretion.

SITUATIONAL EXAMPLES

An administrative employee goes to work at 8:00 am and receives a call at 10:00 am that his/her child is ill and needs to be picked up from school. The employee leaves work, picks up the child and then proceeds to work some from home responding to email for an hour and making phone calls for an hour. How should this time be recorded?

The Maine Family Care Act allows each employee up to 40 hours in a calendar year to provide care for a child, spouse or parent. In this case, the employee effectively worked for 2 hours on campus and 2 hours at home. It would be appropriate to record just 4 hours of Maine Family Care absence.

A different employee must take his child to an orthodontist appointment right after school at 3:30 pm. The employee arranges with the manager to take some work with him that afternoon, and also works until 7:00 pm the next day. How should this time be recorded?

The manager understood that the employee took work with him and that the employee also worked extra time on the following day. The manager could use his/her discretion that no time would need to be recorded in this case.
A full time administrative employee’s parent is actively dying and not expected to live more than a day or two. The employee wants to spend as much time as possible with the parent. What options are available for this employee?

If the employee had not previous used his personal emergency time, he would have 16 hours available in a calendar year. In addition, the employee could use up to 40 hours of Maine Family Care time to be with the parent. Beyond these 56 hours, the employee could use vacation time. Once the parent dies, the employee would have up to 5 days of bereavement time available.

A 0.75 administrative staff member works a schedule that varies from day to day. On Mondays and Tuesdays she is scheduled to be in the office 6 hours per day. On Wednesdays and Thursdays, she works 9 hours per day. On Fridays, she is not scheduled to work. How should she record an absence for illness on a Monday? How should she record an absence for illness on a Thursday?

The employee should record the number of exception hours equivalent to the number of hours she would have worked that day. On Monday she would record 6 hours and on Thursday she would record 9 hours. She would not record one-fifth of her regularly scheduled hours for the week (regardless of the day she was absent).