

Web Time Entry (WTE) Guidelines and Troubleshooting

When logging into Banner if you see this type of message "You have Electronic Approvals Transactions. Do you wish to view them now?" **JUST SAY NO!** If you see this message it means you have something in Uaonline either paperless job processing or electronic time sheets requiring your action (approval or acknowledgement). We are using Uaonline as our mechanism for electronic (paperless) processes not Banner.

BEFORE YOU CALL PLEASE help diagnosis potential time sheet issues by examining the following items and taking appropriate actions below.

Employee cannot see the appropriate time sheet:

Check PHIDERR in banner – review for errors if approver's job is not active as of pay period see #1 or #2

- 1) Check to see if time sheet approver is recorded on NEA2SPE **with the proper dates within the pay period!**

If not, you must enter the time sheet approver, however, **watch your effective date**, if it is payroll key week and you cannot effect the date necessary (i.e., the supervisor effective date must be active for pay period you are trying to get the time sheet); you will need to contact the Payroll Team (Sherri S., Sherri B or Peggy) to have that employee re-extracted from Banner.

- 2) Is FYI on NBAJQUE an active employee for entire pay period?
- 3) Check employee's NBAJOBS "Payroll Default" tab for date **affecting the appropriate pay period** if Time Entry Method: does not equal "Employee Time Entry Via Web" AND Time Entry Type: does not equal "Pay Period Time Sheet" notify Personnel Team (Jennifer, Terra and Michelle).

Timesheet approver cannot see any of their employee's timesheets

- 3) One of the employees must 'touch' their time sheet **each pay period** before approvers/FYIs will see time sheets for that pay period.* This means if they only have 1 employee they will never see it if that 1 person never initiates the pay period's time sheet.

FYIs cannot see the time sheet

- 4) If you as PPA cannot 'see' an employee's time sheet in your queue as FYI; please check your NBAJQUE entry, please set yourself up as an FYI* If correct, see #3 above.

Overtime Errors:

- 5) If the employee is getting inappropriate overtime errors, please check PEAEMPL screen in banner, the "United States Regulatory" tab does FLSA "Work Period" say STD (FF for fire fighters)? If not, contact anyone below.

None of the Above:

- 6) For all other time sheet submission issues please contact the **Payroll Team** (Sherri S., Sherri B or Peggy)

TROUBLESHOOTING:

*If you have initiated an action **AFTER** the employee began their time sheet the employee must either **RESTART** or **SUBMIT** their time sheet before those changes are visible (i.e., you changed or set-up the time sheet approver; you set up the FYI access).

If the employee misses the Monday Noon deadline: if the employee has already started their time sheet the approver must choose the employee (click on blue link) and then choose **SUBMIT**. This will now prompt the **APPROVE** or **REVISE** capability for the approver, if they enter/revise time don't forget to comment first! If the employee has not even started the time sheet **AFTER** 12 noon on Monday the option to "Start Time Sheet" will appear for the approver. In both cases, it is recommended that the approver return the time sheet to the employee for completion/correction if the employee is available. If your issue is not one of the two above; please contact the Payroll Team (Sherri S., Sherri B or Peggy).

**THANK YOU: Sherri S. x6258, Sherri B x6256, Peggy x1509, Becky x6407
Jennifer x6434, Terra x7586, Michelle x7673**