

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
001	IM001810	Included	IM001810	OVERTIME	Comp Time not correct, FLSA covered 9/80	Technical Schema Correction & Business process to correct work week (IT0007). PY configured to carry forward information of split week from 1st PP to 2nd PP.
002	IM002104	Included	N/A	QUOTA	A/A OVCP mapped to WT 7UOV OVCCLA Sick but the WT is not mapped - creating FI Posting hard stop error.	Technical Schema Correction. OVCP & OVCL delimited. No need for OVCCLA Sick. New Abs Types: OCAT OVCCLA Catastrophic Leave OCMP OVCCLA COMP ODFH OVCCLA Def Hol OMLV OVCCLA Mgmt Lv OSEC OVCCLA Signal Elec OUNP OVCCLA Unpd OVAC OVCCLA VAC
249	IM003755	Excluded		QUOTA	(Use PT_BPC10) This issue can not be recreated. The process of correcting an action effective date seems to be the issue. When the date is changed for an action, all ITs should be updated with the new date. The consultant research on this issue indicates that when the effective date changed for the action, IT0006 was not updated with the rest of the records and a new record was created. Multiple IT2006 Sick Leave quota 01 records	Post Go-Live
003	IM003756	Included	IM003756	QUOTA	Employees are allowed to accrue more comp time than the maximum allowed.	Technical Schema Correction
004	IM003766	Included	N/A	QUOTA	CITYWIDE - Personal Holiday Hours must be used before vacation leave.	Technical Schema Correction

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005	IM003770	Included	IM003770	HOLIDAY	CITYWIDE - Positive pay REC, SMW, DCTU, COPPEA, and NON REP employees are required under their respective agreements to have holidays "roll" when either the holiday falls on a SAT/SUN or when it falls on the employee's regular day off	Holiday Program to populate holiday on correct day if eligible. Timekeeper able to move OHOL entry to appropriate date recognized as holiday.
006	IM003775	Included	IM003775	OVERTIME	28-Day FLSA Cycle Retro Changes and Time Evaluation	Continue to run custom program ZHRT_IT0003_UPDATE as scheduled in nightly CAT6 and TIME job
007	IM003778	Included	N/A	OVERTIME	DCTU - Noticed OT on day of SL should pay at 1.0. When employee has full day sick plus noticed overtime worked on same day, overtime should pay at 1.0x, not 1.5x	Technical Schema Correction
008	IM003779	Included	IM003779	PREMIUM	PPA - Coaches Pay should only pay on hours worked. New ordinance allows premium pay on certain paid leaves	Technical Schema Correction
009	IM003783	Excluded		MAINTENANCE	Time Mgmt Field Sometimes when updating an employee's work schedule in SAP the system automatically changes the 'Time Mgmt Status' field from 9 to 1. This causes the system not to process hours worked for the employee. 10/28/11 EAH: Business scenarios not required from BHR Temporary Business Process Modification is to change the 'Time Mgmt Status back to 9.	Ticket Closed Explained the process issue to Anna and she will notify Bureau about the issue and possible closure of this ticket.
010	IM003791	Included - Linked	IM004291	OVERTIME	Call back comp & DCTU 100 hr comp option (Linked to IM004291)	Technical Schema correction
011	IM003793	Included	IM003793	QUOTA	DCTU - Employee in a group allowed to accrue 100 hours of comp time is being paid out before reaching the maximum allowed.	Technical Schema Correction

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012	IM003817	Excluded		OVERTIME	PPA - OT code 6CTW is paying the employee rather than comping the hours. per Labor Relations: 6CTW is in violation of contract; see ticket for details	6CTV - Court on vacation paid - technical schema correction. 6CTW - Court vacation comp - delimited.
013	IM003818	Included	N/A	PREMIUM	DCTU Create BDS Chief Inspector Premium (\$1.16 per hour for hours worked as Chief Inspector)	Premium Code: 1R
014	IM003826	Included	N/A	PREMIUM	PPFA - Dog Handlers shall receive off-duty kenneling pay rate for each day while on vacation, jury duty, compensatory time off, or deferred holiday and, if the employee works a partial shift along with paid leave for vacation, jury duty, compensatory time off, or deferred holiday, that employee shall receive the .50 hours of dog handler pay. and Handlers shall not receive additional kenneling pay for days while on the following paid or unpaid status: military leave, sick leave, or injury leave.	Switch 'SDOG' value: <u>Scheduled Workday:</u> 1 = 0.50 hrs (1 dog) 2 = 0.50 x 2 (2 dogs) 3 = 0.50 x 3 (3 dogs) etc. <u>Day Off</u> 1 = 1.0 hr x 1 (1 dog) 2 = 1.0 hr x 2 (2 dogs) 3 = 1.0 hr x 3 (3 dogs) etc. <i>*Positive pay employees (because they don't have a 'schedule'), use the switch '1' for workday '2' for day off. If multiple dogs 2 dogs = 2 on work day, 4 on day off, 3 dogs = 3 on work day, 6 on day off, etc.</i>
015	IM003827	Included	N/A	HOLIDAY	PPCOA - Employees are eligible to defer their holiday at 1.5 when they work on a holiday.	O/C Field option - D to be entered on the OHWP - hours worked entry line - Holiday Job Aid
016	IM003836	Included	N/A	QUOTA	DCTU employee moved from casual to temp position and vacation hours did not move to eligible bank after 90 days	Technical Schema Correction
017	IM003845	Included - Linked	IM004353	QUOTA	Part-time employee vacation did not move - Pre-eligibility Sick moved over but not vacation after 173 hours. (Linked to IM004353)	Post Go Live

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018	IM003850	Included	N/A	QUOTA	CITYWIDE - Process 3rd Party Reimbursements by reinstating quotas accrued and tracking that the hours have been reimbursed.	New A/A Type: TPRA – 3rd Party Reimbursement Pd
019	IM003855	Included	N/A	QUOTA	REC - Deferred Holiday Quota must be used before Vacation Quota.	Technical schema correction
020	IM003859	Included	N/A	PREMIUM	PPA - Employees who perform kennel time are only eligible for compensation if it is a full day of vacation.	Technical Schema Correction to SDOG switch
021	IM003863	Included - Linked	IM003770	HOLIDAY	PT employees should roll like they do for full-time employees and not defer to the HRARs. (Linked to IM003770)	Due to original SAP requirement of PT employees to be positive time entry, 24/7 schedules to not have days off to allow the holiday program to know how to roll holiday. Resolution - Holiday Program to populate holiday on correct day if eligible. Timekeeper able to move OHOL entry to appropriate date recognized as holiday. Because positive pay employees do not have a schedule, it is not known how to apply the holiday rules, so the holiday populates on the city observed holiday. Once the timekeeper has identified the employee's schedule for that pay period, they can move the holiday to the correct day. Now timekeepers have the ability to enter the holiday on the correct day. Old schema did not accommodate that.

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022	IM003864	Included	N/A	OVERTIME	DCTU - Employees who work Standby in Maintenance for Signal Electricians are allowed to comp 40 hours above and beyond the current maximum of 80 hours of comp time quota.	New Quota Bank created: (96) ECT - Electrician Compensatory Time New Switches: SBYS - Sunday Standby - allocated to the (96) ECT bank SBYH - Holiday Standby - allocated to (09) Deferred Holiday bank. In case of Holiday Standby between 8AM ~ 4:30, the time admin would use SBYH. If standby occurs outside these time range, the code SSBY should be used. SSBY - Weekly Standby (no change to schema). Pay Stub display – The basis team suggests the new quota ECT balances not be displayed on paystub but displayed on the ESS quota report. This is because the existing pay stub is running out of space.
023	IM003868	Included	N/A	ENTRY	CITYWIDE - Add Time Entry Error Message where there is no "+" or "-" in the extra pay indicator when there is an entry in the valuation basis field	Validation (#3 & #89) warning on timesheet Valuation, Extra pay indicator (+/-) and/or Job ID is missing
024	IM003878	Included	N/A	QUOTA	CITYWIDE - Consistently identify an employee's eligibility to use quotas	Post Go Live
025	IM003879	Included	N/A	PENALTY	PPA - Employees who are called in without advance notice for emergency situations will be paid at the overtime rate for the hours not exceeding 8 that are outside of the officer's regular shift.	Technical Schema Correction. New attendance type 6SCP Shift Change created. Enter s/s clock times of changed shift. No longer need daily schedule substitutions.
026	IM003882	Included	N/A	OVERTIME	CITYWIDE - Restrict OT Comp A/A Code use by Retirees	Validation (#6) on timesheet An ineligible attendance or absence has been entered for a retiree
027	IM003883	Included	N/A	OVERTIME	Allow work week split between hours; 9/80 schedule for all employees that are FLSA covered so that overtime can be calculated based on 40 hour work weeks.	Technical Schema Correction & Business process to correct work week (IT0007). PY configured to carry forward information of split week from 1st PP to 2nd PP.

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028	IM003885	Included - Linked	IM003775	OVERTIME	PFFA - Employees on the 28-day cycle may be evaluated incorrectly when vacation leave is entered near the end of the cycle, if the time is retrod later it corrects itself. (Linked to IM003775)	Continue to run custom program ZHRT_IT0003_UPDATE as scheduled in nightly CAT6 and TIME job
029	IM003891	Included	N/A	QUOTA	COPPEA - Inaccurate Accrual rate for job share employee	Technical Schema Correction
030	IM003894	Included	N/A	PREMIUM	SMW - Shift Differential is paying on overtime hours for positive time employees not yet reached full overtime shift requirement of 8 hours.	Technical Schema Correction
031	IM003897	Included	IM003897	PREMIUM	Need ability to pay multiple Premiums with different minimums on overlapping Hrs	Utilized standard fields on SAP Timesheet - premium field & OC Field to allow for combination entry
032	IM003898	Included	N/A	OVERTIME	DCTU - Job Share employees who worked more than 40 in a work week should receive overtime.	Post Go Live Technical Schema Correction
033	IM003906	Included - Linked	IM004387	QUOTA	Positive Pay Accrual Issue for Deferred Holiday; deferred holiday hours are being counted for sick/vacation accruals when it should not be counted. (Linked to IM004387)	Technical Schema Correction
034	IM003908	Included - Linked	IM004214	OVERTIME	PT Exempt OT, Pos pay; OT paying at 1.5; COPPEA PT Exempt OT, POS - Overtime paying at 1.5 (but should be 1.0) (Linked to IM004214)	Technical Schema Correction
035	IM003910	Included - Linked	IM004260	OVERTIME	Need to be able to pay OT for employees working modified duty. (Linked to IM004260)	Technical schema correction. New attendance types #MOX Modified Duty - Extra Work created to show modified duty worked as overtime.
036	IM003911	Excluded		PREMIUM	PPA - Shift Differential is paying on Court OT during the day when not tied to a shift. switch was activated to pay. BREAK/FIX CBA CR475357. POLICE WORKAROUND: Shift Differential on Court Time - Shift differential should not apply when court time is not tied to a shift.	Ticket Resolved

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037	IM003912	Included - Linked	IM004214	OVERTIME	Issue revolves around the SCIT switch for COPPEA IT classifications. The COPPEA IT classifications that have the SCIT switch are allowed to comp their call back time (per Labor Relations). Currently with this switch on it does not allow these hours to be comped and pays the hours instead. This needs to be reconfigured to include call back (a/a code 2CBC, comped at 1.0). Reference Article 19, Section 5c. Until reconfigured, timekeeper will use the OHWC code for however many hours the employee should get. (Linked to IM004214)	Technical Schema Correction
038	IM003914	Included - Linked	IM004100	PREMIUM	BOEC ECS exempt Shift Diff not paying correctly on regular hours worked. (Linked to IM004100)	Technical Schema Correction
039	IM003915	Included	IM003915	OVERTIME	PPA - Court Short Notice A/A codes 6CTN & 6CTO needs to pay a minimum of 5.0 hours of overtime to be used when an officer is required to attend court with less than 72 hours notice	Technical Schema Correction. 6CTO to be delimited starting 6/6/2013
040	IM003919	Included - Linked	IM004260	PREMIUM	BES - positive time, 3MOD 4 hours entered generated 8 hours of Modified Duty which is incorrect (Linked to IM004260)	Technical Schema Correction
041	IM003921	Included	N/A	HOLIDAY	DCTU - Parking Patrol Division of PBOT may postpone holidays based on staffing levels.	O/C Field option O - Postpone Holiday (Parking Patrol Only) Validation #84 - validates that only Parking Patrol Division employee can use O in the O/C field.
042	IM003948	Included	N/A	HOLIDAY	DCTU - 5CLP/C & 0HWP combo, not paying crew lead premium when working on a holiday	Utilized standard fields on SAP Timesheet - premium field & OC Field to allow for combination entry Combination is invalid : 'C' comp time during scheduled hours.

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043	IM003950	Excluded		PREMIUM	RETRO SDDS #1 switch; IT0003 blocked RA & Time Eval 11/11/2010; Linked to ticket # 113288 (this is probably due to incorrect data entry) Ticket closed - time entry error.	Ticket Closed
044	IM003951	Included	N/A	OVERTIME	DCTU - Employees who work over their lunch period should be compensated for hours worked at 1.5.	New A/A Type 0LNC to be entered during lunch period on scheduled work day for Direct Allocation Bureaus only. Not applicable to Activity Allocation Bureau - current process to enter OT before/after scheduled hours is to continue for these bureaus because this creates a CAT7 error. Continue prior time entry process - if lunch worked, enter after scheduled hours.
045	IM003965	Excluded		PREMIUM	PPA - Shift Differential paying on OT posted more than 3 hours prior to employee's shift POLICE WORKAROUND: PPA shift differential paying on OT posted more than 3 hours prior to the employee's shift	Ticket Resolved
046	IM003969	Included	N/A	HOLIDAY	COPPEA - Entering Flex Code on a Holiday didn't pay.	Technical Schema Correction
047	IM003980	Included	N/A	QUOTA	CITYWIDE - FMHL is paying holidays twice for PA 1020	Technical Schema Correction. If FMHL is used on holiday for FMLA purposes, delete OHOL
048	IM003981	Excluded		REPORTING	CITYWIDE - Over and Underpayments are netting out, city needs the ability to identify over and under payments separately.	Standard Payroll Reconciliation Report available to be used; PC00_M10_REC : Variant: Detail Retro
049	IM003985	Included - Linked	IM003770	HOLIDAY	Holidays should roll for Job-share employees. (Linked to IM003770)	Holiday Program to populate holiday on correct day if eligible.
050	IM003987	Included	N/A	PREMIUM	DCTU - Created BDS Inspector Certifications Premiums (\$0.80 for hours worked on specialized inspections)	Premium Code: 1S

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051	IM003988	Excluded		HOLIDAY	PPA UNPD & RDO Holiday Pays. Issue really lies in if day after holiday is first entered as unpaid, it will not pay the holiday which is correct. When it's changed to a paid status, time eval doesn't seem to retro to the holiday to reevaluate and realize that employee is now eligible for holiday pay and reverse unpaid holiday to paid holiday.	<p>Ticket closed Business process change.</p> <p>All PSAs: Validation built to warn when there are unpaid time before/after to update OHOL with OC - U or appropriate code. This validation is a hard stop for all PSAs except for PPA because they are allowed partial unpaid hours the day before/after the holiday. For PPA, this validation is a warning.</p> <p>Citywide - business process if a prior period adjustment is made such as changing the day after a holiday from unpaid to paid status, the 'U' in the O/C field for the OHOL entry will need to be manually removed and retrocalculation will run back to that date. The timesheet will not change the status of the holiday pay automatically because there is still a 'U' in the O/C field.</p>
052	IM003990	Included	N/A	HOLIDAY	PPA - Overtime worked on a holiday is paying additional straight time and premiums	Technical Schema Correction
053	IM003992	Included - Linked	IM004214	PREMIUM	Exempt - when OWOC entered as overtime hours, hours comped which is correct but did not pay the WOC OT Premium portion (Linked to IM004214)	Technical Schema Correction
054	IM003995	Included	N/A	Premium	PFFA - Employees who attend court and have an apparatus premium should receive the premium on the court hours, but system is paying the premium twice.	Technical Schema Correction
055	IM003996	Included - Linked	IM004100	PREMIUM	Positive employee receiving shift diff due to need to split time entry before and after lunch (Linked to IM004100)	Technical Schema Correction

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056	IM003997	Included - Linked	IM003915	PREMIUM	6CTN (less than 72 hours notice) which allows payment of 5 hours for court had a workaround created to make it pay properly (it has to be more than 5 hours from shift). (Linked to IM003915)	Technical Schema Correction.
057	IM003998	Included - Linked	IM004100	PREMIUM	BOEC EC Supervisor - should not pay SD if hours entered before start of regular schedule that's also a holiday. (Linked to IM004100)	Technical Schema Correction
058	IM004000	Included - Linked	IM004011	OVERTIME	PT employee paid instead of comp (Linked to IM004011)	6CTB has been Delimited. Enter 6CTA with OC field 'C'.
059	IM004002	Included - Linked	IM004011	OVERTIME	Comp time error related to court time (6CTB - 4 hour minimum) (Linked to IM004011)	6CTB has been Delimited. Enter 6CTA with OC field 'C'.
060	IM004003	Included - Linked	IM001810	OVERTIME	9/80 FLSA covered employee One hour of OT for Comp was worked on 3/3/11 (first week of PP). 16.5 hours of sick time was taken in the 2nd week of PP. Comp time accrued at 1.0 instead of 1.5 times pay. (Linked to IM001810)	Technical Schema Correction & Business process to correct work week (IT0007). PY configured to carry forward information of split week from 1st PP to 2nd PP.
061	IM004005	Included	N/A	OVERTIME	9/80 work schedule for FLSA covered not calculating overtime per agreement	Technical Schema Correction & Business process to correct work week (IT0007). PY configured to carry forward information of split week from 1st PP to 2nd PP.
062	IM004011	Included	IM004011	PREMIUM	PPA - A/A code 6CTB needs to pay a minimum of 4.0 hours of overtime when an officer is required to attend court with 72 hours notice.	Technical Schema Correction. 6CTB has been Delimited. Enter 6CTA with OC field 'C'.

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063	IM004012	Included	N/A	HOLIDAY	Unpaid day after holiday does not trigger retro recalculation of holiday if holiday falls in prior pay period.	<p>Ticket closed Business process change.</p> <p>All PSAs: Validation built to warn when there are unpaid time before/after to update OHOL with OC - U or appropriate code. This validation is a hard stop for all PSAs except for PPA because they are allowed partial unpaid hours the day before/after the holiday. For PPA, this validation is a warning.</p> <p>Citywide - business process if a prior period adjustment is made such as changing the day after a holiday from unpaid to paid status, the 'U' in the O/C field for the OHOL entry will need to be manually removed and retrocalculation will run back to that date. The timesheet will not change the status of the holiday pay automatically because there is still a 'U' in the O/C field.</p>
064	IM004014	Included	N/A	OVERTIME	Re-configure FLSA calculation. Rate and payment calculation issue for overtime - 28day 212 Threshold	Technical Schema Correction. New wage type 7OS2 Regular @ 1.50 created for scheduled hours beyond 212 to be paid at 1.5x of 28-day blended rate

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065	IM004016	Excluded		PREMIUM	<p>DCTU - Shift differential is paying on partial shifts of OT. Should only pay shift prem if meeting 'full shift worked' which is min of 8 hours. Employee has SDSD #8 setting meaning receives 6 hrs swing and 6 hrs graveyards shift prem.</p> <p>WATER WORKAROUND: SDSD 8 & 9 - shift premium on overtime hours will pay according to switch setting no matter number of OT hours worked. SDSD 8 will pay 6 swing and 6 graveyard premium hours on OT hours. SDSD 9 will pay relief premium hours on OT hours. Business process modification is to enter any OT hours worked less than 8 hours on a day off and then turn on the SPTD switch in order to prevent SD from paying.</p>	Post Go-Live with Ordinance tickets.

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066	IM004019	Included	N/A	HOLIDAY	Unpaid time before or after a holiday for Non-Reps should unpay the regular holiday hours and only pay the premium compensation at 1.5.	<p>Ticket closed Business process change.</p> <p>All PSAs: Validation built to warn when there are unpaid time before/after to update OHOL with OC - U or appropriate code. This validation is a hard stop for all PSAs except for PPA because they are allowed partial unpaid hours the day before/after the holiday. For PPA, this validation is a warning.</p> <p>Citywide - business process if a prior period adjustment is made such as changing the day after a holiday from unpaid to paid status, the 'U' in the O/C field for the OHOL entry will need to be manually removed and retrocalculation will run back to that date. The timesheet will not change the status of the holiday pay automatically because there is still a 'U' in the O/C field.</p>
067	IM004021	Excluded		PREMIUM	<p>SDSD #8</p> <p>WATER WORKAROUND: SDDS 8 & 9 - shift premium on overtime hours will pay according to switch setting no matter number of OT hours worked. SDDS 8 will pay 6 swing and 6 graveyard premium hours on OT hours. SDDS 9 will pay relief premium hours on OT hours. Business process modification is to enter any OT hours worked less than 8 hours on a day off and then turn on the SPTD switch in order to prevent SD from paying.</p>	Post Go-Live with Ordinance tickets.
068	IM004023	Included	N/A	PREMIUM	SCMB switch. Value of 2 is doubling daily hours and paying at \$0.40/hr instead of \$0.80/hr on daily hours.	<p>Technical Schema Correction</p> <p>New result: \$0.80/hr on daily hours</p>

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069	IM004024	Excluded		PREMIUM	SD: SDSA 1, - same as IM003950 Ticket closed - time entry error.	Ticket Closed - TK error
070	IM004025	Included - Linked	IM004100	PREMIUM	SD paying on OT hrs worked by non-rep, should not. (Linked to IM004100)	Technical Schema Correction
071	IM004027	Excluded		PREMIUM	SDSD 1, - same as IM003950 Ticket closed - time entry error.	Ticket Closed - TK error
072	IM004028	Included	N/A	OVERTIME	ODHL entered on holiday for covered employee paid holiday premium at 1.0 instead of 1.5	Technical Schema Correction & holiday populates on timesheet to defer. (ODHL is delimited)
073	IM004029	Excluded		QUOTA	Police - employee at 5.38 accrual rate, max is 280, only allowing 250 as max.	Post Go-Live
074	IM004031	Excluded		PREMIUM	SDSD 8 paying on non full shifts of OT	Post Go-Live with Ordinance tickets.
075	IM004032	Included	N/A	OVERTIME	OT changed from 1.5 to 1.0 times. 9/80 schedule for non-rep FLSA covered employee	Technical Schema Correction & Business process to correct work week (IT0007). PY configured to carry forward information of split week from 1st PP to 2nd PP.
076	IM004034	Excluded		QUOTA	DCTU - OT hours worked are being included in quota accrual calculation for positive pay employees and regular hours should count.	11/16/12 EAH: Per Bureau, "this is no longer an issue." Ticket can be closed
077	IM004035	Included	N/A	OVERTIME	SAP is not paying FLSA pay for employees if they separate prior to the end of the 28 day cycle.	Post Go Live
078	IM004037	Included	N/A	PREMIUM	DCTU - Need to pay working out of class with a premium correctly.	Utilized standard fields on SAP Timesheet - premium field & OC Field to allow for combination entry
079	IM004038	Included - Linked	IM004361	HOLIDAY	A/A type ODHL premium codes; premium worked on holiday plus deferring holiday hours - currently not able to do both on same day. (Linked to IM004361)	ODHL is delimited. Utilized standard fields on SAP Timesheet - premium field & OC Field to allow for combination entry
080	IM004043	Included	N/A	OVERTIME	FLSA covered employee on a nine/eighty workweek schedule. SAP did not process her overtime correctly	Technical Schema Correction & Business process to correct work week (IT0007)
081	IM004046	Included	N/A	PREMIUM	WOC with Salary Premium	Post Go Live

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082	IM004058	Included	N/A	QUOTA	PFFA - Sick Leave accruals should be prorated based on regular hours paid during the pay period an employee separates from City service. Separating employees are receiving full SL/VL accruals even when they haven't worked a full pay period.	Technical Schema Correction. Banking and accruals will generate correctly based on separation either in middle of pay period or finished all scheduled hours. No need for Temp Mod Bus Proc for payroll banking or accrual quota corrections.
083	IM004066	Included - Linked	IM003793	OVERTIME	OT Comp paid out before max reached (Linked to IM003793)	Technical Schema Correction
084	IM004071	Included	N/A	OVERTIME	CITYWIDE - The system sometimes shows comp time available in PT50 when the employee has actually used all of their accruals.	Technical Schema Correction
085	IM004089	Included	N/A	HOLIDAY	NON REP - OHWC for Non-Rep Emergency Communication Supervisors at BOEC is not deferring holiday hours to their Deferred Holiday bank if their Comp Time is at its maximum.	O/C Field option - D to be entered on the OHWP - hours worked entry line - Holiday Job Aid
086	IM004090	Excluded		REPORTING	CITYWIDE - Employees who are not eligible for quotas are showing quotas previously accrued on their remuneration statements causing confusion. (Need add'l conversation with BHR. Check downstream systems i.e. PERS for conflict). Check to see where quotas are being pulled from.	Post Go-Live
087	IM004092	Included	N/A	QUOTA	PPCOA - Employees are allowed to carry over 4 years worth of vacation accrual if they have signed a commitment to retire letter.	Technical Schema Correction
088	IM004093	Included	N/A	HOLIDAY	CITYWIDE - Need the ability to enter Quota on a holiday to make up the difference between an employees regular schedule and the number holiday hours awarded to make up a full schedule. Ticket was for pos time employee	OHOL created & will populate on timesheet according to contract rules & employee eligibility. Quota hours can be entered on the timesheet to total the hours for the day.
089	IM004095	Included	N/A	QUOTA	NON REP - Employee's vacation over the max did not drop off at the end of the calendar year.	Technical Schema Correction

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090	IM004096	Included	N/A	ENTRY	CITYWIDE - When an employee works 80 hour but the time is split up with multiple entries, the rounding sometimes creates less than 80 hours of pay.	Technical Schema Correction
091	IM004100	Included	IM004100	PREMIUM	NON REP - Employees are receiving shift differential when not eligible.	Technical Schema Correction
092	IM004105	Included	N/A	HOLIDAY	DCTU employees can be allowed holiday compensation even with unpaid time before or after the holiday with the supervisors approval	O/C Field option: P - Override - Force Pay (DCTU only) E - Override - Force Defer (DCTU only)
093	IM004110	Included	N/A	HOLIDAY	COPPEA - not paying Day After Thanksgiving when there is any unpaid status on Thanksgiving	Technical Schema Correction
094	IM004119	Excluded		OVERTIME	PPA - Part-Time Employees on a 28-day cycle are receiving overtime at 1.5 before reaching eligibility, if time evaluation is forced back in corrects the error.	Ticket Resolved
095	IM004135	Excluded		OVERTIME	PPA - Employees who work on a regular day off and have less than 40 hours of paid status in the work week are receiving overtime at 1.5 when it should be a 1.0 until they have reached the 40 hour threshold. Not a city requirement; closed per Labor Relations	Ticket Resolved
096	IM004139	Included	N/A	Reporting	CITYWIDE - Management Leave from the previous year and the next year are both showing on the remuneration statement at the beginning of a new calendar year.	Technical Schema Correction
097	IM004142	Included - Linked	IM003756	OVERTIME	Comp Time over 80 Hours Issue. (Linked to IM003756)	Technical Schema Correction

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
098	IM004146	Included	N/A	HOLIDAY	NON REP - Holiday Pay should not generate for employees who are on Catastrophic Leave	Validation (#42 & #63) on timesheet -If the employee used any unpaid a/a codes on the holiday during regular shift, the holiday needs to be unpaid. -When employee has any unpaid status the scheduled day before or the scheduled day after the holiday the holiday is not allowed.
099	IM004149	Included	N/A	HOLIDAY	CITYWIDE - Create Error Message when the A/A code ODHL is used on a day that isn't a holiday for the employee.	ODHL is delimited. Validation to prevent O/C Field 'D' on non-holidays or if not eligible. Validation #30 & #59 - Validates that the holiday is entered on the appropriate day and the code cannot be entered on a non-holiday (able to move holiday +/- 5 days). Validation #31, #35, #40, #41, 75 & #77 - Validates that employee is not allowed to defer the holiday. Validation #91 - Validation that does not allow employees to defer the holiday entry on a scheduled workday for non-worked hours, either full day or partial day.
100	IM004154	Included	N/A	QUOTA	CITYWIDE - System allows more Dependant Care Quota to be entered than available.	Validation to prevent Dep Care entry to go into negative.
101	IM004157	Excluded		REPORTING	CITYWIDE - Need report for PERS identifying employees who have more than 11 consecutive days of unpaid leave.	Close ticket per BHR.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
102	IM004158	Excluded		ENTRY	PFFA - When an entry is changed from FPDR time to ASCK the entry is not showing in PT_BAL00. This is due to not retro evaluating back to beginning of 28 day FLSA cycle	Transport moved to PRP on 10/11/2011. Retro time eval ran for all of PFFA on 10/13/2011 back to go-live to resolve issues for unpaid time counting toward banking hours, negative rates overpaying as 7P19 OT Prem Paid wage type and recalculate hours from beginning of 28 day FLSA cycle. Transport Request : DRPK926785
103	IM004164	Included	N/A	OVERTIME	PFFA - Employees on a 42-hr schedule are having their injury leave hours count as hours worked for purposes of receiving banking hours.	Technical Schema Correction
104	IM004166	Included	N/A	QUOTA	CITYWIDE - Quota bucket for vacation over the max is allowed to go negative.	Post Go Live Review for possible Business Process solution
105	IM004167	Excluded		QUOTA	PFFA - Vacation Leave Payout is going to VEBA upon resignation, it should be paid out to the employee	Post Go Live
106	IM004172	Included	N/A	QUOTA	PFFA - Dependent Sick Hours should convert when employees change work schedules.	Technical Schema Correction
107	IM004175	Excluded		QUOTA	PPA - Part-Time employee accrued quotas incorrectly Reviewed accruals and are not accruing correctly at 4.62 rate. It doesn't appear employee is accruing at next rate step of 5.38 either. PP25.2010 11/25/10-12/8/10 Employee total 60 hours worked but accrued 3.81; s/b 3.47 - PP26.2010 12/23/10-01/05/11 Employee total 60 hours (50 worked + 10 DHOL) but accrued 4.62; s/b 3.47 POLICE WORKAROUND: Part time PPA employee accruing quotas incorrectly. Not an issue any longer. Ticket will be closed.	Ticket Resolved
108	IM004177	Included	N/A	HOLIDAY	NON REP - ESG 13 (FT Exempt At-will Exec) - not removing deferred holidays over the carry over max.	Technical Schema Correction

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
109	IM004206	Excluded		ENTRY	CITYWIDE - Two entries during the same time period did not create a CAT-6 error WATER WORKAROUND: SAP will pay employees both absence quotas and cost allocated hours (effectively paying the employee for more than 80 hours on a paycheck).	Post Go Live A warning appears when collision entry is made on the timesheet. CAT6 collision errors occur when collision is with two attendance codes.
110	IM004214	Included	IM004214	HOLIDAY	COPPEA - SCIT Switch problems, hours worked on the holiday compensating employee at 1.5 instead of 1.0, OWOC OT not paying the out of class premium, and Callback are being comped which is not allowed.	Technical Schema Correction
111	IM004260	Included	IM004260	PREMIUM	CITYWIDE - The modified duty codes need to be configured to work the same as regular hours in regard to overtime eligibility and quota accruals.	Technical schema correction. New attendance types #MOX Modified Duty - Extra Work created to show modified duty worked as overtime.
112	IM004263	Included	N/A	OVERTIME	CITYWIDE - Employees working a 9/80 schedule need to have their work week split in the middle of their 8 hours day.	Technical Schema Correction & Business process to correct work week (IT0007)
113	IM004279	Excluded		PY	CITYWIDE - Tri-Met Employer Paid Benefit Missing from PP4.2012	Post Go Live
114	IM004281	Excluded		PY	Need to be able to retroactively calculate Domestic Partner Earnings/Payments	Post Go Live
115	IM004282	Excluded		QUOTA	duplicate ticket see IM004058. Ticket closed. Issue found in IM004058.	Technical Schema Correction. Banking and accruals will generate correctly based on separation either in middle of pay period or finished all scheduled hours. No need for Temp Mod Bus Proc for payroll banking or accrual quota corrections.
116	IM004288	Excluded		ENTRY	CITYWIDE - Entering a negative amount in the val basis column is not reducing the employee's pay, it is actually increasing it when entered at or near the end of an FLSA cycle.	This ticket is closed as per Altiris Update. Forced 28-day retro program resolves issue.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
117	IM004289	Excluded		HOLIDAY	CITYWIDE - Catastrophic Leave entries are generating Holiday eligibility. Catastrophic leave should be considered as unpaid status. (duplicate to IM004146)	Duplicate (see IM004146)
118	IM004291	Included	IM004291	OVERTIME	DCTU - Call Back requested as comp time (for 100-hour employees) needs to comp the hours at 1.0 and pay the hours at .50.	Technical Schema correction
119	IM004293	Included - Linked	IM004291	OVERTIME	5CBC is not recorded correctly (Linked to IM004291)	Technical Schema correction
120	IM004294	Included	N/A	HOLIDAY	CITYWIDE - Paid Holidays need to be collected in the ITIG and ZTIG time buckets for purposes of salary increased, seniority, and FMLA eligibility. Comp accrued should not. Temporary Business Process Modification is to manually calculate part-time and job share employee's eligibility for step increases and manually calculate part-time and job share employee's seniority date.	Post Go Live Technical schema correction 06/06/2013 forward. Per BHR request, solution discussions regarding retroactive hours prior to schema correction. Temporary Business Process Modification is to manually calculate part-time and job share employee's eligibility for step increases and manually calculate part-time and job share employee's seniority date.
121	IM004296	Excluded		PREMIUM	employee who worked callback. Call back has minimums – the employee enters the actual hours worked, but are paid according to the minimum rules. The manner in which the CB is paid to the employee is correct, but when the line entries were posted, they did not post as the bureau had anticipated .	Addressed under Change Request
267	IM004328	Included - Linked	IM003897	PREMIUM	The Working Out of Class wage type 7P19 is not working correctly when additional hours outside of the holiday are worked using OWOC (Linked to IM003897)	Technical schema correction Utilized standard fields on SAP Timesheet - premium field & OC Field to allow for combination entry
123	IM004332	Included - Linked	IM004291	OVERTIME	Call back comp & DCTU 100 hr comp option (Linked to IM004291)	Technical Schema correction
124	IM004335	Included - Linked	IM004291	OVERTIME	Call back comp & DCTU 100 hr comp option (Linked to IM004291)	Technical Schema correction

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
125	IM004342	Included - Linked	IM003793	OVERTIME	DCTU - Employee in a group allowed to accrue 100 hours of comp time is being paid out before reaching the maximum allowed. (Linked to IM003793)	Technical Schema Correction
126	IM004346	Included	N/A	PREMIUM	CITYWIDE - Time Evaluation warning Error "6th ordered OT; eligible 4 vacation" message is no longer needed and should come off.	Removed Time Evaluation warning Error "6th ordered OT; eligible 4 vacation"
127	IM004350	Included	N/A	QUOTA	CITYWIDE - Central Time Administrator's need the ability to move sick leave quota from eligible to pre-eligible. (Linked to IM004353)	Post Go Live
128	IM004353	Included	IM004353	HOLIDAY	CITYWIDE - Consistently identify an employee's eligibility for holiday compensation.	Post Go Live Holiday Program to populate holiday on correct day if eligible
129	IM004356	Included	N/A	OVERTIME	BOEC - Automate Fiscal Year End Payout of Comp Time	Technical Schema Correction, new switch created if employee requests to carryover: SDQO BOEC No Payout Comp Time
130	IM004361	Included	IM004361	HOLIDAY	CITYWIDE - Identify Holiday Compensation as a Premium not as Overtime.	Created Wage Type 7PHP - Holiday Premium 1.5
131	IM004380	Included	N/A	PREMIUM	DCTU - Part Time employees whose regular schedule is less than 8 hours are eligible for shift differential.	Technical schema correction
132	IM004387	Included	IM004387	QUOTA	CITYWIDE - Deferred Holidays should not count towards accruals for Positive Pay Employees.	Technical schema correction
133	IM004413	Included	N/A	HOLIDAY	DCTU - PBOT Parking Enforcement 12/25/11 holiday paid as regular working time w/ shift differential rather than holiday pay	O/C Field option O - Postpone Holiday (Parking Patrol Only)
134	IM004418	Included	N/A	QUOTA	Quota Error for SL - dual quota 01 Sick Leave created	Post Go Live Review for possible Business Process solution

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
135	IM004421	Excluded		QUOTA	<p>PFFA - Until an employee reaches a full pay period of FPDR time, banking hours should still process based on scheduled hours for the pay period. (Currently fixed in production with OT ticket)</p> <p>FIRE WORKAROUND: For 51.9223 employee in pay periods with partial injury leave hours, hours are not going to bank. They are paying out to the employee which overpays them. Work around is to use UNPD on the timesheet.</p>	Ticket Resolved
136	IM005115	Included	N/A	HOLIDAY	PPA - Part Time Employees are eligible for 4.0 hours of Holiday Pay, or prorated # of hours, regardless of the regular length of their shifts.	Holiday Program to populate holiday on correct day if eligible
137	IM007700	Included	IM007700	PREMIUM	COPPEA - 2FLX code should not pay shift differential	Technical schema correction
138	IM008921	Included	N/A	HOLIDAY	PPA - Veteran's Day is paying on both 11/11/11 and 11/12/11	Holiday Program to populate holiday on correct day if eligible
139	IM010264	Included	N/A	OVERTIME	PFFA - Banking Hours for employees separating not processing correctly	Technical Schema Correction. Banking and accruals will generate correctly based on separation either in middle of pay period or finished all scheduled hours. No need for Temp Mod Bus Proc for payroll banking or accrual quota corrections.
140	IM012220	Included	N/A	OVERTIME	BOEC - Unpaid Suspensions SDSU count as hours worked for purposes of calculating overtime but it should not.	Technical Schema Correction
141	IM012837	Included	N/A	HOLIDAY	BOEC - Emer Comm Supervisors - Employees who request comp for the holiday accruing incorrectly. (Referring to Def Holiday not comp)	O/C Field option - D to be entered on the OHWP - hours worked entry line - Holiday Job Aid

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
142	IM012898	Excluded		OVERTIME	Overtime not paying for FLSA exempt employee	Use OXWP before solution is provided 6/22/12 employee was still in PSA 300 non-rep exempt in system; therefore, system will not evaluate for overtime hours. 7/1/12 is the effective date of system change from non-rep to Housing Union represented employee. Temporary modified business process prior to 7/1/12 is to manually enter comp time hours to 06 Comp Time quota which looks like CTA has already performed. No configuration change is needed. Ticket is resolved.
143	IM013173	Excluded		QUOTA	Quota Information for PFFA members needs to be detailed in a manner that is easily understandable for Supervisors, Timekeepers and Employees. FIRE PAIN POINT: Enhance quota display by including year beginning balance, YTD accrual, YTD use, and ending or current balance. EBS has been working on this and making progress, but need to finish the change	Post Go Live Custom Quota Detail Report
144	IM014529	Excluded		MAINTENANCE	Delimit/Remove A/A code 6CTW	Delimited/Removed A/A code 6CTW
145	IM015055	Included	N/A	OVERTIME	Comp time for PFFA employee entered on the holiday is causing the employee's apparatus operator pay to not pay on the comp time hours.	Technical Schema Correction
146	IM015095	Included	N/A	ENTRY	ZZEU can be entered without an equipment Act. Type. There is no error hard stop for this in SAP, so a report must be run to review all Act Type entries using ZZEU A/A types	Validation (#54) warning on timesheet Equipment code ZZEU was entered using activity type LBRREG or LBROVT.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
147	IM015756	Excluded		OVERTIME	Create separate wage types for contract and FLSA overtime	PFFA: new wage type 7SO2 to identify FLSA Overtime. Non-Rep OT is FLSA overtime. All other represented overtime is paid according to the contract and is identified with specific wage types as required.
148	IM016369	Included	N/A	REPORTING	standard hours above FLSA threshold for firefighters	Technical Schema Correction. New wage type created for schedules hrs over 212; report as 7OS2 Regular @ 1.50
149	IM016514	Excluded		PREMIUM	POLICE WORK AROUND: 6CBP is not paying correctly before shift the system should pay a 4 hour min and is currently it is paying 4 hr min plus the hours worked using the 6CBP code. Article 43.7 a callback is defined as a call to return to work after the officer has left the city's premises at the end of his/her shift. Callbacks shall be paid at the overtime rate for a minimum of 4 hours. A call back with less than 3 hours time elapsed from the end of the shift shall be paid at the overtime rate for a minimum of 5 hours. 6CBC does comp the hours correctly.	Ticket Resolved
150	IM016518	Excluded		PREMIUM	District Attorney Investigator Premium POLICE WORKAROUND: Make it so the PPA DA investigator pay configured so that a IT0015 is not needed every time. Per Labor Relations, continue current practice as is.	02/21/13 Per Labor Relations, continue current practice as it, but he will disallow during the next bargaining cycle. For now, take this off the list of items needing configuration.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
151	IM016522	Included	N/A	PREMIUM	Automate the vacation put back clause from the PPA contract	<p>Technical schema correction and process change: The time entry process and configuration should be changed as follows;</p> <p>1. If an employee is called back from a full day Vacation, Comp Time, or Deferred Holiday to attend court;</p> <ul style="list-style-type: none"> • The time keeper should delete the Vacation/Comp Time/Deferred Holiday absence for that day. This will restore the hours back to the quota from which they were deducted. • The actual court hours should be entered in 6CTV. Do not use if only partial day absence. • The system will pay a minimum of 4 hours per day at 1.0 in wage type 7P05 Court Appearance, plus any applicable shift premium for the actual hours worked. • The system will also pay the full scheduled hours for that day as regular pay plus any applicable shift premiums on the regular hours. <p>* If the employee is 24/7 they will need to be given a substitution for their scheduled hours for the day so that the system will know the total regular hours to pay. NO NEED TO ENTER OHWP.</p> <p>2. If an employee is called back from a scheduled day off to attend court;</p> <ul style="list-style-type: none"> • The actual court hours should be entered in 6CTV. • The system will pay a minimum of 4 hours per day at 1.0 in wage type 7P05 Court Appearance, plus any applicable shift premium for the actual hours worked. • The system will add the average daily hours in IT0007 to the employee's vacation quota or vacation over max quota as appropriate. <p>* If the employee is 24/7 the timekeeper will submit quota adjustment to CTA. CTA will manually add hours per employee's usual daily scheduled hours to their vacation or VOM quota. (This is because systems does not know what daily planned hours are for pos time employee)</p>

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
152	IM016523	Excluded		PREMIUM	PPA only - Need ability to pay WOC on 'Stand-by' premium POLICE WORKAROUND: When an employee is On Call while assigned to a working out of class assignment they should receive that increased rate for that "On Call" Premium	Post Go Live
153	IM016528	Included	N/A	PREMIUM	Sleep Deprivation	New A/A Type 6CTS created to manage Court Appearances with Sleep Deprivation. Timekeepers should input the attendance for the afternoon court appearance, and the system will automatically pay starting from 7:00 (or later if required).
154	IM016530	Included	N/A	PREMIUM	Secondary Employment	Post Go Live Technical schema correction to allow 6OEE entry during scheduled hours when employee is on paid leave. Bureau failed scenario when 6OEE is next to another overtime event. Waiting for Labor Relations' final decision and if changes are required to PPA OT rules, requirements and scenarios will be needed.
155	IM016532	Included	N/A	OVERTIME	PPA - Court OT with Reg OT paying incorrect minimum on the court OT.	Technical Schema Correction
156	IM016714	Included	N/A	OVERTIME	Employees who previously were covered under the 100 hours option should have any comp hours over 80 remaining at the end of the fiscal year paid out.	Technical Schema Correction
157	IM016907	Included	N/A	OVERTIME	FLSA OT is paying less than Call shift.	Call Shift will not count toward 212 and will be paid as (daily base + prem)x1.5; no longer paid as 1.5x of 14-day blended rate
158	IM017382	Excluded		PY - MAINTENANCE	Remap Wage Types from Overtime (512100)	Remapped Wage Types from Overtime (512100) to Premium GL Account.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
159	IM021720	Excluded		PY	Anomaly on PERNR . When I was reviewing the PPE 07/18/2012 posting to make sure this Opt Out correction went through as expected, especially with the DCTU retro, we found this employee was an exception to every rule; as his posting included four retro postings for each wage type listed above. Also, when I looked into the employee's pay history, I found that this very same anomaly took place on the 12/09/2009 retro for the same employee.	Ticket Closed. Ticket withdrawn by owner.
160	IM024722	Excluded		PY	WAGE TYPE PERS DTL2 Incorrect adding OS0A Wage Type as negative Non Subject Salary	Ticket Closed
161	IM025001	Included	N/A	OVERTIME	The Blended rate for PFFA needs to be calculated over the FLSA Period designate	Technical Schema Correction. New wage type 7OS2 Regular @ 1.50 created for scheduled hours beyond 212 to be paid at 1.5x of 28-day blended rate
162	IM025015	Included	N/A	OVERTIME	Time evaluation did not retro back to beginning of pay period.	Technical Schema Correction
163	IM025018	Included	N/A	PREMIUM	8VOP Voluntary OT - BOEC in SRP retro, less than one hour of 8VOP was rounding up to one hour for the 7P19 OT premium although there is no minimum for this code.	Technical schema correction
164	IM026084	Included	N/A	PREMIUM	WOC hours worked contiguous to shift should be counted as one incident when regular hours are also worked out of class.	Technical schema correction
165	IM026284	Excluded		PREMIUM	10/08/12 3% (SP3P switch) and 6% (SP6P switch) Premium additions for the timekeeping redesign. Add multiple options that'll pay the same so description identifies why they are receiving the premium (3% for either DVD Sgt or Supervisor Sergeants/Detective, Criminalist; 6% MC or FT DVD or SERT or EDU)	Post go live

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
166	IM026291	Included	N/A	OVERTIME	PPA Shift Change causing OT Min PPA employee works a over night shift and has an attached OT which should pay minute for minute.	Technical Schema Correction. New attendance type 6SCP Shift Change created. Enter s/s clock times of changed shift. No longer need daily schedule substitutions.
167	IM026922	Included	N/A	OVERTIME	PPA Part Time Employee has callback over midnight	Added Positive Pay schedules 12X7 & option. For overtime that crossover midnight, double click hrs on second day's entry, check previous day indicator to tie second day's entry to prior day's entry.
168	IM027177	Excluded		QUOTA	A full day of sick leave per Article 43.8.1 of the PPA contract says the sick leave will be returned in the amount of hours matching the court time calculated. SAP for an overnight employee is deducting the sick leave on start date of the shift and the end. It should be one day or the other not both days. This happened in Production, but we moved hours I have replicated the issue in QRP on 9/29 & 9/30 for 1002203.	ticket closed
169	IM027193	Excluded		REPORTING	The field id for 3rd party remittance is not checked for the federal tax fields but is for the state taxes. Please activate for the federal field.	Ticket closed
170	IM027463	Excluded		PREMIUM	10/15/12: Affects Wastewater Relief Pool in 24/7 Operations who work over 40 hours in an FLSA work week. Work-around using work schedule substitution is required to show scheduled work days 6 & 7 as scheduled day(s) off. The SWSP switch doesn't work because wage type 7_80 doesn't pay shift differential at 1.5x. Per Labor Relations: Shift Differential should not be paid at 1.5. Shift differential is calculated in the regular rate for OT as required by Federal Law	02/19/2013 per BHR Operations - Ticket to be closed: 02/04/13 PW: It (Shift Differential) should not be paid at 1.5. Shift differential is calculated in the regular rate for OT as required by Federal Law

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
250	IM032268	Included - Linked	PP29	PREMIUM	Shift Premium should pay on all hours worked except Secondary EE	Technical schema correction
257	IM032544	Excluded		PREMIUM	IM032544: Officer should be paid WOC while on call - (Duplicate to IM016523) Standby unable to pay at working out of class	Post Go Live (Duplicate to IM016523)
251	IM036328	Included	N/A	PREMIUM	Premium for Certified Paramedics not assigned to Emergency Operations	Technical schema update A new switch SPPC, value 1 and wage type 7P67 PFFA 3% Paramedic Cert.
252	IM036338	Included	N/A	PREMIUM	Premium Harbor Pilot assigned to Marine Operations-Water Base	New 2012 switches created effective 07/01/2013; SHP6
253	IM036345	Included	N/A	PREMIUM	Fire Inspector II Certification Premium	New 2012 switches created effective 07/01/2013; SFI3
254	IM036395	Included	N/A	QUOTA	Starting 07/01/13, Banking Hours over 23 payout	Technical Schema change eff. 07/01/13
255	IM036480	Included	N/A	OVERTIME	New contract: PFFA employees in positions requiring a back fill and/or emergency operations are not allowed to comp their overtime.	Validation entry OC - C not allowed for those on 51.9223 or 42 hr schedules.
261	IM039013	Included	N/A	PREMIUM	3%/6% Comp Payout	Technical schema correction
258	IM040086	Included	N/A	QUOTA	The eligibility period for PT COPPEA is the same as it is for FT COPPEA	Technical Schema Correction
259	IM040147	Included	N/A	OVERTIME	Multiple Court entries both paid and comp	Technical Schema Correction
263	IM040666	Included	N/A	PREMIUM	3%/6% FMLV	Technical schema correction
260	IM041003	Included	N/A	PREMIUM	3%/6% Holiday Working out of Class	Technical schema correction
262	IM041628	Included	N/A	PREMIUM	Fire Non-rep Call Shift change from 1.5x to 1.25x.	Technical schema correction. No longer need to do work around processing to deduct .25x pay.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
256	IM044087	Included	N/A	PREMIUM	PFFA Back-up PIO standby and callback - PFFA contract, Public Information Officer (PIO) Compensation, Sections E and F: The backup PIO assignment will receive five (5) hours of overtime at their regular rate of pay as compensation for standby on a regular weekly schedule. Effective July 1, 2013, standby and call-back compensation will be paid at the forty (40 hour) rate regardless of the employee's regular schedule. The backup PIO assignment will receive five (5) hours of overtime for "standby" schedule not to exceed four 24 hour shifts. 1.25 hours of overtime will be paid for each additional day.	New A/A Codes: 4CBA Call Back B Up PIO Grt Ala 4EMA Call Back B Up PIO Oth Eme 4STB Back Up PIO Standby
264	IM044903	Excluded		PREMIUM	Include PPA Physical Fitness Premiums and Education Premiums into the overtime rate.	Ticket Resolved
265	IM045539	Included	N/A	PREMIUM	DCTU Relief Pool Shift Diff should pay 1.0x on overtime hours	Technical schema correction
266	IM048149	Included	N/A	PREMIUM	Certification pay is not paying on hours allocated using the 59OP A/A type	Technical schema correction. Process similar to other DCTU premiums to generate Regular hours, Overtime hours and Premium hours. DCTU Premium moved to Prem column on timesheet.
171	N/A	Excluded		HOLIDAY	A/A code for 10/03/96 MOA PBOT (Transportation) - Parking Patrol Division CR432957	Duplicate (see IM003921)
233	PP01	Included	N/A	ENTRY	PPA: Auto populate ID or premium	Technical schema correction
213	PP02	Included	N/A	ENTRY	Bureau would like new attendance codes (I.e. RAL)	New A/A Types: 8RAL - Ride-a-long CISM - Critical Incident Stress Management

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
229	PP03	Excluded		ENTRY	Bureau would like a code to show the employee did not work but needs to be paid regular hours. WATER PAIN POINT: For DCTU (negative pay) when there are safety concerns because an employee has not had a rest period between work schedules (i.e. OT & Regular shift to the following shift) and the employee must take a 4 hour rest period which results in hours on their schedule not being worked (LOA/MOU in process) - but should be paid without the use of quotas. In order to track these, the timekeeper must enter a discipline code PINP with a text description to pay the employee at straight time for those hours. Per Labor Relations, This request has been deemed as not valid.	Per Labor Relations, This request has been deemed as not valid.
232	PP04	Included - Linked	IM004361	ENTRY	Create a new wage type for working on the holiday. (Linked to IM004361)	Created Wage Type 7PHP - Holiday Premium 1.5
178	PP05	Excluded		ENTRY	Employee schedules need to be manipulated to either avoid or apply shift differential. BHR to validate changing the substitution requirements - another solution to apply shift differential? BOEC PAIN POINT: Clock times - having to always work around them - ECSs working shifts other than scheduled shifts, have to adjust to not pay or pay shift diff	Time entry method of List Entry via PA61 to enter multiple substitutions for a single employee.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
187	PP06	Excluded		PA - DEDUCTIONS	<p>Union dues should be automated when employees move between bargaining unions.</p> <p>BHR PAIN POINT: Union dues should be automated. Currently Payroll is manually entering union dues. Possible use of arrears for retroactive deduction adjustments</p> <p>This process need to be automated from the PA and Payroll side but there are scenarios that need to be discussed where some manual work is required.</p>	Post Go Live
000	PP07	Excluded		ENTRY	<p>Allocating equipment hours requires multiple entries</p> <p>Linked to PP45, related</p> <p>WATER WORKAROUND/PAIN POINT: Equipment entry must be done on a separate allocation line - rather than just an additional column - causing duplicate entry for all allocated hours.</p> <p>Verify with FILO for activity allocation issue</p> <p>the current process is required for FILO activity allocation would be a major enhancement</p> <p>* not recommended due to complexity of customization.</p>	Post Go Live
177	PP08	Included	N/A	ENTRY	Moving employee's assumed lunch breaks requires additional entries when there is an absence during part of the day.	SAP will no longer evaluate hours entered during the lunch period. Time can be entered through the lunch break, and it will not be paid.
215	PP09	Included	N/A	ENTRY	Night shifts that cover two days are difficult to enter especially when breaking out the lunch period and trying to get the system to pay shift differential when breaking out time for cost allocation	SAP will no longer evaluate hours entered during the lunch period. Time can be entered through the lunch break, and it will not be paid.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
212	PP10	Included	N/A	ENTRY	Scheduled substitutions are required to move the lunch period when employees work during the holiday premium hours.	New A/A Type UBRK used to move the lunch break
206	PP11	Excluded		ENTRY	System accept upgrade amounts on absence codes. PARKS PAIN POINT: The system accepts upgrade amounts connected to absence codes. Police uses this functionality	Post Go Live
185	PP12	Excluded		ENTRY	Unable to allocate costs triggered by switches. The requested option to charge to cost objects is for the following switches SWSP - Work Schedule Change Penalty SSBY - Stand By Reg. Hours paid SSCM - Stand By Reg. Hours Comp SWWC - DCTU Waste Water Collection Certification SWOM - Water Operations Mechanic Certification SWTO - DCTU Water Treatment Operator Premium SWWT - DCTU Waste Water Treatment Certification (DCTU Waste Water Operators and Waste Water Operations Specialists) SWDC - Water Quality Inspect/Tech (Water Quality Inspector and Water Meter Technician) PBOT PAIN POINT: All payments made with switches cannot be charged to cost objects. No workaround for this. ***As a general rule, time entries should stay in the time system and not be moved. What's being advocated here? * need BPO analysis of business cost effectiveness of requested work; how much of budgetary impact to bureau * based on budgetary will require FILO to review if journal entry is	Post Go Live

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
181	PP13	Included	N/A	QUOTA	Employee groups other than DCTU would like access to the "In Lieu of SL" absence codes	<p>DCTU & REC ASCL = Personal Holiday/Deferred Holiday/Vacation Over Max/Vacation in lieu of sick leave (this is the order in which the quotas will be deducted as required by the bargaining agreement. ASCO = Comp in lieu of Sick Leave ASCU = Unpaid in lieu of Sick leave</p> <p>NON-REP ASDH - Def Hol in Lieu of SickPd ASML - Mgmt Lv in Lieu of SickPd ASCO - Comp in Lieu of Sick-Paid 06 - Comp Time ASCU - Abs in Lieu of Sick-Unpd N/A ASVL - Personal Holiday/Vacation Over Max/Vacation in Lieu of Sick - Pd</p>
182	PP14	Included	N/A	ENTRY	<p>CATS2/CAT3 default to the day rather than the beginning of the pay period.</p> <p>POLICE PAIN POINT: CAT2/3 start at PP start date (<i>moved from PP53</i>)</p>	Post Go Live
196	PP15	Excluded		HOLIDAY	<p>The ability to defer holidays for PBOT's parking enforcement group has not been configured. (linked to IM003921)</p> <p>BHR PAIN POINT: Deferred holidays should be configured for PBOT's Parking Enforcement group (currently we are manually entering their deferred holiday hours).</p>	Duplicate (see IM003921)

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
205	PP16	Excluded		HOLIDAY	<p>Holiday pay should be prorated when the employee works less than full-time.</p> <p>PARKS PAIN POINT: Holiday pay for SMWs should be prorated. This type of employee in Parks can work widely varied hours each period. Employees with FT designations get 8 hrs holiday even if they do not work in the pay period containing the holiday. Instead the system should pay prorated holiday based on hours worked, not a switch or FT designation.</p> <p>PARKS PAIN POINT: System should pay pro-rated holiday based on hours worked, not a switch, for PT regular employees</p> <p>Positive time entry switch 'SPTH' will be copied and new switch created just for holidays, but still maintained manually. This is to be included in the technical/functional spec for holidays.</p> <p>1/15/13 DAK/BS: Duplicate to what ticket? Question pertaining to this was answered on the Action Log - #45. Duplicate</p>	Post Go Live (Ticket #IM059557 submitted)
221	PP17	Included	N/A	HOLIDAY	Employees in certain work group have the choice of when to observe their holiday, this needs to be configured	Timekeeper able to move OHOL entry to appropriate date recognized as holiday.
172	PP18	Included	N/A	HOLIDAY	DCTU - Disallow the use of OHWC (Comp Overtime) on a holiday	Validation (#44) prevents use of O/C Field 'C' for DCTU Comp time/Deferred time cannot be selected for specific absences or attendances.
230	PP19	Included	N/A	HOLIDAY	Holidays that fall on a Monday should roll to Sunday for P&D swing shift employees	Timekeeper able to move OHOL entry to appropriate date recognized as holiday.
222	PP20	Included	N/A	HOLIDAY	BOEC employees who work during the holiday premium hours should be paid 1.5 their established rate of pay	Created Wage Type 7PHP - Holiday Premium 1.5

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
183	PP21	Excluded		ENTRY	FMLA/OFLA codes are available to employees who do have not been approved for leave. BOEC PAIN POINT: A/A FMLA/OFLA codes shouldn't be visible for employees if they don't have a claim.	Ticket Resolved Timesheet Validation FMLA Absence types requires valid request # to be entered.
188	PP22	Excluded		ENTRY	Bureau would like to track what an employee is doing during regular work time with attendance codes. BHR PAIN POINT: Tracking time by activity (Modified Duty, Workers Comp, FMLA, Training) OMF PAIN POINT: To clarify: Currently the City (excluding FPDR) is utilizing #MOD codes to cover WC only, Not FMLA or training. My team (Risk) monitors the coding bi-weekly. Non-critical activities that don't affect pay) The requirement for Risk Management is to report to OSHA any and all modified duty time/pay regardless of whether it is reg time, overtime and/or premiums. Bureaus have requested that training be tracked.	Post Go Live
189	PP23	Included	PP23	ENTRY	The SPTH switch is currently used for two separate conflicting purposes. Need to have two separate ways to track benefits proration and hours to track holiday proration.	SPTH will be used for benefits proration/eligibility SHOL will be used to determine the holiday prorated hours to default on the timesheet for Positive Pay employees if eligible.
226	PP24	Included	N/A	OVERTIME	Need Wage type that identifies regular hours paid as overtime	Wage type 7OS2 – 'Regular Hours @ 1.50'
239	PP25	Included	N/A	PREMIUM	Screed (salary) premium should pay at 1.5 when worked on overtime and the overtime is taken as comp.	Technical schema correction. Process similar to other DCTU premiums to generate Regular hours, Overtime hours and Premium hours. DCTU Premium moved to Prem column on timesheet.
247	PP26	Included - Linked	IM003779	PREMIUM	PPA - Coaches Pay should only pay on hours worked. New ordinance allows premium pay on certain paid leaves (Duplicate IM003779)	Technical schema correction

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
219	PP27	Included	N/A	PREMIUM	Cannot pay both coach's pay and call back pay.	New A/A Type 6CBS - Call Back & Substitute Coach
225	PP28	Included	N/A	PREMIUM	Separate wage types for shift differential earned or regular hours and shift differential earned on overtime hours	Existing wage types 7S05 (PPA Swing Shift 1%) and 7S06 (PPA Graveyard Shift 2%) should be generated for shift premiums on regular earnings (paid x1.0), and new wage types 7S07 (PPA Swing Shift 1% OT) and 7S08 (PPA Graveyard Shift 2% OT) should be generated for shift premiums on overtime earnings(paid x1.5 or x2.0).
248	PP29	Included	PP29	PREMIUM	Shift Premium should pay on all hours worked except Secondary EE (Duplicate IM032268)	Technical schema correction
173	PP30	Included	N/A	PREMIUM	The system is not applying the required minimums for working out of class when an employee works less than 8.0 hours on a holiday.	Technical Schema Correction
174	PP31	Included	N/A	PREMIUM	Working out of class before an employees regular shift on a holiday is not calculating correctly.	Technical schema correction
201	PP32	Included	N/A	ENTRY	Provide error message when job # or ID (+ or -) are not entered with working out of class or if value basis is out of range	Validation (#3 & #89) warnings on timesheet Valuation, Extra pay indicator (+/-) and/or Job ID is missing
175	PP33	Included	N/A	OVERTIME	The system allows quotas to be used before an employee is eligible to use them.	Technical Schema Correction - PT_BAL shows day earned, PT50 shows total for the pay period on the same date as the sick/vacation accruals.
202	PP34	Included	N/A	ENTRY	System accepts incomplete project numbers.	Validation (#34) on timesheet Validate the time sheet for any incorrect WBS Element. If the WBS Element only has 6 characters it is not a valid WBS Element. All WBS Elements should have the 6 characters then an extension (i.e. xxxxxx.ext). The extension varies in length.
208	PP35	Included	N/A	ENTRY	Need warning when time is entered during an employees lunch period.	SAP will no longer evaluate hours entered during the lunch period. Time can be entered through the lunch break, and it will not be paid.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
199	PP36	Included	N/A	Quota	Personal Holidays should not generate for employees on leave until they return from their leave of absence.	Technical schema correction
200	PP37	Included	N/A	BANKING HOURS	Need the ability to reserve quota when requested by employee on FMLA or for PFFA hours banked for schedule change.	Post Go Live - FMLA Bank. Resolved: PFFA: New quota type for PFFA called '46 - PFFA Vac Reserve Bank'. This will be maintained manually by the CTAs and can be adjusted using IT2013 records and will only be paid out by IT0416 to 7Q01 Vacation Payout wage type. New quota is not linked to an absence type.
197	PP38	Excluded		QUOTA	The appropriate Quota payouts for Sworn NON REP employees should go to VEBA BHR PAIN POINT: Quota payouts to Non-Rep Sworn employees need to be configured to go to VEBA	Post Go Live
191	PP39	Included	N/A	HOLIDAY	Full-time FLSA covered casual employees should not receive 8 hours of holiday automatically.	Holiday Program to populate holiday on correct day if eligible. Timekeeper has ability to remove holiday.
211	PP40	Included	N/A	ENTRY	Make switches on/off so that when they are changed or delimited time is not retro'd back.	Post Go Live Job Aid on how to delimit switches & Recommendation submitted to control retroactivity
217	PP41	Included	N/A	HOLIDAY	Prorate holidays for individuals on intermittent FMLA schedules.	SHOL switch can be updated with new value for PT Positive pay employees, or the Timekeeper can change the holiday hours that will pay directly on the timesheet.
216	PP42	Excluded		ENTRY	Maintain working out of class end dates. BHR Pain Point-WOC end dates maintained in SAP	Post Go Live

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
220	PP43	Excluded		ENTRY	When night shift employees separate from City Service, the hours worked on their last day must be posted on the day before in order to avoid paying time on the employee's first day of separation. PBOT PAIN POINT: Graveyard shift employee's shift begin on one day and end on following day - When employee separates from city service, the last day of work cannot be entered based on assigned work schedule rule. Workaround is to schedule morning graveyard shift (i.e. start time prior to 5:59am) for the work week of separation. Issues with shifts that cross days could benefit from 48 hour work rule schedules that apply to the same day.	Post Go Live
227	PP44	Excluded		ENTRY	Bureau wants less time consuming time entry. WATER PAIN POINT: It is a pain point in many work units throughout the bureau that the total amount of time consumed in entering time into SAP is considerably more than the requirements of the previous system. With all of the requirements being listed, I want to be sure that we are keeping the goal of easier, less costly time entry in the forefront.	The new time sheet will substantively reduce the effort required to enter time.
228	PP45	Included	N/A	ENTRY	Bureau wants to enter equipment on the same day that the employee worked.	There is no limit to the # of equipment hours that can be entered on a day.
231	PP46	Included	N/A	ENTRY	Change description of OHWP from "Time Worked - Overtime Paid" to "Time Worked - Overtime Eligible"	OHWP is now labeled: 'Time Worked-Overtime Eligible'

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
180	PP47	Included	N/A	QUOTA	Employee groups other than DCTU would like access to the "In Lieu of SL" absence codes	DCTU & REC ASCL = Personal Holiday/Deferred Holiday/Vacation Over Max/Vacation in lieu of sick leave (this is the order in which the quotas will be deducted as required by the bargaining agreement. ASCO = Comp in lieu of Sick Leave ASCU = Unpaid in lieu of Sick leave NON-REP ASDH - Def Hol in Lieu of SickPd ASML - Mgmt Lv in Lieu of SickPd ASCO - Comp in Lieu of Sick-Paid 06 - Comp Time ASCU - Abs in Lieu of Sick-Unpd N/A ASVL - Personal Holiday/Vacation Over Max/Vacation in Lieu of Sick - Pd
234	PP48	Included	N/A	ENTRY	Remove time entry premiums from IT2012 and display on timesheet	Switches populate in the header on the timesheet
235	PP49	Excluded		ENTRY	Ensure upgrade amount and job class are filled in for WOC entries (Linked to PP32) PARKS PAIN POINT: The system will allow OWOC, the working out of class code to be used with no upgrade amount and no job class filled in.	Duplicate ticket (PP32)
238	PP50	Excluded		ENTRY	Don't require a + or - for WOC WATER PAIN POINT: When entering WOC it should not be necessary to enter a + sign to pay the premium Other bureaus use this functionality	Other bureaus use this functionality for both + & -. Issue resolved as invalid.
244	PP51	Included	N/A	ENTRY	Breaking out lunches requires twice the entry and overtime generated through lunch is difficult to identify.	SAP will no longer evaluate hours entered during the lunch period. Time can be entered through the lunch break, and it will not be paid.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
190	PP52	Included - Linked	PP23	HOLIDAY	Part-time casual employee's holiday proration should be based on EG and ESG (Linked to PP23)	Holiday Program to populate holiday on correct day if eligible SHOL will be used to determine the holiday prorated hours to default on the timesheet for Part-time Positive Pay employees if eligible.
210	PP53	Excluded		ENTRY	Current pay period selection shows previous period not current. (CAT screen Key-date) (Linked to PP14 & PP71) BHR PAIN POINT - Current pay period selection shows previous pay period not current POLICE PAIN POINT: CAT2/3 start at PP start date (moved to PP14)	Standard Reports 'current period' looks at the current control record in the system as of the most recent payroll period processed.
214	PP54	Excluded		ENTRY	Bureau would like a code to show the employee did not work but needs to be paid regular hours. (linked to PP03) WATER PAIN POINT: When DCTU (negative pay) employees work more than 16 hours in a row, they are paid double time. To avoid the double time pay as well as safety concerns, supervisors send the employee home but must pay them 1x per the contract for those hours regularly scheduled. To do that, the timekeeper must enter a discipline code PINP with a text description to pay the employee at straight time for those hours. Per Labor Relations, this request has been deemed as not valid.	Per Labor Relations, this request has been deemed as not valid.
237	PP55	Included	N/A	HOLIDAY	New A/A code for holiday	OHOL created & will populate on timesheet according to contract rules & employee eligibility

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
240	PP56	Included	N/A	HOLIDAY	Unpaid time after the holiday is not unpaying the holiday when the unpaid time is in the next pay period.	<p>Validation (#42 & #63) on timesheet</p> <p>-If the employee used any unpaid a/a codes on the holiday during regular shift, the holiday needs to be unpaid.</p> <p>-When employee has any unpaid status the scheduled day before or the scheduled day after the holiday the holiday is not allowed.</p> <p>Validation requires a correction entry day before or after holiday is unpaid - regardless of pay period dates.</p>
241	PP57	Included	N/A	HOLIDAY	When deferred holiday is entered for PT covered employees, the system is generating accruals similar to paid hours.	Technical Schema Correction
243	PP58	Excluded		HOLIDAY	Entering INAU before and/or after the holiday does not prevent the system from paying holiday. The requirement is to enter INAU or UNPD on the holiday. (linked to PP73) PBOT WORK AROUND: Entering INAU before and/or after the holiday does not prevent the system from paying holiday. The requirement is to enter INAU or UNPD on the holiday.	Not valid - new schema, enter a 'U' in the OC field on the OHOL entry

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
245	PP59	Excluded		MAINTENANCE	Separate wage types for Contract vs. FLSA overtime required BHR PAIN POINT: Need separate wage types or time types for contract vs. FLSA OT so that it can show on remuneration statements and payroll results. FIRE PAIN POINT: Pay statements need to itemize pay and hours for both FLSA regular and overtime hours earned. Resolution of this issue is a project business requirement from PF&R	Technical Schema Correction & Business process to correct work week (IT0007). PY configured to carry forward information of split week from 1st PP to 2nd PP.
203	PP60	Excluded		OVERTIME	OXWC & OXWP can force OT for positive pay non SMW employees inaccurately. OX** codes were created to force overtime pay for positive time employees PARKS PAIN POINT: Use of OXWC & OXWP can force OT for non SMW pos pay employee, even if less than 40 hours in FLSA workweek.	System was designed to enter the OX** codes to force overtime pay for positive time employees.
218	PP61	Excluded		OVERTIME	PT employee receiving overtime prior to reaching hours worked per FLSA POLICE WORKAROUND: PT employee - timekeepers need to run time eval before the system pays correctly. Employee works 60 hours per pay cycle, system want to pay OT when it shouldn't, TK needs to work with CTA each pay cycle. Ticket in. Per Ryan - no longer an issue due to 28 day forced time evaluation process	Ticket Resolved
195	PP62	Included	N/A	ENTRY	Insufficient quota errors do not consistently generate for timekeepers.	Technical Schema Correction
179	PP63	Included	N/A	PREMIUM	In order to pay premiums correctly lunch breaks need to be broken out.	SAP will no longer evaluate hours entered during the lunch period. Time can be entered through the lunch break, and it will not be paid.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
184	PP64	Excluded		PREMIUM	Shadow system maintained by bureau to identify correct work out of class compensation for employees. WATER PAIN POINT: WOC value basis is calculated by hand in an external "shadow system" database that is maintained manually and updated with pay increases and COLAs each year as applicable. There are more than 1000 lines maintained in this database. The information is then entered on the CAT2 timesheet by the timekeeper. PARKS PAIN POINT: Although the city comp plan is loaded into SAP, WOC value basis is calculated by hand and entered on the CAT2 timesheet by the timekeeper. This should be auto generated.	Post Go-Live BHR reviewed and labeled as not valid, too large for this project. ***This sounds like a great idea -- but it is complex and difficult to configure.
207	PP65	Included	N/A	PREMIUM	System is generating shift differential for SMWs when lunch is broken out.	Technical schema correction, lunch does not need to be broken out for negative or positive pay employees. If time entry for day shift SMWs requires breaking out the lunch period, the switch 'SPTD' do not pay shift diff. needs to be active.

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
224	PP66	Excluded		PREMIUM	<p>New wage type for working out of class</p> <p>FPDR PAIN POINT: Work out of class, which is coded on the time sheet but not in the payroll report, where it just gets rolled up with regular salary pay (wage type 0S00). Since I can't see it just by looking at a pay report, I have to go digging for it when my estimate varies from the final pay report, and I've ruled out other causes for the difference. To verify it, I have to look in CATS_DA report for the pay period I suspect of including work out of class.</p> <p>PBOT PAIN POINT: Define and create a separate wage type and long text description for working out of class instead of lumping this in with the wage type for regular work in PT_BAL00 for analysis purposes.</p>	ZPT_BAL00 - Custom Cumulative Wage Type Report can be run to show entries with work out of class rates.
246	PP67	Included - Linked	IM007700	PREMIUM	<p>COPPEA and Non-Rep Employees who flex their time should not receive shift differential for the 2FLEX (work time) (Duplicate IM007700)</p>	Technical schema correction
186	PP68	Excluded		QUOTA	<p>Entries for employees don't pull from the correct bucket at the end of the year if made after the quotas drop off.</p> <p>PBOT PAIN POINT: Timing issue with quotas being loaded and used for ESS employees with vacation over max balances particularly at year end. Workaround is to delete employee VL entries and timekeeper re-enter to adjust vacation balances.</p> <p>PARKS PAIN POINT: Timing issues with quota, both for DCTU comp time carryover and with year end quotas like ML/DC/VL/DH etc.</p>	<p>Post Go Live</p> <p>Review for possible Business Process solution</p> <p>Duplicate ticket IM004166</p>

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
192	PP69	Excluded		QUOTA	Quotas should not be allowed to go negative. (Related: IM004166 & IM004154) BHR PAIN POINT: Negative quotas should not generate at all or there needs to be an error message at the time that it is created so it can be taken care of at the time it occurs. Generate error message when quotas go negative? - point of entry i.e. PPA causing negative VOM.....)	Post Go Live
194	PP70	Included	N/A	HOLIDAY	Personal Holidays should be renamed to Personal Time so as to not be confused with holiday rules.	Text changed for quota to 'Personal Time'
209	PP71	Included	N/A	ENTRY	Scrolling through screens should go as far forward or backward as user wants.	Updated the Timesheet to scroll backwards 10 pay periods and forward 2 periods.
236	PP72	Excluded		QUOTA	Accruals should be available first day of the new pay period WATER WORK AROUND: The current posting of accruals on Friday causes extra work for timekeepers when an employee calls in on Thursday and they have no accruals in their bank. The time is recorded as unpaid and we need to keep track and recheck on Friday, make corrections to the timesheet and in SAP. Possible validity dates on accruals? No. BHR wants the quotas to continue to appear on the Friday (2nd day of the new pay period).	All accruals earned in pay period are available for use in the current pay period on the 1st Friday (the 2nd day of the new pay period) to avoid time entry using quotas valid only in the following pay period.
242	PP73	Included	N/A	QUOTA	Allow quotas to accrue when employees are on INAU	Technical schema correction
198	PP74	Excluded		REPORTING	When quotas are generated and used on the same day they should still show in PT 50 (deferred holiday, banking hours, comp time) BHR PAIN POINT: Separate lines in PT50 to show activity of deferred holiday, comp time and banking hours when they are accrued and paid out in the same day	Post Go Live

**Time Management Project
Ticket Resolution Spreadsheet**

Defect #	Ticket #	Ticket Status	Linked Tickets	Category	Ticket Issue	Ticket Resolution
204	PP75	Excluded		REPORTING	Inadequate tools to research retroactive pay adjustments. PARKS PAIN POINT: Inadequate tools to research retroactive pay adjustments, very time consuming the new reconciliation report resolves this issue.	Standard Payroll Reconciliation Report available to be used; PC00_M10_REC : Variant: Detail Retro
223	PP76	Excluded		REPORTING	Report on retroactive changes to time entry. (Check w/Wes on interface). FPDR PAIN POINT: Retro time changes are not reflected in our time interfaces, so we have to periodically pull a PTBAL_00 report for past periods to see if anything has changed. It would be nice if retro time changes created an event like retro pay changes, so that we could see any retro changes to the attendance/absences type we care about (FPDR unpaid, military time, other unpaid) in our interface for the current period.	Standard Payroll Reconciliation Report available to be used; PC00_M10_REC : Variant: Detail Retro
193	PP77	Included	N/A	HOLIDAY	Holidays should be shown on the timesheet.	Holiday Program to populate holiday on correct day if eligible