

### **3.1 Business Operations Division Timekeeping Procedures**

#### **Purpose**

Management review and approval of City time entry is required to ensure that time submissions are accurate and employees receive pay in accordance with City pay policy and practices.

Human Resources Administrative Rule (HRAR) 1.07 mandates that bureaus establish and maintain bureau-specific management of time entry review and approval systems, documenting the procedures and processes they adopt in their system, and retaining all source time entry and review and approval process documentation which substantiates that their system is being followed.

This Procedure documents the timekeeping requirements for the Business Operations Division and the OMF Bureaus for which the Division performs timekeeping services.

#### **Requirements**

Each bureau's time review and approval process shall contain the following elements:

1. Managerial review and approval of an employee's time request used as the basis for time entry into SAP.
2. Managerial review of time and approval entered into SAP on Thursday, but before Friday noon of the same calendar week.
3. Managerial approval of any retroactive time entry change or in circumstances where a time entry change has been made to a previously approved time submission.

#### **Business Operations Division Timekeeping Customers**

Business Operations Division staff performs timekeeping functions for the following Office of Management and Finance (OMF) groups:

Office of the CAO	Business Operations
Office of the CAO	Policy Team
Office of the CAO	PSSRP
Office of the CAO	EBS
Bureau of Internal Business Services	Administration

Bureau of Internal Business Services	Facilities Services
Bureau of Internal Business Services	Printing and Distribution
Bureau of Internal Business Services	Risk Management
Bureau of Revenue & Financial Services	Accounting
Bureau of Revenue & Financial Services	Grants
Bureau of Revenue & Financial Services	Treasury
Bureau of Revenue & Financial Services	Debt Management

With the exception of mechanics in Facilities Services, employees in these groups record their time in Employee Self Service (ESS) within SAP. It is the employee's responsibility to enter time and/or time exceptions during the pay period. Employees access ESS through the employee portal on the City's web page. Each employee logs into the employee portal using his/her unique user name and password. Time for Facilities Services mechanics is recorded by the mechanics in a work order system and hours reports from the system are entered into ESS by a Business Operations timekeeper.

Employees and supervisors in the Business Operations Division will follow the Business Operation Division Time Review and Approval Procedures to document, review, and approve time. Employees of other customers will follow the time review and approval procedures within their Divisions.

**Timekeeper Procedures for Each Pay Period:**

*Before the Last Day of Each Pay Period*

The timekeeper will send out an email to employees reminding them to enter time or time exceptions and certify their timesheet and reminding managers to review and approve their employee's timesheets.

Once the pay period has closed, only the timekeeper will be able to process time exceptions.

*Starting After Pay Period is Closed*

Starting after the pay period ending date, the timekeeper completes the following:

1. Enters time or time exceptions for employees who did not enter their time before the pay period ending date. A supervisor, or the employee themselves, will notify the timekeeper with an email if time entry or a time exception for an absent employee needs to be entered.

2. Enters any corrections identified by Central Timekeeping (note: Central Timekeeping is checking daily for errors). Central Timekeeping will send an email notifying the timekeeper of any corrections that need to be made to an employee's timesheet. Once the correction has been made, the timekeeper will reply to the email indicating that the correction has been made.

When a correction is made to a timesheet, the timekeeper will inform the employee and supervisor and instruct that timesheets be recertified and reapproved. The timekeeper will keep documentation on file.

### *Monday After the Pay Period Ends*

On the Monday after the pay period ending date:

1. The timekeeper runs time entry and evaluation reports for all customer employees, check for errors, and takes the appropriate action to correct the errors to ensure the employees receive an accurate paycheck. When a correction is made to a timesheet, the timekeeper will inform the employee and supervisor and ask that timesheets be recertified and reapproved.
2. The Lead Timekeeper runs the Payroll Reconciliation Report to check for payroll/timekeeping errors related to retroactive adjustments. If the Lead Timekeeper is not available to run the report then the back-up Lead Timekeeper will run the Payroll Reconciliation Report. The Lead Timekeeper distributes this report to timekeepers, who take the appropriate action to correct any errors to ensure the employees receive an accurate paycheck.
3. The timekeeper runs reports to verify that employees have certified their timesheets and managers have approved their employees' timesheets.
  - a. If an employee has not certified, the timekeeper will send an email reminder to the employee.
  - b. If a manager has not approved an employee's timesheet, the timekeeper will send an email reminder to the manager.
  - c. The timekeeper will give a final report to the appropriate Business Operations Manager to whom he or she reports. The manager will then review and approve the spreadsheet. If necessary, the Business Operations Manager contacts any manager that has not yet approved a timesheet.
    - a. The Business Operations Manager signs and returns the spreadsheet to the timekeeper, who retains it with the time documentation on file.

Note that payroll will be processed whether or not timesheets are certified and approved. Any changes later requested by a supervisor will be entered as retroactive changes.

*Retroactive Time Entry Changes for all Employees:*

1. If a change is required after the pay period is closed, the supervisor and/or timekeeper are notified by email.
2. The timekeeper makes the correction and sends the employee and supervisor an email confirming the correction and instructing that timesheets be recertified and reapproved.
3. The timekeeper prints the email string and retains it with the time documentation on file.

**Timekeeper Audit Procedures**

*Quarterly New Hire Accrual Audit*

At the close of each fiscal quarter, the timekeeper:

1. Reviews the leave balances of all new hires to ensure balances and accrual rates are appropriate.
2. Informs the appropriate Business Operations Manager of the records audited and the results of the audit via email.
3. Files audit documentation in a Quarterly Audit file.

*Holiday Audit Report*

When a pay period includes a city holiday, the timekeeper:

1. Runs the Holiday Audit Report for the pay period that contains a holiday to ensure the employee has received the correct holiday hours.
2. If the report indicates there is an issue with an employee's holiday hours, the timekeeper will take the appropriate actions to ensure the employee will be paid correctly for the holiday on their timesheet.
3. Files audit documentation in an Audit File.

## **Timekeeping Records**

The timekeeper will maintain the following records:

1. Files containing records of review and approval by supervisors, records of requests and approvals for corrections made, audit documentation as applicable, and the Manager's Time Approval Report signed by the appropriate Business Operations Manager. The Lead Timekeeper will keep a file of the Payroll Reconciliation Reports.
2. Files containing documentation audits.
3. Files will be retained as required by the applicable records retention schedule.

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