Northeastern University
Human Resources Management

HR NAVIGATOR

Time Tracking for Time Administrators

Northeastern University's Time Tracking system allows you to access information about Paid Time Off (PTO) balances, including vacation time, sick time, family sick time, and personal time. This information helps individuals and departments plan for vacations and ensures accurate payouts when employees leave the university. The system also helps the university maintain compliance with all federal, state, and local employment regulations.

Time Tracking data is used to calculate payroll—capturing hours that count toward overtime, for example. Therefore, it is essential that individuals who are eligible for overtime (i.e., non-exempt employees) submit and affirm all hours worked in the Time Tracking system.

To ensure the accuracy of your PTO balance and pay, you are required to use Time Tracking in accordance with your role and responsibilities.

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GETTING STARTED

Approve Timesheets

All employees (staff, TNS and faculty) are expected to make sure their timesheets are correct weekly.

OSTs and TNS are required to affirm and submit their timesheets by Friday end of day or no later than 9:00 a.m. ET Monday.

We expect managers to review, make necessary changes and approve all timesheets for their direct reports each week (even for TNS with zero hours), no later than 12pm ET Monday. A manager is any faculty or staff with direct reports, including those delegated to them.

If you need to make changes to timesheets or are approving timesheets for managers please note the same deadlines apply.

ACCESSING THE SYSTEM

To access Time Tracking as a time administrator, log in to **nu.workforcehosting.com/workforce/Desktop.do** (using your TimeAdmin ID) from a desktop, laptop, or mobile device.

To access Time Tracking as employee (to enter your own hours), log in to **myNortheastern**. Do not use your TimeAdmin ID to adjust your own timesheet. Note: TNS employees must use their TNS sponsored account, as student accounts do not have access to Time Tracking.

Policies, Deadlines, and Expectations

Need to update your own hours or PTO banks from the past month? Sign in using your employee ID, amend your timesheet, and then have your manager approve it. If you need to go back further than one month, ask another time administrator to make the change.

Timing for deadlines and reminders:

- **Friday, 12:00 p.m. ET:** Staff and TNS employees receive emails reminding them to enter their time into the system and submit it by the end of the day.
- **Monday, 5:00 a.m. ET:** Managers receive an email reminding them to approve employee timesheets by 12:00 p.m. ET (managers who have approved all timesheets before 5:00 a.m. on Monday will not receive this reminder). *Please note that we expect managers to **review** and **approve** ALL timesheets each week, even those of TNS employees who have zero hours. This confirms that the manager affirms the TNS employee did not work any hours that week. If managers do not approve all timesheets, their names will appear on the unapproved timesheets report, and they will receive the second reminder email below.*

  Note: Once a timesheet is approved, the employee will not be able to enter additional hours or create time off requests for that week.

- **Monday, 9:00 a.m. ET:** OST and TNS employees who have not yet submitted timesheets receive another reminder email. TNSs who did not work will still receive the reminder email. Please remind TNSs that they can ignore reminder emails if they did not work.
- **Monday, 10:00 a.m. ET:** Managers who have not approved their employees' timesheets receive another reminder.
- **Monday, 2:00 p.m. ET:** Timesheets will be locked by Payroll so processing can begin. After this, the timesheets cannot be edited or amended.

What you need to do:

- **Monday, 10:00 a.m. ET:** Run a report of unsubmitted and unapproved timesheets for the prior week. If necessary, remind noncompliant managers that is it their responsibility to review and approve timesheets. **TIP:** Need help running reports? See the **Reports** section on page 10.
- Run a report of expired **Time Off Requests** and remind affected employees to enter PTO on their timesheets (you may need to use Time Tracking's **Amend** process).
- Communicate policies to employees and help with training.

TIME OFF REQUESTS AND PAID TIME OFF BANKS

Time Off Requests (TORs)

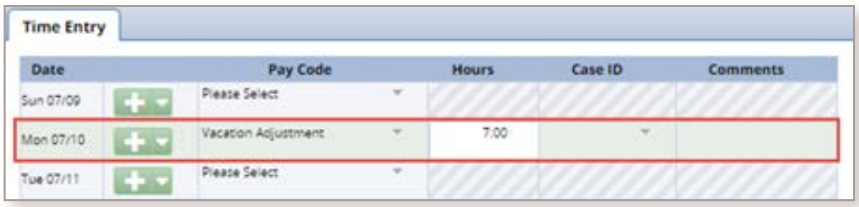
- Employees should create **Time Off Requests** (TORs) for all future time off.
- If you or an employee needs to enter PTO for the current day or a previous date, enter it directly into the timesheet using the relevant **Pay Code**, which bypasses the approval process. If the time was prior to the current pay week, timesheets may need to be edited through Time Tracking's **Amend** process (see the **Editing Old Timesheets** section).
- PTO bank balances shown in the **Time Off** tab reflect the pay week selected. To see future balances reflecting approved TORs, refer to the graph found at the bottom of the screen where you approve/reject TORs. You can also navigate forward to the relevant timesheet week if it's within 6 months.
- TORs have a 1-hour minimum and must be in quarter-hour (0.25-hour or 15-minute) increments. Employees working nontraditional schedules should request time off that is equal to the scheduled hours for the day they are requesting. Part-time faculty should take vacation in either half or full days, and should round to the closest quarter-hour increment, if necessary (e.g., a person who works 5.5 hours on Tuesday and wants to take a half day should enter 2.75 hours).

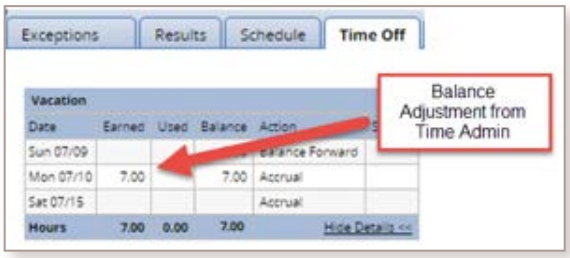
Paid Time Off Banks

- Accrual is based on an employee's class, grade, standard hours, weeks worked, and length of service as of the date of the accrual (accruals are posted on the 15th of the month). If you think a sick allotment or vacation accrual is incorrect, please contact HRM Benefits at **HRM-Benefits@northeastern.edu** or 617-373-3200.
- When employees enter a TOR, the system checks the existing balance, including future accruals and requests that exist at the time, to determine the available balance. For example, if a person enters a TOR in March for time off in August, and then enters a TOR in April for time off in May, the May request may cause insufficient time available for the August request (this can be reviewed using the TOR screen balance graph).
- The system allows vacation banks to "go negative" by 100 hours for all eligible employees. Some areas/managers may allow recent hires to use vacation time before it is earned.
- The **Sick - Total** balance includes sick time and, when appropriate, 3 days for **Personal Time** and 40 hours for **Family Sick** time. The displayed balance is the total amount of available sick time.
- **Personal Time** displays available personal time, a type of sick time, which is also reflected in the overall **Sick - Total** box. **Family Sick** displays available family sick time, another type of sick time, which is also reflected in the overall **Sick - Total** box. If you have 80 hours of **Sick - Total** time and 16 hours of **Personal Time**, and you use 8 hours of **Personal Time**, both your **Sick - Total** and your **Personal Time** balances will decrease by 8 hours. You will have 72 **Sick - Total** hours remaining and 8 hours of **Personal Time** hours remaining.
- For more information, visit **northeastern.edu/hrm/benefits/paid-time-off**.

Adjusting Time Off Bank Balances

1. **Only make adjustments to the Time Off Bank Balances if Benefits directs you to do so.** In that case, please follow these instructions. Log in using your TimeAdmin ID.
2. From the **Home Page**, select **Edit Employee Time** from the **Time Entry** block to adjust bank balances for the current week. To adjust balances for a previous week, use Time Tracking's **Amend** process as described in the **Editing Old Timesheets** section. Remember to approve the amended timesheet, as bank balances will not reflect adjustments until the timesheet is approved.
3. Select the appropriate adjustment **Pay Code** from the drop-down menu (e.g., in **Vacation Adjustment**, there are adjustment **Pay Codes** for both **Vacation** and **Vacation Carryover**. Check whether the employee has a carryover balance before adjusting the **Vacation** bank). Enter positive hours to add to the bank balance or negative hours to reduce it. Note: If you adjust **Personal** or **Family Sick** time, you must to make corresponding adjustments to the **Sick - Total** bank (if the user has a **Sick** bank). Time Tracking automatically changes this when users create TORs or enter sick time, but it needs to be done manually when adjusting time.





4. **Save** the timesheet. The new bank balances will appear in the **Time Off** tab.

5. Remember to approve amended timesheets, as balances won't update for future weeks until the amended timesheet is approved.

TRANSFERS, PROMOTIONS, TERMINATIONS, AND LEAVES OF ABSENCE

Transfers/promotions/terminations

» When employees transfer or are promoted into a new role, PTO balances may need to be adjusted if a class change occurs. The adjustments are manually processed by HRM. Time administrators should validate that schedules are updated and PTO banks are accurate.

» Note that any TORs approved in the previous position will need to be recreated by the employee and approved by the new manager. The requests will still show in approved status, but will be treated like canceled requests. They will not appear in the timesheet or reduce the bank balance.

» For terminations, HRM Operations will process **Vacation Payouts** using the balance in **Time Tracking**, and will "zero out" employee balances in the system.

Leaves

» The leave coordinator in HRM Benefits will contact time administrators as needed to enter PTO associated with leaves into an employee's timesheet. This may include removing PTO accruals, depending on the circumstance (see the **Adjusting Time Off Bank Balances** section).

HOLIDAYS

Working on Holidays

» When OST employees (classes O7 and O8) work on a holiday, they are paid for both the holiday hours and time worked. The holiday will populate in their timesheet by default, but they must also add **Regular Hours** worked to that day. Do NOT delete the holiday hours.

» If employees work on a designated floating holiday, they may choose another day to take as a holiday (with manager approval) within 30 days of the floating holiday. In this case, they (or you) should use the **Regular Hours Pay Code** to enter hours worked, and enter zero the hours in **Floating Holiday Pay Code**. Employees who worked a partial day should reduce their hours. Use the **Floating Holiday Pay Code** for the day (or hours) taken in lieu. The floating holiday may be requested as a TOR if for a future date.

» Employees who are not benefits eligible do not receive holidays. If they do not work their scheduled hours for the week (e.g., during winter break), you or their manager may need to make a salary reduction entry to reduce their pay (see **Salary Reductions**).

Holiday Calendar

» Work location drives the **Holiday Calendar**. If the employees are in California, Washington, or Oregon, their timesheet will populate with the Seattle calendar; employees in North Carolina receive the Charlotte calendar; and all other employees have the Massachusetts calendar. If any changes are needed for an employee, email HRM Operations (**HRIS@northeastern.edu**).

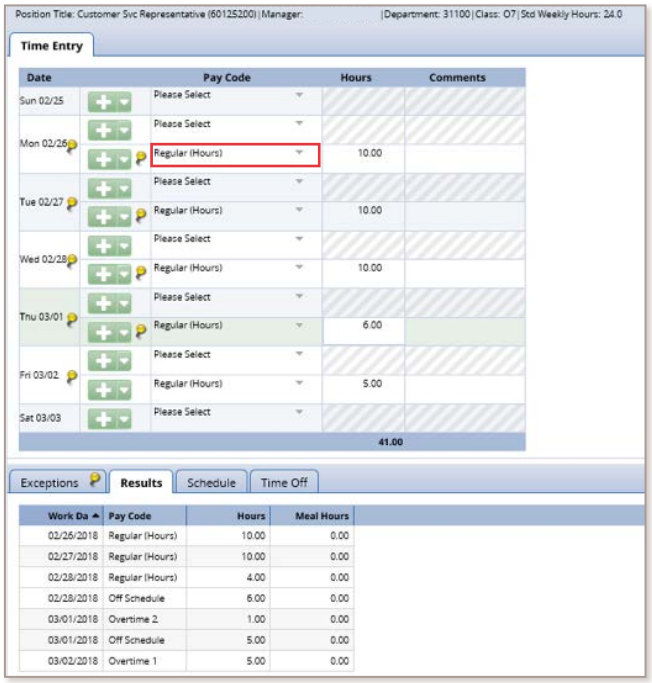
Updating Employee Information and Schedules

» The nightly feed from Banner to Time Tracking occurs at 1:00 a.m. ET. New hires are included as of their effective date. Reminder: All employee information (position, hours, name, manager) comes from Banner. To alter any employee information, request that HRIS or HRM Operations make the change in Banner.

» For all new hires, HRM Operations sets up the schedule (if applicable) based on the information provided in PeopleAdmin when the employee was hired. If you won't know an employee's schedule until after the date of hire, notify HRM Operations. If there is no schedule information provided, A7/O7 and A8/O8 will be given the default schedule. If the employee works a nontraditional schedule, please provide hours worked by day (e.g., Monday 5 hours, Tuesday 4 hours).

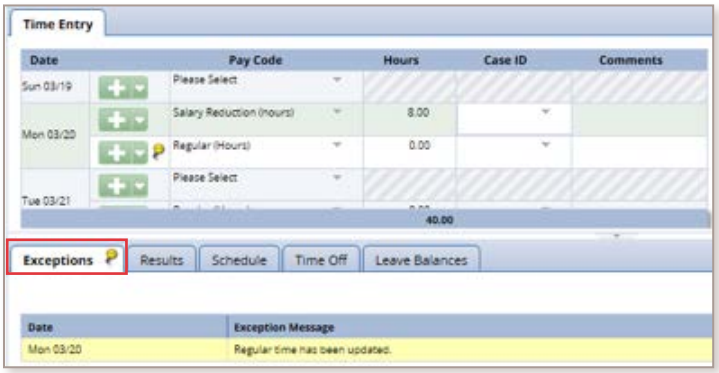
Entering Time

- Non-exempt employees should enter all hours worked using the **Regular Hours Pay Code**. The system calculates overtime and off-schedule hours as needed (off-schedule hours occur when an OST employee scheduled for fewer than 35 hours works more hours than regularly scheduled; the employee will receive their standard hourly rate for those hours). Off-schedule hours are based on employees' schedule in the system and standard hours from Banner. All hours and pay are visible in the **Results** tab at the bottom of the timesheet (see example to the right).
- Select **Other** as the **Pay Code** to indicate time worked out of the office (e.g., from home). This time is treated as hours worked.



Exceptions

- There are three types of timesheet exceptions (the same types apply to TORs):
  - **White** exceptions are informational.
  - **Yellow** exceptions are warnings and should be reviewed.
  - **Red** exceptions are errors, which must be corrected before the timesheet can be approved.
- Details are displayed under the **Exceptions** tab at the bottom of an employee's timesheet. They also appear in the **Exceptions** pane, which is located at the bottom right of the **Home Page** when you log on to Time Tracking.
- For example, any manual edits OSTs make to a timesheet are flagged with a yellow pin so you can easily see when a timesheet has been manually updated.



Unapproving Timesheets

- If you approved a timesheet and need to edit it before the deadline, find the relevant timesheet in the approval screen and click **Approve** to remove the green checkmark. **Save** your changes and the timesheet will update. When edits are complete, **Approve** the timesheet again.

Hours Entered and Pay

- Pay for all employees except TNSs is based on standard salary in Banner. TNSs will be paid only for the hours entered in their timesheets.
- Exempt employees always receive their standard salary in Banner, unless there is a **Salary Reduction** entry in their timesheet (e.g., if they take unpaid time off; see the **Salary Reductions** section).
- Non-exempt employees receive their standard salary, plus any off-schedule or overtime hours entered in their timesheet. If they take unpaid time off, a **Salary Reduction** must be entered (entering fewer hours worked than scheduled will not affect an employee's pay). If full- or part-time OSTs work more than their scheduled hours, they should enter their actual hours worked using the **Regular Hours Pay Code**. The system will calculate additional pay and/or overtime as needed and send to Banner for pay.
- Payroll is legally required to make a best attempt to pay employees based on hours worked, so hours entered in timesheets for TNSs, and any off-schedule or overtime hours for non-exempt employees, will be paid regardless of approval status (including rejected timesheets), except in two cases:
  - Amended timesheets must be approved for the hours to be sent to Payroll.
  - Retroactively created timesheets are treated like amended timesheets. They must be approved before the hours are sent to Payroll. Note: TNSs are not able to amend or edit amended timesheets. If they have retroactive timesheets, their manager or a time administrator must enter their past hours.

Salary Reductions

- If an employee (non-TNS) takes time off and does not use sick time (personal, family sick, or sick) or vacation time, please ensure the timesheet reflects time away from work without pay. To do this, you or the manager must make a **Salary Reduction** entry to reduce the employee's pay. Go to the employee's timesheet. Select the **Salary Reduction Pay Code** for the appropriate day(s), and enter the number of hours as a positive number for the reduction *and* reduce the number of hours in the **Regular Hours** field. We encourage you to enter comments as well.

» You can see **Salary Reduction** hours for the day(s) in the **Results** tab below the timesheet. In this example, the employee's pay will be reduced by 9 hours in Banner. Note that the total hours for the week should equal the employee's regularly scheduled hours.

Editing Old Timesheets

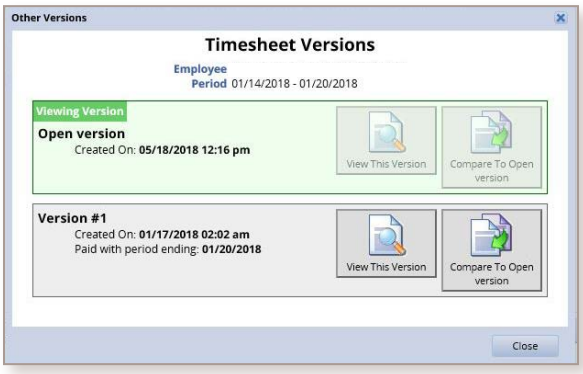
» Timesheets can be amended after they have been processed by Payroll. Users have different limits on which timesheets they may amend:

- » **TNS employees** cannot amend their own timesheets.
- » **Employees** may amend timesheets up to 1 month old.
- » **Managers** may amend timesheets up to 3 months old.
- » **Time administrators** may amend timesheets up to 6 months old.
- » **Payroll** may amend timesheets up to 1 year old.

Take these steps to amend a timesheet:

1. Use the **Calendar Icon** (located in the upper left corner) to select the timesheet for the relevant week. If the date is within the current pay week, you can edit the timesheet directly.
2. If you do not see the **Other Versions** button, but do see the **Amend** button, click it and proceed to step 3.

If the **Other Versions** button appears, click it to see the **Timesheet Versions** box. There you can compare the employee's original timesheet against prior amendment(s) before amending again. You'll need to select **Open Version**, then click **Amend**. Note: If the **Amend** button does not display, a recent amendment exists. Ask the employee's manager to unapprove the previously amended timesheet, and then edit that timesheet.



3. Enter the necessary changes and then click **Save**.

4. Approve the amended timesheet in the **Approval** screen. Note: The changes **will not be reflected** until the amended timesheet is approved.

TIME TRACKING SYSTEM FEATURES

Schedules

» HRM Operations assigns a default schedule for new hires and position changes (A7/A8 or O7/O8 are assigned 7 or 8 hours daily, Monday–Friday). If the employee works different hours, let HRM Operations know the hours worked by day (e.g., Monday 7 hours, Tuesday 4 hours).

» Faculty and TNSs do not have schedules in the system.

» If the employee changes schedule seasonally or has flex time, you may assign the schedule (see How to Assign an Alternative Schedule to a Timesheet at **northeastern.edu/hrm/resources/time_tracking**). If no existing schedule matches the required hours per day, contact HRIS to create the schedule.

Group Calendar

» Only time administrators and managers may view the **Group Calendar**. Note: The **Group Calendar** may show PTO reason (e.g., if someone is on leave or sick), so please consider privacy before distributing.

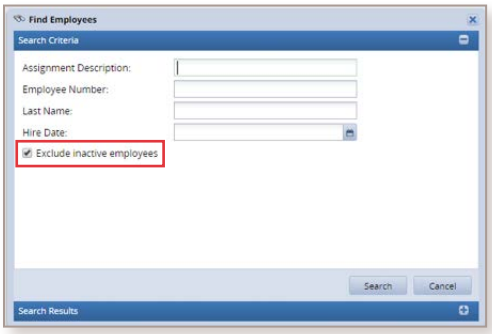
Emails

» Managers and their delegate(s) receive system emails and reminders for any tasks assigned to the manager in the system (e.g., TOR approvals, unapproved timesheet reminders). Note: When managers have approved all relevant timesheets, they won't receive reminder emails.

» Faculty are not sent reminder emails (unless they are managers who need to review timesheets). Faculty managers will receive an email if one of their direct reports (or someone who has been delegated to them) creates a TOR.

Viewing Timesheets for a Terminated Employee

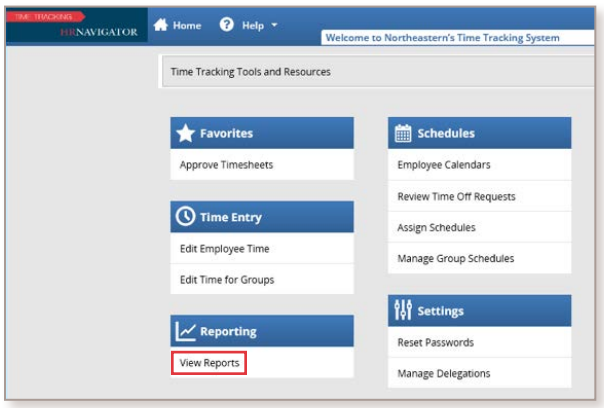
» To view timesheets for a terminated employee or position, open the **Find Employees** tool. In the **Search Criteria** window, uncheck the box next to **Exclude Inactive Employees** to include those employees and positions in your search results.



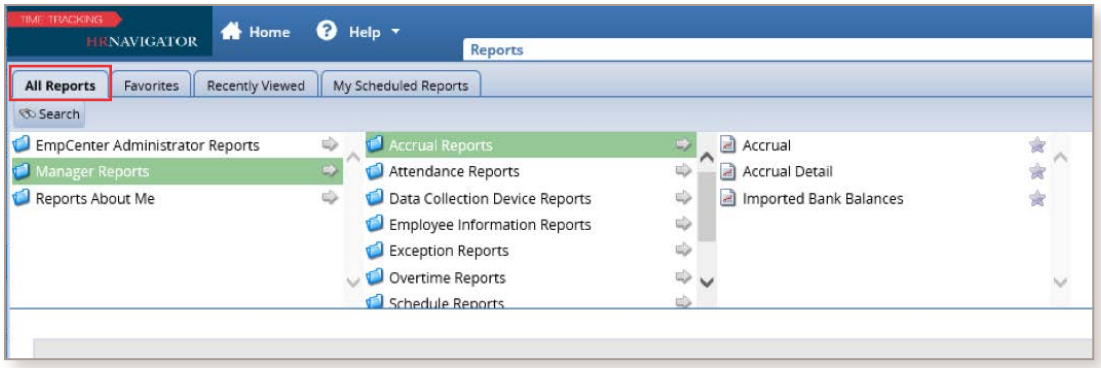
REPORTS

You can run several reports on employees and groups:

1. From the **Home Page**, select **View Reports** from the **Reporting** block.



2. A list of report categories will display under the **All Reports** tab. You can search for a report by name using the **Search** tool, or click on the folders to navigate to specific reports.



» Among the helpful **Reports** you can view are these:

» **Unsubmitted Time:** Employees who didn't submit their timesheets

» **Unapproved Time:** Managers who didn't approve timesheets

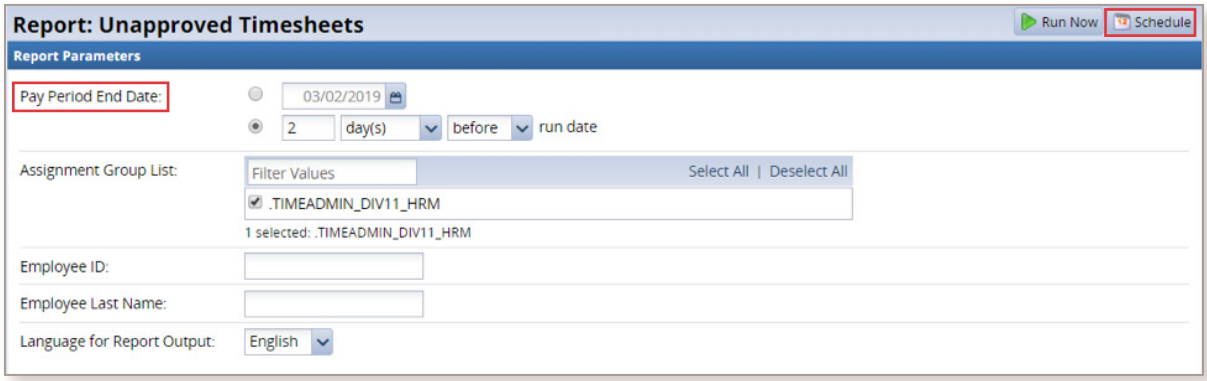
» **Absence History:** List of employee absences, with type of PTO used, or recorded time off

» **Accrual/Accrual Detail:** Accruals, use, and adjustment of PTO banks

» **Time Off Requests:** TORs, including date requested and status

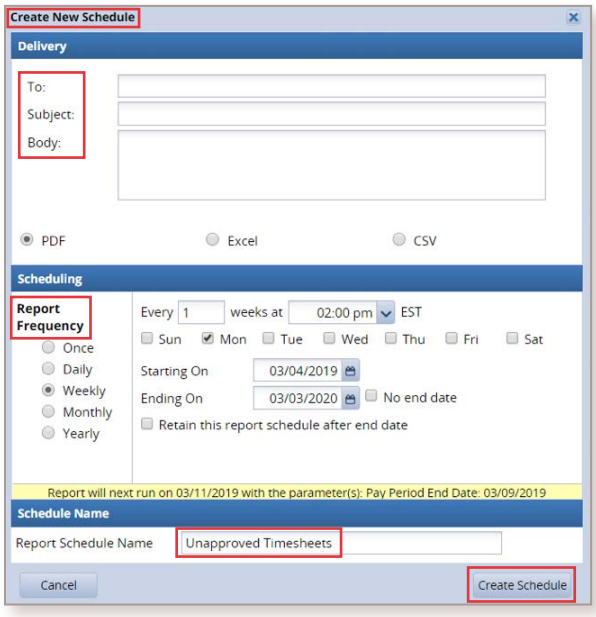
» **Timesheet Audit:** Log of changes to timesheet entries by date and user

3. To run a report, select the appropriate parameters or criteria:
   - » For **Accrual Reports**, the end date must be before the current date.
   - » For **Pay Period End date**, enter the date of the Saturday of the week you would like to review (e.g., if you want to see the week including January 2, 2019, the following Saturday is January 5, 2019, so you would enter 01/05/2019 as the **Pay Period End Date**).
   - » For the filters, you'll usually need to enter only one parameter (e.g., an employee's last name or NUID); in other cases you'll need to enter two parameters (e.g., the User ID of the person who changed something, plus the name or ID of the employee whose timesheet was changed). To filter on NUID, enter that in the Employee ID box; the User ID is the Time Admin ID or NUID. Note: Employee ID is the employee's NUID. User ID is the Time Admin ID or NUID.
4. Click **Run Now**. You can choose the format to view the report or have the report emailed to you.
5. You can schedule reports that will run regularly at a specified time and be emailed to you or another user. To do so, you first must configure the **Report Parameter Dates** to be relative to when the report is run.



For example: If you would like to schedule the **Unapproved Timesheets** report to run every Monday:

- » Select **Unapproved Timesheets** from the list of **Timesheet Reports**, and in the **Report Parameters** panel set the **Pay Period End Date** to 2 days before the run date (the end of the pay week is Saturday, 2 days before the run date on Monday). Set the other **Report Parameters** as you normally would.
- » Click the **Schedule** button in the top right corner of the **Report Parameters** screen. The **Create New Schedule** page will open.
- » Enter **Email Address** information in the **To** box (separate multiple address with a semicolon). It's helpful to include a descriptive subject line, as well as a description of the report in the **body** section.



- Choose the **Report Format** (PDF, Excel or CSV format—though please note that some reports aren't available in CSV format).
- Choose the **Report Frequency** (how often the report should run).
- Select the **Day** and **Time** you'd like the report to run (choose a day of the week or a month and time).
- Select a **Start** and **End Date** (or select **No end date** if you wish)
- Choose a name for the **Scheduled Report** (optional).
- Check the **Yellow Banner** near the bottom to confirm that your parameters are correct.
- Click **Create Schedule**.

All scheduled reports will also be saved under the **My Scheduled Reports** tab.

6. You can designate the reports you run regularly as **Favorites**. On the **Recently Viewed** tab, click the gray **Favorites** star icon next to the report, which will then turn yellow. The report will now be listed under your **Favorites** tab for easy access.

RESOURCES

Have questions?

- Visit the **Time Tracking website** to view training materials and FAQs.
- For questions about Time Tracking, please contact your Time Administrator. Visit **northeastern.edu/hrm/pdfs/TimeTracking/TimeTrackingAdministrators.pdf** to find a list of time administrators by area. If they are unable to help, call the HRM Customer Service Center at x2230 or send an email to **hrminfo@northeastern.edu**.
- For questions about Paid Time Off (including accruals and holidays), visit the HRM Benefits website (**northeastern.edu/hrm/benefits/paid-time-off/index.html**). You will find contact information for the Benefits team at the website in case you have further questions.
- Questions about leaves should be directed to the benefits leave coordinator.
- Please do not call ITS, as they will direct all Time Tracking questions to HRM.
- Thank you for your help!