FREQUENTLY ASKED QUESTIONS

NH FIRST TIME MANAGEMENT IMPLMENTATION

Q **What is the deadline for submittal of payroll?**

A The submittal date will not change from what you are doing now. The only difference will be you will **not** submit your time **before** Friday following the close of the week you are submitting. In other words no one will need to anticipate what they will be working, they will only be entering time that has already been worked.
NOTE: *In the past due to a paper process and time line issues relative to assuring proper signatures, we had numerous corrections that were found to be necessary. With this new electronic system, employees will verify their time before submitting. Supervisors will attest to the accuracy of that data before approving. We fully anticipate significantly less corrections with this system.*

Q **How do we have a time card released if we need to change it when it has been submitted to payroll?**

A If you have inadvertently submitted an inaccurate time card you will need to contact your supervisor, ask them to reject your time card, or the line that is in error, to afford the opportunity to correct it. This should not occur if you keep up daily time entry, as encouraged.

Q **How will mileage be paid?**

A This will be processed through payroll the same way it is currently being processed for at least the next year. No change in process; you will submit the appropriate form to your supervisor and that form comes to payroll for manual entry.

Q **Will the payroll clerks still be processing the summary report?**

A No. However, the system will be generating a very similar summary report that the HR payroll clerks will be reviewing.

Q **How do we enter a leave slip for an "open ended" slip, such as a doctor's appointment?**

A You will enter in an estimated time that you think you will be gone in the Absence Request screen for future requests. For leave needed during the current week, enter it on the time card, **save but do not submit,** and adjust the slip if needed upon your return and then submit for approval to your supervisor. This is needed for liability purposes.

Q **How do I enter the holiday?**

A If you do not work on the holiday you would enter your time as follows:
7.5 or 8 hrs – Holiday not worked

If you worked 7.5 or 8 hours on the holiday you would enter your time as follows (long hours just use for example purposes):
7.5 or 8 hrs – Holiday pay 1.5 worked FT

If you worked longer than 7.5 or 8 you would enter all hours worked on the holiday, for example 12 hours worked on holiday:
12 hrs - Holiday pay 1.5 worked FT

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NH FIRST TIME MANAGEMENT IMPLMENTATION

Q **How do we enter shift differential if we have are a permanent rotating shift employee?**

A You will enter your Regular hours in the proper time frames. Your shift differential rate is included in your base rate in GHRS. You will not need to use the Shift Differential pay code.

Q **How do we enter shift differential (other than the above example)?**

A First shift should be entered as follows:

7.5 or 8 hrs – Regular Pay

Second shift should be entered as follows:

7.5 or 8 hrs – Regular Pay
7.5 or 8 hrs – Second Shift Differential

Third shift should be entered as follows:

7.5 or 8 hrs – Regular Pay
7.5 or 8 hrs – Third Shift Differential

Keep in mind there could be a combination of shift differential in one day.

Currently employees who are regularly scheduled to work on second or third shift have that rate of pay as their base pay – this is different.

Q **How will accruals happen in the new system?**

A Currently, they will not change from the way they are currently being calculated. Accruals work as they always have. If you are maxed out on time you should be requesting leave time the day before you accrue more leave, **not the day you accrue more leave**, or your accrual will have nowhere to go. This is just the way the system works and always has.

Q **My NH First Login information doesn't seem to be working**:

A If you are having problems logging into the actual NHFirst system on the following site (https://sson.nh.gov/)
there is a link called "Request NHFIRST Support"
You can also access go to NH.gov, click on State employees, click on NH First Time Management *(2nd one down on the HR page)*

You will see the following:

Have you logged into the Time Management system before?

No: Then let's get started. Click here to get started.
Choose-Yes: Welcome back! Log into Time Management.

Q **Viewing tutorials:**

A Employees may access training videos for the Department of Administrative Services, Department of Revenue, and Department of Information Technology at the following link:
http://admin.state.nh.us/hr/NHFIRSTTimeManagementVideos.html

Q **Is it necessary to split the holiday, as if it were a regular work day, if you did not work it?**

A The system will not "require" you to split it, but they are recommending that we enter it that way and get into a habit of entering it that way, so that when people see their totals it adds up to entire week's worth of hours. If you entered it as one line, the totals would not work correctly. This is an area that we may get updated guidance on.

Q **If you have changed positions during the pay week, is there anything you have to do to capture that? (A change from full-time to part-time, for example.)**

A The system will catch up with your paper work and once it is entered into GHRS the overnight feed will alter the type of screen you will see. One should enter your time as you work, and be in contact with HR/Payroll to make any adjustments or alterations, to include setting up temporary proxy relationships that may be necessary once the transition takes place in the system.

Q **How long does it take for changes to be made, e.g., a person's promotion and then "report to's" concerning that?**

A Once the system has an employee in the new position number, and the overnight feed takes place with GHRS, it should be immediate. It is related to when HR/payroll gets the completed paperwork. Payroll validates all the paperwork, HR generates a PAF, and then assigns it to one of the staff to key.

Q **Employees who entered future leave requests that also received "cancelled" messages will need to go back in to resubmit those requests**

A Detailed instructions: Upon going into the Absence Request link, employees will see a list of requests. Some are listed as "reported" – those have been approved by your supervisor but won't receive final "approval" for use on the time card until the time sheet is processed, but the absence is "approved." The system just needs to distinguish between the two processes. Some of the leave requests, more typically the afternoon portion, or 2nd line of a day's leave request, will now show as "rejected." Yesterday it appeared as "cancelled." The NH first Time Management Team went in last night and changed all "cancelled" transactions to "rejected" transactions. This means you can now go in and re-submit those transactions.

There should be a little box in the column to the right of that request. At the top of that column is the word Submit. If the data in the boxes on that line are correct and do not need to be edited, just click the submit box for each one. You can edit prior to clicking the submit box if that is necessary (this should not

be necessary unless your plans have changed since entering this information or you have changed your mind). Once you have edited and clicked submit on the line in the box you will need to "submit" the entire request by clicking the submit icon at the top border of the time card. This will now allow your supervisor to go in and "approve" that leave request, which if approved, will appear as "reported" in your leave requests once that process takes place.

Q **Please do not use the "overwrite time card" box**

A Please refrain from checking off that box. We are working to remove that box as it is unnecessary. Time submission once "approved" by your supervisor, and viewed as "reported" will become a part of the proper time card in the future, but we do not want it to overwrite anything you may have keyed in.

Q **Login and Password Challenges**

A If you experience login or password challenges submit a Help Desk ticket. A link to the Help Desk is conveniently located under the login link on the NH FIRST Time management web page. If you are unable to get into the system by your time entry deadline please work with your Supervisor to proxy your time card. Please make your supervisor aware in advance for preparation purposes to allow time for proxy actions.

If a Supervisor cannot see a direct report please speak with your HR/Payroll Administrator to ensure the reporting structure is correct.

Q **If an employee works on a state issued holiday which pay codes are used?**

A This requires two lines of entry 8 hours regular pay then 8 hours holiday at 1.5 FT

Q **How should sick time donation be handled?**

A The leave slip is not necessary to donate the time as the computerized slip is for requesting use of time. You can request time be donated by contacting an HR Representative who will affect the change in GHRS when approved and those balances will updated in TM via the interface once updated in GHRS.

Q **How is the processing of correction of docked pay and time now donated from sick bank handled?**

A Once the interface is processed all adjustments that correct pay will be affected in GHRS properly. Contact payroll administrators.

Q **What kinds of items will be rejects?**

A Rejects are any cost center overrides, any records that hold insufficient balances (cleaves or pleaves) such as annual, and any bad entry (information in a field that is not applicable to that field). A listing of items is on appendix A of the User instructions.

Q **How are part-timers hours being tracked for bonus pay outs?**

A There are reports available through time management that can identify the number of hours worked by an individual. If you have another tracking sheet you can add the information obtained from these reports to your running balance. You will continue tracking manually and processing the payout as you

have previously.

Q **Is there a military time chart for leave slip absences? Should we have a cheat sheet?**

A There is a chart on the power point which is posted on NH.GOV page 6. The power point is located under reference materials and called timecard and leave function slides. Print page six for cheat sheet.

Q How do Supervisors know if their employees are entitled to time & ½? How do they find out which employees are exempt from overtime?

A The list of Salary vs. hourly is located at http://admin.state.nh.us/hr/cba2007/documents/appendix_b.pdf ON NH.GOV. If this does not provide the information needed please contact your Agency HR/Payroll Administrator.

Q **How does a Supervisor know how much comp time an employee has accrued?**

A Comp time earned is updated when the interface is run bi-weekly on the Tuesday before the first payroll cycle. This will update the balance in TM and you may view by proxy balances to your subordinate.

Q **How are per diem payment processed?**

A Per diems will be processed manually as they are $ amounts and the Time Management system handles hours only.

Q **If overtime was not submitted last pay period, and time has been processed, would we do a manual entry with the proper back dates to correct? (Or do they add this to their current time sheet with a comment?)**

A Once a pay period is closed and interfaced all time adjustments must be made in GHRS as a manual correction. You would never add time to your current sheet for a prior period.

Q **What if the system is down a day during a critical period?**

A This will be considered a technical escalation and addressed.

Q **If an employee's normal shift is second or third and they work a few hours every Monday, how does the system differentiate the Monday hours from the shift hours?**

A Permanent rotating shift employees will have an inflated rate and will not select shift differential codes on their time card.

Other SHIFT employees who may cross 1st 2nd or 3rd shift will need to have their base rate modified in GHRS to be non-reflective of an increase for shift work. This type of employee will therefore select regular pay in conjunction with a second or third shift differential pay code creating what appears to be duplicate time eg:

Regular Pay	7.5 or 8 hrs
Second Shift Differential	7.5 or 8 hrs

This would be the same for 3rd. If they work 1st there is no differential so it is a one line with regular pay.

Q **If an employee puts in for future annual leave, when does it need to be approved? Should it be approved immediately or sit until a future date?**

A Defer to your agency policy regarding approval of leave.

Q **How does the system purge rejected transactions?**

A There is no purge of rejected records on either system they will stay in the status of rejected until someone manually intervenes.

Q **How does the system track when an employee has used the first five days of sick dependent allowed in the CBA?**

A The system tracks time reported. There is no alert mechanism.

Q **What happens if a part-timer time sheet is not entered or approved by the Tuesday deadline? How will they be paid?**

A If the part-time person status is exception employee then their default standard rate will be processed in the next pay period. If the part-time employee has a status as positive pay and the interface has been processed a manual check will need to be done in GHRS.

Q How should someone fill out their absence request for a full day off?

A The absence request fulfills 2 purposes:
1. To request the time off.
2. To help people plan resource coverage to know the scheduled hours the person will be absent.

There are two ways of accomplishing the recording on the request. Let's say for example you work 8:15 to 4:15 with a half hour lunch.

1st way with two lines of entry:
8:15 to 12:00
12:30 to 4:15

2nd way with one line:
8:15 to 3:45

There is not a statewide standard, either way can be utilized.

Q **How do I delete a row (or extra rows) on my time card without deleting my whole time card?**

A To delete just a row or extra rows by line click the checkbox on the line to be removed and then save. Do not click the Delete button at the top, as that will delete the whole time card.

Q **What are the differences between the "Submit" button and "Submit and Close" button?**

A **Submit:** This button can be used during a daily, weekly and pay period view to submit time that is viewable on the time card screen with entries. Changes can still be made until the Supervisor approves the submitted lines. Once the lines are approved no changes can be made.

Submit and Close: This button is ONLY viewable in the pay period view; this is used when your pay period entries are complete and ready for Supervisor approval. Submit and close is a hard close and the user will no longer be able to make changes to the time card. If a change is necessary the Supervisor will have to reject the time card and notify the employee that the time card is now editable for the open time period.

Q **How do I approve a leave request?**

A Leave requests can be viewed for your subordinates under **Time** then **Time Approval** then **Absence Requests.**

Q **What is the Proxy Function**

A This is a way for an authorized person to act on behalf of another person within the Time Management system. In regards to managers of part-time personnel, the proxy function is a tool that we need to use temporarily to carry out time approval and time entry as long as GHRS does not provide unique position numbers for employees who are 9TEMPS, 8TEMPS, 9NONC (GHRS shared position types).

Q **I used the print view function button to print my timesheet and the entire timesheet did not print out.**

A This is a webpage framing issue. You can click "Print View" then right click inside your time card and click Print.