1. When will training take place?
   **Answer:** Training will be scheduled for the second and third weeks in July 2013. Employees will have the opportunity to complete an online timesheet in a test environment and then complete their first online timesheet.

2. If an employee feels that they do not need the training, do they have to attend training in July?
   **Answer:** YES, all non-exempt SPA employees must attend the training before they will be given access to their first timesheet.

3. Will employees and supervisors receive email notification when the timesheet is submitted?
   **Answer:** Yes, HR/Payroll is currently rolling out email notifications that employees and their supervisors will receive as the online timesheets are submitted, returned for correction and approved.

4. Are we not currently compliant with the Fair Labor Standards Act (FLSA) and the Office of State Personnel (OSP) regulations?
   **Answer:** Yes, we are currently compliant with all current regulatory requirements. The online timesheet automates the manual auditing that currently takes place.

5. Why are we submitting timesheets twice a month but only getting paid once a month? Isn’t there any way to have monthly payees do a monthly timesheet vs. two or three a month?).
   **Answer:** Unfortunately, no, because every month does not begin/end at the beginning or end of the week, and some weeks include the end of one month and beginning of the next. Since SMART TIME calculates any overtime or equal time automatically, then a complete week must be shown. Sometimes, the week may consist of time for two months. EX: The week of July 29, 2013 includes (3) days in July and (4) days in August.

6. Will we ever move to a bi-weekly Pay?
   **Answer:** We do not have campus level authority to make this decision and the General Administration staff, in consultation with the Office of State Budget and Management and State Controller, have determined that it is not financially feasible to change the current payroll schedule.

7. In the introduction, it states that paper timesheets will no longer be accepted from any employee except police; but what if a deadline is missed, will a paper timesheet be provided?
   **Answer:** A paper timesheet will be issued only for exceptional situations. Employees must make every effort to submit their timesheet electronically.

8. If a mistake on week 1 or 2 is realized during week 3 or 4 of a payroll period, will they be able to correct it online before the monthly timesheet is processed?
Answer: No, once the bi-weekly timesheet has been submitted online it cannot be returned during week 3 or 4. However, if a correction needs to be made the supervisor must contact the Payroll Office for a SmartTime paper correction form.

9. It appears “timesheet” employees are filling out a “leave-report” even though there is a “timesheet” as a choice in Self-service. Why not use the timesheet option?
Answer: The timesheet option is restricted to hourly and student bi-weekly employees because they are paid on a lag payroll.

10. What is meant by “other extra time will be reported separately”? Will it be reported on these “leave/timesheets,” or separately somewhere else?
Answer: ‘Other extra time’ will be reported on a separate line on the online timesheet, titled “Extra Hours Worked.” For example, if your regular schedule is 8-5 and you are only required to work 8 hours but a special project required you to work 10 hours in one day then you would record 8 regular hours and 2 extra hours worked.

11. What is a proxy?
Answer: A proxy is a person who is designated to act in the absence of the supervisor to review and approve the online timesheets.

12. Can proxies see leave balances?
Answer: No, only supervisors are able to see the leave balances.

13. What if an employee is out sick on the day timesheets are due to HR/Payroll — how will the online timesheet be handled?
Answer: As long as the employee has started the timesheet, the supervisor must call HR. HR will submit the timesheet to the supervisor on behalf of the employee for completion and approval by the supervisor.

14. Will timesheets be accessible from home? If so, how do we obtain permission to complete a timesheet from home?
Answer: If the online timesheet has been entered on a daily basis then it will take only a few minutes to complete and submit and no permission would be required. If more than 15 minutes would be required to complete and submit the timesheet, that time would be approved by the supervisor and noted on the online timesheet.

15. Do we still get paid if a timesheet is late or not submitted?
Answer: Yes, the employee will still receive their monthly check, although your leave balances and pay may have to be adjusted the next month if you did not account for enough time or if you used leave without an adequate balance to cover your time.

16. If an employee works for two departments, how will the online timesheet be entered and approved by two supervisors?
Answer: The time would need to be agreed upon by both supervisors before entry is made in the online timesheet. Each supervisor can be a proxy for the other so they are both able to approve the online timesheet. This question does not apply to employees that work an hourly job on campus as secondary employment.

17. Will there be any penalties if an online timesheet is not submitted, i.e. for students, it is three late timesheets and then terminated.

   Answer: No, at this time there will not be any penalties. However, if there is a pattern of non-submission or late timesheets, the supervisor will be contacted to see if additional training is required to assist employee and supervisor in becoming compliant with the deadlines. Failure to submit a timesheet timely and accurately might be considered to be unsatisfactory job performance.

18. What is the policy on missing online timesheets?

   Answer: see above. A paper timesheet would be released.

19. Can WCU explore the use of time clocks to interact with Banner?

   Answer: This is a good question and will be discussed with the appropriate senior administrators.

20. How will we submit our online timesheets during the Christmas Holidays when we are out of the office for a prolonged period?

   Answer: Everyone will receive emails with information and dates for submission as we near the holiday period and as we review how the calendar will be impacted. Just like paper, employees should submit their time prior to leaving for the holidays or going on vacation.

21. We are not happy about having to take Overtime before Equal Time – would like to know the reasoning behind this decision.

   Answer: The Office of State Personnel has recommended this as a ‘best practice’ in order to reduce the liability on the institution for paying out Overtime. The General Administration has accepted this recommendation for all standard model campuses.

22. Do we need to key in holidays now?

   Answer: Yes, each employee will now key in each individual holiday in the online timesheet.

23. How will Adverse Weather (AW) makeup be handled now?

   Answer: Required Equal/OT will now be used to makeup AW. (EXCEPTION: An exception to this rule is hours required to work on a holiday. Holiday hours worked will still go through as COMP Time as well as getting holiday premium pay for those hours worked). The employee shall not request to work extra hours during a week that creates OT just for purposes of making up AW.

   If the employee has AW to make-up from a previous month, SmartTime will use the extra hours worked to reduce the negative amount of AW. If there is no AW to be made-up, the extra hours will be used to offset leave taken, if applicable or calculate as Equal or Overtime hours and placed in the appropriate COMP Time bucket.
If the AW taken is during the same month as the extra hours worked, SmartTime will reduce the amount of AW taken by the number of extra hours worked, hour for hour. If the extra hours worked is more than the AW taken amount, the remaining extra hours will be used to offset leave taken, if applicable or calculate as Equal or Overtime hours and placed in the appropriate COMP Time bucket.

24. For holidays worked, how many lines must an employee complete to receive holiday premium pay and equal time for the holiday?
   **Answer:** All employees will record the 8 hours given by the state (or prorated for less than full time employees) in “Paid Holiday,” and if you are working on the holiday, you will also record the number of hours worked in the next line down, “Holiday Worked.” This will initiate the system to pay Holiday Premium, and account for the Equal time, if applicable.

25. Can an employee print their online timesheet onto paper?
   **Answer:** Yes, directions will be given on how best to print a copy of the completed online timesheet before submission to the supervisor. The printed timesheet is for your records only and cannot be substituted for the online timesheet submittal.

26. Can an online timesheet be deleted by accident?
   **Answer:** The actual online timesheet cannot be deleted. However, if time is entered and not saved each time it is entered then it will not be recorded and will not be saved as a record on the following time when the online timesheet is opened.

27. Will the leave report schedule for SPA Exempt and EPA employees change?
   **Answer:** No, the leave report schedule will not change.

28. How will a permanent employee handle extra hourly work?
   **Answer:** Any permanent employee who works a second hourly job at WCU will continue to record their hours on the hourly paper form, the same as the current process. These hours will be added and compensated with the regular monthly check.

29. Can the cut-off dates be extended?
   **Answer:** We have extended the cut-off time for the supervisor to approve online timesheets to 11:30 p.m. However, we cannot extend the actual date due to payroll processing deadlines.