Approver FAQ Contents

Overview ....................................................................................................................................................... 2
  Q. Who can be an e-timesheet approver? ................................................................................................ 2

Approving ..................................................................................................................................................... 3
  Q. What is the schedule of reminder emails for approvers? ............................................................. 3
  Q. When is the approval deadline? ........................................................................................................... 3
  Q. Why does a submitter not show up in my approval queue? ............................................................... 3
  Q. What should I do about e-timesheets that are not ready for my approval? ....................................... 3
  Q. How do I approve an e-timesheet? ...................................................................................................... 5
  Q. How can I make corrections? ............................................................................................................... 5
  Q. How can I approve after the deadline? ................................................................................................ 5
  Q. What does the "Approval not allowed" warning message mean? ...................................................... 6
  Q. How can I check my employees' leave balances? ................................................................................ 6

Proxy Approvers ........................................................................................................................................... 7
  Q. How can I set up a proxy (back-up) approver? .................................................................................... 7
  Q. How can I act as a proxy approver? ..................................................................................................... 7

Miscellaneous ............................................................................................................................................... 9
  Q. Why is the current period not the default on my e-timesheet? .......................................................... 9
  Q. Do I have to receive so many approver reminder emails? ................................................................. 9
  Q. How can I print an e-timesheet on a single page? ............................................................................... 9
  Q. How can submitters/approvers stop getting reminder emails when an employee is on leave? ........ 9
  Q. How can submitters/approvers stop getting reminder emails when an employee is no longer working? ........................................................................................................................................... 9
  Q. By when must an employee who is terminating employment submit his/her final e-timesheet? ..... 9
Overview

Q. Who can be an e-timesheet approver?

A. Any non-student employee may be an approver, with the following exceptions:

- OPE staff may only approve student employee e-timesheets.
- An employee may not approve the e-timesheet of anyone with managerial authority over him/her.
- Two employees may not approve each other's e-timesheets.
- Employees may not approve their own e-timesheets.
- Employees in pooled positions, such as student workers and part-time faculty, may not approve e-timesheets.
Approving

Q. What is the schedule of reminder emails for approvers?

A. Reminder emails are sent at 7 am each day starting on the first business day after the SM submitter deadline (15th and last day of the month) and at 7 am, 1 pm, 3 pm and 5 pm on the approver deadline.

**Note: To ensure receipt of reminder emails, please add the following addresses to your email client’s list of authorized email addresses: etimesheets@usfca.edu

Q. When is the approval deadline?

A. The approval deadline is 11:59 pm on the first business day after the 5th and 20th of the month. Please see the payroll schedule.

Q. Why does a submitter not show up in my approval queue?

A. Submitters will only appear in your approval queue after one submitter under the timesheet organization code has started his/her e-timesheet.

Q. What should I do about e-timesheets that are not ready for my approval?

A. The answer depends on a combination of factors: whether the employee reports time or leave, whether the employee has started the e-timesheet, whether the employee has time/leave to report and whether the employee has entered time/leave on the e-timesheet.

1. Employee reports time (student, OPE and temporary employees paid through USF)

   a. E-timesheet started

<table>
<thead>
<tr>
<th>Has entered time</th>
<th>Has time to report</th>
<th>Does not have time to report</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ask employee to submit. If employee is not available, ask support line to submit.</td>
<td>Ask employee to correct. If employee is not available, ask support line to submit for you to correct and approve.</td>
</tr>
<tr>
<td>Has not entered time</td>
<td>Ask employee to enter time and submit.*</td>
<td>Ask employee to enter a zero for Regular Pay for any day and submit. See &quot;No hours entered&quot; error explanation.*</td>
</tr>
</tbody>
</table>

*In these situations, if the employee is not available, the support line cannot help, as the system will not allow us until after the approval deadline to submit a blank e-timesheet that we did not extract (open) for employees who report time.
b. E-timesheet not started

<table>
<thead>
<tr>
<th>Has time to report</th>
<th>Does not have time to report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask employee to start and submit e-timesheet. If employee is not available, ask <a href="#">support line</a> to extract (open) and submit for you to enter time and approve.</td>
<td>You do not need to do anything and may disregard the reminder emails. Unfortunately, we cannot selectively stop the reminder emails.</td>
</tr>
</tbody>
</table>

2. Employee reports leave (exempt employees)

a. E-timesheet started

<table>
<thead>
<tr>
<th>Has leave to report</th>
<th>Does not have leave to report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has entered leave</td>
<td>Ask employee to submit. If employee is not available, ask <a href="#">support line</a> to submit.</td>
</tr>
<tr>
<td>Has not entered leave</td>
<td>Ask employee to enter leave and submit. If employee is not available, ask <a href="#">support line</a> to submit for you to enter leave and approve.</td>
</tr>
</tbody>
</table>

b. E-timesheet not started

<table>
<thead>
<tr>
<th>Has leave to report</th>
<th>Does not have leave to report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask employee to start and submit e-timesheet. If employee is not available, ask <a href="#">support line</a> to extract (open) and submit for you to enter leave and approve.</td>
<td>You do not need to do anything and may disregard the reminder emails. Unfortunately, we cannot selectively stop the reminder emails.</td>
</tr>
</tbody>
</table>

For hourly employees (who report time), if you know the employee worked, you are required to report the hours by the approval deadline even if the employee fails to submit his/her e-timesheet.

If an employee has started an e-timesheet, we ask that you approve it even if no time/leave is reported, for these reasons:

1. To make the e-timesheet available for the employee to print in case corrections are needed.
2. To have the employee's confirmation of no time/leave, for the audit record. Second-best would
be only the approver's confirmation of such.
3. To help ensure that no reported time/leave is accidentally deleted.

In the future, we may require every employee on e-timesheets to submit an e-timesheet every period, even if he/she has no time/leave to report. At that time, we hope to automatically extract/open all e-timesheets, pre-populate student and temporary employee e-timesheets with a zero for Regular Pay, automatically submit e-timesheets if employees miss the submitter deadline, automatically approve e-timesheets if approvers miss the approval deadline, and automatically send approvers a reminder email to submit late approvals by paper.

**Q. How do I approve an e-timesheet?**

**A.** Please follow these steps:

1. Log into MyUSF.
2. Click on the Favs App.
3. Click on Employee Self Service.
4. Click on the Employee tab.
5. Click on "Leave Report".
6. Select "Approve or Acknowledge Time" and click on "Select".
7. Choose the correct Pay Period (from the drop-down list) for the correct department (if you are the approver for more than one) and click on "Select".
8. Click on the name of the submitter to view his/her e-timesheet.
9. Choose "Change Record" if you need to make changes. If you make changes, enter a comment and notify the submitter by email.
10. Click "Approve" to approve.
11. Click “Save.”

**Q. How can I make corrections?**

**A.** Choose "Change Record" to make changes. If you make changes, please explain why in the comments field and notify the submitter by email.

Alternatively, choose "Delete" to delete the e-timesheet and allow the submitter to start over. If you do so, send a PDF of the e-timesheet to the submitter in case he/she does not have a record of what was entered.

If you need to make corrections after approving, the submitter must submit a paper timesheet. Please see the instructions for submitting a paper timesheet.

**Q. How can I approve after the deadline?**

**A.** If you miss the approval deadline, please send your approval via a paper timesheet. Payroll will approve ("override") any e-timesheets that have been started but not approved by the deadline.
Q. What does the "Approval not allowed" warning message mean?

A. This message appears if you click on the Approve button more than once, such as by using your browser's Back button and returning to the screen showing the record before it was approved.

Q. How can I check my employees' leave balances?

A. For exempt employees (who report leave), after choosing a department and period, on the Department Summary page click on "Leave Balance" under the "Other Information" column. For non-exempt employees (who report time), please see the quarterly vacation report and recent timesheets.
Proxy Approvers

Q. How can I set up a proxy (back-up) approver?

A. Follow these steps:

1. Log into MyUSF.
2. Click on the Favs App.
3. Click on Employee Self Service.
4. Click on the Employee tab.
5. Click on "Time Sheet" if you should report time and "Leave Report" if you should report leave.
6. On the next screen (the Time Reporting Selection page), click on "Proxy Set Up" near the bottom center of the page.
7. Select the proxy approver from the list (alphabetical by last name).
8. Click Add.
9. Click Save.

If the person is not on the list, please contact the support line.

The list of possible proxy approvers includes some people who would need to be set up in additional Banner tables to act as proxy approvers. In advance of your absence, please ask the proxy approver to verify that he/she is set up as an approver by following the instructions for the next question in this FAQ and to contact the support line if he/she needs help.

Proxy approvers do not receive reminder emails. You must tell the proxy approver when you will not be available.

Until security is tightened, proxy approvers will be able to see and act on all e-timesheets that you approve. Please communicate clearly to the proxy approver which e-timesheets he/she should approve.

Q. How can I act as a proxy approver?

A. Follow these steps:

1. Ask the approver to choose you as a proxy approver. Please see the instructions for the previous question in this FAQ.
2. Log into MyUSF.
3. Click on the Favs App.
4. Click on Employee Self Service.

5. That will bring you to the Employee page. Click on Leave Report.
6. That will bring you to the Time Reporting Selection page. Choose the approver's name in the drop-down list next to "Act as Proxy:" and click Select.
7. That will bring you to the Approver Selection page. Choose each TS ORG that you are acting as a proxy approver for and choose the correct period.

If the approver's name is not available, please contact the support line.

Proxy approvers do not receive approver reminder emails.
**Miscellaneous**

**Q. Why is the current period not the default on my e-timesheet?**

A. USF has requested this change from SunGard Higher Education, the Banner vendor. A fix may be available with Banner 8.2 in spring 2010.

**Q. Do I have to receive so many approver reminder emails?**

A. Once you have approved all of the e-timesheets for which you are the approver, you will not receive further reminder emails.

If an e-timesheet is not ready for your approval after the submission deadline, please contact the support line.

If an employee does not need to report hours for the period, you can ask the him/her to submit zero hours or ask the support line to extract and submit the e-timesheet for you to approve.

**Q. How can I print an e-timesheet on a single page?**

A. We suggest using Firefox and landscape orientation.

**Q. How can submitters/approvers stop getting reminder emails when an employee is on leave?**

A. Gregg Cannella, Human Resources Specialist, will adjust the job record to temporarily take the employee off e-timesheets. Gregg will also handle the payroll reporting of your leave. You do not need to submit an e-timesheet for the time that you are on leave, but you should submit one (even for a partial period) for the days before you begin leave and after you return.

**Q. How can submitters/approvers stop getting reminder emails when an employee is no longer working?**

A. The supervisor should have an EPAF (electronic personnel action form) submitted to have the job terminated.

**Q. By when must an employee who is terminating employment submit his/her final e-timesheet?**

A. The final e-timesheet should be submitted by the employee and approved by the approver at least three days prior to the employee’s last day of work. If the period is not open for the employee, a paper timesheet should be received by Payroll at least three days prior to the employee's last day of work.