Human **C**apital **M**anagement
Frequently Asked Questions

Access and Security

- How will I access the system?
  PeopleSoft is a web based system. This allows you to access the system using a URL. You will type this URL into the address bar of your web browser. You can log on with your Case Network ID and password.
- What if when I type in my active Case Network ID and password and it doesn't work?
  If your Case network ID is active, please call the help desk at x4357.
  If you need to activate your Case Network ID please use this link:
  https://its-services.cwru.edu/middleware/NetworkTools/userReg.html
- Is HCM accessible if an employee is off the Case campus?
  Yes, the HCM PeopleSoft system is accessible anywhere you can access the Internet.
- Is there a certain browser I should be using?
  We suggest Internet Explorer as the preferred browser.
- How secure is my information?
  Information in PeopleSoft is highly secured to prevent any unauthorized access of information in the system.
- What type of security is in place to prevent a hacker from accessing employees' personal information? (This is a highly important issue to our users and is making many apprehensive about using HCM.)
  The PeopleSoft databases are maintained on secure servers. Access to the system is through your Case Network ID and Password, which employs LDAP security standards.
- Who has access to this information?
  Employees can view their own information. Managers and Supervisors can view their information and their employees' information as it relates to their job function.
- Will access to staff time be based on security access per user? People are concerned that other staff members may try to view another employee's time/personal information.
  Personal information will be restricted to allow employees to view only their own information and allow supervisors access to view only information they need to access. It is important that employees do not share their network password with anyone to maintain their security. If a password has been compromised, it should be reset immediately. The Help Desk can assist in this

process. Passwords can be reset at:
https://cnswww.cns.case.edu/net/password/csspr.html

- Our division currently maintains an employee home information/emergency notification list. Will we be able to access this information for employees within our division/department through the system? If so, how?
    - *Employee home information and emergency contact information will be made available through reports or queries for divisions and departments in the coming months. Employees can view their own information at any time through the Employee Self Service page.*

Employee Self Service

Time Entry and Approval

- When I look on the time sheet, I see a column labeled "Reason Code". What is this for?
  - *The optional code is for you to indicate the reason for the transaction.*
- We currently have staff on leaves of absence. How do we handle time/entry reporting for staff on an LOA (paid and/or non-paid)?
  - *Please contact the Records Department. Supervisors will need to input time for employees who are on a leave of absence.*
- Who has to submit their time? I've heard some "classifications" of students and/or staff don't have to submit time reports.
  - *Anyone paid under contract pay will not have to submit a time entry sheet, i.e., faculty.*
- Who approves my time? What if they are not available?
  - *Reporting relationships have been set up based on a spreadsheet distributed to each department/school. Each employee will have at least one approver and alternate approver. The management centers have access to the department security panel which allows them to set up access for time approvers.*
- I understand that my supervisor will be "approving" my time report. What happens to my information if my supervisor is away (e.g., vacation, absent, or on an LOA, etc.)?
  - *Each department will have a person who can approve time as well as an alternate person. This alternate person would approve time if the regular time approver is out of the office. The central Payroll/HR Records Office can also approve time.*
- If my time report is not submitted or approved on time, will I still get a paycheck for that period? If so, what will that paycheck include/not include?
  - *If your time is not submitted or approved on time, staff employees will get paid for your regular hours. Any changes (i.e., vacation, overtime, etc.) will not be reflected in that pay period.*
- If an employee terminates employment prior to the end of the month, is their time report for that month to be submitted? If so by whom?
  - *The time report for that month is required to be submitted, as this is how their salary will be distributed. The employee can submit their time before they leave employment, or their supervisor will be able to report their time.*
- How is paid time off (vacation, absence) reported versus unpaid time off? Currently absence deduction forms are submitted. How is this handled with the new system?
  - *Paid time off (vacation, absence, or holiday) is reported by using those TRC (Time Reporting Codes) on the time entry screens. If*

the employee has no vacation or absence time available, then the day they did not work is reported using the UNPDL (Unpaid Leave) TRC and the amount of hours. This will feed into the payroll system, and the employee's next pay will be reduced by that amount of hours.

- We currently track time off for staff and the reason (e.g., vacation, personal illness, family illness, bereavement, jury duty, leave of absence, etc.). Will these various choices be denoted in the new system? For example, since employees may use a certain amount of their available time for family medical, parenting, or bereavement against their accumulated income protection time, will there be something to distinguish the various forms of absence? We want to avoid keeping a "shadow" set of records.

  Yes, these choices will be an option on the time entry screens under the TRC (Time Reporting Codes) column. An employee will also be able to view available sick and vacation time.
- What about employees who were exempt and are now non-exempt but will retain their extra week vacation? How will this be incorporated into the system?

  Available vacation and sick time has been transferred into PeopleSoft as of October 31, 2004. This information was given to the ERP Team by each department. Employees' leave balance will reflect the appropriate amount of time regardless of FLSA status.
- If an employee is out sick the last day of the month and remains sick for a day or two of the next month, how will this info be entered?

  The employee can report their time from any computer, including those off campus. If the employee is not able to report their time, their supervisor will be able to do so.
- Will the format be in hours or days? If hours, will the program convert to days?

  The format for vacation and sick time will be in hours and will not be converted to days.
- How long to do I have to enter my time after the end of a month?

  Time should be entered before salary distribution occurs, which is on or around the 2nd of the month.
- If I miss a month or entered the wrong number/type of days taken, how can this be corrected?

  The employee can make corrections to entries if they have not been approved. If they have been approved, the approver can make the changes. If the time has been sent to the Payroll Department, Payroll can make the changes.
- How did my vacation time get entered into PeopleSoft?

  Vacation time reflects information that was provided by your supervisor. Vacation time does not include any time used in November and December. Per University policy the most time an employee could have earned and accrued through October 31, 2004 is 28 days (21 from previous years balance and 7 accrued to *date). This time will be converted into hours in the PeopleSoft System.*

- o How did my sick time get entered into PeopleSoft?

  Sick time reflects information that was provided by your supervisor.

- o How is holiday time going to be handled?

  University holidays will be pre-populated in the PeopleSoft System for full time employees.

- o How will “special pay increases” or “bonus pay” be requested? Currently we submit a single blue voucher card with a flat dollar amount attached. How will this be done after the implementation?

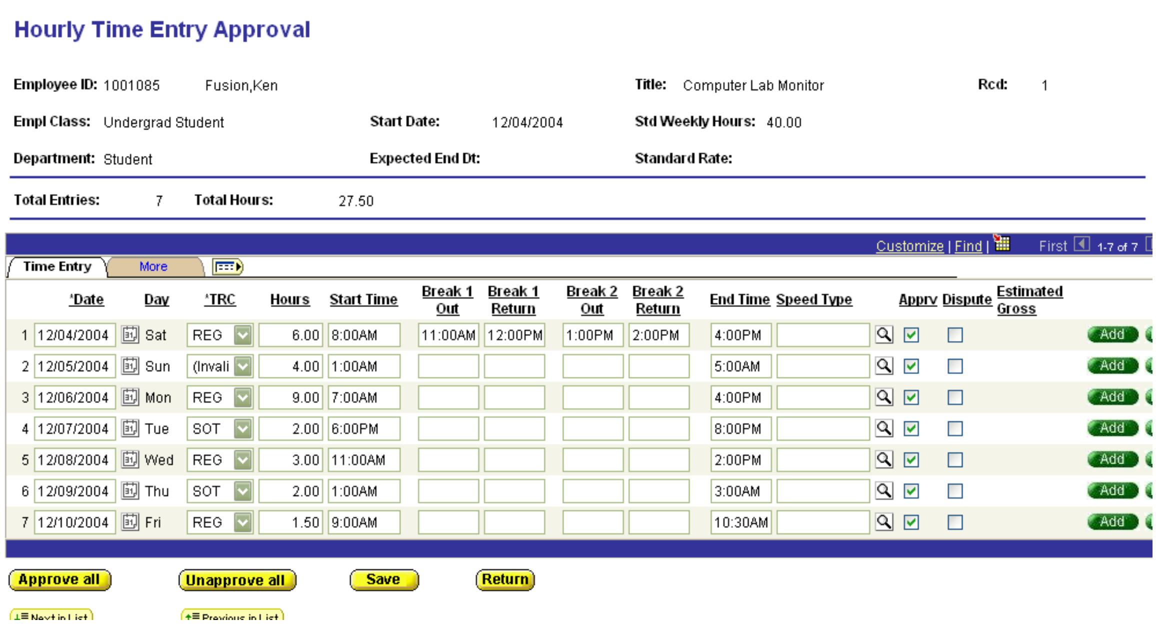
  Supervisors/Department Administrators will be able to request these additional payments online in PeopleSoft through the Manager Self Service, Case Time Reporting, Payment Request.

- o How will moving and travel expenses be processed?

  Moving and travel expenses will still be processed through accounts payable.

- o What will the HCM user interface look like for supervisors approving staff and student worker time?

  Below is a snapshot of the screen an approver will see for a student worker.



Hourly Time Entry Approval

Employee ID: 1001085 Fusion,Ken **Title:** Computer Lab Monitor **Rcd:** 1

Empl Class: Undergrad Student **Start Date:** 12/04/2004 **Std Weekly Hours:** 40.00

Department: Student **Expected End Dt:** **Standard Rate:**

Total Entries: 7 **Total Hours:** 27.50

Customize | Find | First 1-7 of 7

Time Entry | More

	*Date	Day	*TRC	Hours	Start Time	Break 1 Out	Break 1 Return	Break 2 Out	Break 2 Return	End Time	Speed Type	Apprv	Dispute	Estimated Gross	
1	12/04/2004	Sat	REG	6.00	8:00AM	11:00AM	12:00PM	1:00PM	2:00PM	4:00PM		✓			Add
2	12/05/2004	Sun	(Invali	4.00	1:00AM					5:00AM		✓			Add
3	12/06/2004	Mon	REG	9.00	7:00AM					4:00PM		✓			Add
4	12/07/2004	Tue	SOT	2.00	6:00PM					8:00PM		✓			Add
5	12/08/2004	Wed	REG	3.00	11:00AM					2:00PM		✓			Add
6	12/09/2004	Thu	SOT	2.00	1:00AM					3:00AM		✓			Add
7	12/10/2004	Fri	REG	1.50	9:00AM					10:30AM		✓			Add

Approve all | Unapprove all | Save | Return

Next in List | Previous in List

- o If an exempt employee works for example, 55 hours a week, would HCM allow the employee to enter this time? (It wouldn’t be overtime, but would be recorded as regular hours)

  Yes, the PeopleSoft System will allow exempt employees to enter time over their regular hours. This will not affect any pay information but will simply allow the employee the chance to communicate time worked to an approver.

- What happens if an exempt employee forgets to enter his/her monthly time? Or refuses to enter his/her time? What are the repercussions of such situations?

  Regular hours and university holidays will be pre populated.   It is the responsibility of the supervisor to ensure his/her exempt employee(s) completes monthly exception time.

Payroll and Compensation Information

- What will my pay advice look like?

  Below is a snapshot of the pay information all employees will see in January.

View Paycheck

Nicole Dyme

Company:
Case Western Reserve Univ
Address:
10900 Euclid Avenue
Cleveland, OH 44106

Net Pay:	$6,464.37
Pay Begin Date:	07/01/2004
Pay End Date:	07/31/2004
Check Date:	07/30/2004

Printer Friendly Version
View a Different Payment

General

Name:	Nicole N Dyme	**Business Unit:**	CASE1
Employee ID:	1001077	**Pay Group:**	MONTHLY EXEMPT
SSN:	123-11-1310	**Department:**	200000 - University General
Address:	4920 Centre Avenue Apt 303	**Location:**	Main Campus
	Pitsburgh, PA 15213	**Job Title:**	Director
		Pay Rate:	$119,532.96 Annual

Tax Data

Fed Marital Status:	Single	**PA Marital Status:**	Not applicable
Fed Allowances:	2	**PA Allowances:**	0
Fed Addl Percent:	0.000	**PA Addl Percent:**	0.000
Fed Addl Amount:	$0.00	**PA Addl Amount:**	$0.00

Paycheck Summary

	Gross Earnings	Fed Taxable Gross	Total Taxes	Total Deductions	Net Pay
Current	9,961.08	9,926.68	3,446.23	50.48	6,464.37
YTD	9,961.08	9,926.68	3,446.23	50.48	6,464.37

Earnings

Description	Hours	Rate	Amount	YTD Amount
Regular			9,961.08	9,961.08
Total:			**9,961.08**	**9,961.08**

Taxes

Description	Amount	YTD Amount
Fed Withholdng	2,144.39	2,144.39
Fed MED/EE	143.70	143.70
Fed OASDI/EE	614.46	614.46
OH Withholdng	214.47	214.47
PA Withholdng	329.21	329.21
Total:	**3,446.23**	**3,446.23**

Before-Tax Deductions

Description	Amount	YTD Amount
QC Medical	28.00	28.00
Dental	3.00	3.00
Supp Life	3.40	3.40
Total:	**34.40**	**34.40**

After Tax Deductions

Description	Amount	YTD Amount
Sp Dep Lif	0.58	0.58
Hyatt Legl	15.50	15.50
Total:	**16.08**	**16.08**

Employer Paid Benefits

Description	Amount	YTD Amount
QC Medical	257.00	257.00
Dental	28.00	28.00
Basic Life	1.05	1.05
STD	68.00	68.00
TIAA-CREF	796.89	796.89
* Taxable		
Total:	**1,150.94**	**1,150.94**

Net Pay Distribution

Payment Type	Paycheck Number	Account Type	Account Number	Amount
Direct Deposit	23	Checking	6103988772	6,464.37

Go To: Employee Home
Payroll and Compensation Home

- How do I print my pay advice? Can I get a pay stub mailed or e-mailed to me? If not now, is this something you are looking to do in the future?

  You can view your pay advice in PeopleSoft. If you would like to print it, there will be a blue underlined hyperlink in the upper right hand corner called "Printer Friendly Version". When you click *on that, your pay advice will open in Adobe (please be patient while Adobe loads). Once it opens, you may print out or save the pay advice. To close Adobe, click the X in the upper right hand corner. This will return you to the PeopleSoft screen.*

Pay stubs will not be e-mailed to you.

- If an employee doesn't have or can't have direct deposit. How will they be paid? Will the paychecks still be delivered to the departments?
  If an employee does not or cannot have direct deposit, please contact Employee Relations at 368-8948 to discuss additional options.
- Direct deposit of an employee's paycheck was not always available for the first pay period after they started. Will this change with the new system?
  With the HCM System, Case will no longer require a pre-note period for all new direct deposit accounts. Your direct deposit will start in your next pay period once we have your information in the system.
- If I don't want direct deposit but am capable of getting it, will I be forced to do it?
  The university's preferred method of payroll payment is direct deposit. For those employees who are not eligible to have a bank account, an alternative method is available. Please contact Employee Relations at 368-8948 to discuss.
- What if I need to make a change to my banking information with regard to my paycheck? How is that done and how quickly does it take effect?
  If you need to make a change to your direct deposit distribution, you will need to complete a new direct deposit form and forward it to the Payroll Department or the Student Employment Office. The changes will be effective in your next pay period.
- How will "special pay increases" be requested? Currently we submit a single blue voucher card with a flat dollar amount attached. How will this be done after the implementation?
  Supervisors/Department Administrators will be able to request these additional payments online in PeopleSoft through the Manager Self Service, Case Time Reporting, Payment Request.
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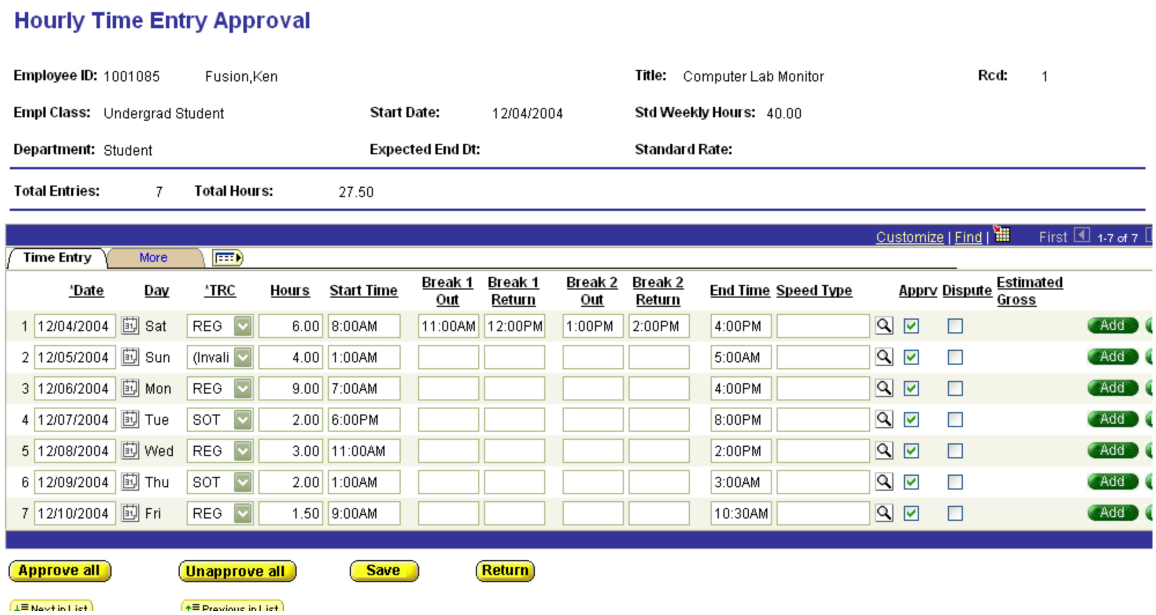

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5	12/08/2004	Wed	REG	3.00	11:00AM					2:00PM		☑	☐		Add
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7	12/10/2004	Fri	REG	1.50	9:00AM					10:30AM		☑	☐		Add

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- What happens if an exempt employee forgets to enter his/her monthly time? Or refuses to enter his/her time? What are the repercussions of such situations?

  Regular hours and university holidays will be pre populated. It is the responsibility of the supervisor to ensure his/her exempt employee(s) completes monthly exception time.

Benefits Information

- Will I be able to change my benefits through PeopleSoft?

  You will only be able to change your benefits during BenElect. The benefit choices you make are in effect for one calendar year and may be changed only during the annual enrollment period to take effect for the following year. The exception to this Internal Revenue Service regulation is a change in family or job status, which allows you to make the appropriate benefit changes mid-year by notifying Benefits Administration within 30 days of the change. Qualifying life event changes are:

  -Marriage or divorce (equivalent for domestic partner),
  -Birth or adoption of your child,
  -Death of your family members,
  -Change in your child's full-time student status,
  -Change in your employment status, i.e., from part-time to full-time work,
  -Gain of insurance through your spouse's (equivalent's) employment,
  and
  -Loss of your spouse's (equivalent's) medical and/or dental coverage.

  These changes in family or job status must be reported to Benefits Administration within 30 days after the life event change occurred along with appropriate documentation. Please contact benefits at 368-6781.

- Will I be able to see information on my dependents benefits in PeopleSoft?

  Yes.

Personal Information

- Will I be able to update all the information I see in my personal information summary?

    You will be able to change the following information:

    - *Name*
    - *Home/Mailing Address*
    - *Phone Number(s)*
    - *Emergency Contact Information*
    - *Personal E-mail Addresses*

    Please note that proof of changes still need to be presented to the Human Resources Department (i.e. marriage license, social security card, etc). Please use the following link to make changes to your personal information: *http://www.case.edu/finadmin/humres/hrim/change.html*

- Can I make changes to my marital status, employee information, or ethic group?

    Any changes to this information will be processed by the Human Resources Records Department.

- Certain information isn't complete under "Employee Information" such as highest education level, smoker status, date entitled to Medicare – why not?

    Case is not populating all fields in the Personal Information section at this time.

- Can I delete an emergency contact that I have added?

    Once you have added a primary emergency contact, you may change the information, but PeopleSoft will require you to have a primary contact.

Training Information

- Will there be training sessions for new employees on how to use the system?
  - *Yes there will be training sessions offered at New Employee Orientation.*
- Will there be training for supervisors?
  - *To schedule a session please e-mail erptraining@case.edu*
- What training support will there be for new student employees? Will this be part of an overall student orientation process?
  - *Student Employment works with new student employees for them to get their time entered.*
- Will there be on-line tutorials on the use of this system for employees coming on board after the initial implementation?
  - *The ERP Team is looking into on-line refresher sessions to be offered in 2006.*
- Will the system automatically calculate the correct accrual for part-time employees?
  - *The system will calculate accruals based upon an employee's FTE and regular work schedule.*

Student Employees

- Why do student employees see jobs with a status of “T” (terminated) when they log into the time entry screen?

  Students will be able to access terminated jobs so that hours may be submitted for payment for days worked prior to the termination date.

  Students will receive an error message if entering time after the termination date. If this occurs, contact the Office of Student Employment to resolve the issue.
- What if a student employee cannot access an active job?

  This probably means the Office of Student Employment doesn’t have an updated Referral Form on file. Referral Forms may be obtained from the Student Employment Office in Yost Hall, Room 401A.
- I see my pay rate on the top of the time entry screen, but it’s wrong. How do I get it changed?

  Your supervisor needs to contact the Student Employment Office with the change.

Running Reports in PeopleSoft

- How will I access information since I am not a supervisor but I reconcile financial information related to personnel and need to see information for overtime paid out, student time processed, etc.?

  Your department administrator or supervisor can grant you access to reports or ad-hoc queries within PeopleSoft that will allow you to see financial data, but not personnel data.
- We currently provide reports to our management on the status of staff time (e.g., discretionary time available, discretionary time used, balance of discretionary time, income protection time available, income protection time used, etc.). Will there be reports available that detail and/or summarize this information for a department and/or division?

  Employees will be able to see their individual HVA balances online, and a report will be made available to show the available balances by Department/Management Center.
- Will supervisors have the ability to run reports on staff time? If yes, what will they look like? Will they be able to run a report by department?

  Yes, by individual and by department. We are currently developing the reports, and a mock-up of the format is forthcoming.
- Will the department administrator be able to run a report for student worker hours on a monthly basis per department?

  Yes.
- It seems that reporting is critical to users/supervisors/administrators. Will this be a function that users will be able to use immediately?

  A number of reports will be available including:
  1. *Salary Distribution (by DeptID)*
  2. *Salary Analysis (by DeptID)*
  3. *Salary Analysis (by EmplID)*
  4. *Summary of Time Entry/Approval*

  Other reports and ad-hoc queries will be forthcoming.