

UKG Workforce Management Timekeeping – Ready

Difficult Timesheet Change Requests FAQ

Introduction:

Timesheet Change Requests are a convenient way for employees and their managers to track and correct a missed or inaccurate punch. However, there are times when making the requested change can be confusing. This document includes a couple examples to help as you learn the new system.

Pros to Using Timesheet Change Requests:

- These workflows give the employee an opportunity to submit the missed or inaccurate punch, rather than emailing, texting, or chasing down their manager to make a change.
- Using these workflows gives us documentation as to why a timecard was altered. It provides a system-based record.

Cons to Using Timesheet Change Requests:

- Depending on the missing time/mistake, it can sometimes be complicated or confusing to fix via a workflow.
- Some corrections require multiple Change Requests to fix a single mistake.

***As a reminder, Timesheet Change Requests in the system are not mandatory. If the correction is too complex, employees may continue to work with managers to edit the timecard manually.**

Example	Page #
<i>Selected the Wrong Punch Button</i> – I came back from lunch, but instead of clocking IN , I accidentally clocked OUT .	2-4
<i>Missing Lunch</i> - I clocked IN and I clocked OUT , but I forgot to punch my lunch times.	5-8

Difficult Timesheet Change Requests FAQ

Selecting the Wrong Punch Button:

In this example, the employee came in at 8:00 and started lunch at 12:00. When they returned from lunch, they accidentally clicked the **OUT** button instead of **IN**.

MSDLUNCH		
08:00 am	12:00 pm	4.00
From am	12:30 pm	0.00
From am	05:00 pm	0.00

Step 1 - To correct this error, the employee should first request to **Delete** the incorrect punch.

From the top-right of the timesheets page, click to the **Change Request** button.



SaveSubmitChange Request

Step 2 - Select **Delete Time Entry** as the change type from the drop-down menu.

Change Request

Change Type *

Delete Time Entry ▼

Difficult Timesheet Change Requests FAQ

Step 3 - Select the incorrect time entry.

Change Request

FRIOct 214.00 hrs

☐ 08:00 am - ☐ 12:00 pm (4.00 hrs)

Branch: H01 - Headquarters Chatt
Org Level 2: FA00-Account
Org Level 3: Corporate
Direct: Indirect
Job: Payroll Spec
Project: Corporate
Location: Tennessee - Remote
Pay Group: NSM

... - ☒ 12:30 pm (0.00 hrs)

Branch: H01 - Headquarters Chatt
Org Level 2: FA00-Account
Org Level 3: Corporate
Direct: Indirect
Job: Payroll Spec
Project: Corporate
Location: Tennessee - Remote
Pay Group: NSM

3

Step 4 - Add a comment and submit the change request.

Comment *

Punched out instead of punch in from lunch

Clear

Cancel

Submit Changes

4

Difficult Timesheet Change Requests FAQ

Step 5 - Next, submit an addition change request.



Step 6 - Select **Add Punch In** from the change type drop-down menu.

Add the new/correct punch in that represents the correct time you returned from lunch. In this example, that was 12:30.

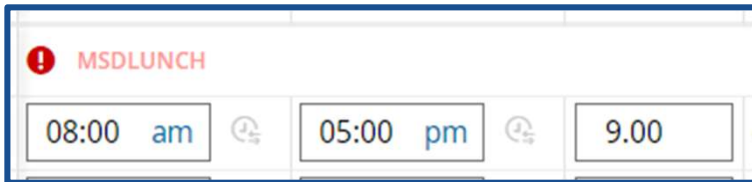
Add a comment and submit the change.

A screenshot of a 'Change Request' form. The form has a title bar 'Change Request' with a close button 'X'. It contains several fields: 'Change Type *' with a dropdown menu showing 'Add Punch In'; 'Choose Date *' with a date field showing '10/21/2022'; 'From *' with a time field showing '12:30' and a 'pm' indicator; and a 'Comment *' text area containing 'Punch in from lunch'. At the bottom right, there is a 'Clear' link and two buttons: 'Cancel' and 'Submit Changes'. A black circle with the number '6' and an arrow points to the 'Submit Changes' button. Red rectangular boxes highlight the 'Change Type' dropdown, the 'From' time field, and the 'Comment' text area.

Difficult Timesheet Change Requests FAQ

Missing Lunch:

This type of change request is a multistep process for you and for your manager. In this example, the employee clocked **IN** at 8:00 am and **OUT** at 5:00 pm. They forgot to include their lunch from 12:00 to 12:30.



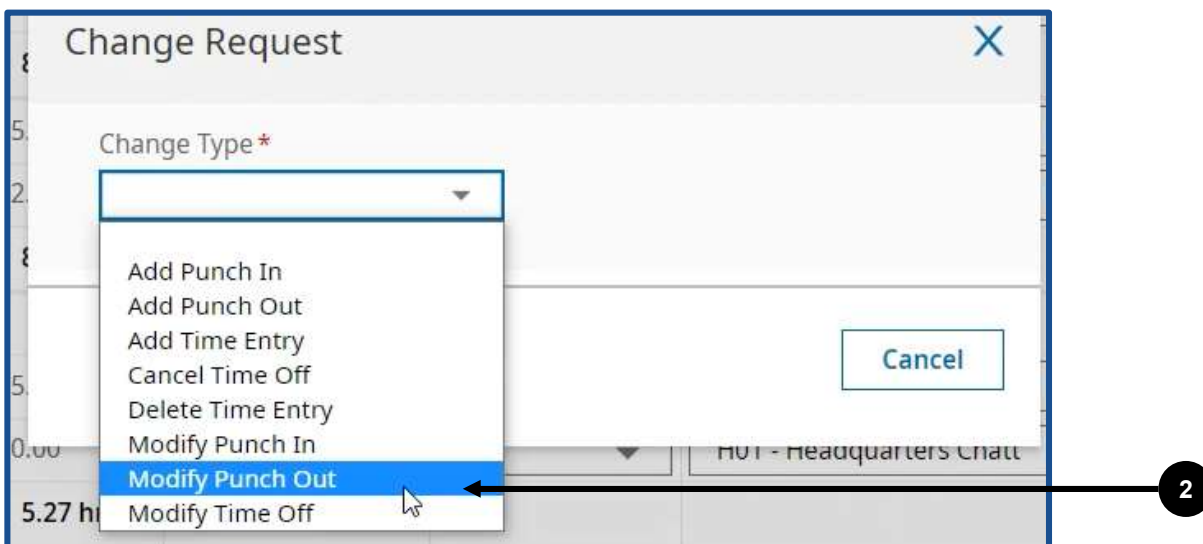
A screenshot of a timesheet entry. At the top, there is a red error icon and the text "MSDLUNCH". Below this, there are three input fields: "08:00 am", "05:00 pm", and "9.00". Each field has a clock icon to its right.

Step 1 - Correct the **OUT** punch first. Select the **Change Request** button from the top-right of your timesheet page.



A screenshot of the top-right corner of a timesheet page. It shows a row of buttons: "Save", "Submit", and "Change Request". To the right of the "Change Request" button is a three-dot menu icon. A black arrow points from a circle with the number "1" to the three-dot menu icon.

Step 2 - Modify the punch out at 5:00 to the correct first **OUT** punch of 12:00. This is the time you started your lunch and should have been the first time you clocked out.



A screenshot of a "Change Request" dialog box. It has a title bar with a close button (X). Inside, there is a "Change Type *" dropdown menu. A list of options is displayed below the dropdown: "Add Punch In", "Add Punch Out", "Add Time Entry", "Cancel Time Off", "Delete Time Entry", "Modify Punch In", "Modify Punch Out", and "Modify Time Off". The "Modify Punch Out" option is highlighted in blue. A black arrow points from a circle with the number "2" to the "Modify Punch Out" option. A "Cancel" button is visible in the bottom right corner of the dialog box.

Note - You cannot simply **Add Time Entry** to add missing punches to your timecard. In this example, Adding Time Entry from 12:00 – 12:30 is a request to add an additional 30 minutes, not remove/subtract it. If you try to make a missed lunch correction by Adding a Time Entry, you will receive an error message that you have duplicate or over lapping time.

Difficult Timesheet Change Requests FAQ

Step 3 - Select the correct date from the Modify Punch Out list.

Change Request

Change Type *
Modify Punch Out

▼ Expand All

SAT	Oct 15	0.00 hrs
SUN	Oct 16	0.00 hrs
MON	Oct 17	8.00 hrs
TUE	Oct 18	7.95 hrs
WED	Oct 19	8.03 hrs
THU	Oct 20	8.08 hrs
FRI	Oct 21	9.00 hrs

08:00 am - 05:00 pm (9.00 hrs)

Step 4 - Change the “To” field to 12:00. This is the correct time when you should have made your first punch out for lunch. Add a comment and then submit your changes.

Change Request

Change Type *
Modify Punch Out

Fri, Oct 21 [← Back To List](#)

From To * Total

08:00 am 12:00 pm 4.00

Comment *

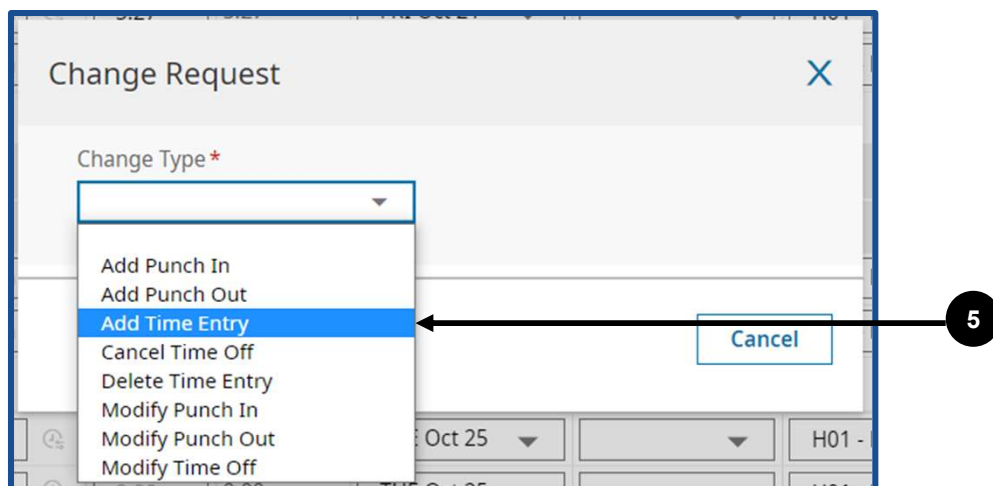
Didn't clock out for lunch

Clear

Cancel Submit Changes

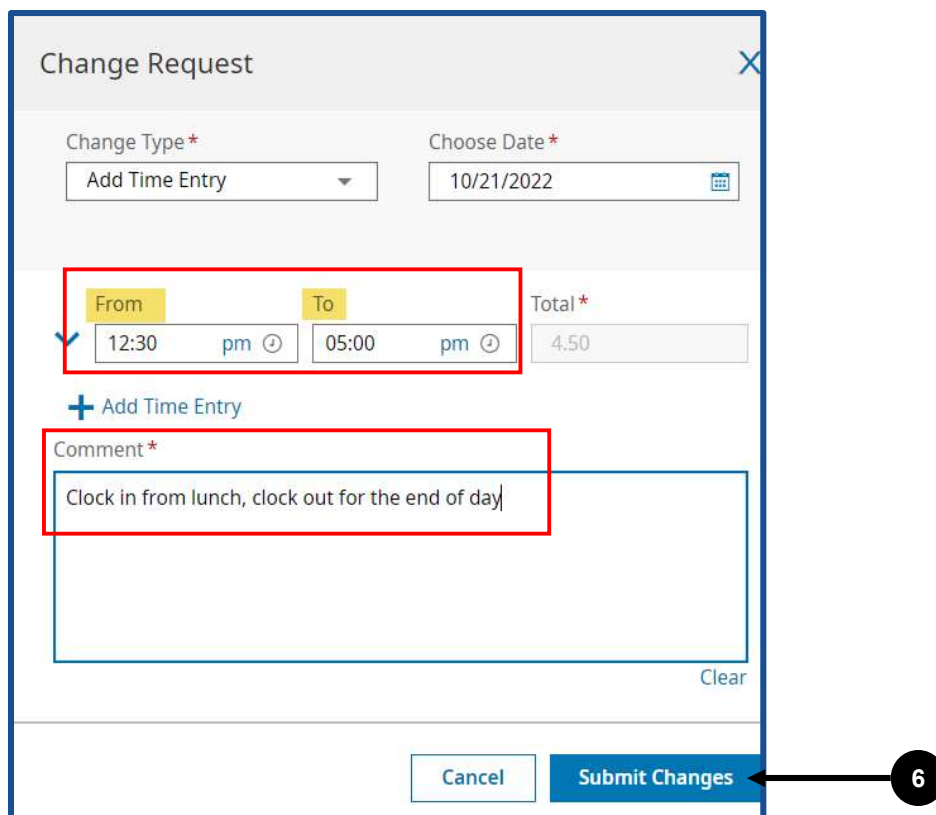
Difficult Timesheet Change Requests FAQ

Step 5 - Now, comes phase two. We will now correct the second half of the day. Enter a second change request to **Add a Time Entry**, which will include our punch back **IN** from lunch and **OUT** at the end of the workday.



The screenshot shows a 'Change Request' dialog box. A dropdown menu for 'Change Type*' is open, with 'Add Time Entry' highlighted. A black arrow points from a circle with the number '5' to the 'Add Time Entry' option. Other options in the dropdown include 'Add Punch In', 'Add Punch Out', 'Cancel Time Off', 'Delete Time Entry', 'Modify Punch In', 'Modify Punch Out', and 'Modify Time Off'. A 'Cancel' button is visible to the right of the dropdown.

Step 6 - The new “From” time is when you came back from lunch. You should have clocked back **IN** at 12:30. The “To” field should show your final punch **OUT** for the day, which was 5:00. Add a comment and submit changes.



The screenshot shows the 'Change Request' dialog box with the 'Add Time Entry' form. The 'Change Type*' dropdown is set to 'Add Time Entry' and the 'Choose Date*' is '10/21/2022'. The 'From' time is '12:30 pm' and the 'To' time is '05:00 pm'. The 'Total*' is '4.50'. A red box highlights the 'From' and 'To' time fields. Below the time fields, there is a '+ Add Time Entry' button and a 'Comment*' text area. The comment 'Clock in from lunch, clock out for the end of day' is entered. A red box highlights the comment text area. At the bottom, there are 'Cancel' and 'Submit Changes' buttons. A black arrow points from a circle with the number '6' to the 'Submit Changes' button.

Difficult Timesheet Change Requests FAQ

Note for Managers - This is also a two-step process for you.

Step 1 – Approve the Modify Punch Out / Change Field request first. This was the employee's first step to correct the punch out to start their lunch at 12:00.

← Pending Timesheet Change Requests								
Time Entry Date								
<input type="checkbox"/>	Employee Id	Time Entry Date	Request Type	Action Type		Field	Old Value	New Value
<input checked="" type="checkbox"/>	14499	10/21/2022	Modify Punch Out	Change Field	Approve 1st	End Time	05:00p	12:00p
<input type="checkbox"/>	14499	10/21/2022	Add Time Entry	Add Time Entry				Start Time=12:00p, End Time=05:00p, Total Time=4.50, Branch=Chattanooga

Step 2 – Next, approve the add time entry to add the 12:30 – 5:00 portion of the request.

Approving these out of order will give you errors.

It is best to look at all Pending Timesheet Changes for your employee one person at a time, and then one date at a time. Look at the entire picture of what the employee is requesting to change on each date.

← Pending Timesheet Change Requests								
Time Entry Date								
<input checked="" type="checkbox"/>	Employee Id	Time Entry Date	Request Type	Action Type		Field	Old Value	New Value
<input checked="" type="checkbox"/>	14499	10/21/2022	Add Time Entry	Add Time Entry	Approve 2			Start Time=12:30p, End Time=05:00p, Total Time=4.50, Branch=Chattanooga