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.**

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Selected the Wrong Punch Button – I came back from lunch, but instead of clocking **IN**, I accidentally clocked **OUT**.	2-4
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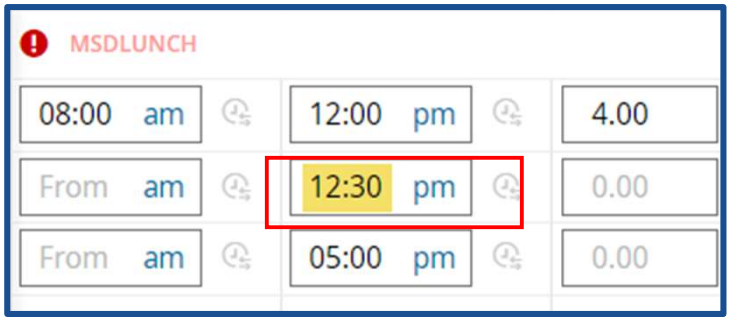
Selecting the Wrong Punch Button:

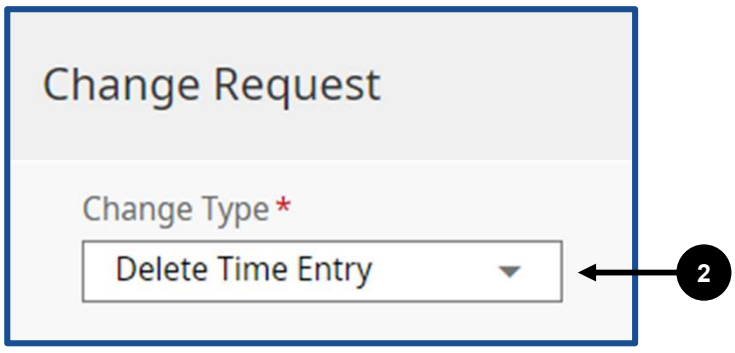
In this example, the employee came in at 8:00 and started lunch at 12:00. When they returned from lunch, they accidentally clicked the **OUT** button instead of **IN**.



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.

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



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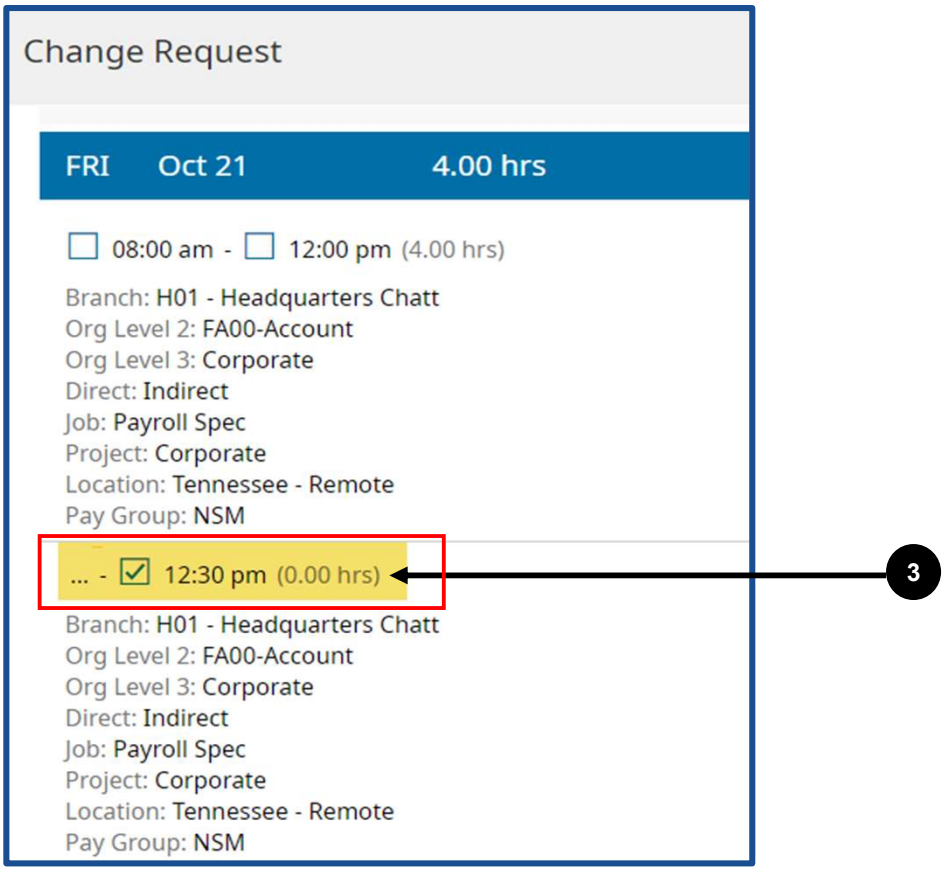
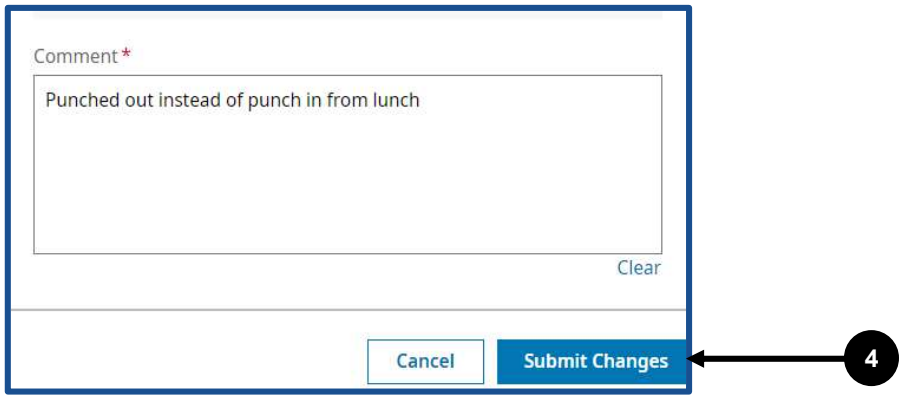
Step 3 - Select the incorrect time entry.



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



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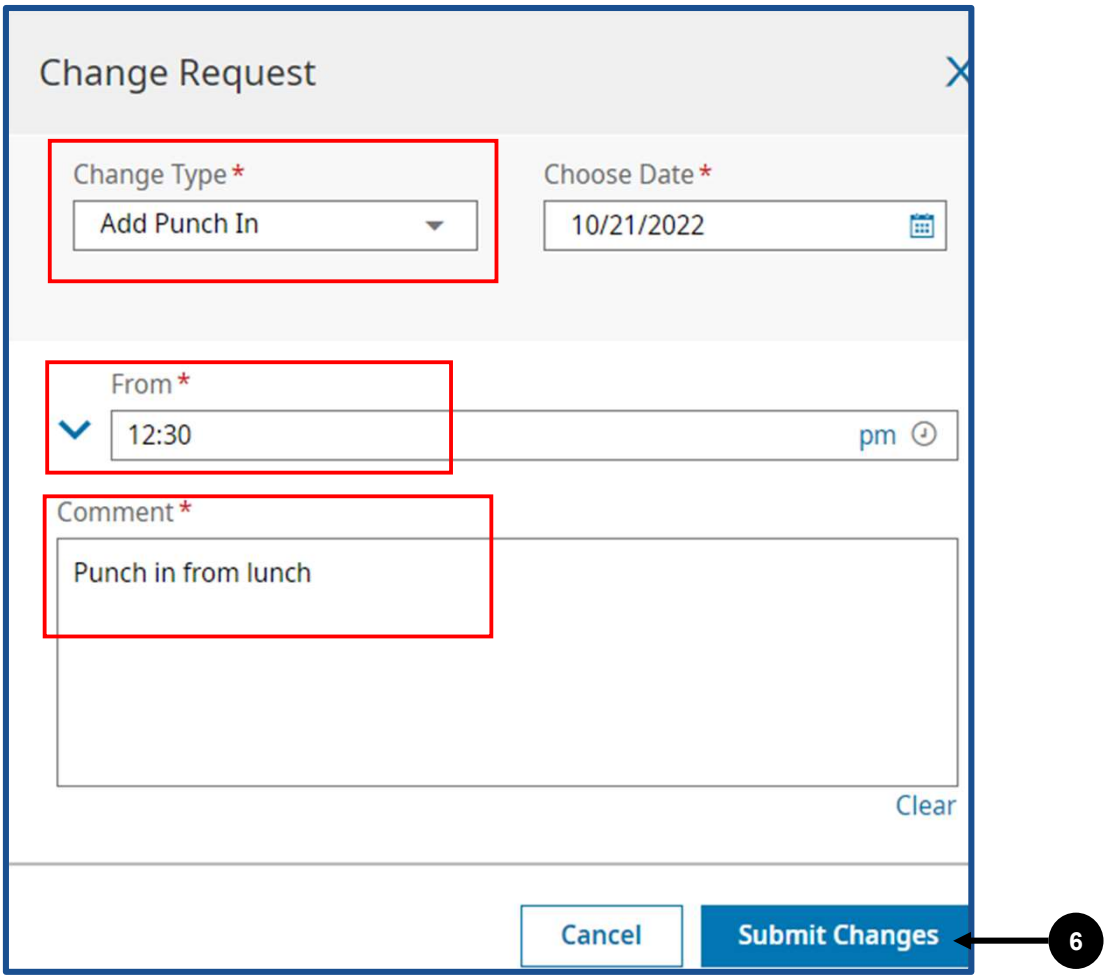
Step 5 - Next, submit an addition change request.

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.



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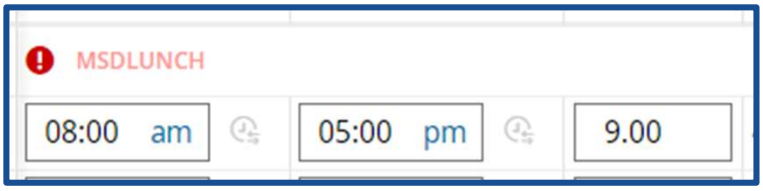
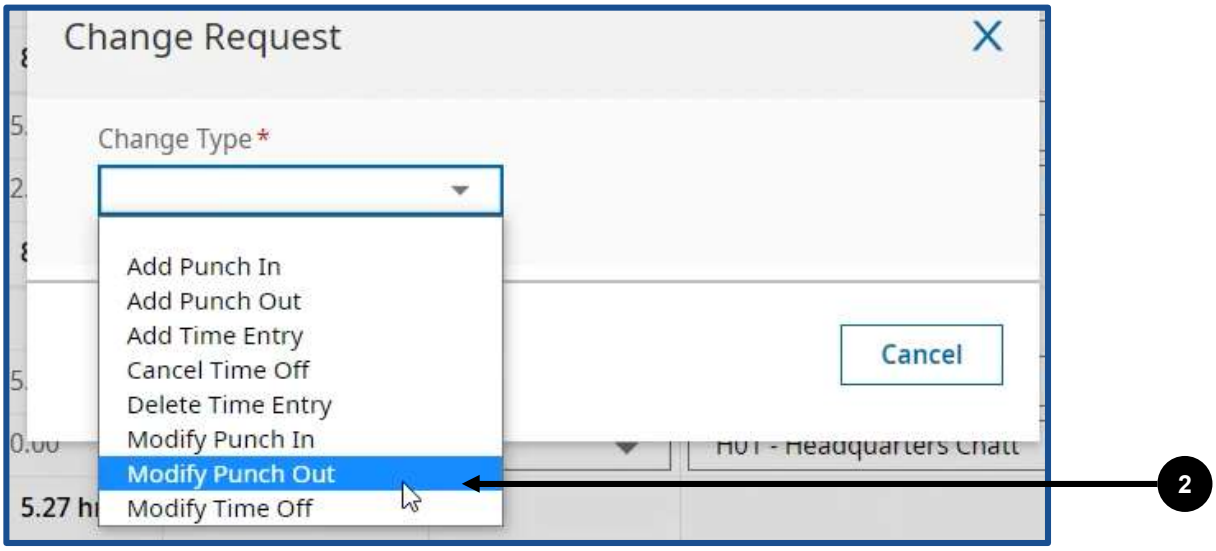
Missing Lunch:

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.



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

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.



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.

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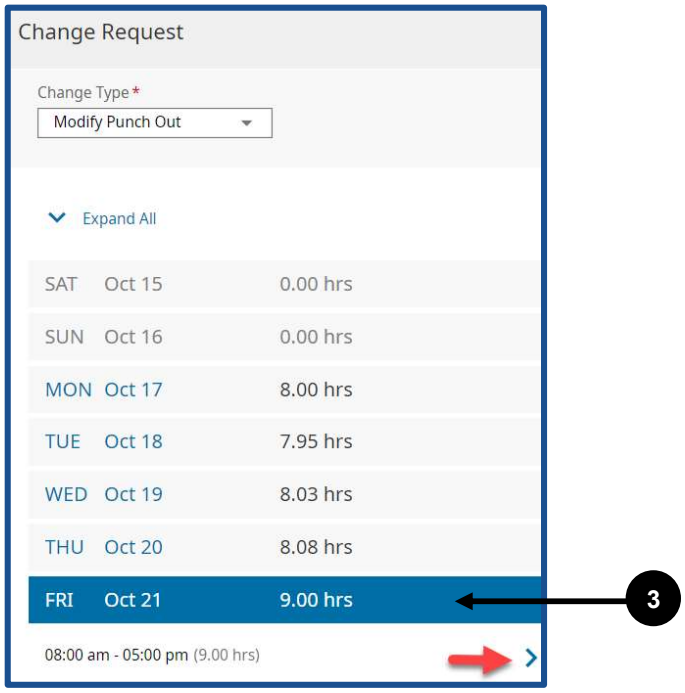
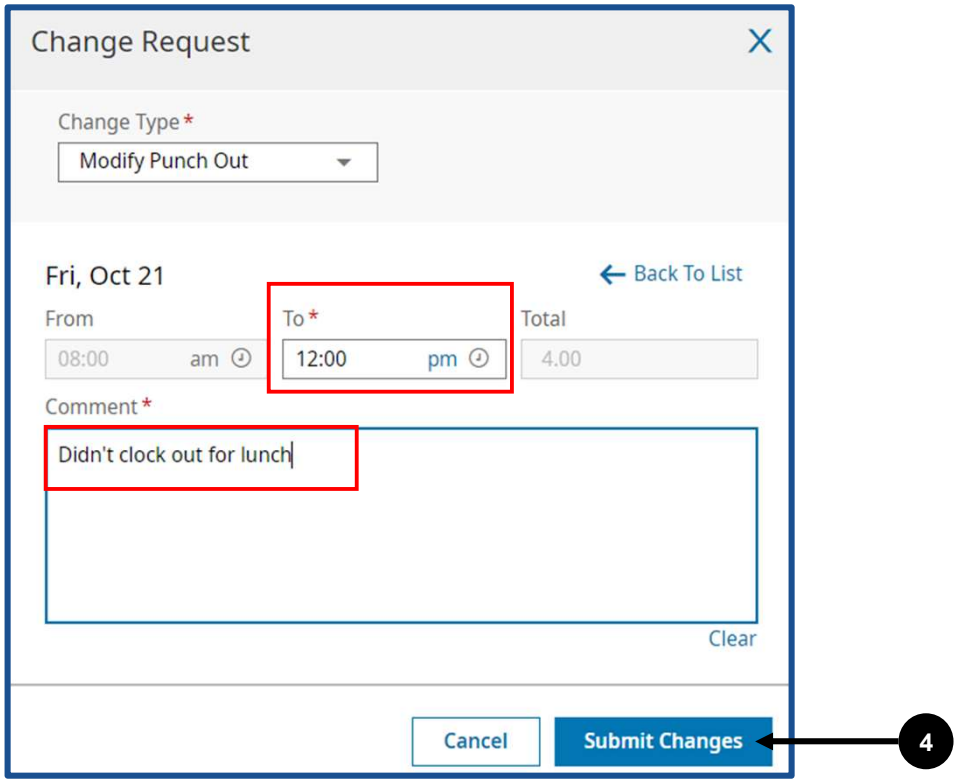
Step 3 - Select the correct date from the Modify Punch Out list.



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.



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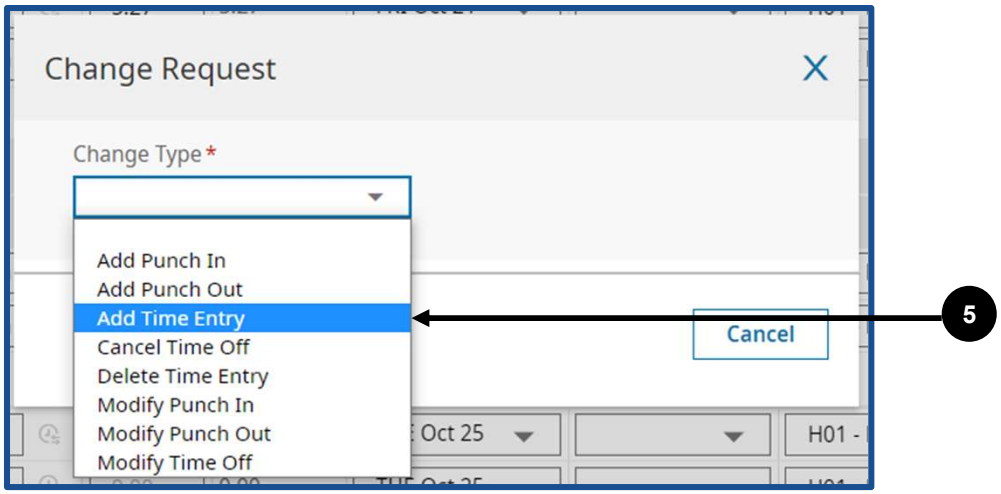
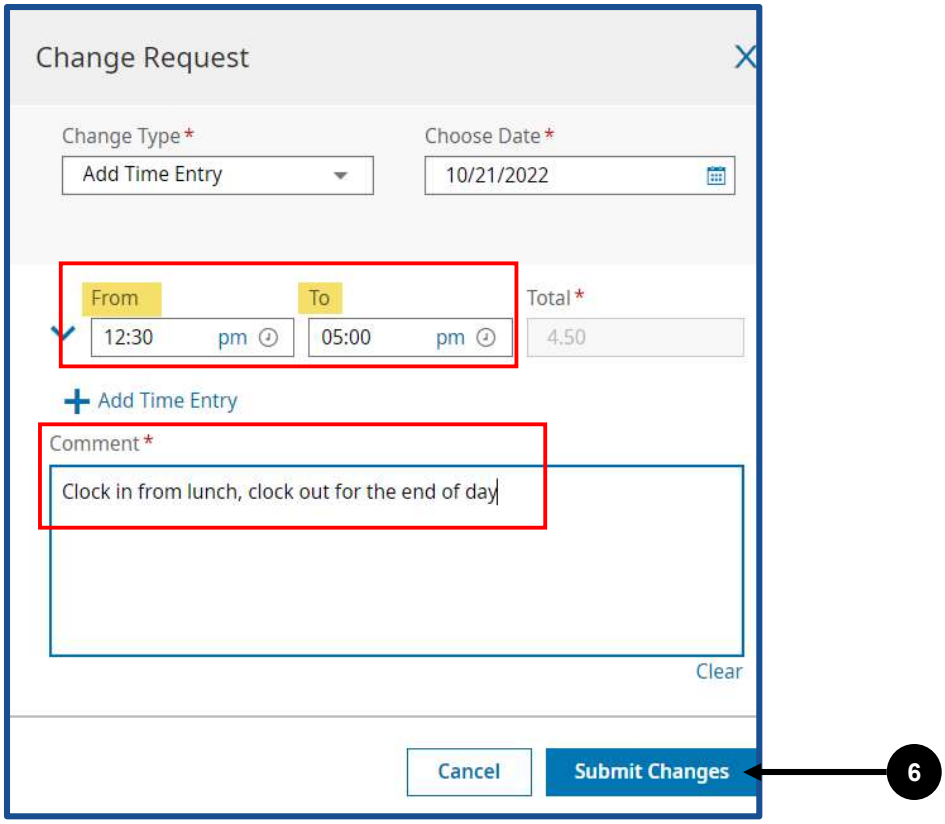
Step 5 - Now, comes phase two. We will now correct the second half of the day. Enter a second change request to **Add a Time Entry**, which will include our punch back **IN** from lunch and **OUT** at the end of the workday.



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.



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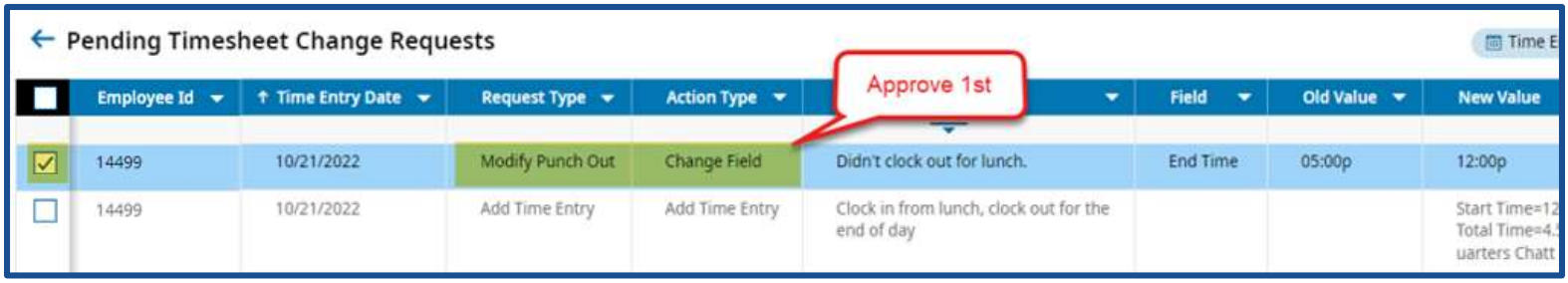
Note for Managers - This is also a two-step process for you.

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.



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.