Empower Timekeeping Supervisor Guide

August 2018

Note for Apple Macintosh computer users:

Where the instructions indicate Right Mouse Click, Mac users should use Control-click to view pop-up menus.

Example: Click in a field to select the field, Control-click to open the menu, click on a menu item to select it.

©2014 Empower Software Solutions, Inc., and Kent State University
This information is provided by the Division of Information Services, Kent State University and is proprietary and confidential. These materials are made available for the exclusive use of Kent State University employees, and shall not be duplicated, published or disclosed for other purposes without written permission.

Table of Contents

Supervisor Overview 4
System Navigation 5
Personnel Module 7
Employee Name Searching 7
Employment Status 8
Personnel Module Tabs 8
Scheduler Module 10
Scheduler Viewer 10
Manually Create a Schedule 11
Scheduling for Non-Primary Jobs 12
Transfer a Shift 13
Schedule Additional Transfer Shifts 14
Edit a Schedule 15
Copy a Schedule 15
Run a Schedule 16
Publish a Schedule 16
Timecard Module 17
Pay Period Date Range 18
Timecard Views 18
Edit a Timecard 19
Add or Delete a Punch 22
Cancel a Meal 22
Special Codes 23
Timecard Approvals 24
Crew Sheet Module 26
Correct Timecards from the Crew Sheet View 27
Approve Timecards from the Crew Sheet View 27
Time Off Requests Module 28
Add a Request 28
Accruals 28
Approve a Request 29
Schedule Requests Module 29
Reports Module 30

Supervisor Overview

The EmpowerWFM™ Time & Attendance web application automates the collection, calculation, and reporting of accurate employee work transaction data. The system streamlines the entire pay process to improve productivity and reduce costs.

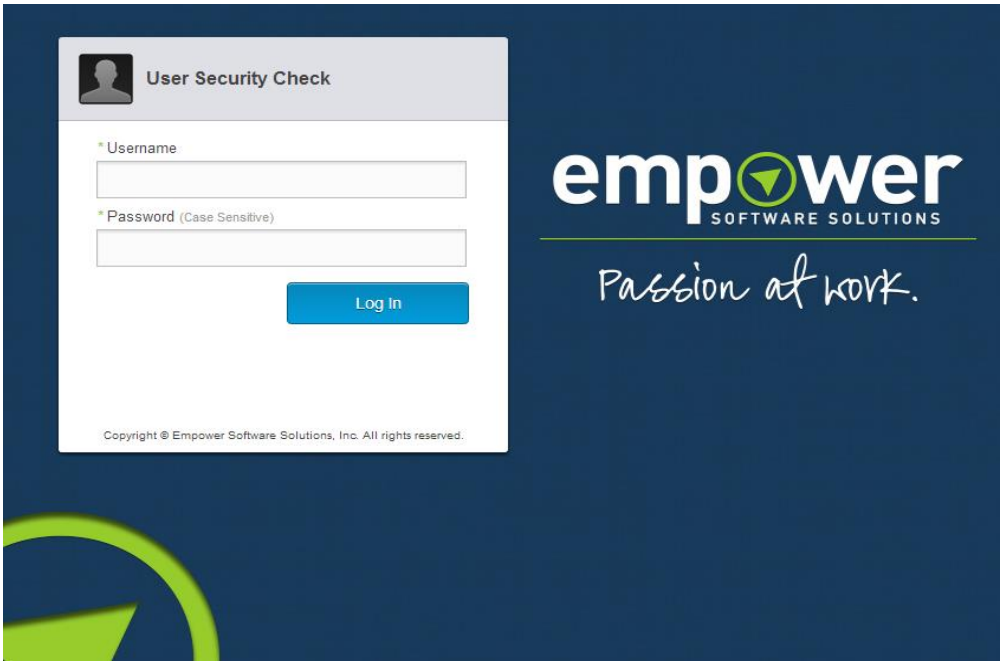
Supervisors must access a different log in screen at http://ksuwfm.kent.edu to manage timecards and schedules.

The Supervisor login is accessible from campus computers and off-campus through the use of VPN.

If you have an employee with an impairment that makes using Empower an obstacle please contact the Payroll Department for assistance.

Log In

Use your FlashLine User Name and Password to log in.



Note: that the employee punches in and out at a time clock,

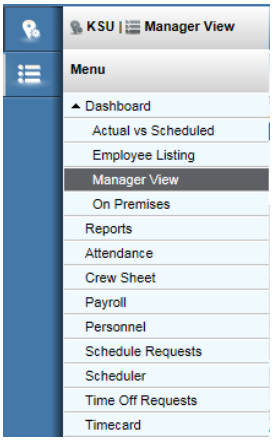
or at http://timekeeping.kent.edu. There is also a link in FlashLine.

Please be aware it is possible for employees to clock in and out using a smartphone as long as they are on campus. This should only be used if there is no other option available and if approved in advance by the supervisor.

System Navigation

Modules

Use the links in the left navigation panel to access the screens where you may view and manage employee data.

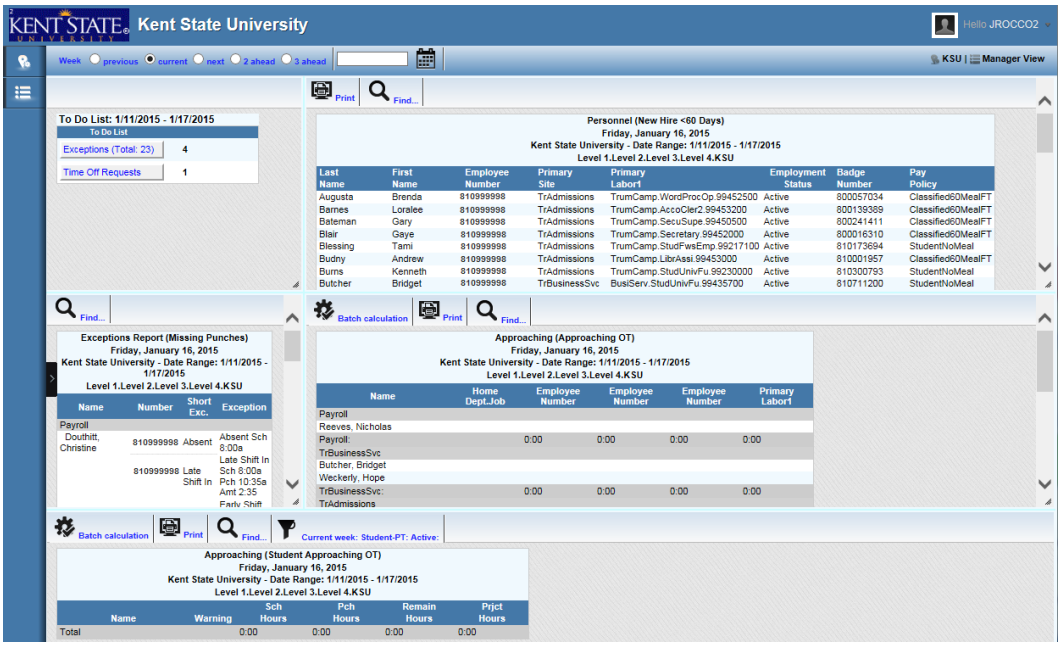


Working Area

The working area is located to the right of the navigation panel. It is updated every time a new module is selected in the menu.

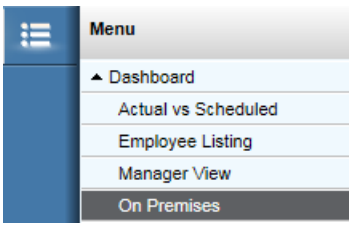
Dashboard

The Manager View is a page of reports that displays a "To-Do" list of employee missed punches, time off requests, the status of new hires, and employees approaching overtime.



On Premises

The **On Premises** view displays which employees are currently punched in.



On Premises (On Premises)
Monday, January 26, 2015
Kent State University - Date Range: Monday, January 26, 2015: 7:27:28 AM to Monday, January 26, 2015: 11:27:28 PM
Level 1.Level 2.Level 3.Level 4.KSU

Name	Number	Schedule	Latest Status	Last Punch
GAcademicAff				
Smith, John	810999999		In	1:33p
Jones, Amy	810999999			
Williams, Alvin	810999999			
Adams, Paul	810999999			
Martin, Robin	810999999			
Stein, Alice	810999999			
Gonzoles, Alicia	810999999			

System Navigation Tool Bar

The toolbar is shown at the top of the working area for all modules. Access to options in toolbars will vary based on security permissions.

Maximize/Minimize Working Area: Click to hide the Modules section and maximize your working area screen.

Print: Click the print button to print data to a local or network printer.

Add and Delete: Based on security permission level, this functionality may be disabled (grayed out).

Select: Click the select filter to search for an employee by Labor, Customer Filter, or Status.

Save: Click the Save changes icon on any screen through the application to save changes made to the data in the screen.

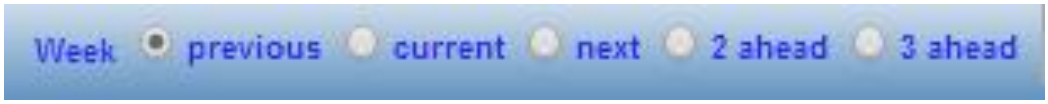
Toggle User Controls: Click to go back to the default Home Screen. Access Online Help, Log Off, Change Password

Restore: Click the Restore icon to cancel changes not yet saved.

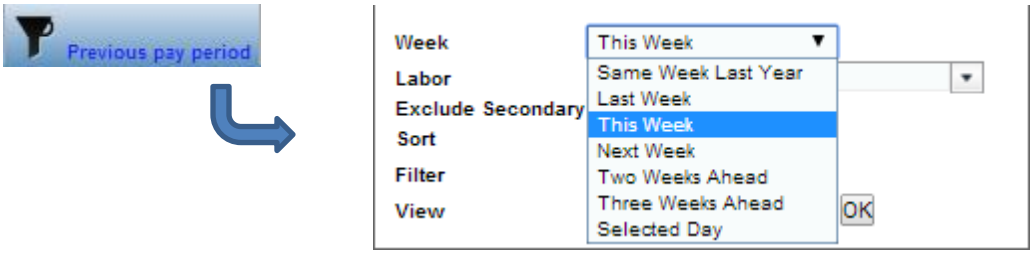
Find: Click to search by specific employee by Last Name, First Name or Employee credentials.

☆ Always check to be sure that you have selected the correct time period.

Where checkboxes are not provided, the filter funnel icon will let you select the period from a menu of available periods.

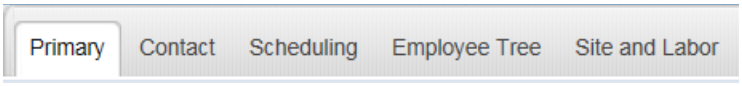


OR



Personnel Module

The Personnel module displays employee records for your unit. The record is presented via tabs, which report pay policy information (for meal breaks), personal contact information, shift schedules, and more.



Employee Name Searching

EmpowerWFM™ provides filters, sort options, and primary labor filters to make finding employees easier.

To select an employee, click the menu arrow and click on the employee name, or click on the Find icon and enter the employee details to search.

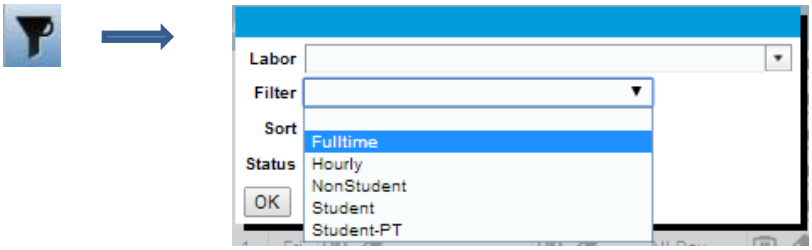
The Left/Right arrows on either side of the Employee name field will allow you to scroll back and forth through the list of names.

- ☆ After clicking the drop menu arrow, type the first letter of the employee's last name to forward the list to that particular letter, minimizing scrolling.

- ☆ If the number of employees is extensive, a search window will appear to allow entry of employee criteria in order to simplify the search.

- ☆ When using the Find button, multiple results can appear after entering a Last Name only. If so, the employees will display in alphabetical order and can be scrolled through by using the side arrows.

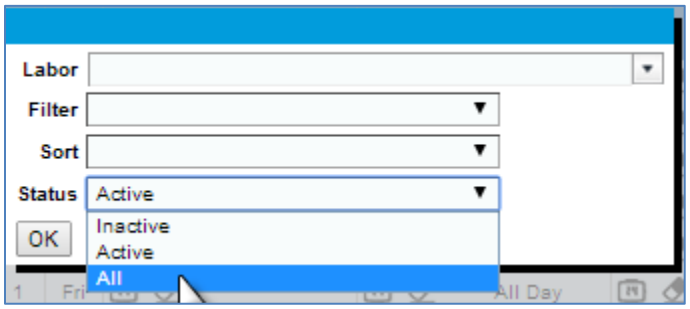
Filters are used to select a group of employees in the drop menu based on a specific attribute, such as FT, PT, or Minors. Click the filter funnel icon to view the available options. Once a filter is chosen, the screen immediately refreshes with the filtered employee list.



To remove a filter, choose the first blank line in the drop menu.

Employment Status

The employee list can be filtered by the employment Status drop menu.



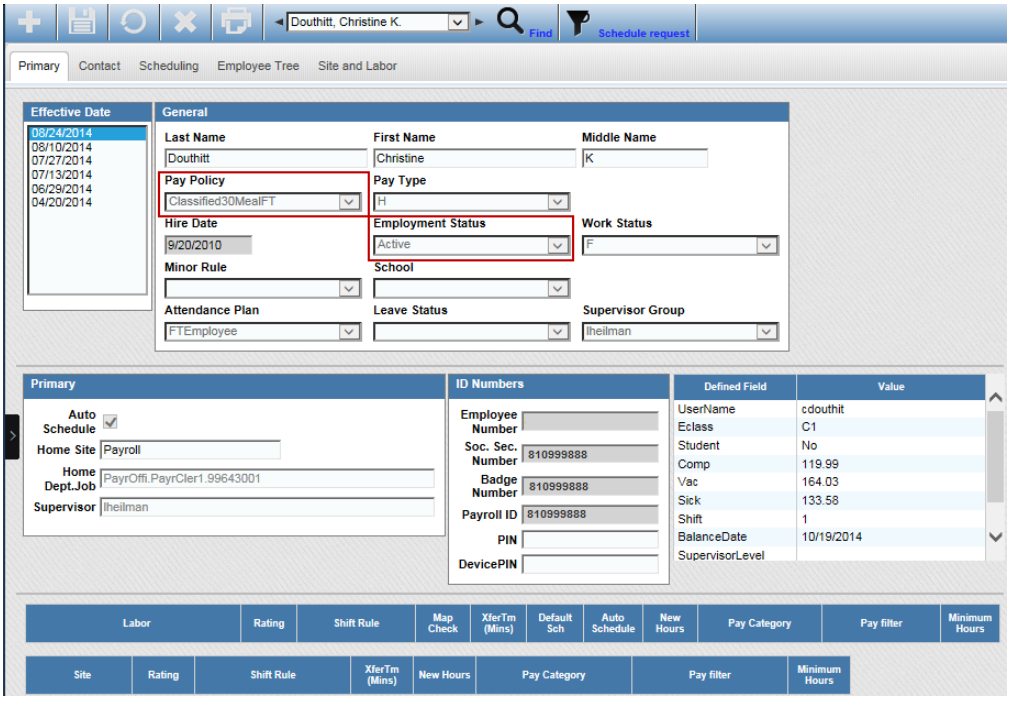
Note: This filter will NOT reset itself when you log out of WFM.

To reset, select the **All** option and then sign out.

Personnel Module Tabs

Primary Tab:

Employment Status information and Pay Policy, as well as ID Numbers, and Primary Labor information are listed in this tab. Secondary Labor and Secondary Sites are also viewed here.

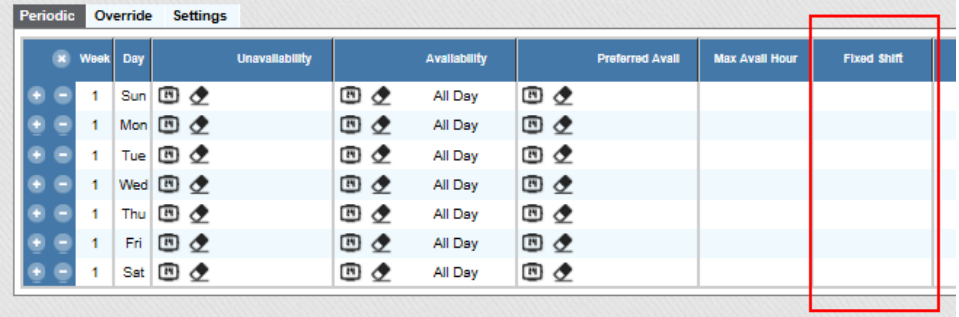


Contact Tab:

Phone and e-mail information is displayed here.

Scheduling Tab (Fixed Shift Entry)

This tab in the Personnel module is where you enter the employee's Fixed Shift schedule. This can be utilized for **ANY TYPE OF EMPLOYEE** and can significantly reduce the time taken to create the weekly schedule.



☆ To enter a shift, click on the cell under the Fixed Shift column and enter the time in either of the following formats (8:00a-5:00p, 8a-5p).

You may copy and paste shift times from one cell to another by highlighting a shift and using the keyboard commands Ctrl-C to copy and Ctrl-V to paste.

☆ When you enter fixed shift information, it does not become visible to the employee until the WFM administrator runs a process to generate the shifts.

In the **Effective Date** window, use the **Addition Button** (✚) or the **Deletion Button** (✖) to establish a new, or delete an inessential, fixed shift beginning on a particular date. Click the **Save** icon to save the Fixed Shift for the employee. This will be added to the unit schedule when it has been run.

Shifts are automatically generated weekly on Saturday mornings, so new shift information today will be visible to the employee after the run. The information will also be available to the employee if the schedule is run manually.

For assistance with Empower Timekeeping contact the Payroll Department at:
Payroll@kent.edu or by phone at 330-672-8640

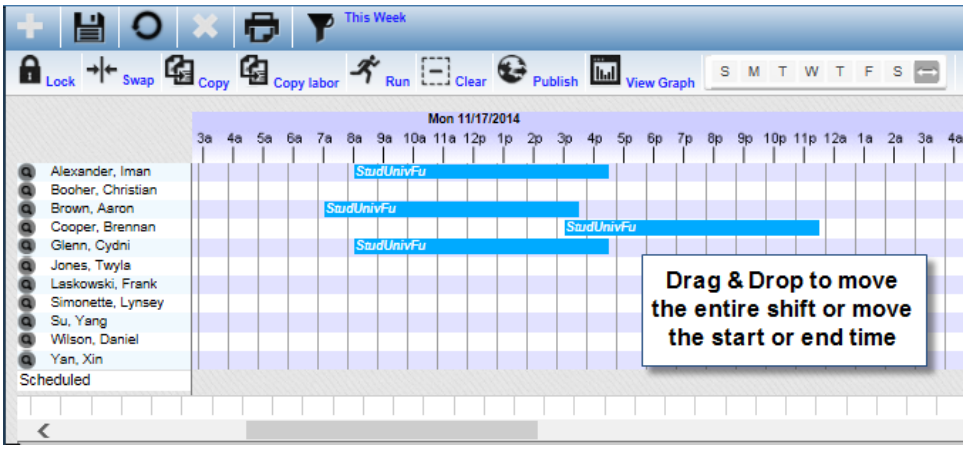
Scheduler Module

The Scheduler Viewer and Grid display the start and end times of all shifts for the selected week. Filter and sort options can be applied to view specific employees or departments.

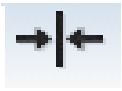
Scheduler Viewer

Drag & Drop:

Drag & Drop allows a shift to be shortened, lengthened, or moved. Drag the shift start or end time to change the time, or drag the shift block to a new starting time.



Tool Bar



Swap Shift: Swap shifts within the grid. Select the first shift then hold down Ctrl key and select second shift. Click on Swap Shift button.

Copy Schedule: Copy a previously created schedule. Copy is available in Grid View or Default View

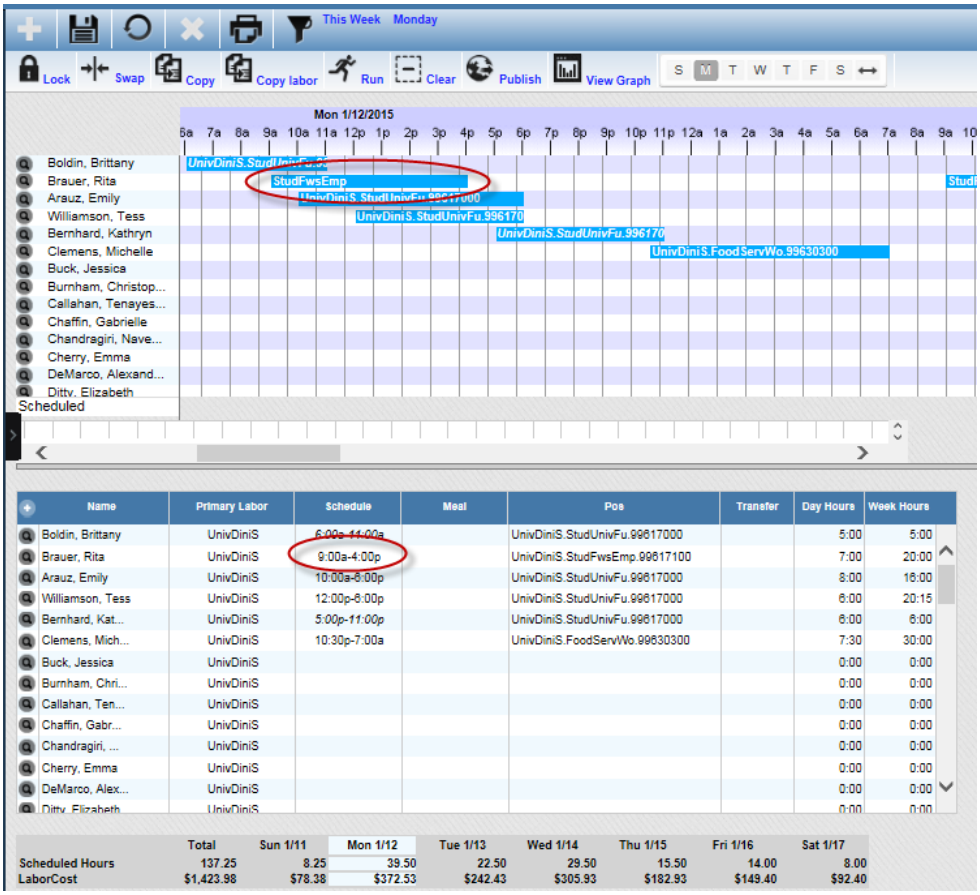
Run Schedule: Create the weekly schedule manually, based upon Fixed Shifts, and Availability times entered in the Personnel section. The schedule will run *automatically* each week.

Publish Schedule: Send the schedule to students and employees via the Employee Self Service from EmpowerWFM™ Timekeeping.

Schedule View: View the schedule by individual day or the entire week.

Manually Create a Schedule

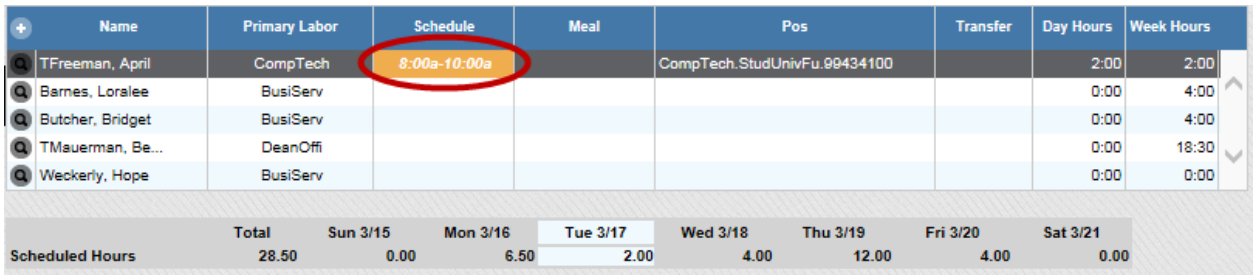
1. On the grid, find the employee to be scheduled at left, and select the day of the week to be scheduled. Select the starting time cell.
2. Type the shift hours into the cell. (Examples: 8a-5p, 8:00a-5:00p).Copy and paste shifts by highlighting a shift and using the keyboard commands **Ctrl + C** to copy and **Ctrl + V** to paste.
3. Click the **Save** icon in the toolbar. The shift appears on the Schedule Grid and Viewer.



Scheduling for Non-Primary Jobs

If a schedule is being created for a site or position other than the primary job of the employee, additional data entry will be necessary to assure accurate communication and time keeping.

1. On the grid, find the employee to be scheduled at left, and select the day of the week to be scheduled. Select the cell in the appropriate schedule column.
2. Type the shift hours into the cell. (Examples: 8a-5p, 8:00a-5:00p).
3. Click the **Save** icon in the toolbar. The shift appears on the Schedule Grid and Viewer.



Name	Primary Labor	Schedule	Meal	Pos	Transfer	Day Hours	Week Hours
TFreeman, April	CompTech	8:00a-10:00a		CompTech.StudUnivFu.99434100		2:00	2:00
Barnes, Loralee	BusiServ					0:00	4:00
Butcher, Bridget	BusiServ					0:00	4:00
TMauerman, Be...	DeanOffi					0:00	18:30
Weckerly, Hope	BusiServ					0:00	0:00

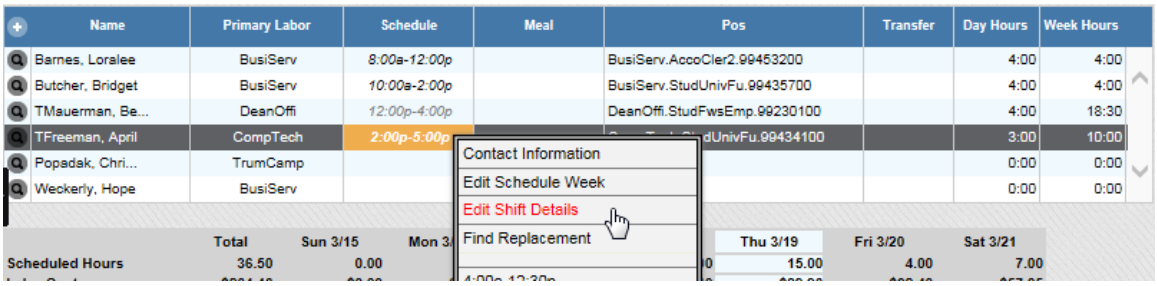
	Total	Sun 3/15	Mon 3/16	Tue 3/17	Wed 3/18	Thu 3/19	Fri 3/20	Sat 3/21
Scheduled Hours	28.50	0.00	6.50	2.00	4.00	12.00	4.00	0.00

This will schedule a shift for the employee, but will be for their primary site and position

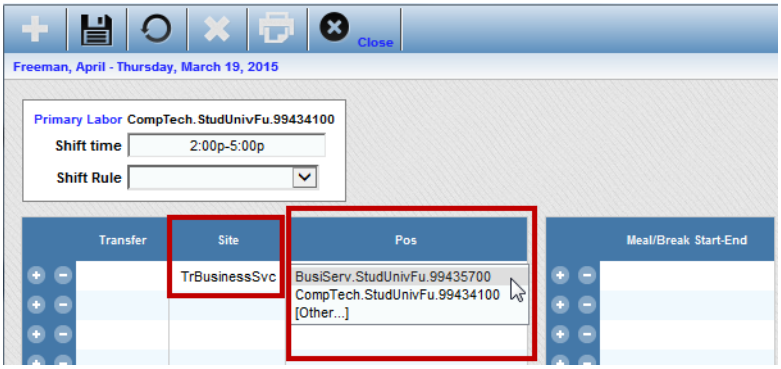
Transfer a Shift

Once the shift is created, edit the shift to reflect the correct job information by updating the scheduled Site and Position information.

1. Right-click the time in the cell of the newly created shift. Select "**Edit Shift Details**".

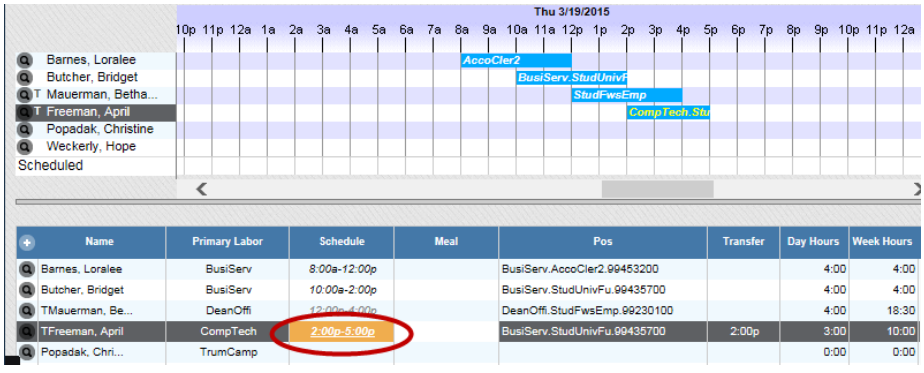


2. In the Schedule Detail pop up window, enter the correct schedule information by clicking in a cell in the **Site column** and selecting the correct data from the drop down menu. Edit the data similarly for the Employee Position in a cell in the **Pos column**.



3. Click the **Save** icon in the toolbar. Click the **Close** icon to return to the **Scheduler** page. The edited shift appears on the **Viewer**.

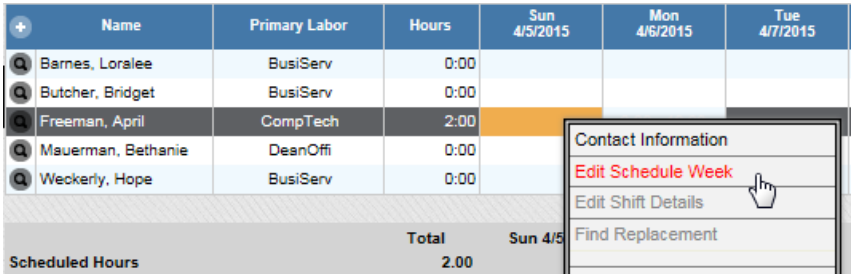
4. Click the **REFRESH** icon to display the shift in the Schedule Grid as ***underlined*** notifying the Supervisor that the employee is scheduled to work at a site or position other than primary.



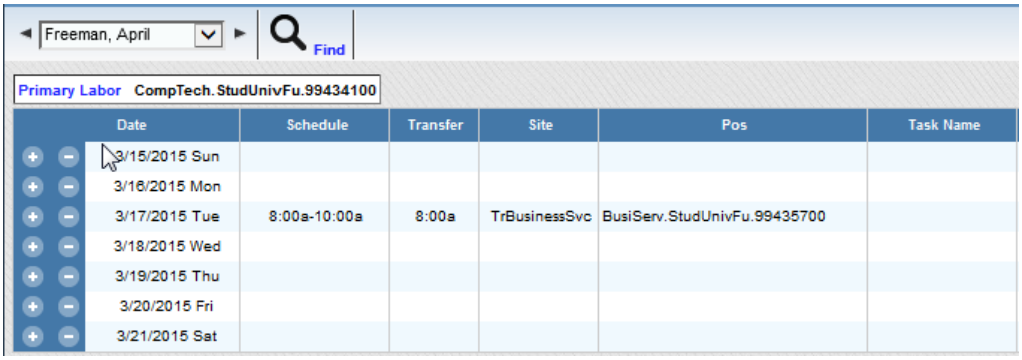
Schedule Additional Transfer Shifts

Once an initial shift has been scheduled and the shift has been corrected for site and position, other shifts for the week can be edited to reflect roles other than the primary job.

1. Right-click the time in the cell of the newly created shift. Select "**Edit Schedule Week**".



2. Enter Additional shifts for each day as necessary including Site and Position.

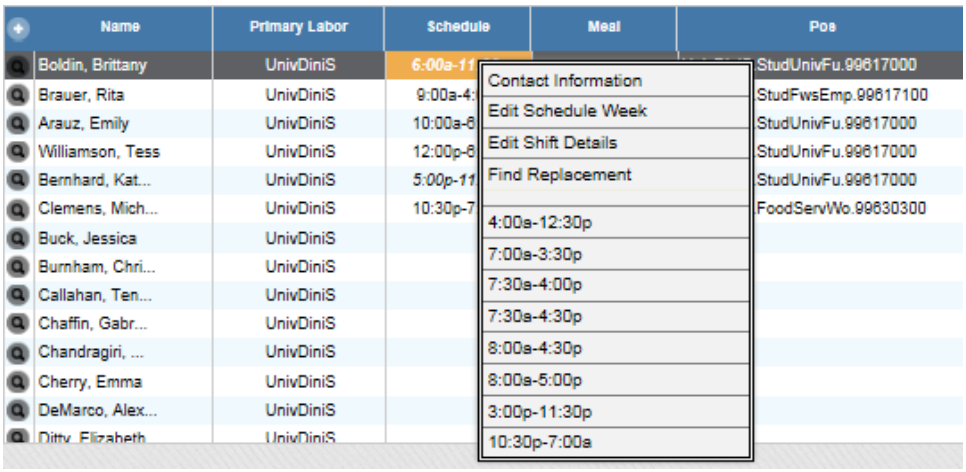


3. Click the **Save** icon in the toolbar. Click the **Close** icon to return to the **Scheduler** page. The edited shift appears on the **Viewer**
4. Click the **REFRESH** icon to display the shifts in the Schedule Grid as ***underlined*** notifying the Supervisor that the employee is scheduled to work at a site or position other than primary.

In Employee Self Service, an asterisk will indicate to the employee that the scheduled shift is for a site/position other than primary.

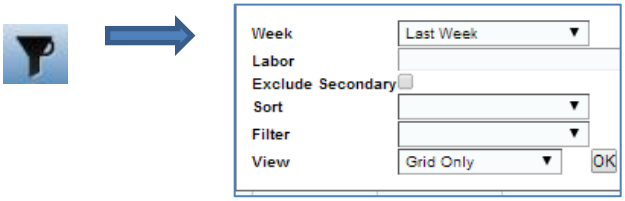
Edit a Schedule

To edit the Schedule Week, Shift Details, Find a Replacement, or assign a Preset Shift for an employee, **right-click** on any cell with a shift in the Grid section. Choices available in the selection list are based on user security permissions.

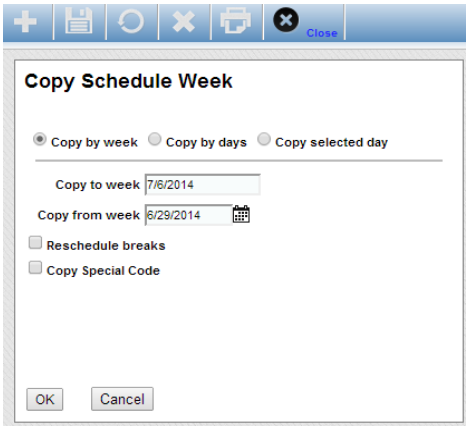


Copy a Schedule

1. Click the Filter icon and select the Default View or Grid Only view.



2. Use the filter to select the week to which you want to copy a schedule.
3. Click the copy icon to see this dialogue:



4. The copy to week date will fill in automatically.
5. Select the **Copy from week** date using the calendar.
6. Click **OK**.

Run a Schedule

The **Run** icon in the toolbar is used to add the ***Fixed Schedules*** to the weekly schedule. This occurs automatically each Saturday morning with the Empower schedule update, which imports the fixed schedules for three weeks forward. If, however, an edit is made to an employee fixed schedule, it is necessary to **Run** the schedule with the icon to apply the updates to the weekly empower schedule.

1. From the Module Menu select the Personnel Module.
2. Select the employee.
3. Edit the Fixed Shift as necessary.
4. Click the Save icon.
5. From the Module Menu select the Scheduler Module.
6. Click the Run icon to import the Fixed Schedule.

The schedule should now display with the changes made to the fixed schedule.

Publish a Schedule

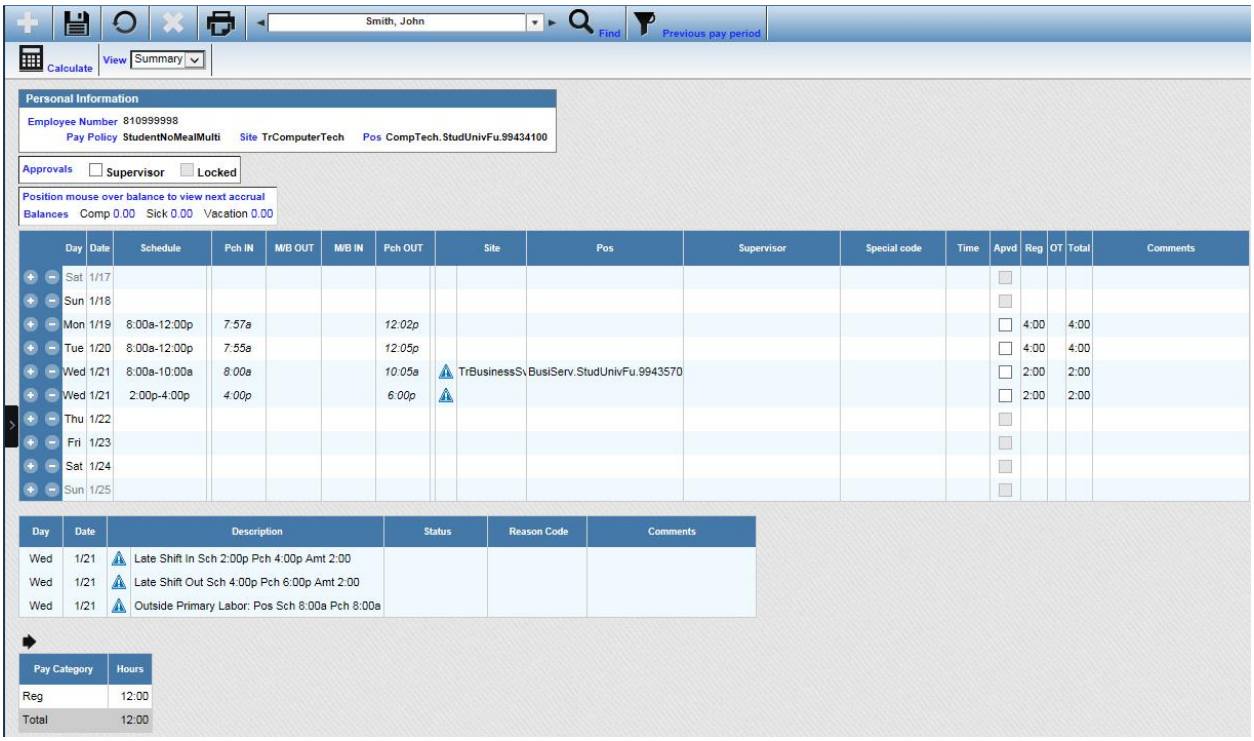
For employees to see the schedule in Empower Self Service, as created by the Supervisor, it must be **Published**. The schedule may be published manually at any time or will publish as part of a weekly update.

A Supervisor may publish the schedule manually by clicking the **Publish** icon in the **Scheduler Module** toolbar.

If the Supervisor does not manually publish the schedule, it will be automatically updated each Saturday morning, after which it will be visible in Empower Employee Self Service.

Timecard Module

The Timecard module displays the employees' punches, total hours, and exceptions (missing punches). The punches entered through a time clock terminal or Employee Self Service will appear here. The **Site** and **Position** fields will populate if the work location for the punch is other than the Primary Position for the employee or student with multiple jobs.



Three information windows are displayed: the **Timecard Grid**, the **Exceptions Grid** and the **Hours Summary**.

The **Expand/ Contract** icon for the **Hours Summary** will toggle between Category Totals and Daily Totals.

Category Totals

Pay Category	Hours
Reg	28:00
Total	28:00

Daily Totals

Day	Date	Pay Category	Site	Pos	Supervisor	Hours
Mon	11/10	Reg	Payroll	UnivDiniS.StudUnivFu.99617000	cberry	6:00
Tue	11/11	Reg	Payroll	PayrOffi.StudUnivFu.99156100	lheilman	5:00
Wed	11/12	Reg	Payroll	PayrOffi.StudUnivFu.99156100	lheilman	8:00
Sat	11/15	Reg	Payroll	PayrOffi.StudUnivFu.99156100	lheilman	9:00
Total		Total				28:00

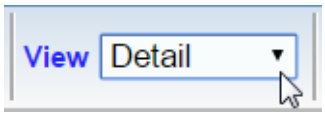
Pay Period Date Range

Timecards can be viewed for the Current, Previous, or Next pay period. To view a timecard from another pay period other than the current, select the drop menu next to Pay Period and choose from the options available.

Timecard Views

The Timecard grid displays all punches including shift details and total hours.

The Timecard module has two views: **Summary** and **Detail**.



The **Summary** view displays transaction details in a horizontal view.

The **Detail** view displays all punch transactions in a vertical view.

Toolbar Icons offer additional actions for timecard processing.

Calculate: recalculate timecard changes and refresh the page.

Audits: Track changes made to a timecard by user, date, and time.

Selection Criteria: View timecards by filter, sort, or labor option.

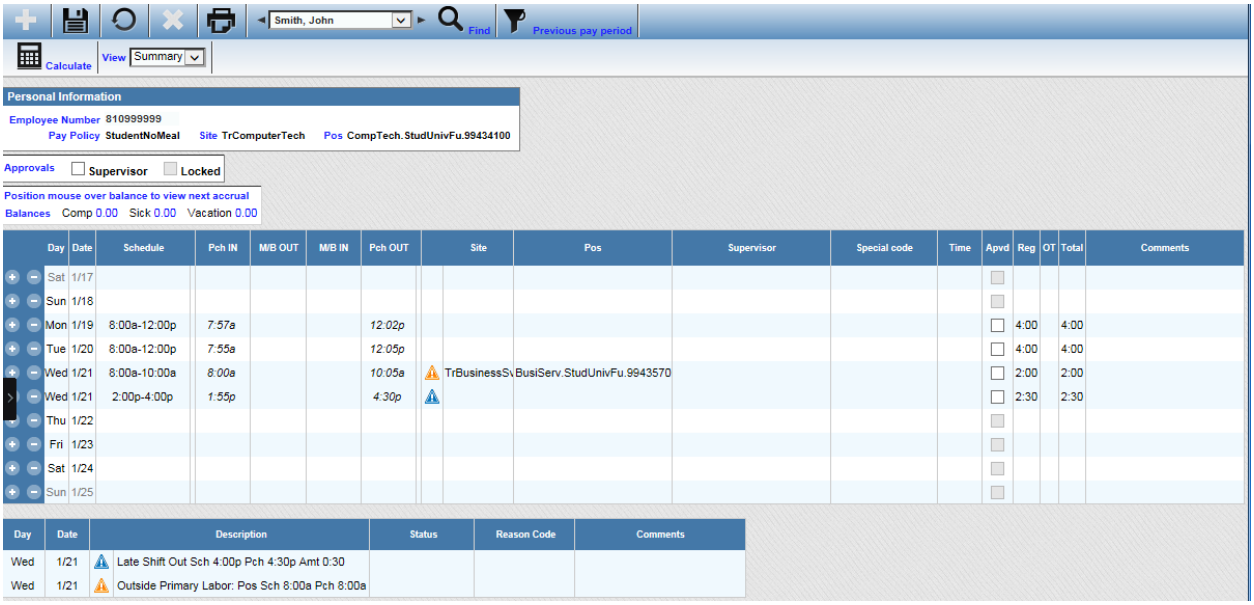
Supervisor Approval: Final timecard approvals require a supervisor to check this box.

Timecard Locked: Once payroll has been processed, all timecards will be locked form further edits.

Edit a Timecard

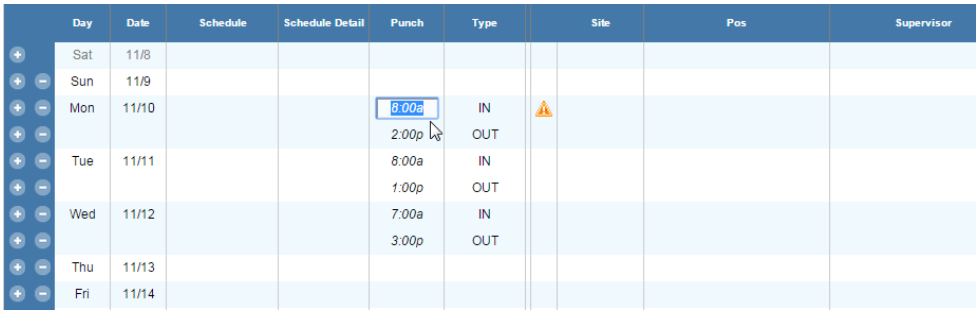
Review Punches

Open the timecard of the employee and select **Summary View**.



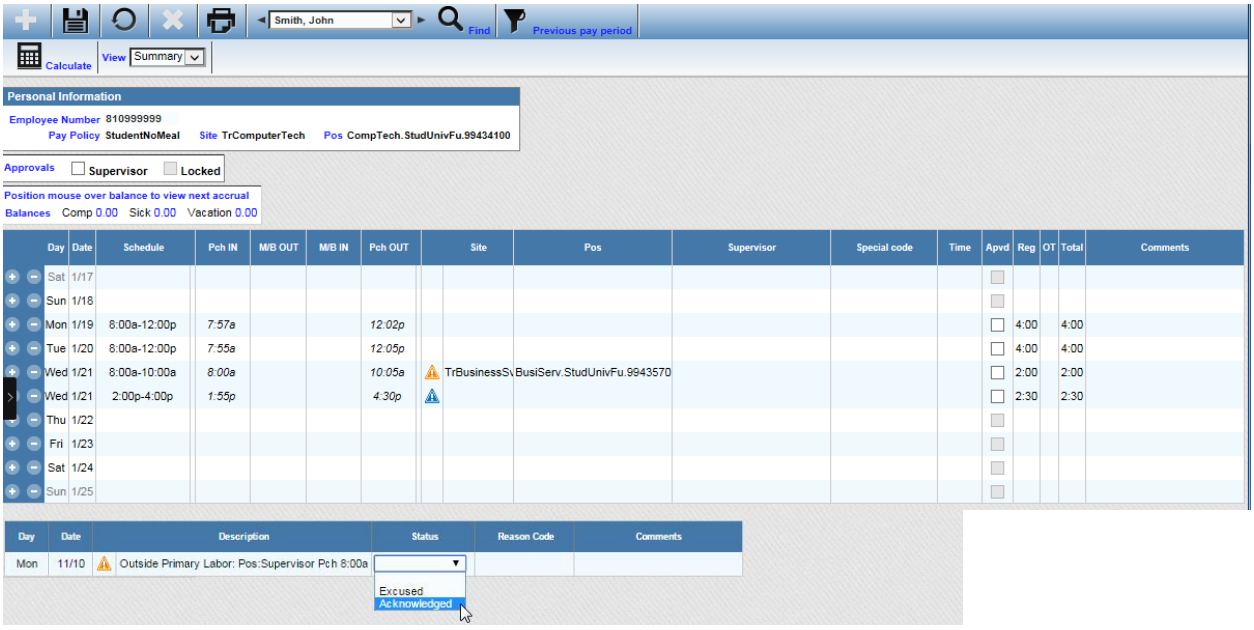
Edit the Time of a Punch

1. Click on the punch to open the cell.
2. Type in the correct time, and
3. Click the **Save** icon in the toolbar.



Acknowledge an Exception

1. Click the proper cell in the **Exception Grid**.
2. In the drop down, click **Acknowledged**.
3. Click the **Save** icon in the toolbar.



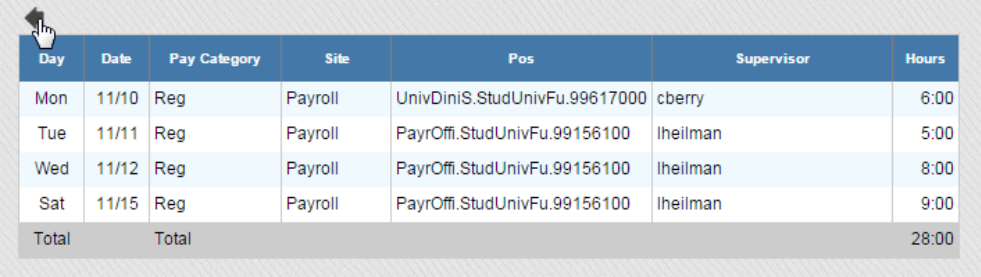
Note: Exception acknowledgements must be completed prior to approving the associated line item.

For assistance with Empower Timekeeping contact the Payroll Department at:
Payroll@kent.edu or by phone at 330-672-8640

Transfer a Punch

If a student or other employee works in multiple locations or in multiple positions, it may be necessary to edit a timecard to reflect the appropriate job.

Use the **Expand/ Contract** Icon to view the details in the **Hours Summary** and review the punch information.



Day	Date	Pay Category	Site	Pos	Supervisor	Hours
Mon	11/10	Reg	Payroll	UnivDiniS.StudUnivFu.99617000	cberry	6:00
Tue	11/11	Reg	Payroll	PayrOffi.StudUnivFu.99156100	lheilman	5:00
Wed	11/12	Reg	Payroll	PayrOffi.StudUnivFu.99156100	lheilman	8:00
Sat	11/15	Reg	Payroll	PayrOffi.StudUnivFu.99156100	lheilman	9:00
Total		Total				28:00

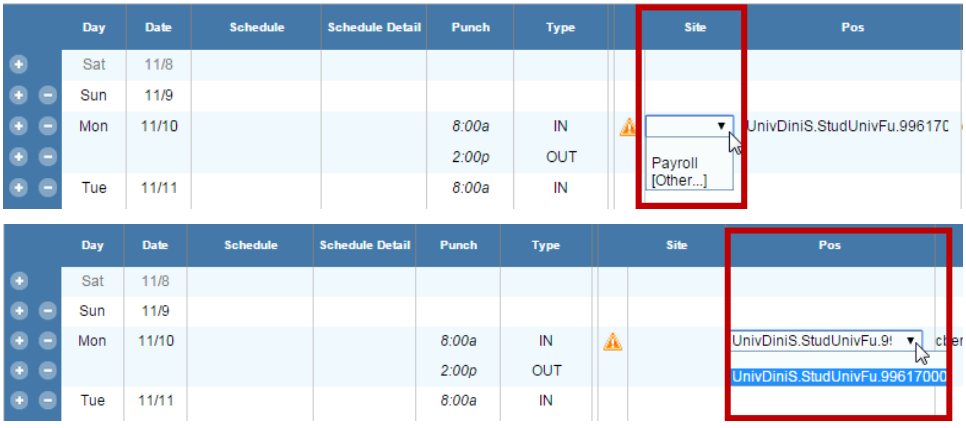
Edit the Site & Position

Site

1. Click in the **Site** column for the punch entry.
2. Click on the arrows to drill down to your campus and department.
3. Click on the appropriate location/department from the menu.
4. Click the **Save** icon in the toolbar.

Position

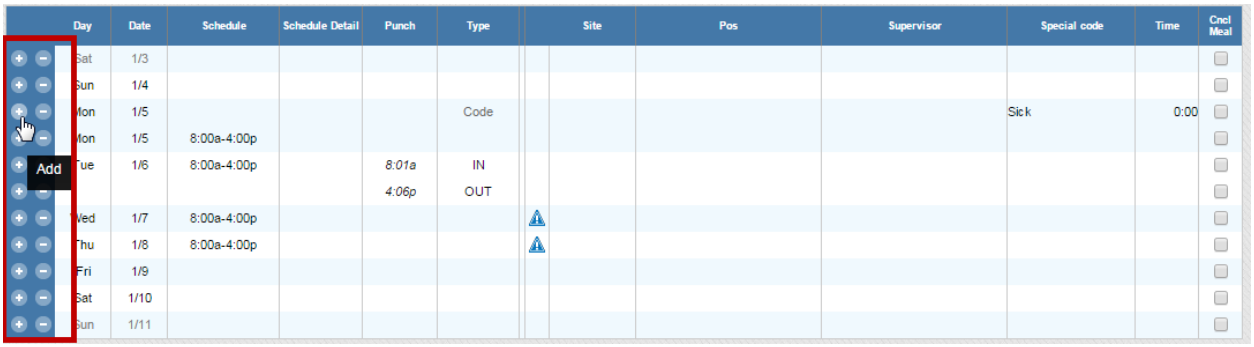
1. Click in the **Pos** column for the punch entry.
2. Select the appropriate job from the drop-down list.
3. Click the **Save** icon in the toolbar.



Note: Be cautious when editing employees who hold two jobs. The timecard information that you see may have been entered in reference to their other job.

*Both **Site** and **Position** must be edited when transferring a punch to assure accurate payroll processing.*

Add or Delete a Punch



Add a Punch

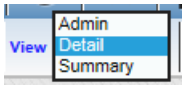
1. Click the plus sign **(+)** next to the date. A new row is added to the date in the timecard.
2. Click in the punch column and type the time.
3. Click the **Save** icon in the toolbar.

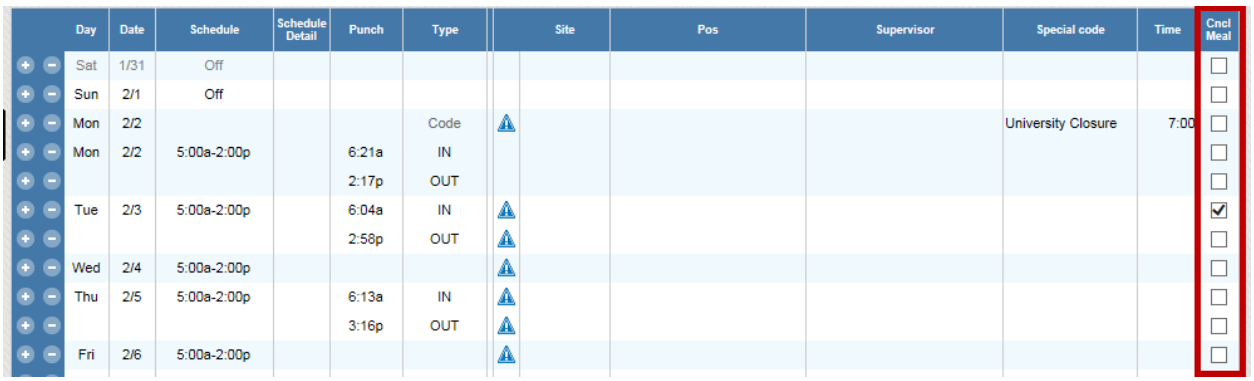
Delete a Punch

1. Click the minus sign (**-**) to delete the punch entry.
2. Click **OK** to confirm removal of the punch.
3. Click the **Save** icon in the toolbar.

Cancel a Meal

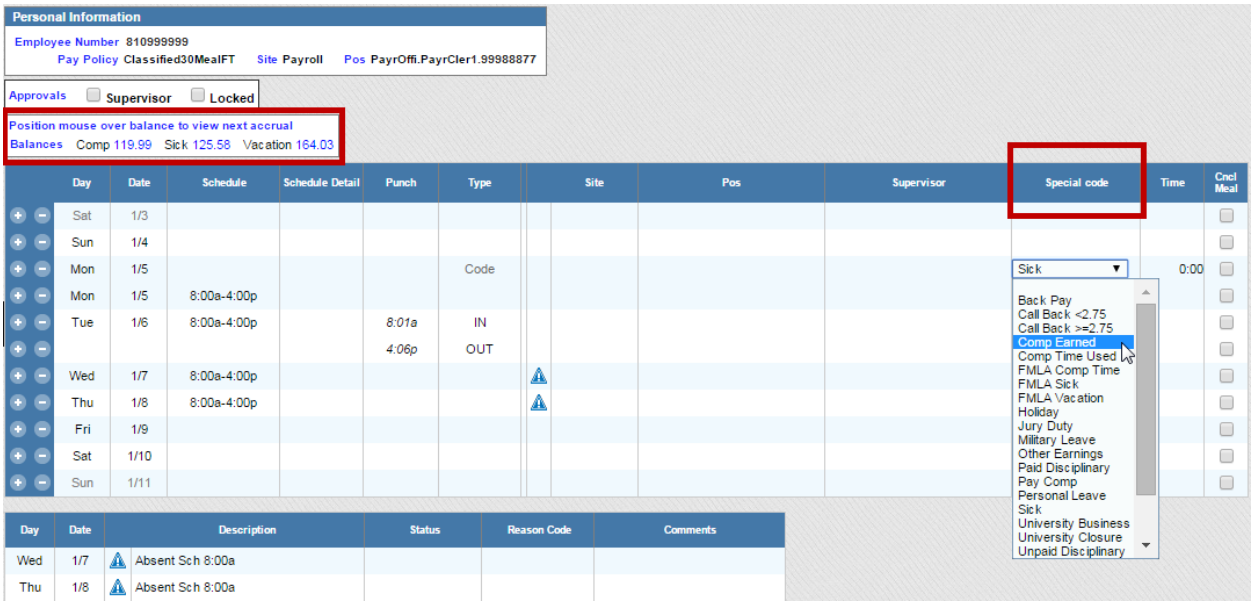
View the timecard in ***Detail view only***





1. In the **Cncl Meal** column, click in the check box.
2. Click the **Save** Icon

Special Codes



Comp Time

1. To add Comp Time, click in the **Special Code** column.
2. Select the code **Comp Earned** from the list.
3. In the **Time** column to the right, enter the time to converted
4. Click the **Save** icon in the toolbar.

Special Code Change

1. Check **"Employee Time Accruals"** for available balance if applicable.
2. Click in the **Special Code** column.
3. Pick a code from the list.
4. Click the **Save** icon in the toolbar.

NOTE: Time shown as accrued may be understated if the employee has scheduled time off in the future, but not yet taken the time off. Balances reflect time *scheduled*, and additional time may be available based on possible planned absences. Accruals will be discussed further in the Crew Sheet Module.

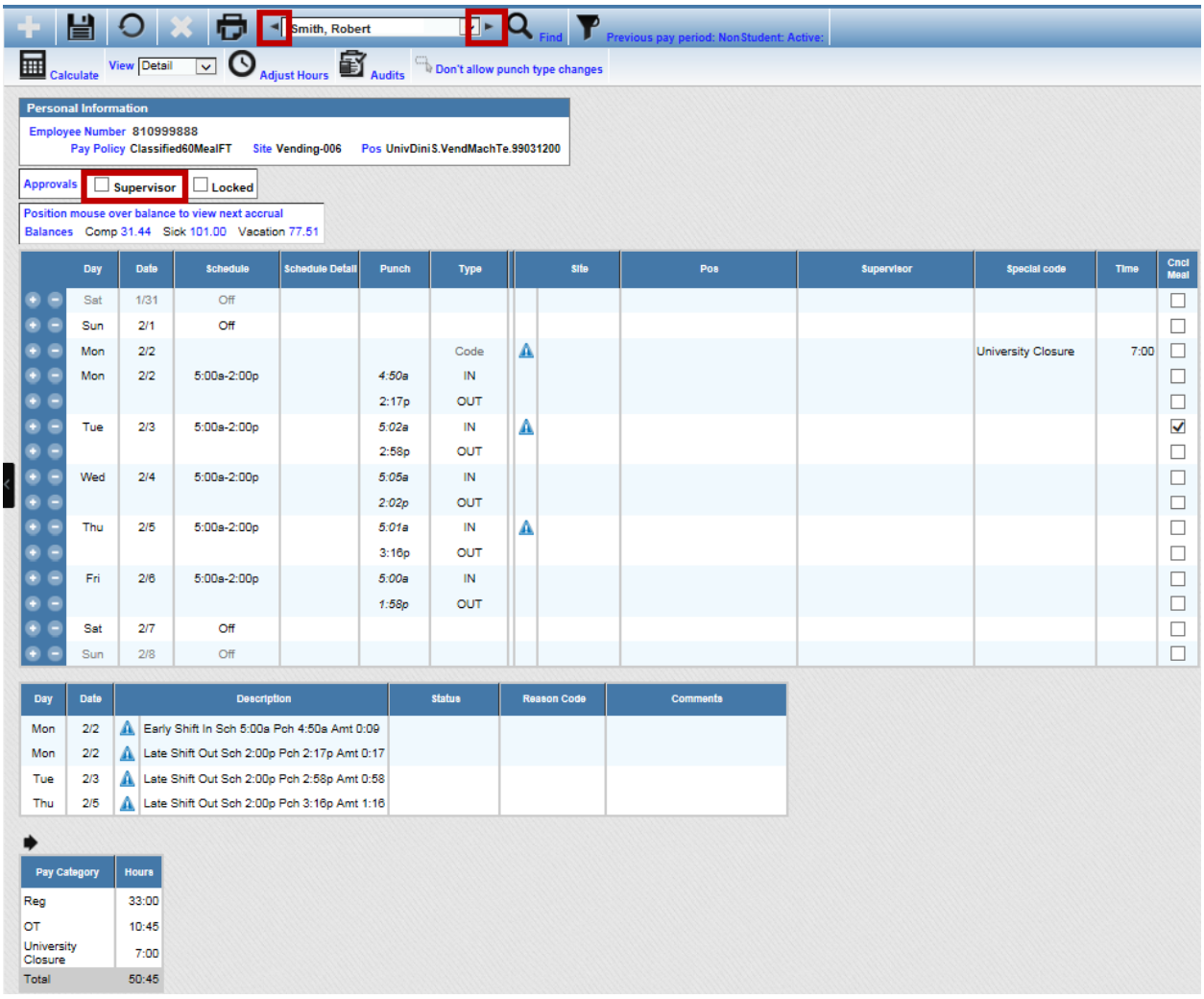
Timecard Approvals

Employee timecards must be approved before the payroll can be processed.
Timecards must be approved each week.

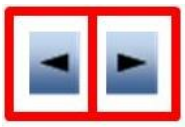
All employee exceptions require resolution or acknowledgement must be addressed prior to approving the timecard.

Approve a Timecard

1. Open the employee's timecard.
2. View that all exceptions have been resolved.
3. Ensure the accuracy of the total hours.
4. Check the **Supervisor** checkbox to approve.



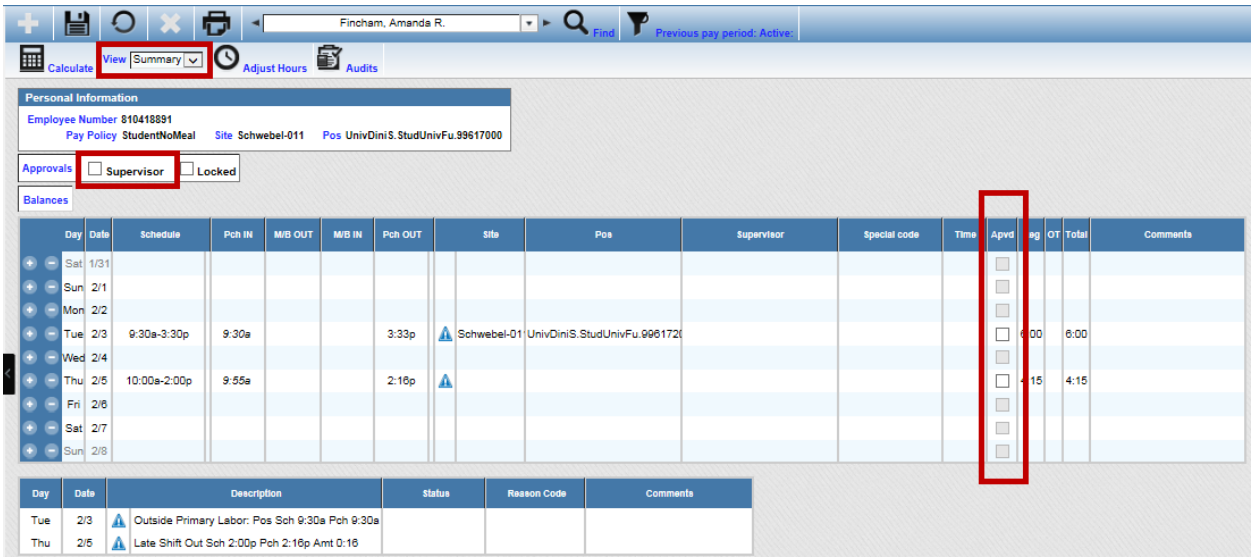
To efficiently navigate through the timecards of employees, click on the directional arrows on either side of the **Employee Name** field.



Line Item Approval

For employees who work more than one job at the university, each Supervisor will approve each shift individually by marking the line item for that shift as approved for the time the employee worked at their site. When all shifts have been approved, the Supervisor who approves the final line item will then mark the **Supervisor** checkbox to approve the timecard as complete.

The timecard cannot be marked as approved until all shifts have had all exceptions addressed, and have been first marked as approved.



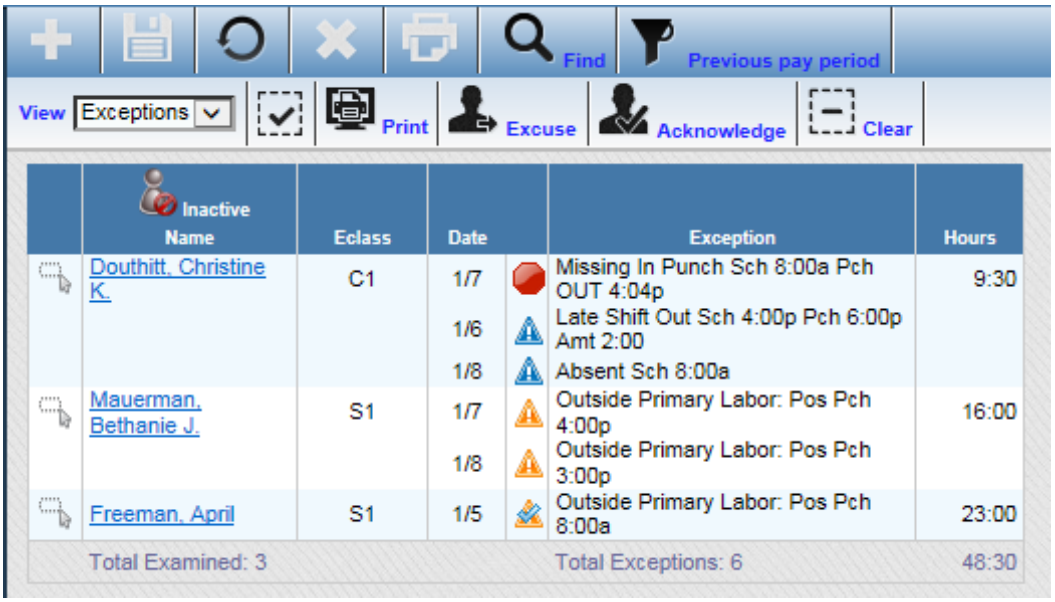
1. Select **Summary View** of the Timecard.
2. In the **Apvd** column, you will see checkboxes. Only those line items that you need to approve will be enabled for you to check.
3. Before approving a line item, look for any exceptions on the lines you will be approving. Any exceptions should be addressed before you check the line item approval box.
4. Once all exceptions are cleared or acknowledged, check the box for each line item to be approved.
5. Click the **Save** button.
6. Once all line items are approved by all supervisors, the last supervisor to approve should approve the timecard using the **Supervisor approval checkbox** at the upper left of the timecard.

For assistance with Empower Timekeeping contact the Payroll Department at:
Payroll@kent.edu or by phone at 330-672-8640

Crew Sheet Module

The Crew Sheet is used to manage all employee exceptions (missing punches) on a daily basis. Changes made here will also display in the Timecard module. View exceptions for all employees, or use the Filter Options to select employees to view.

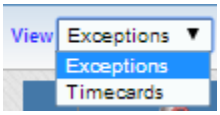
Check for exceptions daily. All exceptions with a RED stop sign must be resolved. Other exceptions are information notifications, and do not require resolution.



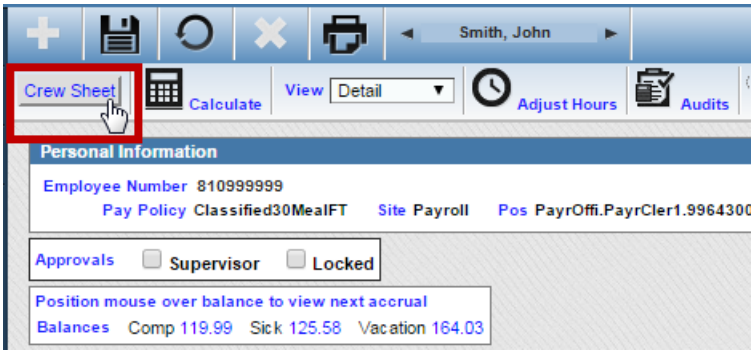
Click on the Employee name to navigate to the Timecard for timecard correction or acknowledgement as explained in **"Edit a Timecard".**

Correct Timecards from the Crew Sheet View

1. Select **Crew Sheet** from the list of Empower modules.
2. Select the **Exceptions View**.

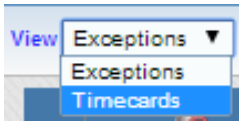


3. To correct an exception, click on the employee name to open the timecard view for the employee. Correct the exceptions and **SAVE**.
4. Select the **Crew Sheet** button view to return.

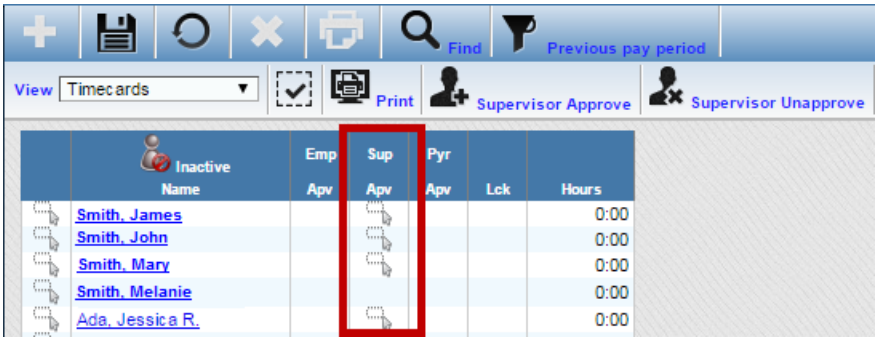


Approve Timecards from the Crew Sheet View

1. Select **Crew Sheet** from the list of Empower modules.
2. Select the **Time Cards View**.



3. Click in the SUP APV column to approve (or unapprove) timecards in the list.



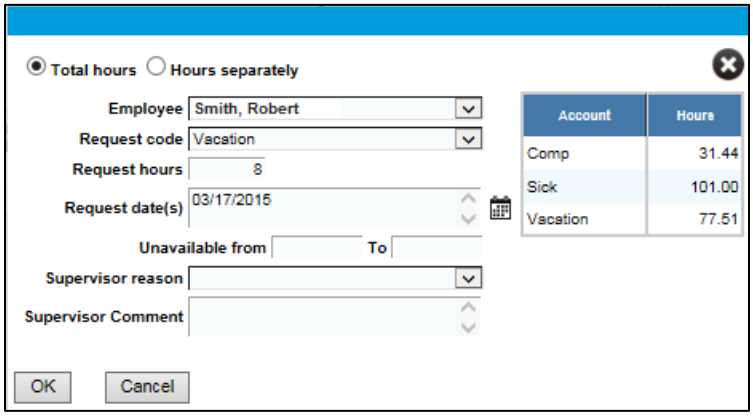
4. Click **Save**.

Time Off Requests Module

Requests for time off may be entered by eligible employees in the Employee Self-Service application, or by their supervisor in the **Time Off Requests** module. If the supervisor has entered the request manually, the employee will be able to view the details in ESS immediately.

Add a Request

1. Click the **"Add a New Request"** button.
2. Select the employee name.
3. Select **"Total Hours"** for a single request or "Enter hours separately" for requests that will be using different codes, e.g. Vacation Week, Personal, Anniversary.
4. Select the Request Code.
5. Click on the Calendar icon to choose date(s).
6. Enter Requested Hours.
7. Enter Supervisor Comment if you wish.
8. Click **OK** to save the request.



Accruals

Leave accruals for the employee are shown in the inset widow. Any requested leave will be deducted from Empower upon entry of the request. Empower will not accept a request if there is not sufficient leave earned at the time of the request entry by neither the employee nor the Supervisor.

NOTE: This will not affect the accruals in Banner, which will adjust based upon actual time taken, not requested.

Approve a Request

	Name	Labor	Request	Hours	Submitted	Status	Supervisor Comment	Last Update
	Jones, Tom	UnivDiniS.Cook1.99620700	Vacation 2/24/2015	8.00	2/2/2015 12:50p	Pending		
	Smith, Robert	UnivDiniS.FoodServWo.99619600	Vacation 3/23/2015	8.00	1/29/2015 7:36p	Pending		
	Adams, John	UnivDiniS.FoodServWo.99619600	Vacation 2/14/2015	8.00	1/29/2015 7:35p	Declined		1/30/2015 1:05p
	Williams, Ed	UnivDiniS.FoodServWo.99631200	Comp Time Used 4/5/2015	8.00	1/25/2015 1:38p	Approved		1/26/2015 12:37a
	Reed, Alice	UnivDiniS.FoodServWo.99631200	Vacation 3/22/2015-3/30/2015	72.00	1/25/2015 1:38p	Approved		1/26/2015 12:37a

1. Click on the **"Status**" column.
2. Select whether the request has been approved, declined or will be canceled.
3. Click **Save.**

Check daily for new requests.

Time Off Request Tool Bar

Add a New Request: Create a new time off request for an employee

Selection Criteria: View time off requests by specific criteria

Schedule Requests Module

Availability to work can be entered by student employees.

1. In the modules list click **Schedule Requests**.
2. Search for the employee name.
3. Click the magnifying glass icon to view the schedule for a work week.
4. The upper section displays the employee's requested schedule.
5. Available hours as submitted by the student employee appear in the **Fixed Shift** column.

Requested Schedule

WK	Day	Date	Unavail	Avail	Pref Avail	Fixed Shift
1	Sun	7/20/2014				6:00a - 12:00p
1	Mon	7/21/2014				4:00p - 10:00p
1	Tue	7/22/2014				4:00p - 10:00p

Reports Module

The Reports module is used to create PDF or Excel format reports that contain data from WFM. Reports are displayed on screen via the Dashboards section and may be printed.

Approaching Overtime: Shows employees' Scheduled Hours, Punched Hours, Remaining Hours, Projected Hours, Non OT Hours, Non OT Project, and Non OT Scheduled Project.

Daily Pay Summary: Shows the total hours worked by an individual day in a specific date range.

Daily Sch vs Pch: Daily Scheduled versus Punch detail report shows Scheduled, Scheduled Total, Punched, Punched Total, and Punched minus Scheduled Hours by a variety of employee or department options.

Daily Shift List: Shows Department, Employees, Employee Number, Shift IN, Shift OUT, Job, and Total Hours with Grand Totals.

Exception: Shows types and severity of a specific employee's exceptions.

Labor Analysis: Shows total hours by specific pay category by Program and employee.

On Premises: Shows the employee's schedule, last punch time, and Latest status (In or Out) by store, employee, or department.

Operations Weekly: Manager tool to highlight productivity data (KPI).

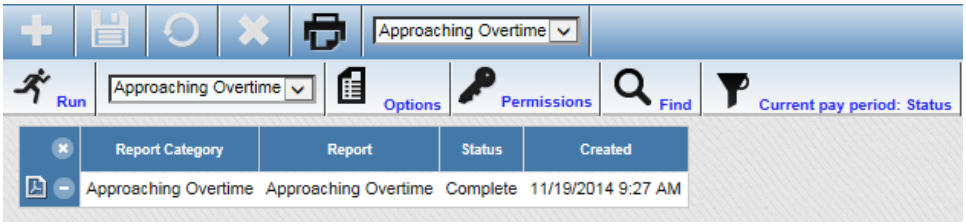
Timecard: Summarizes the timecard screen details showing daily punch transactions and detail by pay category.

Wall Schedule: Shows employee schedules with the intent of being posted on the wall on a weekly basis. Details include employee's name and job code for each daily schedule.

For assistance with Empower Timekeeping contact the Payroll Department at:
Payroll@kent.edu or by phone at 330-672-8640

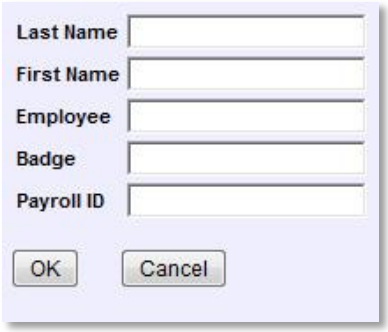
Run a Report

1. Click on **Reports** under **Dashboard** in the **Modules** section.
2. Select the **Report Category** and **Report Name** from each of the drop down menus.
3. Click the **Options** button for Additional Criteria for the report.
4. Select the **Report** format (Default format is PDF).
5. Click **Run** report.
6. Select the **"View"** button from queue window to open report.

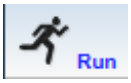


Find an Employee

Reports can be run for a specific employee by clicking on **Find** and entering data into any of the fields provided.



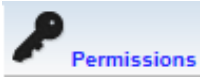
Report Tool Bar



Run Reports: Generate the selected report.

Options: Report configuration can be created and modified here.

Find: generate a report for a specific employee.



Permissions: Administrators can assign user access to reports, either Full Access or View Only.