USNH has been working together with UKG (fka Kronos) to rectify issues which occur with time recording for those employees who have multiple jobs with multiple supervisors. This has resulted in several improvements, including an "Approvals by Job" feature planned for end of January 2022. USNH is in need of testers to help review this new functionality.

Updates will be shared with key stakeholders after each round of testing, with a Go/No Go decision expected by January 19, 2022. Communications to the broader community will be conveyed through news items in UKG (Kronos), email, and posted online.

The Problem – In Brief
UKG Workforce Dimensions does not properly route timecards and approvals for employees with multiple supervisors and/or jobs. Ideally, the timecards would route to the appropriate supervisor based on the job. This causes confusion with timecard review and approval.

- Supervisor approvals are currently applied at the timecard level. While supervisors can layer their approvals, it can be difficult to identify timecards in need of approval when another supervisor has already applied their approval.
- Supervisors unaware of the second job have sometimes disapproved of the seemingly erroneous time recorded.
- Lack of notifications for the second supervisor. Lack of visibility for secondary supervisor into employee’s timecard on the supervisor dashboard when timecard is approved.
- Unnecessary notifications to primary supervisor (i.e., for timecard edits).
- Employees not selecting the right job when punching in (generally because they are not punching in/out, but instead completing timecards through the edit feature).

The Solutions
We need to ensure that the correct hours are recorded to the correct job and able to be reviewed and approved by the appropriate supervisor. The approach to resolving these issues is multi-faceted and consists of several changes. The next upcoming change permits "Approvals by Job." UKG released these improvements in October 2021, and USNH is working on necessary adjustments, testing and validation to confirm that the “Approvals by Job” features can be leveraged in our environment.

The “Approvals by Job” functionality will record approvals at the job level, rather than at the timecard level.

- While the timecard is meant to show all the time the employee has worked for USNH during the pay period (allowing all supervisors to understand if they might be heading into overtime, for example), the “Approvals by Job” functionality includes new visual indicators of time relevant to the supervisor on the timecard. When the employee has time worked in a job for which the supervisor is responsible, the Punch and Transfer cells are bolded and a ‘head and shoulders’ icon is displayed on the timecard and Totals tab.
When the supervisor selects “Approve” it will apply only to those hours relevant to that supervisor.

Shading of the Punch and Transfer cells on the timecard will identify hours the supervisor has already approved.

UKG also released improved reporting capabilities to show hours remaining unapproved by the supervisor. While this was originally anticipated for Fall 2022, if testing proves successful USNH could adjust data views to allow supervisors to more readily see if there are hours which they have yet to approve on a timecard (even after another supervisor has applied their approvals).

**Not in scope for this round of testing - Future improvements**

- Improved notifications for supervisors tailored to the job; ensuring correct supervisor is notified for time records relevant to them.
- Enhancing the timecard display so that the job/grant the employee recorded time to is more readily evident.

**Volunteer to Help with Testing**

The expected time commitment for a volunteer tester is approximately 4-8 hours over the course of December and January, including two 1.5-hour testing sessions as well as some time for preparation and follow-up. Ideally testers would be able to attend both rounds of testing, and if issues are identified can be available for consultation on solutions at a mutually agreeable time.

**Round 1 testing sessions (choose one):**

- 12/16/2021 12:30pm – 2:00pm
- 12/20/2021 1:00pm – 2:30pm
- 12/22/2021 10:00am – 11:30am

A second round of testing will validate those changes necessary after Round 1 and allow another opportunity for review.

**Round 2 testing sessions (choose one):**

- 01/13/2022 12:30pm – 2:00pm
- 01/14/2022 1:00pm – 2:30pm

Registration is required to ensure test accounts are available and ready. To volunteer for testing, complete the [Time and Leave Reporting support request](mailto:usnh.talt@usnh.edu) with the subject “Testing Volunteer” and include in the description the dates on which you’d like to test. You will then be provided with meeting information. Testing sessions will include instruction and time to record finding.

For more information, comments, or questions, please email the USNH Time and Leave Team at [usnh.talt@usnh.edu](mailto:usnh.talt@usnh.edu).