

An aerial photograph of a large, circular stone spiral (a 'stone labyrinth') constructed on a sandy dune. The spiral is composed of many small, flat stones arranged in concentric, slightly irregular rings. The dune is surrounded by low-lying coastal vegetation. In the background, the blue ocean meets a clear blue sky with wispy clouds. A small cluster of trees is visible on the right side of the dune.

Mini Tune-Up: The Kronos Payroll Process & Common Issues

Electronic Timekeeping

Mini Tune-Up Session Info

Objective

- To provide campus Payroll Managers and Timekeepers additional training, resources, and assistance for various Timekeeping topics.

Format

- 1 hour session via Zoom Webinar
- Questions can be submitted throughout presentation
- Recording, Presentation, and Q&A will be posted on website

Agenda

- The on-cycle payroll process
- Interpreting UCPath error messages
- Common payroll processing issues
- Prepared Q&A
- Live Q&A

Training Objectives

By the end of this session, Payroll Managers and Timekeepers should understand:

- Their responsibilities during on-cycle payroll processing
- How to interpret UCPath errors
- Remedies for common payroll processing issues

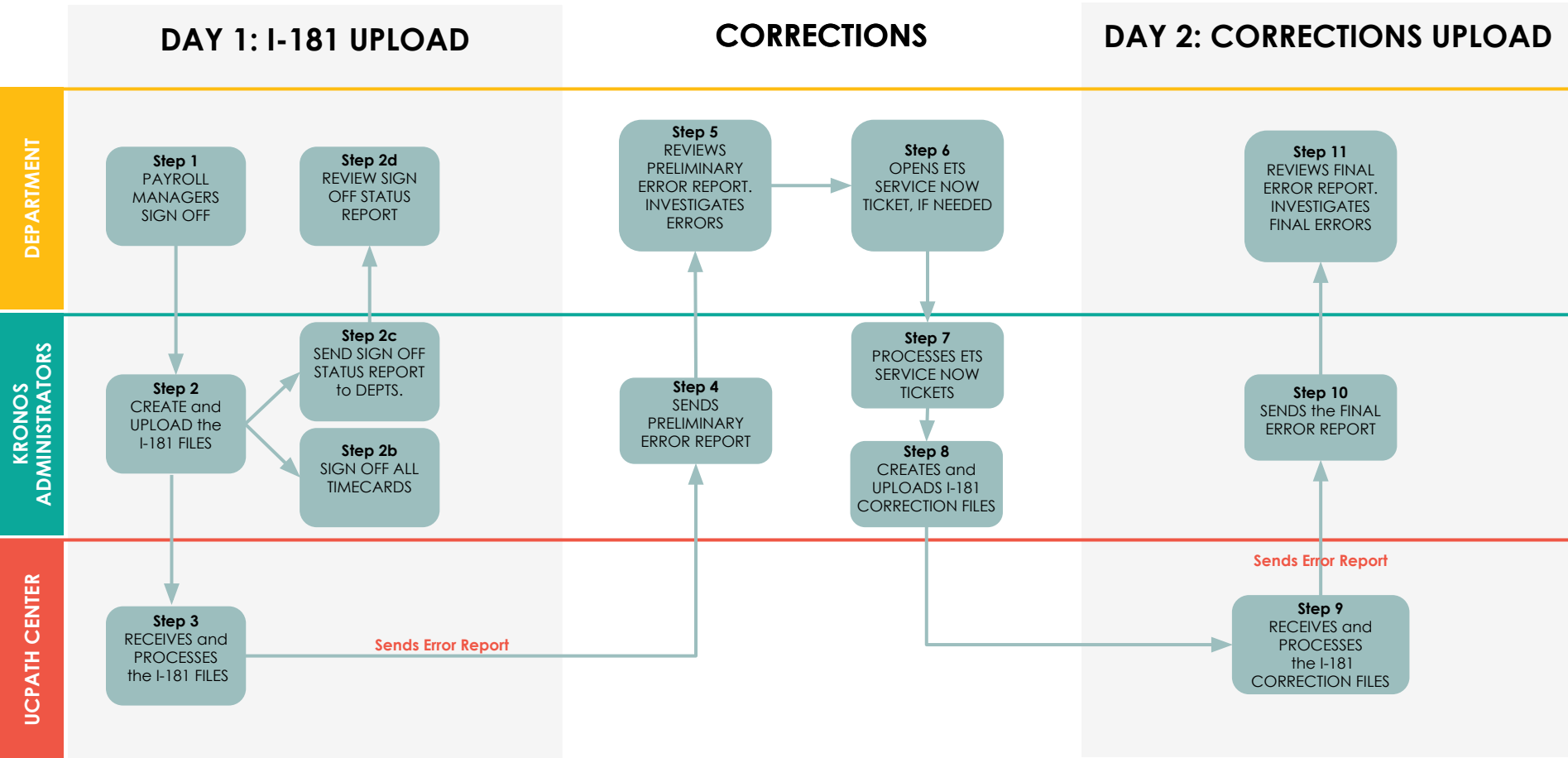
Intro Poll

What is your comfort level with the on-cycle payroll process and navigating issues that arise?

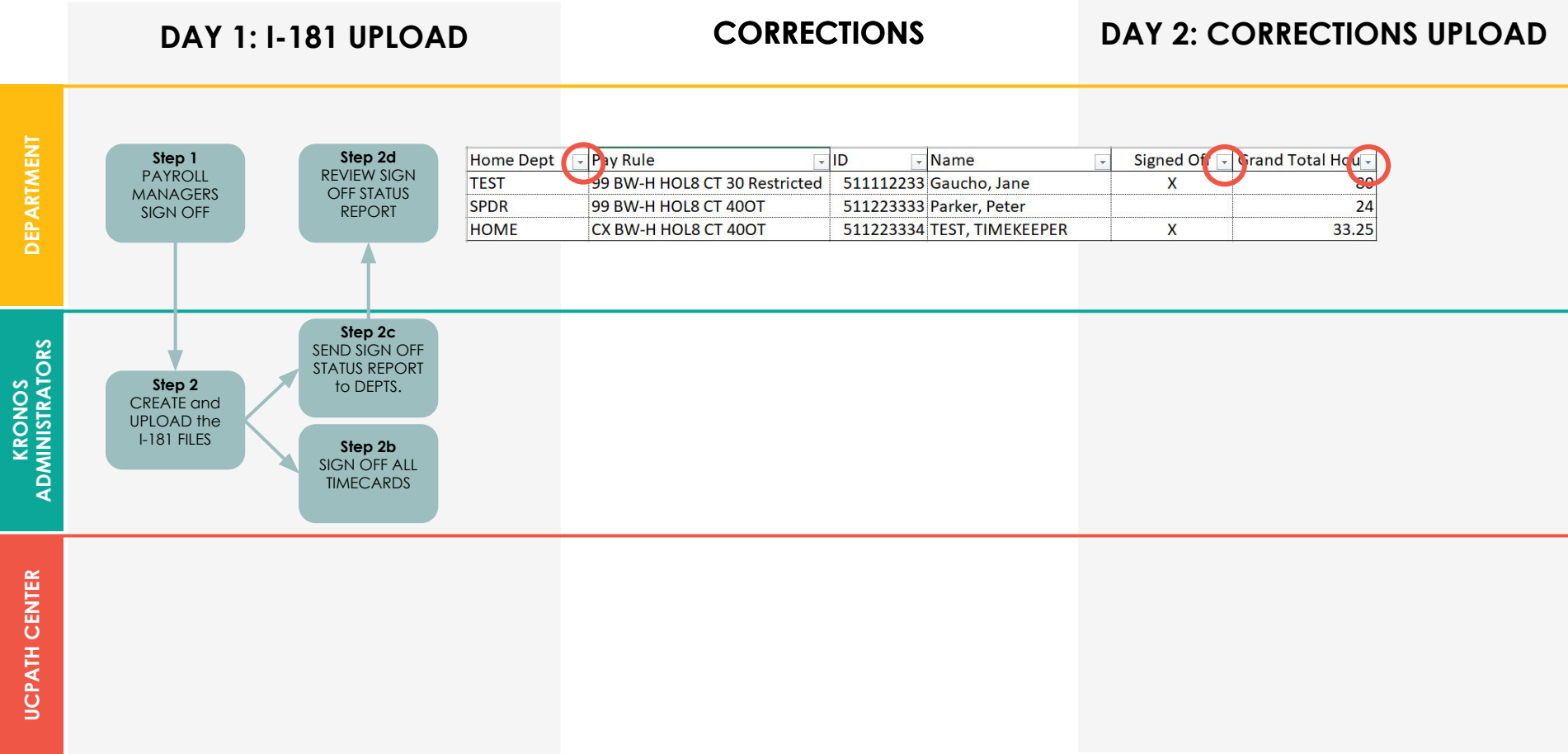
- Very comfortable
- Slightly comfortable
- Slightly uncomfortable
- Very uncomfortable

Pay Cycle	Check Date	Pay Period Dates		Run ID Schedule	Location				
		Begin	End		• Employee Data Change *** (3:00 PM) After 3:00 PM changes will not be processed for current pay cycle	Stop Processing PayPath & Position Mngt (5:00 PM)	Resume Processing (6:00 AM)	Campus	
								• Inbound Files Due *** (2:30 PM) • Msg Error Log Distribution (11:00 PM)	• Location Corrections Training Error Log (2:00 PM) • E-703 Funding Upload
MO	Thu 07-01-21	06-01-21	06-30-21	210630M0X	Fri 06-18-21	Wed 06-23-21	Sat 06-26-21	Tue 06-22-21	Wed 06-23-21
B1	Wed 07-07-21	06-13-21	06-26-21	210626B1X	Thu 06-24-21	Tue 06-29-21	Fri 07-02-21	Tue 06-29-21	Wed 06-30-21
B2	Wed 07-21-21	06-27-21	07-10-21	210710B2X	Thu 07-08-21	Tue 07-13-21	Fri 07-16-21	Tue 07-13-21	Wed 07-14-21
MO	Fri 07-30-21	07-01-21	07-31-21	210731M0X	Tue 07-20-21	Fri 07-23-21	Wed 07-28-21	Thu 07-22-21	Fri 07-23-21
B1	Wed 08-04-21	07-11-21	07-24-21	210724B1X	Thu 07-22-21	Tue 07-27-21	Fri 07-30-21	Tue 07-27-21	Wed 07-28-21
B2	Wed 08-18-21	07-25-21	08-07-21	210807B2X	Thu 08-05-21	Tue 08-10-21	Fri 08-13-21	Tue 08-10-21	Wed 08-11-21
B1	Wed 09-01-21	08-08-21	08-21-21	210821B1X	Thu 08-19-21	Tue 08-24-21	Fri 08-27-21	Tue 08-24-21	Wed 08-25-21
MO	Wed 09-01-21	08-01-21	08-31-21	210831M0X	Fri 08-20-21	Mon 08-23-21	Mon 08-30-21	Mon 08-23-21	Tue 08-24-21
B2	Wed 09-15-21	08-22-21	09-04-21	210904B2X	Wed 09-01-21	Tue 09-07-21	Fri 09-10-21	Tue 09-07-21	Wed 09-08-21
B3	Wed 09-29-21	09-05-21	09-18-21	210918B3X	Thu 09-16-21	Tue 09-21-21	Fri 09-24-21	Tue 09-21-21	Wed 09-22-21
MO	Fri 10-01-21	09-01-21	09-30-21	210930M0X	Mon 09-20-21	Thu 09-23-21	Tue 09-28-21	Wed 09-22-21	Thu 09-23-21
B1	Wed 10-13-21	09-19-21	10-02-21	211002B1X	Thu 09-30-21	Tue 10-05-21	Fri 10-08-21	Tue 10-05-21	Wed 10-06-21
B2	Wed 10-27-21	10-03-21	10-16-21	211016B2X	Thu 10-14-21	Tue 10-19-21	Fri 10-22-21	Tue 10-19-21	Wed 10-20-21

Kronos Payroll Process



Kronos Payroll Process

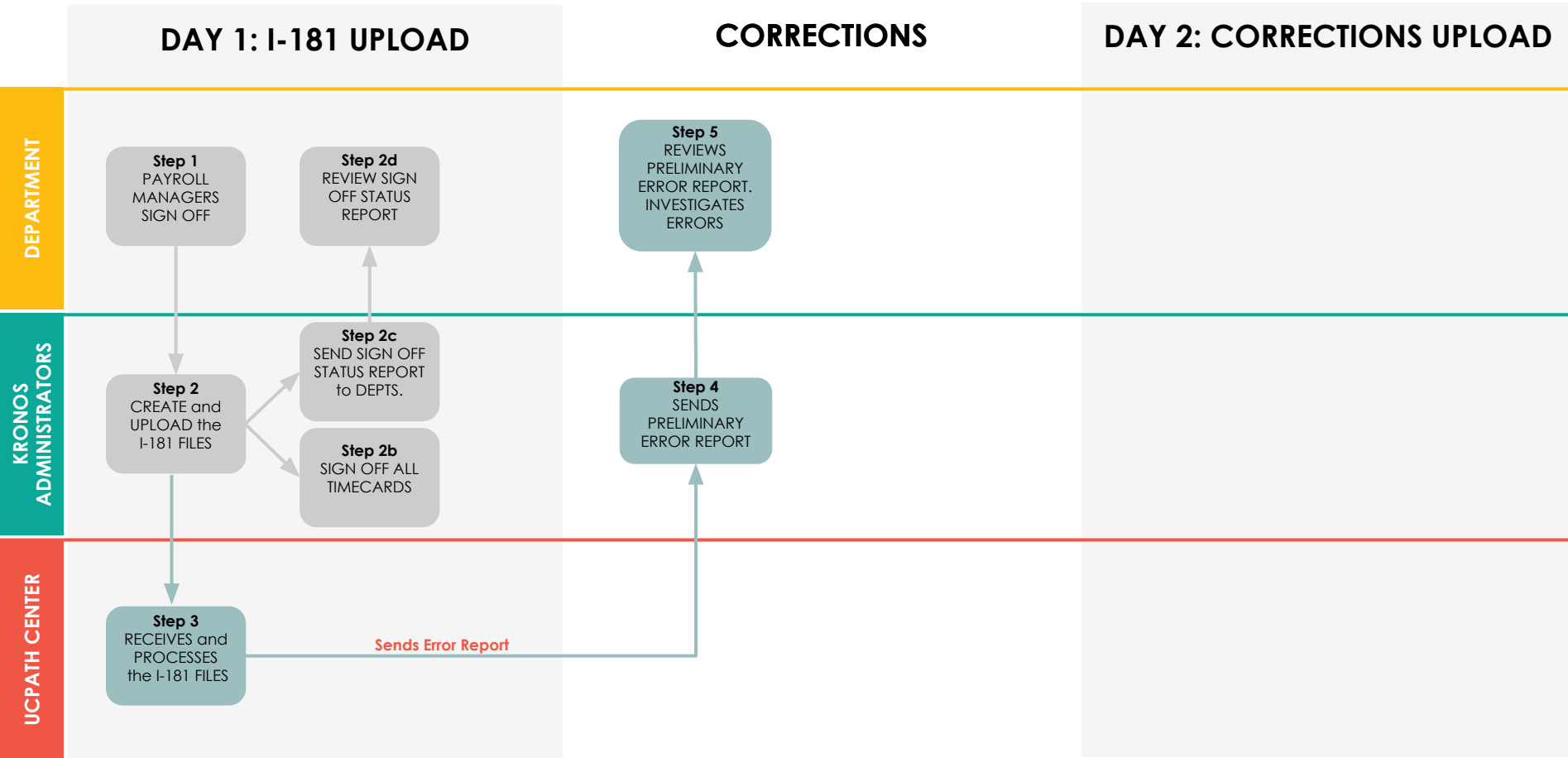


Poll

A holiday causes sign off for biweekly employees to shift to Monday. Does your department inform their employees the deadline is a day earlier?

- Yes
- Sometimes
- No

Kronos Payroll Process



Errors

Example: BW PPE 6/26 error report

EMPLID	NAME	EMPL _RCD	POSITION _NBR	PAY_END _DT	EARNES_BEGIN _DT	EARNES_END _DT	ERNCD	OTH _HRS	Dept ID	Comment
10012345	Gaucha, Jane	0	40075712	26-Jun-21	9-Apr-21	9-Apr-21	REG	1	TEST	Employee is Inactive between Earnings Begin and End Dates
10012345	Gaucha, Jane	0	40075712	26-Jun-21	16-Apr-21	16-Apr-21	REG	1	TEST	Employee is Inactive between Earnings Begin and End Dates
10123456	Parker, Peter	2	40125842	26-Jun-21	23-Jun-21	23-Jun-21	REG	2.5	SPDR	Invalid Pay End Date. The Pay Calendar associated Pay End Date
10123456	Parker, Peter	2	40125842	26-Jun-21	24-Jun-21	24-Jun-21	REG	2.5	SPDR	Invalid Pay End Date. The Pay Calendar associated Pay End Date

Employee is Inactive between Earnings Begin and End Dates

-OR-

Earnings Dates cannot be earlier than Hire Date

Dates reported are outside an active job record.

Errors

Example: BW PPE 6/26 error report

EMPLID	NAME	EMPL _RCD	POSITION _NBR	PAY_END _DT	EARNLS_BEGIN _DT	EARNLS_END _DT	ERNCD	OTH _HRS	Dept ID	Comment
10012345	Gaucho, Jane	0	40075712	26-Jun-21	9-Apr-21	9-Apr-21	REG	1	TEST	Employee is Inactive between Earnings Begin and End Dates
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10123456	Parker, Peter	2	40125842	26-Jun-21	24-Jun-21	24-Jun-21	REG	2.5	SPDR	Invalid Pay End Date. The Pay Calendar associated Pay End D

Invalid Pay End Date

There is a pay schedule discrepancy between Kronos and UCPath.

Errors

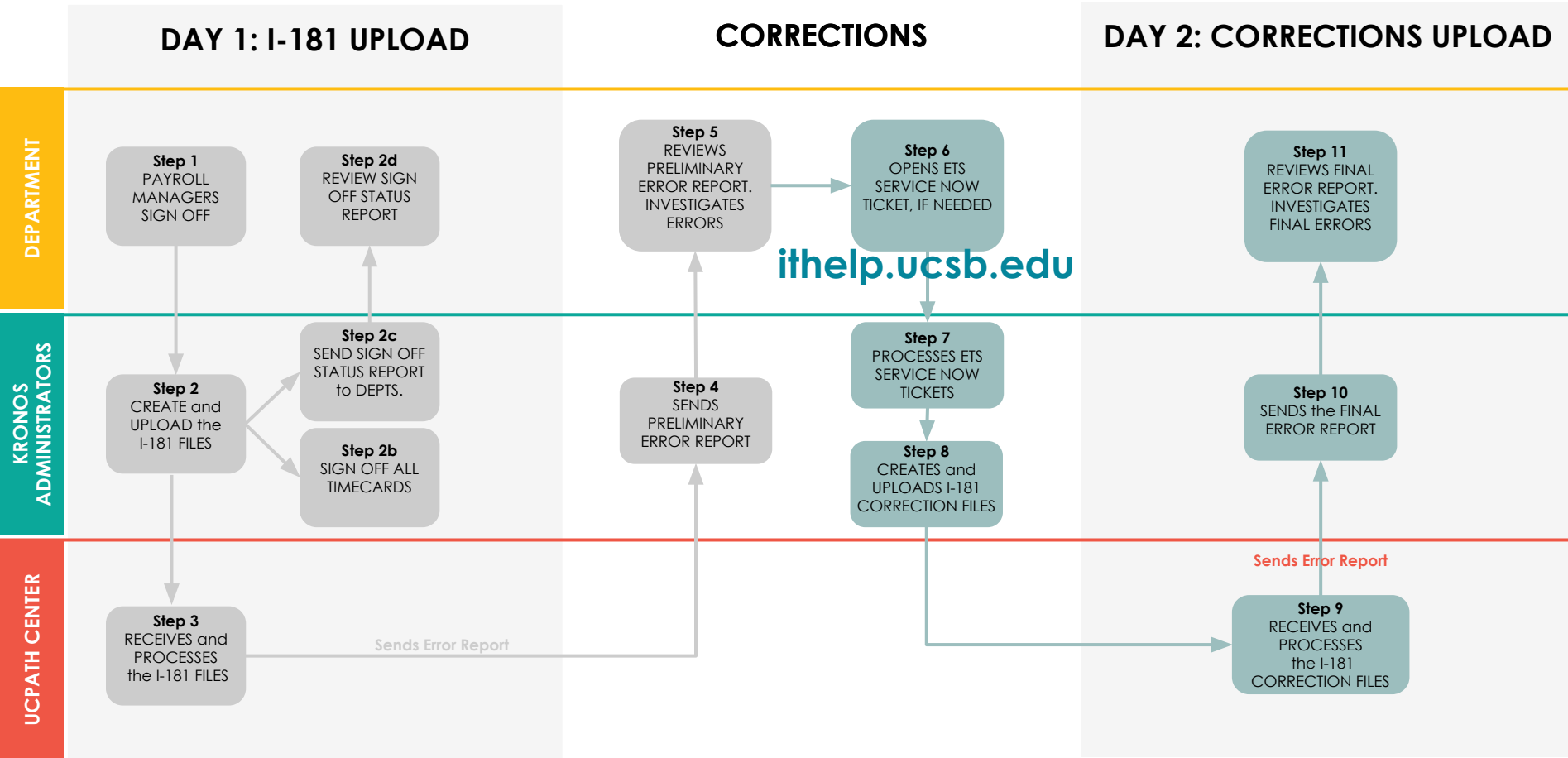
Invalid Position Number

-OR-

Employee Record is invalid for the Employee against which the time is being reported

The employee record and position number combination in the data doesn't match UCPATH.

Kronos Payroll Process



Poll

I submitted a Historical Correction ticket. Do I need to submit a ticket with BFS as well?

- Yes
- No

Remedies

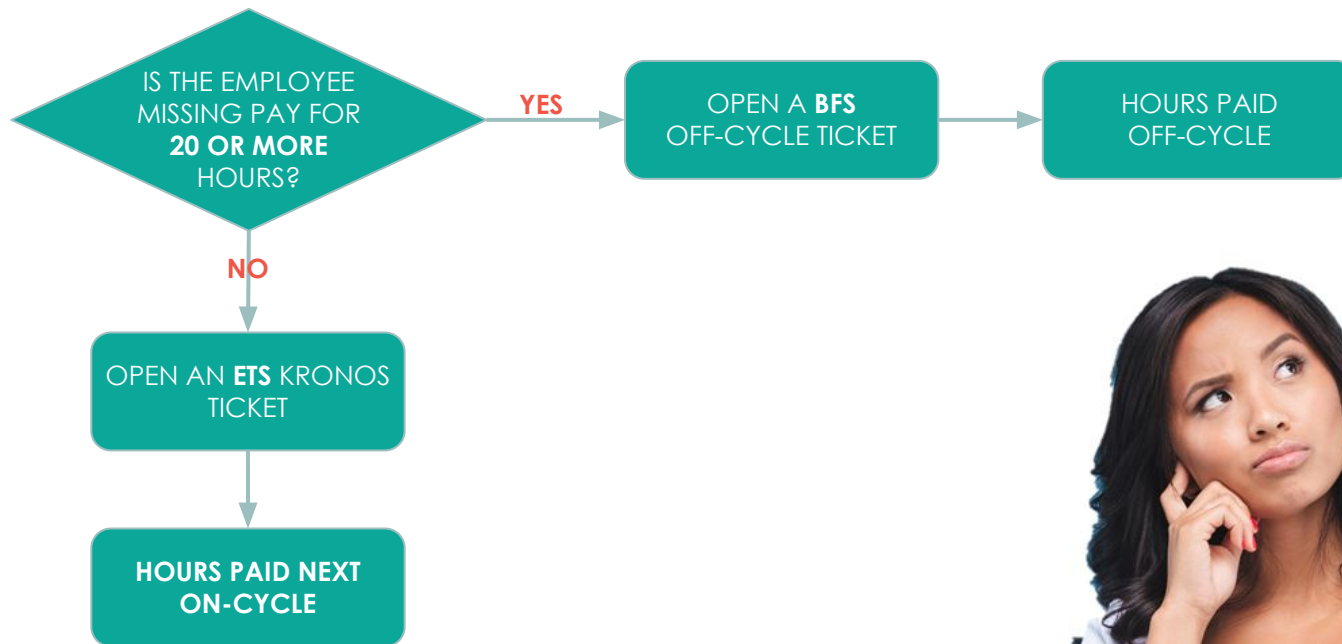
There is still a payroll issue.

- Forgot to fill out a timecard
- Forgot to sign off
- Upload errors on the final error report

How do I resolve it?

Remedies

Forgot to fill out a timecard - or - didn't sign off



Remedies

Upload Errors on the Final Error Report

- Incorrect job data in UCPATH
- Incorrect pay rule in Kronos

KRONOS

Home Dept	Pay Rule	Pay Schd
-	99 BW-H HOL6 OT 400T	BW

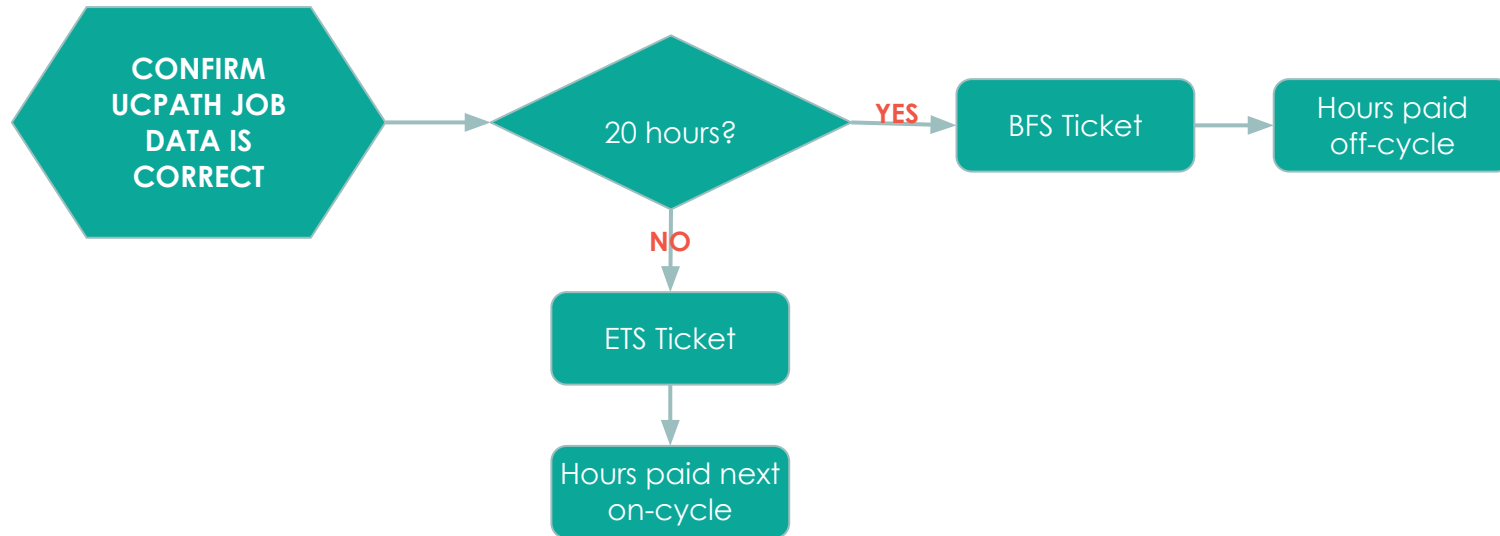


UCPATH

Payroll for North America ?		
Pay Group	8ME	UCSB Salary Exempt Monthly
Employee Type	S	Salried
Tax Location Code	CA-DEFAULT	California
GL Pay Type		
Combination Code		

Remedies

Incorrect job data in UCPATH




Remedies


Incorrect pay rule in Kronos

OPEN AN ETS
KRONOS TICKET


Kronos Timekeeping
Get help with KRONOS, including general timekeeping, timeclocks, and payroll upload.

 **Historical Correction**
Submit a request for a Kronos Historical Correction for payment errors related to electronic timecard data.

[View Details](#)

 **Kronos Timekeeping Question or Request**
Submit a question about KRONOS, timeclocks, or payroll uploads.

[View Details](#)

 **Sign-off Removal Request**
Submit a request to remove sign-off prior to the payroll upload.

[View Details](#)

* I need help with (select one):

-- None --

Payroll Cycle Change
Employee Configuration
Access Control Number/Employee Group
Time Off Request
Time Clock
Authentication
Payroll Upload- Non Historical Correction
Other

Ticket outcome:

- Guidance for People editor changes
- Next steps for transactions in error
- If special handling is needed in the next upload
- If a BFS ticket is needed

Summary

On-Cycle Payroll Process

- Cooperative effort involving our campus departments, the Kronos teams, and UCPath
- Spans 2 business days
- Managed against UCPath deadlines
- Includes a correction period to resolve initial errors

Summary

UCPath Errors

- Data uploaded must align with UCPath job data
- Many errors can be resolved during the correction window
- Accuracy of transfers you make on an employee's behalf can eliminate errors

Summary

Remedies

- At the conclusion of the process, departments must initiate resolution for any remaining issues
- Resolution can involve either the Kronos team or by BFS
- Start with the a Kronos Timekeeping ticket for any issue involving a cycle change
- Choose only one avenue to prevent overpayment

Resources

- [How the Upload Process Works](#) KB article: outlines concepts described in this presentation
- [UCPath Production Processing Schedule](#)
- [Timekeeping Calendar](#)
- [ETS ServiceNow portal](#): submit Timekeeping question/request tickets
- [BFS ServiceNow portal](#): submit off-cycle payment request tickets.

Exit Poll

What is your comfort level with the payroll process and navigating issues that arise?

- Very comfortable
- Slightly comfortable
- Slightly uncomfortable
- Very uncomfortable

Pre-Submitted Q&A:

Q: It would be helpful to know when you should and shouldn't sign off on a person who has resigned, especially if you submit a ticket for final pay to BFS.

A: Final paychecks can be processed on-cycle through a Kronos payroll upload, or off-cycle through BFS. If you have submitted a ticket to BFS, do not sign off.

General rule: chose only one avenue, Kronos team or BFS, to avoid overpayments.

On-cycle (Kronos)



Off-cycle (BFS)

THANK YOU!

Questions?

Live Q&A: Historical Correction clarification

Q: Please define historical correction versus non-historical correction. Does this have to do with time in the process?

A: Any timecard data that needs to be changed in a signed off period is a historical correction. This includes any corrections to data required to resolve an error. Non-historical correction tickets cover any payroll question that does not involve changing timecard data. This includes wanting to know if your sign off was done in time, or questions about errors or the process itself.

Live Q&A: When to remove licenses

Q: If someone terminates or retires, when do we remove their license?

A: You determine when to remove licenses based on how you are handling final pay for the employee. Our last MTU on Final Timecards & Removing Licenses covered this topic. You can access previous MTU's on our Electronic Timekeeping portal:

<https://www.timekeeping.ucsb.edu/blog/mini-tune-up-sessions>.

For some terminations, final pay can be processed on-cycle. If that is your choice, sign off the employee and keep licenses active through the upload process so the timecard data is uploaded for paycheck processing. However, if you are requesting final pay off-cycle through BFS, do not sign off and remove the licenses in Kronos to prevent data from uploading and triggering an overpayment.

Live Q&A: Cycle changes and off cycle pay

Q: What happens when you are doing an off cycle, the employee is moving between departments, and has transitioned from BW to MO.

A: If you have requested an off-cycle check, BFS is handling pay. Therefore, you do not want hours from Kronos to upload because that will trigger an overpayment. For any cycle changes, we recommend that you start with a Kronos timekeeping ticket, since our advice can change based on specific employee circumstances. Differences in pay period dates create gaps or overlaps between monthly and biweekly pay periods. The Kronos team can guide you through the process. Be sure to indicate if you have submitted any tickets with BFS so we can prevent overpayments.

Live Q&A: Cycle changes and sign off

Q: We avoid sign off for BW and then later we do sign off for MO if the transition happens in the same month. Is this okay?

A: This might work depending on the pay period dates. If you do not sign off the biweekly pay period, the monthly-hourly upload may snag those dates for you anyway. Typically, there are gaps or overlaps. Therefore, we recommend starting with a Kronos timekeeping ticket for cycle changes so you do not have to sort this out. We will guide you to help ensure data is not missed or doubled up.