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
<table>
<thead>
<tr>
<th>Pay Cycle</th>
<th>Check Date</th>
<th>Pay Period Dates</th>
<th>Run ID Schedule</th>
<th>Location</th>
<th>Campus</th>
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</table>

Notes:
- Employee Data Change *** (3:00 PM)
- After 3:00 PM changes will not be processed for current pay cycle
- Stop Processing PayPath & Position Mgmt (5:00 PM)
- Resume Processing (6:00 AM)
- Inbound Files Due **** (2:30 PM)
- Msg Error Log Distribution (11:00 PM)
- Location Corrections To Msg Error Log (2:00 PM)
- E-703 Funding Upload

Date Range:
- MO: 10/01/21 - 10/31/21
- B1: 10/02/21 - 10/31/21
- B2: 10/03/21 - 10/31/21
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<tr>
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<th>Run ID Schedule</th>
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<td>Thu 07-01-21</td>
<td>06-01-21 06-30-21</td>
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<td>Stop Processing PayPath &amp; Position Mngt (5:00 PM)</td>
<td>Resume Processing (6:00 AM)</td>
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<td>06-13-21 06-26-21</td>
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</table>
Kronos Payroll Process

DAY 1: I-181 UPLOAD

Step 1 PAYROLL MANAGERS SIGN OFF

Step 2c SEND SIGN OFF STATUS REPORT 1o DEPTS.

Step 2b SIGN OFF ALL TIMECARDS

Step 2 CREATE and UPLOAD the I-181 FILES

Step 3 RECEIVES and PROCESSES the I-181 FILES

CORRECTIONS

Step 2d REVIEW SIGN OFF STATUS REPORT

Step 2b PRELIMINARY ERROR REPORT

Step 5 REVIEWS PRELIMINARY ERROR REPORT, INVESTIGATES ERRORS

Step 6 OPENS ETS SERVICE NOW TICKET, IF NEEDED

Step 7 PROCESSES ETS SERVICE NOW TICKETS

Step 8 CREATES and UPLOADS I-181 CORRECTION FILES

DAY 2: CORRECTIONS UPLOAD

Step 6 SENDS SIGN OFF STATUS REPORT

Step 6 REVIEW SIGN OFF STATUS REPORT

Step 7 OPENS ETS SERVICE NOW TICKET, IF NEEDED

Step 8 PROCESSES ETS SERVICE NOW TICKETS

Step 9 CREATES and UPLOADS I-181 CORRECTION FILES

Step 9 RECEIVES and PROCESSES the I-181 CORRECTION FILES

Step 10 SENDS the FINAL ERROR REPORT

Step 11 REVIEWS FINAL ERROR REPORT, INVESTIGATES FINAL ERRORS
## Kronos Payroll Process

### DAY 1: I-181 UPLOAD

1. **PAYROLL MANAGERS SIGN OFF**
2. **CREATE and UPLOAD the I-181 FILES**
3. **SEND SIGN OFF STATUS REPORT to DEPTS.**

### DAY 2: CORRECTIONS UPLOAD

#### CORRECTIONS

<table>
<thead>
<tr>
<th>Home Dept</th>
<th>Pay Rule</th>
<th>ID</th>
<th>Name</th>
<th>Signed Off</th>
<th>Grand Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEST</td>
<td>99 BW-H HOL8 CT 30 Restricted</td>
<td>5111122333</td>
<td>Gaucho, Jane</td>
<td>X</td>
<td>80</td>
</tr>
<tr>
<td>SPDR</td>
<td>99 BW-H HOL8 CT 40T</td>
<td>5112233333</td>
<td>Parker, Peter</td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>HOME</td>
<td>CX BW-H HOL8 CT 40T</td>
<td>5111223334</td>
<td>TEST, TIMEKEEPER</td>
<td>X</td>
<td>33.25</td>
</tr>
</tbody>
</table>

### UC PATH CENTER

#### Step 1
- Payroll Managers sign off

#### Step 2
- Review sign off status report
- Create and upload the I-181 files
- Sign off all timecards
- Send sign off status report to depts.

#### Step 2a
- Review sign off status report

#### Step 2b
- Sign off all timecards

#### Step 2c
- Send sign off status report to depts.

#### Step 2d
- Review sign off status report
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**

**DAY 1: I-181 UPLOAD**

- **Step 1**: Payroll Managers Sign Off
- **Step 2**: Create and Upload the I-181 Files
  - **Step 2a**: Sign Off All Timecards
- **Step 3**: Receives and Processes the I-181 Files

**CORRECTIONS**

- **Step 2d**: Review Sign Off Status Report
- **Step 2c**: Send Sign Off Status Report to Depts.
- **Step 2b**: Sign Off All Timecards
- **Step 5**: Reviews Preliminary Error Report, Investigates Errors
- **Step 4**: Sends Preliminary Error Report

**DAY 2: CORRECTIONS UPLOAD**

- Sends Error Report
Errors

Example: BW PPE 6/26 error report

<table>
<thead>
<tr>
<th>EMPLID</th>
<th>NAME</th>
<th>EMPL_RCD</th>
<th>POSITION_NBR</th>
<th>PAY_END_DT</th>
<th>EARN_END_DT</th>
<th>ERNCD</th>
<th>OTH_HRS</th>
<th>Dept ID</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>10012345</td>
<td>Gaicho, Jane</td>
<td>0</td>
<td>40075712</td>
<td>26-Jun-21</td>
<td>9-Apr-21</td>
<td>REG</td>
<td>1</td>
<td>TEST</td>
<td>Employee is Inactive between Earnings Begin and End Dates</td>
</tr>
<tr>
<td>10012345</td>
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<td>0</td>
<td>40075712</td>
<td>26-Jun-21</td>
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<tr>
<td>10123456</td>
<td>Parker, Peter</td>
<td>2</td>
<td>40125842</td>
<td>26-Jun-21</td>
<td>23-Jun-21</td>
<td>REG</td>
<td>2.5</td>
<td>SPDR</td>
<td>Invalid Pay End Date. The Pay Calendar associated Pay End Da</td>
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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**

<table>
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### 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

**DAY 1: I-181 UPLOAD**

- **Step 1** Payroll Managers Sign Off
- **Step 2a** Create and Upload the I-181 Files
- **Step 2b** Sign Off All Timecards
- **Step 2c** Send Sign Off Status Report to DEPTS.

**KRONOS ADMINISTRATORS**

- **Step 2d** Review Sign Off Status Report

**UCPATH CENTER**

- **Step 3** Receives and Processes the I-181 Files

- Sends Error Report

**CORRECTIONS**

- **Step 4** Sends Preliminary Error Report

**DAY 2: CORRECTIONS UPLOAD**

- **Step 5** Reviews Preliminary Error Report, Investigates Errors
- **Step 6** Opens ETS Service Now Ticket, If Needed
- **Step 7** Processes ETS Service Now Tickets
- **Step 8** Creates and Uploads I-181 Correction Files
- **Step 9** Receives and Processes the I-181 Correction Files
- **Step 10** Sends the Final Error Report
- **Step 11** Reviews Final Error Report, Investigates Final Errors

**CIO/ETS/ITSS**

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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

IS THE EMPLOYEE MISSING PAY FOR 20 OR MORE HOURS?

NO

OPEN AN ETS KRONOS TICKET

HOURS PAID NEXT ON-CYCLE

YES

OPEN A BFS OFF-CYCLE TICKET

HOURS PAID OFF-CYCLE
Remedies

Upload Errors on the Final Error Report

- Incorrect job data in UCPath
- Incorrect pay rule in Kronos
Remedies

Incorrect job data in UCPath

CONFIRM UCPATH JOB DATA IS CORRECT

20 hours?

YES
BFS Ticket
Hours paid off-cycle

NO
ETS Ticket

Hours paid next on-cycle
Remedies

Incorrect pay rule in Kronos

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.
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.