

Supervisor's Guide: Time & Absence Management

Audience:

Managers and Supervisors at NC State.

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1. Purpose

This document:

- is intended for use by supervisors at NC State.
- is an instructional guide for supervisors on managing their direct reports' time and absences through the Manager Self Service module within the [MyPack Portal](#).
- is updated and maintained to include the latest MyPack Portal HR system enhancements.

2. Prerequisites

The following resources provide context to the content within this document. Supervisors are required to review these prerequisites before proceeding with this document:

- [MyPack Portal HR System Overview](#)
- [Employee's Guide: Time and Absence Management - Part I](#)

3. How to use this document

This document is organized in three main sections:

1. Managing Employee Timesheets
2. Managing Employee Leave Requests
3. Managing Absence Certification

Supervisors can skip to the relevant section of interest and are not required to review the content in the organized order.

Note: The words "leave" and "absence" may be interchangeably used in the document. In the context of this document, they both refer to the period when the employee is absent from work.

4. Managing Employee Timesheets

The *Manager Self Service* homepage in the MyPack portal has several tiles to assist supervisors in accessing and managing timesheets, absences, flexible work arrangements, and employee performance.

The screenshot displays the MyPack Portal Manager Self Service interface. The top navigation bar includes the MyPack Portal logo, a search bar, and a menu. The main content area features a grid of tiles for various management functions:

- WolfTime Manager**: Represented by a wolf head icon.
- Team Performance**: Represented by a document icon with a bar chart and a wolf head, showing 6 In Progress Documents.
- Flexible Work Arrgmt (Mgr)**: Represented by a globe icon with a location pin.
- Approval Monitor**: Represented by a document icon with a checkmark.
- Direct Line Reports**: Represented by a wolf head icon.
- Query Manager**: Represented by a folder icon.
- Org Chart Viewer**: Represented by a hierarchical tree diagram.
- Talent Summary**: Represented by a document icon with a bar chart and a wolf head.

Below the tiles, there are two data sections:

Job Actions for My Employees

If you see the icon, the transaction has been approved and the employee is in the HR/Payroll System.

Empl ID	Name	Action	Step	Status	Job Code	Job Code Description	Effective Date
1	[REDACTED]	ADL	Approve Job Request	Completed	TN400	Professional Paid Hourly	03/18/2024

Separation Monitor - MSS

Displays your employees that have separation dates in the last 7 days or the next three weeks. Please consult your HR Representative if your employee will not be separating from this job.

ID	Empl Record	Name	Descr	Empl Class	Dept ID	Job Code	Descr	Term Date
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Supervisors can access and manage employee timesheets and absences via the *WolfTime Manager* tile.

The screenshot shows the WolfTime Manager interface. The left sidebar contains the following menu items: Timesheet, Enter/Approve Time, Manage Exceptions, Weekly Time Calendar, View/Print Biweekly Timesheet, View Monthly Timesheet, Help with WolfTime, Payable Time, Manage Absences, Cancel Absences, Absence Balances, View Requests, Approve Absence Requests, and Apprv/Review Abs Certification. Two callout boxes provide detailed descriptions for these actions.

Time Management Menu Actions

- **Enter/Approve Time** - is used to manage, update, and approve an employee timesheet
- **Manage Exceptions** - is used to view exception alarms for your direct reports
- **Weekly Time Calendar** - is used to monitor reported and leave time submitted by the employee
- **View/Print Biweekly Monthly Timesheets** - is used to view/print payable time that has been approved
- **Payable Time** - is used to review payable time during a specific time range for an employee

Absence Management Menu Actions

- **Manage Absences** - is used to submit absence request for a direct report if required
- **Cancel Absences** - is used to cancel an absence for your direct reports
- **Absence Balances** - is used to review absence balances for a direct report
- **View Requests** - is used to view a lists of absence requests saved, submitted, or approved for a direct report
- **Approve Absence Request** - is used to review, deny, or approve absence requests submitted by a direct report
- **Apprv/Review Abs Certification** - is used to review and approve end of calendar year leave certifications for direct reports

4.1 Setting Default Search Criteria

Supervisors are encouraged to set up their default search criteria to ensure they can view their list of direct reports by default when accessing employee timesheets.

Navigation: *Main Menu > Human Resources Systems > Manager Self Services > Time Management > Manager Search Options*

Job Aid (Google Slides): [Supervisor's Guide: How to setup Manager Search Criteria](#)

4.2 Handling Inaccurate Employee Assignments

If Supervisors see employees on their list of direct reports who don't report to them, they must NOT approve their timesheets and leave requests.

Supervisors must contact the departmental timekeepers to correct employees' assignments. If an employee has multiple jobs outside their college/division, they may need to communicate with other college / divisional timekeepers.

4.3 Temporary Employment Assignments

Temporary employment at NC State University is utilized and managed under [REG 05.05.02 - Temporary Employment](#).

A temporary appointment may be made for a limited term, normally not to exceed three to six months. A longer appointment may be requested, but a temporary appointment will not, under any circumstances, exceed 11 consecutive months.

College/Division departments may independently secure temporary employees or request a temporary employee through University Temporary Services (UTS) to assist with the workload created by vacant positions, vacations, and seasonal surges in work. Temporary employees are paid bi-weekly through the NCSU payroll system.

4.4 Accessing Employee Timesheets

Supervisors can view and access timesheets of their direct reports in multiple ways:

1. Access the employee timesheet from the **weekly approval email notification** (sent every Monday morning). Supervisors can click on the link provided in the email notification to access the employee timesheet.
2. Alternatively, Supervisors can access the employee timesheet using the following navigation path in MyPack portal: *Manager Self Service Homepage* → *WolfTime Manager* tile → *Enter/Approve Time* tab

The following sample highlights key sections of an employee timesheet:

The screenshot shows a web-based timesheet interface for the week of April 6, 2024, to April 12, 2024. The interface includes a header with employee and supervisor information, navigation buttons for 'Previous' and 'Next', and a 'SUBMIT' button. A table displays the employee's schedule and reported hours for each day. Callouts provide instructions on how to use the 'Select All' box, the 'Approve' button, and the 'SUBMIT' button. A summary table at the bottom shows the employee's default distribution.

Day	Date	Day	In	Out	Quantity	Reported Status	Time Details	Comments
06	Apr	Saturday			0.00	New		
07	Apr	Sunday			0.00	New		
08	Apr	Monday	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00	Needs Approval
09	Apr	Tuesday	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00	Needs Approval
10	Apr	Wednesday	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00	Needs Approval
11	Apr	Thursday	8:00:00AM	12:00:00PM	1:00:00PM	5:00:00PM	8.00	Needs Approval
12	Apr	Friday					0.00	New

Project ID %1	Account %1	Description %1	Percent of Distribution %1
1	201500	51219 DEAN OF ENGR	100.000

4.5 Best Practices for Reviewing Employee Timesheets

Supervisors are expected to:

- **Review the time and absences their employees submit weekly** to ensure they have met their standard work hours (i.e., Reported Hours + Reported Absences must equal the employee's Standard Work Hours for the week).
 - a. If the employee exceeds standard work hours in a week with absences, Supervisors must direct the employee to correct their absence requests in that week.

- b. If the employee exceeds standard work hours in a week with no absences, the employee may be eligible to earn gap compensatory or overtime compensatory time. Supervisors must review the compensatory time being earned before approving the timesheet.

- **Edit timesheets to ensure the accuracy of time reporting**

- a. If timesheet edits are required, Supervisors should always add comments on the employee timesheet while editing.

- Note: Bi-weekly employees, (Student workers and Temporary), do not get paid until their time is approved

Employees with multiple jobs: Supervisors of employees with multiple jobs can see the hours worked by the employee in other jobs.

- Supervisors must ONLY approve the hours reported for their departmental job.
- Supervisors must NOT delete or edit punches for other jobs because it will affect the employee's pay.

4.6 Editing Employee Timesheets

Timesheets have one row set up for each day of the pay period with two sets of "In" and "Out" boxes for time entry. Direct employee time entry (wall or web clock) will automatically insert In/Out fields to support the number of daily punches. A supervisor may find it necessary to add rows to a day to accommodate additional In/Out entries.

For example, the employee may:

- Work on multiple jobs in one day
- Work a partial day and need to enter partial day leave
- Work on multiple projects in a day that must be tracked
- Clock out for lunch
- Use a different clock for a single-punch combination

Day Summary		In	Out	In	Out	Punch Total
30 Sep	Saturday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00
01 Oct	Sunday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00

Job Aid (Tango): [Supervisor's Guide: How to review & approve employee timesheets](#)



Under development: Job Aid (Tango): Supervisor's Guide: How to view employee's Payable Time

4.7 Managing Timesheet Exception Alarms

When an employee forgets to punch In or Out of their shift, the HR system cannot calculate the payable time until the missing punch is resolved and approved. In addition, an unresolved missing punch on the employee

timesheet could result in a punch sequence/invalid punch order that generates an exception alarm in WolfTime.

If employees do not accurately record punch time, WolfTime will flag an "exception alarm" error on their

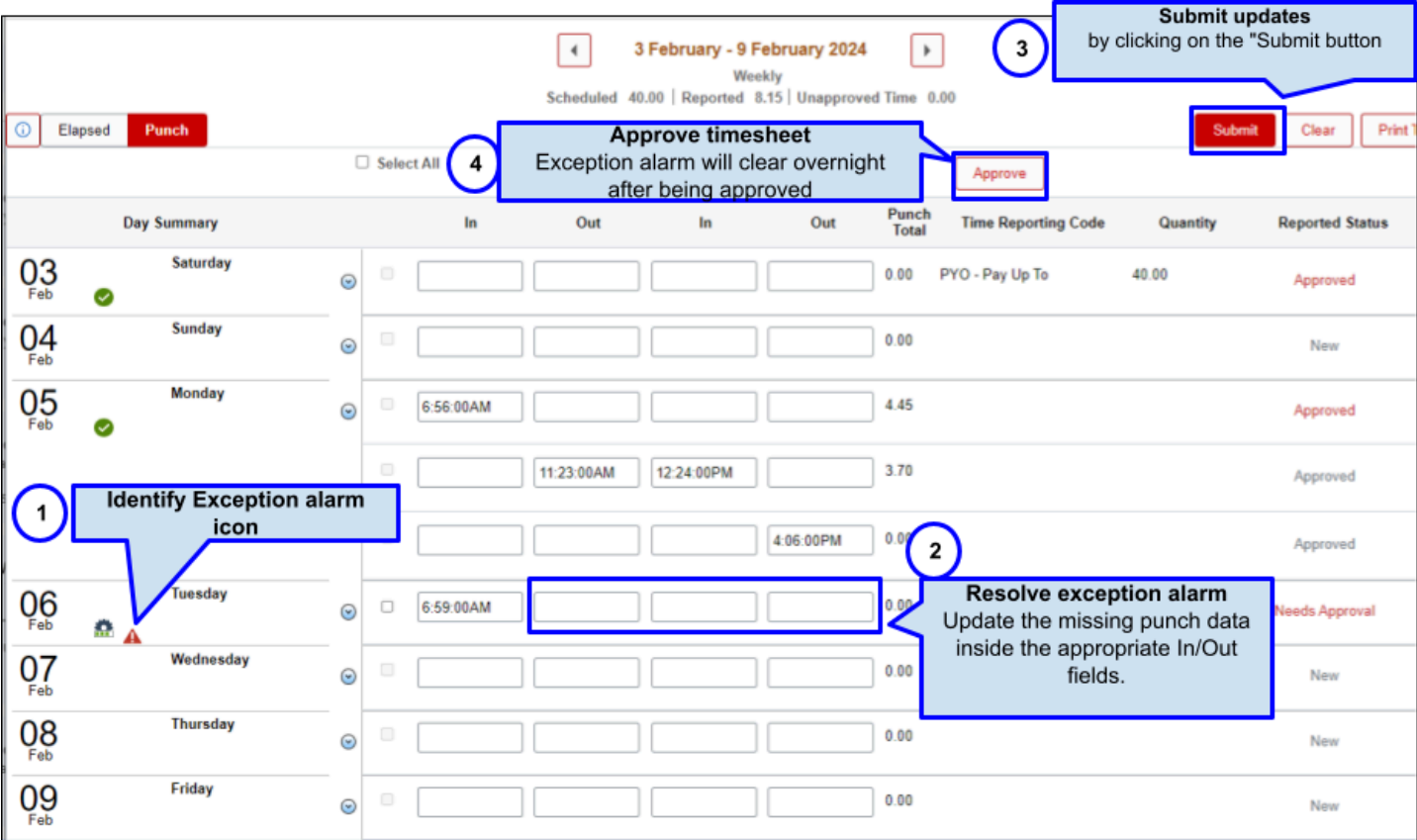
timesheet. The exception alarm icons easily identify timesheet rows where the exception alarms exist ( and ) The Time Exceptions page reflects a list of direct reports with an alarm on their timesheet.

Supervisors are responsible for identifying, investigating, correcting, and clearing timesheet exceptions daily.

Example: In the example below, the employee failed to submit all their in/out punches on a specific date, which generated the exception alarm on Tuesday, February 06.

Supervisors should follow the steps outlined in the screenshot below to clear exception alarms:

- **Step 1:** Identify the date of the exception alarm
- **Step 2:** Resolve the exception alarm - Refer to the [Supervisor's Guide: Troubleshooting Timesheet Exceptions](#) for resolution actions..
- **Step 3:** Submit the corrected time and enter comments to clarify what changes were made
- **Step 4:** Approve the Timesheet



The screenshot shows a weekly timesheet for February 3-9, 2024. The interface includes a navigation bar with 'Elapsed' and 'Punch' tabs, a 'Select All' checkbox, and buttons for 'Submit', 'Clear', and 'Print'. The main table lists days from Saturday (Feb 03) to Friday (Feb 09). The '06 Feb' row (Tuesday) is highlighted with a red warning icon and a 'Needs Approval' status. Annotations with numbered callouts provide instructions: 1. 'Identify Exception alarm icon' points to the warning icon on Feb 06. 2. 'Resolve exception alarm' points to the empty 'In' and 'Out' fields for Feb 06. 3. 'Submit updates by clicking on the "Submit button"' points to the 'Submit' button. 4. 'Approve timesheet' points to the 'Approve' button. A text box above the 'Approve' button states 'Exception alarm will clear overnight after being approved'.

Day Summary	In	Out	In	Out	Punch Total	Time Reporting Code	Quantity	Reported Status
03 Feb Saturday					0.00	PYO - Pay Up To	40.00	Approved
04 Feb Sunday					0.00			New
05 Feb Monday	6:56:00AM				4.45			Approved
		11:23:00AM	12:24:00PM		3.70			Approved
				4:06:00PM	0.00			Approved
06 Feb Tuesday	6:59:00AM				0.00			Needs Approval
07 Feb Wednesday					0.00			New
08 Feb Thursday					0.00			New
09 Feb Friday					0.00			New

4.8 Submitting On-Call Time

On-Call pay compensation is specifically for designated employees who must be available when a situation occurs that requires the employee to be called in to work on short notice if the need arises.

Supervisors may be required to enter on-call hours for their direct reports as the department decides.

Refer to [Regulation: On-Call Pay](#)

Job Aid (Tango): [Supervisor's Guide: How to submit On-Call Time](#)

5. Managing Employee Absences

5.1 Best Practices for Reviewing Employee Absences

Supervisors are expected to::

- discuss all future absences in advance with their employees.
- advise and encourage employees to submit leave requests into the system AFTER they have returned from their leave and know exactly how much leave they need to request. This reduces employees wasting their leave by requesting more leave than they need.
- advise employees to submit leave requests every week - one absence per week (week starts on Saturday and ends on Friday)
- review and approve absences weekly
- forecast submitted leave requests before approving to ensure that the employee has enough leave balances to cover for those absences.
- Enter comments while denying a leave request to clarify why the leave request is being denied and what the employee should do as next steps.

5.2 Reviewing and Approving Leave Requests

Supervisors are notified via email when an employee submits a leave request.

Supervisors should follow best practices in approving leave requests.

An email notification is sent to the employee once the request is approved/denied.

Job Aid (Tango): [Supervisor's Guide: How to review, approve or deny employee absence requests](#)

5.3 Managing Absence Cancellations

If an employee cancels a leave request that has already been approved, Supervisors must approve the absence cancellation. The absence balances will recalculate only when the cancellation is approved by the Supervisor.

Job Aid (Tango): [Supervisor's Guide: How to review, approve, or deny an absence cancellation request](#)

5.4 Finalizing Absences for Separating Employees

Supervisors are responsible for ensuring that a separating employee's time and leave is approved, accurate, and complete before the employee's termination date.

Supervisors must also ensure that separating employees complete leave certification before their termination date.

Inaccurate leave balances have a direct impact on the leave payout amounts.

- Leave will be paid out the month following the separation except for retirees, who are paid out in the month of retirement.
- Employees, supervisors, and leave coordinators can continue to enter/approve leave actions up to the employee's termination date.
 - After the termination date, only the leave coordinator can enter leave actions.
- To view final balances and to verify leave, use the "forecasted balances" as these include any future accruals and any pending/approved actions up to the employee's termination date.

Job Aid (Tango): [Supervisor's Guide: How to view future \(forecasted\) absence balances for employees](#)

5.5 Managing Weekly Leave Submissions for Family & Medical Leave (FML) or Family Illness Leave (FIL)

Extended absences for Family Medical Leave (FML), and Family Illness Leave (FIL) can only be submitted by the employee or the departmental leave coordinator.

The *NCSU Leave Team* reviews and approves the extended absences.

Upon approval of the extended absence, employees must submit the weekly absences used to cover all the time during the extended absence period.

However, if the employee is out due to sickness, the supervisor or leave coordinator may assist the employee in submitting the weekly absences.

Best practices for submitting weekly absences for FML or FIL:

- Absences should be submitted for weekdays only.
- Weekly absences should not be submitted for more than one week at a time.
- Weekly absences must not cross over multiple months - if a week includes a month's end, submit a separate absence for each month within the week
- Weekly absence submissions are not required for FML and FIL extended absences submitted by 9-month faculty as they do not earn leave.

- Holidays are counted towards the maximum FML hours that an employee is eligible to receive during 12 months, unless the university is closed the entire week, and the employee is not required to work during that week. However, holidays should not be included when entering weekly absences.

Under Development - Job Aid (): Supervisor's Guide: Submitting weekly absences for Family Medical Leave or Family Illness Leave

5.6 Managing Weekly Leave Submissions for Paid Parental Leave

Best practices for submitting weekly absences for extended absences:

- Absences should be submitted for weekdays only.
- Weekly absences should not be submitted for more than one week at a time.
- Weekly absences must not cross over multiple months - if a week includes a month's end, submit a separate absence for each month within the week
- As Paid Parental Leave runs concurrently with Family Medical Leave (FML) or Family Illness leave (FIL), the start date on weekly absences for PPL EA must be the same as the start date of the concurrent FML/FIL absence.

Under Development - Job Aid (): Supervisor's Guide: Submitting weekly absences for Paid Parental Leave

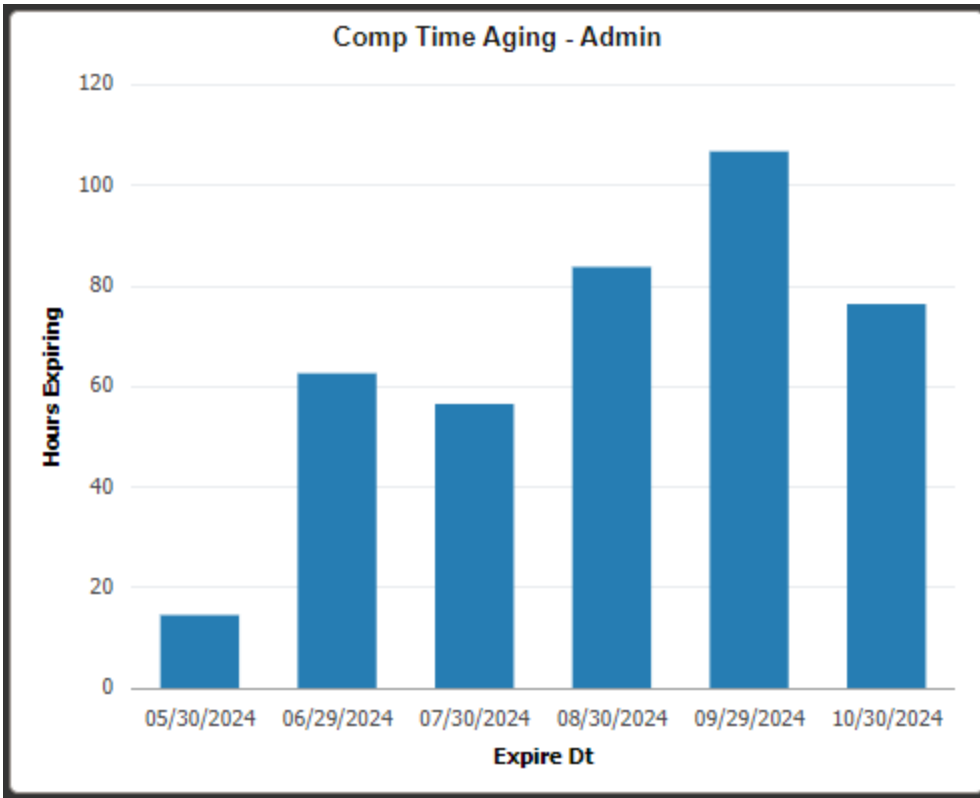
5.7 Reviewing Compensatory Time Aging Reports

Non-exempt employees who earn comp hours have a maximum of 12 months from the date earned to utilize the comp hours when they take annual leave. Comp time hours can include, but are not limited to, the following: holiday, gap, and overtime.

If an employee does not take annual leave during that 12-month window the HR system has built-in calculations that will automatically process applicable comp time payout within two months after expiration.

The "Comp Time Aging—Admin" dashboard tile is a tool for supervisors to view the compensatory time for their employees expiring within the next 6 months.

Navigation Path: *Manager Self Service → Comp Aging Report - Manager tile*



Once you click on the “Expire Date” column it opens and allows you to see which employees have expiring hours and the date of expiration.

Supervisors are encouraged to work with their direct reports and utilize comp time if business demands allow. Allowing your direct report to utilize comp time prevents expiring comp time from paying out.

Refer to Section 10.5 in the [Employee’s Guide: Time and Absence Management - Part I](#) to learn about Compensatory Time.

☰ Rows

☰ Columns

Expire Dt

Hours Expiring

Comp Time Aging Report

Supervisor	Empl Id	Employee Name	Type	Comp Time Granted	Hours Expiring	Week Earned	Expire Dt	Dept ID	Supervisor Email
	000520748		COMP OVERTIME	43.50	19.09	05/31/2023	05/30/2024	170701	..@ncsu.edu
	001124827		COMP OVERTIME	22.13	2.40	05/31/2023	05/30/2024	170701	.l@ncsu.edu

6. Managing Leave Certification

6.1 Preparing for Leave Certifications

The University of Human Resources deadline to complete the leave certification process is Jan 31.

- Departments and units may establish and communicate internal deadlines before UHR's deadline. Employees and Supervisors must adhere to internal deadlines recommended by their department.

To prepare for the leave certification:

- Employees should review and submit any unsubmitted absences for the year no later than the **second Monday in January of the following year**.
- Supervisors should review and approve/deny all employee absence requests no later than the **second Friday in January of the following year**.

6.2 Managing Leave Certifications for Active Employees

Employees can initiate the annual leave certification process after their supervisor approves their outstanding leave requests for the year. The deadline to complete this process is the third Friday in January of the following year.

Supervisors should review and approve employees' leave certifications by the third Friday in January.

- If a Supervisor denies an employee's leave certification, the certification process will be canceled, and employees will receive an email explaining the reason for the cancellation. Employees must work with their Supervisor and Departmental Leave Coordinator to make any necessary corrections before certifying again.

Job Aid (Tango): [Supervisor's Guide - How to review and approve absence certification](#)

6.3 Managing Leave Certifications for Employees on Paid/Unpaid Leave

Supervisors must work with departmental leave coordinators to identify employees who cannot submit their leave certification due to being on paid or unpaid leave.

Time and absences for those employees must be reviewed to evaluate any potential impacts of a delayed absence review and certification.

As part of their review, the Supervisor's must:

- Approve any reported time that is pending approval.
- Approve any absences pending approval.

- Determine if the employees on paid or unpaid leave are over or under their standard work hours for any week in the year and resolve discrepancies to the best of their ability.

Employees on paid or unpaid leave can submit their leave certification upon their return from leave.

6.4 Historical Leave Certifications

This content is currently under development and will be updated as it becomes available.

***** End of Document *****